

ISQI - CTFL-UT - Latest ISTQB Certified Tester- Foundation Level - Usability Testing Valid Test Vce Free



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The CTFL-UT certification exam is developed and maintained by the International Software Testing Qualifications Board (ISTQB). The ISTQB is a global organization that promotes software testing as a professional discipline and provides a standardized framework for testing methodologies and best practices. The CTFL-UT Certification is one of the many certifications offered by the ISTQB, which also includes advanced-level certifications such as the Certified Tester Advanced Level (CTAL) and the Expert Level.

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The CTFL-UT Certification Exam is designed for professionals who want to specialize in usability testing. CTFL-UT exam covers the fundamental concepts of usability testing, including the planning and design of tests, the execution of tests, and the reporting of results. Candidates are also tested on their knowledge of usability metrics, usability testing tools and techniques, and the different types of usability tests.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q20-Q25):

NEW QUESTION # 20

What does the Equality Act address?

- A. It protects people from discrimination in the workplace and in wider society
- B. It states that websites have to adhere to the WCAG conformity level AA
- C. It obligates organizations to make sites accessible at all costs
- D. It states that websites have to adhere to the WCAG conformity level A

Answer: A

Explanation:

The Equality Act 2010 (UK) is legislation designed to protect individuals from discrimination in various areas, including employment and access to goods and services-this includes digital products like websites.

While it does not directly mandate WCAG compliance levels (A or AA), it implies that digital services must be accessible to users with disabilities. Organizations are required to make "reasonable adjustments" to avoid discrimination. Therefore, the most accurate and comprehensive answer is B.

References:

UK Equality Act 2010 - Legislation.gov.uk

GOV.UK: Accessibility Requirements for Public Sector Bodies

NEW QUESTION # 21

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

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

Answer: A

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 # 22

A "usability test participant" ...

- A. ... is a representative user who solves typical tasks in a usability test.
- B. ... is a person who observes a usability test.
- C. ... can be the organizer of a usability test.
- D. ... helps to set up the system used for the usability test.

Answer: A

Explanation:

A usability test participant is a person selected to represent the target user group and asked to perform specific tasks in a usability test. Their actions, reactions, and feedback help identify usability issues and evaluate the system's effectiveness, efficiency, and user

satisfaction. This role is strictly observational and does not involve organizing, observing, or setting up the test. Options A, B, and C describe other roles (e.g., technical support, observers, or moderators). Only option D accurately reflects the definition of a usability test participant.

References:

ISO 9241-210:2019 - Human-Centered Design

Usability.gov: Roles in a Usability Test

Nielsen Norman Group: Recruiting Test Participants

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NEW QUESTION # 23

A web shop owner used Google Analytics to gather information about her users. She found out that most users take about five minutes to place an order. Is the usability of the website good or bad?

- A. That depends on the accessibility of the website
- B. The usability of the website is good - five minutes is a fair amount of time
- C. That depends on the context of use as users may have different expectations
- D. The usability of the website is bad - five minutes is way too long

Answer: C

Explanation:

Usability is defined in ISO 9241-11 as the extent to which a system can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use. Without knowing the context-such as product complexity, user familiarity, device type, or purchasing habits-it is impossible to judge whether five minutes is good or bad. For complex items, five minutes may be reasonable, while for one-click purchases, it may be excessive. Thus, usability cannot be assessed solely based on one metric like time-it must be evaluated within its full usage context.

References:

ISO 9241-11:2018 - Usability Definitions and Concepts

Nielsen Norman Group: Context of Use in Usability Testing

Usability.gov: Usability and Context of Use

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NEW QUESTION # 24

Which of the following statements about usability testing is true?

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

Answer: B

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

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NEW QUESTION # 25

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