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## ISTQB Certified Tester Usability Tester Sample Questions (Q26-Q31):

**NEW QUESTION # 26**
A large customer complained that a business application developed by your company sometimes transfers the wrong amount of money to clients, although there are no complaints of the actual users. The expected amount differs from the actually transferred amount by a factor of 10 or 100. After analyzing the log files, you found out that the application itself works fine. The problem seems to be caused by confusing text fields and labels for the decimal place, leading to user errors.
Which usability risk should be reasonably addressed for the next release?

- A. Users buy the software product but repeatedly need to call support because they don't understand how to use it
- B. Users resist using a software product which is essential for their daily work because it lacks usability
- C. Increased liability through risk to financial loss caused by a poorly designed or deceptive user interface
- D. Users won't buy or use the software product because it lacks effectiveness, efficiency or satisfaction

**Answer: C**

Explanation:
The scenario describes a situation where the interface misleads users into making serious financial mistakes due to poor design, such as confusing decimal separators. Even though the system functions correctly, it facilitates critical user errors. This constitutes a major usability risk with potential legal and financial consequences. Therefore, the correct risk to address is increased liability due to financial loss caused by a poorly designed or deceptive interface (option D). The other options focus on usability-related dissatisfaction, resistance, or lack of adoption, which are not the key concern in this scenario.
References:
ISO 9241-210:2019 - Risk Management in Usability Engineering
Nielsen Norman Group: Error Prevention in UI Design
IEEE 1028: Standard for Software Reviews and Risk-Based Usability
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**NEW QUESTION # 27**
You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.
You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.
Which of the following user questionnaires allow benchmarking against previous usability measurements?
i. SUS
ii. SUMI
iii. WAMMI

- A. ii & iii are true, i is false
- B. i, ii and iii are true
- C. i & ii are true, iii is false
- D. i is true, ii & iii are false

**Answer: B**

Explanation:
SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted using benchmark datasets or industry standards.
Therefore, all three-i, ii, and iii-are true, making D the correct answer.
References:
Brooke, J. (1996). SUS - A Quick and Dirty Usability Scale
Kirakowski, J. (1994). SUMI Development
Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:
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**NEW QUESTION # 28**
Which of the following statements about usability testing is true?

- A. Before the usability test sessions, a pilot usability test session can be conducted
- B. The conditions under which a usability test is done are irrelevant
- C. A usability test consists of one usability test session
- D. The preparation of a usability test is optional

**Answer: A**

Explanation:
A pilot usability test session is a critical step prior to conducting the actual usability test. Its purpose is to ensure that the test setup, task design, and moderator instructions are clear and function as expected.
According to ISO 9241-210 and the Nielsen Norman Group's best practices, pilot testing helps detect unforeseen issues and fine-tune the process. Options A and B are incorrect because testing conditions must reflect realistic scenarios, and thorough preparation is essential to gather meaningful usability data. Option D is also incorrect; a usability test typically consists of multiple sessions with different users to gather sufficient data for analysis. The pilot session ensures everything works smoothly before involving real participants.
References:
ISO 9241-210:2019, Ergonomics of human-system interaction - Human-centred design Nielsen Norman Group: Usability Testing

## NEW QUESTION # 29

A company distributes its products over a web shop where users can put items in their shopping cart. After they click on "checkout", the checkout process starts and users cannot go back anymore to correct possible mistakes. The only way is to hit the "back" button of the browser, which might lead to an expired session and therefore losing all items in the shopping cart.
Which of the following heuristics would best describe this usability issue?

- A. Visibility of system status
- B. Help and documentation
- C. User control and freedom
- D. Aesthetic and minimalist design

**Answer: C**

Explanation:
The described issue violates the usability heuristic "User control and freedom," as defined by Jakob Nielsen.
This principle emphasizes that users should have the ability to undo and redo actions and navigate freely without being trapped in irreversible sequences. In the scenario, users are forced into the checkout process without a clear way to return or correct mistakes, except through the unreliable and disruptive back button.
This design flaw undermines user autonomy and can result in lost progress or frustration.
References:
Nielsen Norman Group: 10 Usability Heuristics for User Interface Design ISO 9241-110:2020 - Interaction Principles
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## NEW QUESTION # 30

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that findings are communicated to the stakeholders
- B. Check consumed resources regularly and compare with the estimates
- C. Check whether the usability test report conforms to the best practices
- D. Check that the usability test plan has been properly reviewed

**Answer: B**

Explanation:
To prevent usability testing from exceeding budget, active monitoring and control of project resources are critical. The best practice is to regularly check consumed time, costs, and effort against the original estimates, allowing timely adjustments to scope or resources. This is a classic quality control practice aligned with ISO
9001 principles and standard project management methodologies. Option A relates to test preparation, option C concerns reporting and communication, and option D applies after test execution. Only option B deals directly with budget control during the test.
References:
* ISO 9001:2015 - Quality Management Systems
* ISTQB: Usability Testing Guidelines
* Nielsen Norman Group: Budgeting for Usability Testing
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## NEW QUESTION # 31

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