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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Usability and Accessibility Standards: This part addresses the knowledge required by Compliance Officers regarding standards and guidelines that govern usability and accessibility. It introduces ISO standards like ISO 9241-110 and ISO 9241-171, manufacturer guidelines from major platforms, and web accessibility guidelines such as WCAG. It also touches on legislation relevant to accessibility requirements, such as the UK Equality Act and the Americans with Disabilities Act.

Topic 2	<ul style="list-style-type: none"> • Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 3	<ul style="list-style-type: none"> • Usability Reviews: This domain evaluates the skills of Usability Testers in conducting reviews of software interfaces without user involvement. It differentiates informal reviews from expert reviews and introduces heuristic evaluation as a structured method. The section describes step-by-step approaches to preparing for and conducting reviews, emphasizing the importance of consensus and clear communication of findings.
Topic 4	<ul style="list-style-type: none"> • User Surveys: This part assesses the ability of Usability Test Analysts to design and use surveys to gather user feedback on software usability. It describes how to prepare user surveys, select appropriate questionnaires, and analyze survey responses to measure user satisfaction and other quality attributes from the user's perspective.
Topic 5	<ul style="list-style-type: none"> • Risks in Usability, User Experience and Accessibility: This domain assesses the ability of Risk Analysts to identify and analyze common risks that can affect usability, user experience, and accessibility. It differentiates between product risks—such as users being unable to use a product effectively—and project risks, including lack of expertise or insufficient usability evaluation processes. Understanding these risks helps in planning effective usability testing and evaluation.
Topic 6	<ul style="list-style-type: none"> • Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.

ISTQB Certified Tester Usability Tester Sample Questions (Q18-Q23):

NEW QUESTION # 18

What's the difference between an informal usability review and an expert usability review?

- A. An informal review only requires one reviewer
- B. An expert usability review is a formal review, not an informal review
- **C. No formal usability qualifications are required for an informal usability review**
- D. Contrary to an expert review, an informal usability review is based on opinion

Answer: C

Explanation:

An informal usability review can be conducted by anyone, including stakeholders or developers, and does not require formal usability training or qualifications. It is typically subjective and based on general impressions.

In contrast, an expert usability review (also called heuristic evaluation) is conducted by a trained usability expert who applies recognized usability principles. This is what differentiates the two approaches most clearly. Options A and C are misleading; expert reviews can be informal in format, and informal reviews aren't necessarily based solely on opinion. Option D is incorrect since both informal and expert reviews can be conducted individually or in groups.

References:

Nielsen Norman Group: Heuristic Evaluation

ISO 9241-110:2020 - Interaction Principles

Usability.gov: Expert Review vs Informal Review

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NEW QUESTION # 19

In a short conversation, a potential customer mentions that accessibility is of great importance to them. What does this mean?

- A. They focus on agile development
- B. They use prototyping in their development process

- C. They focus on quantitative usability evaluations
- D. They also seek to address users with limitations

Answer: D

Explanation:

When a customer emphasizes the importance of accessibility, it means they are concerned with ensuring that users with disabilities or limitations are not excluded from using their products or services. Accessibility is about inclusiveness-providing equal access and opportunity to all users regardless of physical or cognitive ability. Option C directly reflects this understanding. The other options (A, B, and D) are aspects of usability or development methodologies but do not relate to addressing the needs of users with disabilities, which is the core focus of accessibility.

References:

W3C: Accessibility Fundamentals

ISO 9241-171 and 210 - Accessibility and Human-Centered Design

ADA (Americans with Disabilities Act) in Digital Accessibility Contexts

NEW QUESTION # 20

You're defining usability test tasks for a web shop for mobile phones and smartphones. Finding out whether users are able to place an order easily has been identified as the main goal of the usability test.

Which of the following is a reasonable task definition to include in the test?

- A. Your phone broke and you're looking for a new smartphone. Your budget is 200\$ and it should have an infrared sensor as you like to operate your home entertainment system with it. Find a suited smartphone and order it!
- B. Which mobile operating system do you prefer?
- C. Enter the item number "1469483" in the search box and click "OK". Put the first item in the cart by clicking "add to bag". Then, click on "checkout" in order to start the order process. After that, fill in the form and click on "submit".
- D. Put the first phone you find in your shopping cart!

Answer: A

Explanation:

Option B represents a realistic, goal-oriented scenario that reflects how an actual user would interact with the website. It incorporates context, user intent, constraints, and desired outcome-all characteristics of well- designed usability tasks. Option A is vague and lacks real-world motivation. Option C is too prescriptive and limits insight into user behavior, while D is a survey question, not a usability task. According to Nielsen Norman Group and ISO 25062, the best usability tasks are scenario-based, realistic, and outcome-driven- making B the correct answer.

References:

Nielsen Norman Group: Writing Effective Usability Tasks

Usability.gov: Scenario-Based Usability Tasks

ISO 25062 - Usability Test Reporting

NEW QUESTION # 21

You're asked to evaluate the direct interaction between ordinary users and the software product. Which kinds of evaluations would be suited for that?

- A. Accessibility evaluation
- B. Risk assessment
- C. Usability evaluation
- D. Usability maturity assessment

Answer: C

Explanation:

A usability evaluation is specifically designed to assess how real users interact with a software product. It focuses on effectiveness, efficiency, and user satisfaction in completing tasks. This may involve usability testing, expert reviews, or heuristic evaluations. The goal is to identify any usability problems and understand user behavior during real use.

Option A (Accessibility evaluation) targets inclusivity for users with disabilities, not general user interaction.

Option B (Usability maturity assessment) evaluates the organization's usability practices, and Option C (Risk assessment) evaluates

potential project or system risks. Only option D directly involves observing and measuring user interaction.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Types of Usability Evaluations

NEW QUESTION # 22

Usability reviews aim to identify potential usability problems based on certain criteria. Which of the following is a reasonable criterion for a usability review?

- A. Statutory Code of Practice
- B. **Usability standards**
- C. Functional requirements
- D. Opinion of the management

Answer: B

Explanation:

Usability reviews evaluate a system or interface against established usability principles or standards to identify potential issues before user testing. A recognized criterion for such reviews includes adherence to usability standards such as ISO 9241 or the Web Content Accessibility Guidelines (WCAG). These standards are derived from years of research and user-centered design principles. Options A and C do not directly relate to usability. Functional requirements (option B) refer to what the system should do, not how usable it is.

Hence, option D is correct as usability standards provide a consistent, objective basis for evaluating usability.

References:

ISO 9241-110:2020 - Interaction Principles

WCAG 2.1 - Web Content Accessibility Guidelines

Nielsen Norman Group - Heuristic Evaluation

NEW QUESTION # 23

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