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ISTQB CT-UT Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Basic Concepts: This section measures the skills of Usability Analysts and covers fundamental definitions and ideas related to usability, user experience, and accessibility. It explains what usability means in terms of effectiveness, efficiency, and satisfaction within software products. User experience concepts related to emotions, perceptions, and responses before, during, and after use are included. It also addresses accessibility, focusing on usage by people with diverse abilities.
Topic 3	<ul style="list-style-type: none">• 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.
Topic 4	<ul style="list-style-type: none">• 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.

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ISTQB Certified Tester Usability Tester Sample Questions (Q17-Q22):

NEW QUESTION # 17

What is the System Usability Scale (SUS)?

- A. A requirement on the usability of a component of system
- **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. 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.

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 # 18

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 # 19

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. Aesthetic and minimalist design
- **C. User control and freedom**
- D. Help and documentation

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 # 20

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

- A. An informal review only requires one reviewer
- 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. No formal usability qualifications are required for an informal usability review**

Answer: D

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 # 21

The usability team has written a usability test report. The report has the following structure:

Executive summary (1 page)

Table of contents (1 page)

Findings and recommendations (5 pages)

Objectives (2 pages)

Purpose (2 pages)

Contacts (1 page)

Which best practice does this usability test report violate?

- **A. The report misses a description of the evaluation method**
- B. The report is too long
- C. The report misses positive findings
- D. The report makes use of usability jargon

Answer: A

Explanation:

A best practice in usability reporting (based on ISO/IEC 25062:2006 - Common Industry Format for usability test reports) is to

References:

Nielsen Norman Group: How to Write Usability Reports

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