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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Usability Testing: This section measures the practical knowledge of Usability Testers in planning, conducting, analyzing, and reporting formal usability test sessions with users. It outlines test preparation activities including writing test plans, test scripts, and tasks, as well as considerations for test locations and pilot sessions. It explains how to moderate sessions, analyze findings, classify problems by severity, and communicate results effectively to stakeholders.
Topic 3	• 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	• 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 5	• 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.

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ISTQB Certified Tester Usability Tester Sample Questions (Q32-Q37):

NEW QUESTION # 32

Which of these basic approaches to a software development project follows all key elements of human-centered evaluation?

- A. Iteratively develop prototypes, perform expert reviews, and integrate found issues
- B. Interview users, develop the software, and perform acceptance test
- **C. Interview users, iteratively develop prototypes, and evaluate the software**
- D. Define requirements, develop the software, and perform acceptance test

Answer: C

Explanation:

Human-centered design, as defined by ISO 9241-210, emphasizes early user involvement, iterative design, and continuous usability evaluation. Option D aligns with this model as it begins with understanding user needs (interview users), proceeds through iterative prototyping (which allows for continuous improvement), and involves user evaluation. This ensures that the final product is shaped by real user input and feedback.

Options A and B lack iteration and continuous evaluation, while option C, although partially aligned, lacks explicit user involvement in the evaluation process, focusing only on expert reviews.

References:

ISO 9241-210:2019 - Human-Centered Design

Nielsen Norman Group: Human-Centered Design Principles

Usability.gov: Human-Centered Design Process

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NEW QUESTION # 33

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

- A. They focus on quantitative usability evaluations
- B. They use prototyping in their development process
- C. They focus on agile development
- **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 # 34

Which of the following is a principal task of the usability tester role?

- A. Perform pre-session briefing of participants
- **B. Communicate with test participant**
- C. Discuss findings from usability test
- D. Define testing tasks

Answer: B

Explanation:

The usability tester, often synonymous with the usability test moderator in practice, is primarily responsible for interacting directly with the test participants during the usability testing sessions. This role includes communicating with participants to guide them through test tasks, answering questions without leading responses, and ensuring the session runs smoothly. Effective communication is essential to facilitate participant comfort, elicit genuine user behaviors, and capture accurate usability data.

Performing the pre-session briefing (Option A) may be done by the usability tester but is often a shared responsibility or part of test facilitation protocols. Discussing findings (Option C) typically falls to analysts or usability experts after testing sessions are completed and data analyzed. Defining testing tasks (Option D) is usually done by test designers or analysts during test planning, not during the test execution.

Therefore, communicating with test participants during testing is a core, principal task of the usability tester role.

References:

Usability.gov, Usability Testing Basics

Nielsen Norman Group, Moderating Usability Tests

ISO 9241-210:2019 Ergonomics of human-system interaction - Usability testing roles and responsibilities

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NEW QUESTION # 35

What is the System Usability Scale (SUS)?

- A. Testing to evaluate the degree to which the system can be used by specified users with effectiveness, efficiency and satisfaction in a specified context of use.
- **B. A simple, ten-item attitude scale giving a global view of subjective assessments of usability.**
- C. A usability test execution activity specified by the moderator that needs to be accomplished by a usability test participant within a given period of time.
- D. A requirement on the usability of a component of system

Answer: B

Explanation:

The System Usability Scale (SUS) is a standardized, reliable tool used to measure perceived usability. It consists of 10 items with five response options (from strongly agree to strongly disagree). It is widely used due to its simplicity and effectiveness in providing a single score to reflect a user's overall satisfaction with a system. Option A refers to ISO's definition of usability testing, B describes a task in usability testing, and D refers to a usability requirement, not SUS. Therefore, the correct description of SUS is option C.

References:

Brooke, J. (1996). SUS: A Quick and Dirty Usability Scale.

Usability.gov: System Usability Scale (SUS)

ISO/IEC 25062 - Common Industry Format for Usability Test Reports

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NEW QUESTION # 36

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

Answer: A

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

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NEW QUESTION # 37

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