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## ISTQB-Foundation Level Exam Sample Questions (Q396-Q401):

### NEW QUESTION # 396

A software application incorrectly provided customers discounts of 50% off their total purchases if the purchases exceeded \$100. It was discovered through an audit that the discount should have been only 5% off these purchases. A root cause analysis uncovered that the requirements Incorrectly stated 50% instead of 5% in this scenario.

Which of the following MOST accurately reflects this scenario?

- A. The incorrect customer discount is the effect and the reason for the requirement error is the root cause
- B. The incorrect discount is the root cause, requiring a root cause analysis which led to investigating the software code, design, and requirements
- C. The audit finding Is the root cause, the incorrect calculation of 50% Is the defect, and the Incorrect requirement Is the effect
- D. A defect in the code is determined to be the root cause of the incorrect calculation

**Answer: A**

Explanation:

According to the ISTQB CTFL syllabus, a defect is a deviation from the expected result which in this scenario is the incorrect

discount applied to the customers. The root cause, as per the ISTQB definition, is the originating cause of a defect, which in this case is the incorrect requirement stating 50% instead of 5%. Therefore, the incorrect requirement is the root cause and the customer receiving the wrong discount is the effect of this root cause.

Reference:

ISTQB Certified Tester Foundation Level Syllabus v4.0, Section 1.4.3 "Defects, Root Causes, and Effects".

### NEW QUESTION # 397

Scenario 2 "Big Drop":

A company "The Big Drop" provides bulk discounts and frequent customer discounts as follows:

#### Bulk Discounts:

Purchase Volume	Discount (%)
1 - 100 units	0%
101 - 1000 units	5%
>1000 units	10%

#### Frequent Customer Discounts:

Frequent Customer?	Discount (%)
YES	5%
NO	0%

How many possible decision rules can be extracted from this table?

- A. 8 decision rules
- B. 5 decision rules
- C. 32 decision rules
- D. 6 decision rules

**Answer: D**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Decision rules define possible combinations of conditions and outcomes.

For this scenario:

\* Bulk discount has 3 categories (0%, 5%, 10%)

\* Frequent customer discount has 2 categories (Yes = +5%, No = 0%)

The total number of decision rules is:

3 bulk discount options × 2 frequent customer options = 6 rules.

Thus, the correct answer is 6 decision rules (B).

Reference: ISTQB CTFL v4.0 Syllabus, Section 4.2.3 - Decision Table Testing

### NEW QUESTION # 398

Consider the following list of possible benefits of retrospectives (A to D):

- A. A1 - B4 - C3 - D2
  - B. A4 - B3 - C2 - D1
  - C. Team bonding and learning
  - D. Better cooperation between development and testing
- ... and the list of possible characteristics of retrospectives (1 to 4) that enable achieving these benefits:

The possibility of implementing suggestions for process improvement

The opportunity to raise problems and propose points for improvement

The regular review and optimization of the collaboration between team members The possibility of addressing and solving deficiencies in the extent and quality of the requirements Which ONE of the following options presents the BEST mapping between benefits and characteristics from retrospectives?

- E. Increased test effectiveness/efficiency

- F. Improved quality of the test basis
- G. A2 - B1 - C4 - D3
- H. A3 - B2 - C1 - D4

**Answer: E**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Retrospectives provide value by fostering improvement and collaboration. The correct mapping is:

- \* A2: Team bonding occurs when teams openly discuss issues.
- \* B1: Test effectiveness increases when process improvements are implemented.
- \* C4: Test basis improves by addressing requirement deficiencies.
- \* D3: Cooperation improves through regular review of collaboration.

Reference: ISTQB CTFL v4.0 Syllabus, Section 2.1.6 - Retrospectives

### NEW QUESTION # 399

Which two of the following statements describe the advantages provided by good traceability between the test basis and test work products?

- Analyzing the impact of changes.
- A measure of code quality.
- Accurate test estimation.
- Making testing auditable.

Select the correct answer:

- A. ii and iii
- B. i and iii
- C. i and ii
- **D. i and iv**

**Answer: D**

Explanation:

Good traceability between the test basis and test work products provides several advantages: i. Analyzing the impact of changes:

Traceability allows for easy identification of which parts of the test work products will be affected by changes in the requirements or design, facilitating impact analysis. iv. Making testing auditable:

Traceability ensures that there is a clear connection between the requirements and the test cases, which makes the testing process auditable and provides evidence that all requirements have been tested.

### NEW QUESTION # 400

A team's test strategy was to invest equal effort in testing each of a system's modules. After running one test cycle, it turned out that most of the critical bugs were detected in one of the system's modules.

Which testing principle suggests a change to the current test strategy for the next test cycle?

- A. Early testing
- B. Pesticide Paradox
- **C. Defect clustering**
- D. Absence-of-errors fallacy

**Answer: C**

Explanation:

Defect clustering is a testing principle that states that a small number of modules contain most of the defects detected during pre-release testing, or are responsible for most of the operational failures. Defect clustering can be explained by Pareto's principle (also known as the 80-20 rule), which states that approximately 80% of the problems are found in 20% of the modules. Defect clustering suggests a change to the current test strategy for the next test cycle, as it implies that more effort should be allocated to test the modules that have shown high defect density or criticality. Pesticide paradox is another testing principle that states that if the same tests are repeated over and over again, eventually they will no longer find any new defects. Pesticide paradox suggests a change to the current test strategy for the next test cycle, but not based on defect clustering, but rather on test diversity and coverage. Early testing is a testing principle that states that testing activities should start as early as possible in the software development life cycle and

should be focused on defined objectives.

Early testing does not suggest a change to the current test strategy for the next test cycle, but rather a proactive approach to prevent defects from occurring or propagating. Absence-of-errors fallacy is a testing principle that states that finding and fixing defects does not help if the system built is unusable and does not fulfill the users' needs and expectations. Absence-of-errors fallacy does not suggest a change to the current test strategy for the next test cycle, but rather a focus on quality attributes and user requirements. Verified References: A Study Guide to the ISTQB Foundation Level 2018 Syllabus - Springer, Chapter 1, page 9-10.

## NEW QUESTION # 401

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