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BCS ISTQB Certified Tester Advanced Level - Test Management v3.0 Sample Questions (Q36-Q41):

NEW QUESTION # 36

Which of the following is a generic good practice in adopting and rolling out of a new test tool?

- A. Understand how the tool can technically and organisationally be integrated into the software development lifecycle
- **B. Define guidelines for the use of the tool**
- C. Identify opportunities for process improvement supported by the tool
- D. Consider the pros and cons of the various licensing models

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus on Test Tool and Automation lists good practices for tool adoption and rollout, including establishing usage guidelines/standards so teams apply the tool consistently, effectively, and in alignment with the defined process and objectives. While Band Care also sensible activities in a broader adoption plan, the generic, universally applicable good practice emphasized in ISTQB materials is to define and communicate clear guidelines for tool use (roles, workflows, conventions, quality gates), backed by training and a measured rollout. D (licensing considerations) is a procurement detail and not a core "generic" practice highlighted for

successful rollout.

Relevant syllabus areas: Test Tool and Automation- Tool selection, introduction, and successful deployment practices (guidelines, training, pilot, measured rollout, integration with process).

NEW QUESTION # 37

The stakeholders matrix is a strategic tool to be used by test managers and is composed of four quadrants.

Which quadrant is described by the following statements?

Typically do not have a strong interest in day-to-day tasks

Their decisions are critical for resource allocation and high-level project direction

- A. Defenders
- B. Promoters
- C. Latents
- D. Apathetics

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

In the stakeholder power-interest matrix used by test managers, stakeholders with high power but low interest are categorized as Latents. They generally "do not have a strong interest in day-to-day tasks," yet their decisions are critical for resources and strategic direction. Promoters are high power/high interest; Defenders are low power/high interest; Apathetics are low power/low interest. This mapping guides how test managers engage and communicate with each stakeholder group (CTAL-TM v3.0 Syllabus, chapter on organizational aspects of test management and stakeholder engagement).

NEW QUESTION # 38

You have recently been employed as a test manager for a software company producing Human Resource (HR) systems... You have been asked to write a test strategy for the project and have chosen to implement a flexible and change-related reactive test strategy. Which of the following would be an essential part of your test approach?

- A. Performing a detailed product risk analysis
- B. Implementing ISO/IEC 29119 as a testing framework
- C. Using decision table testing, equivalence partitioning and boundary value analysis
- D. Using defect-based attacks and exploratory testing

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

In a reactive (change-driven) test strategy, appropriate when requirements are evolving and flexibility is essential, the syllabus highlights exploratory testing and defect/experience-based techniques (defect-based attacks) as key elements because they adapt rapidly to change and emerging information.

A (product risk analysis) is central to risk-based/analytical strategies.

B (standard-compliant framework) aligns with standard/process-compliant strategies.

References: ISTQB CTAL-TM v3.0 Syllabus-Chapter 4 (Approaches for test prioritization and effort allocation: strategy/approach types including reactive strategies; emphasis on exploratory and defect-based approaches under change-driven contexts).

NEW QUESTION # 39

You are a test manager in charge of integration, system, and user acceptance testing for a bank. You are working on a project to upgrade an existing ATM to allow customers to obtain cash advances from supported credit cards.

The system should allow cash advances from €20 to €500 (both inclusive) for all supported credit cards. The supported credit cards are American Express, VISA, Eurocard, and Mastercard. The system should be easy to use for all users, including new users. The organisation is currently in a transition to Agile and already well on its way.

In the test plan, the following items are listed under the heading "Items and features to be tested":

All supported credit cards

Language localisation
Valid and invalid advance
Usability
Response time

Which of the following topics would be most important for you to address in detail in the test plan?

- A. A list of acceptance criteria for each of the user stories
- B. An approach to regression testing
- **C. Detailed entry and exit criteria per test level**
- D. A set of logical test cases

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

According to the ISTQB CTAL-TM v3.0 Syllabus, Chapter 3 - Test Planning, Monitoring, and Control, one of the main tasks of test planning is to define and document test completion criteria and test level entry criteria as part of the test plan.

"The test plan shall include the entry and exit criteria for each test level, including the conditions that must be met to start and finish testing activities at that level." (ISTQB CTAL-TM v3.0 Syllabus, Chapter 3: Test Planning activities) The test plan provides the structure for managing multiple test levels such as integration, system, and user acceptance tests. Since this question context explicitly mentions several test levels, the most critical aspect to document in detail is the entry and exit criteria per test level, ensuring clarity on when each test level starts and completes, and what constitutes sufficient testing for release or transition.

Why the other options are incorrect:

A). An approach to regression testing- While important, regression strategy typically belongs to the test approach section, not the detailed planning of multi-level testing criteria.

B). A list of acceptance criteria for each of the user stories- This belongs to Agile acceptance test documentation, not the formal test plan for multiple test levels (integration, system, UAT).

D). A set of logical test cases- Test cases are outputs of test design, not part of the test plan document.

References:

ISTQB Certified Tester Advanced Level - Test Manager Syllabus v3.0

Chapter 3: Test Planning, Monitoring, and Control

Section: Test Planning Tasks

Subsection: Define test completion criteria (exit criteria) and entry criteria for each test level Table of contents and body text referring to "items and features to be tested", "entry and exit criteria", and "content of the test plan".

NEW QUESTION # 40

Your company is considering purchasing a test tool suite from a respectable vendor. Your manager has searched the internet for comparable products, but none of them meet his specific requirements. A tool demonstration has been arranged for next week and your team has been invited to attend. The tool suite consists of a test management tool, test execution tool, and a requirements management tool. There is a possibility of adding a performance testing tool at a later stage.

You have decided to attend the demo but raise some issues beforehand regarding expectations.

Which two issues from the options provided below should at least be raised?

- A. Is customized training available?
- **B. What are the problems we are trying to address?**
- C. How will the implementation be organised?
- D. Which project will be selected to perform the tool pilot?
- **E. Do we have a set of tool requirements to validate the tool against?**

Answer: B,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ISTQB Certified Tester Advanced Level - Test Manager v3.0 syllabus:

The syllabus reminds test managers that tool introduction must be problem-driven and requirements-based.

Before (or alongside) demos, teams should clarify:

At the business/testing problems and improvement goals the tool is meant to address (e.g., traceability, automation scale, reporting).

A clear set of tool requirements/selection criteria to objectively assess the tool during a demo or evaluation.

Relevant syllabus areas: Test Tool and Automation-Tool selection and introduction (identify problems /opportunities, define requirements and success criteria, evaluate, then plan pilot/rollout/training).

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