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## BCS ISTQB Certified Tester Advanced Level - Test Management v3.0 Sample

## Questions (Q22-Q27):

### NEW QUESTION # 22

Three exit criteria have been defined for a project:

- A. Criteria A = OK, criteria B = NOT OK, criteria C = NOT OK
- **B. Number of outstanding defects is less than 5**
- C. Criteria A = NOT OK, criteria B = NOT OK, criteria C = NOT OK
- D. Criteria A = NOT OK, criteria B = NOT OK, criteria C = OK
- E. Test cases passed is more than 70%
- F. Number of defects per test case is less than 0.5 The first week of the testing has shown the following results (Mon-Fri): Defects Found = 21 (3+4+2+5+7) Defects Fixed = 8 (0+2+2+3+1) Tests Run = 43 (10+3+20+5+5) Tests Passed = 24 (5+3+15+0+1)
- G. Criteria A = OK, criteria B = OK, criteria C = OK

**Answer: B**

Explanation:

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

Pass rate = 24/43 = 55.8% #less than 70%#A =NOT OK.

Outstanding defects = 21 # 8 =13#not less than 5#B =NOT OK.

Defects per test case = 21/43 #0.49#less than 0.5#C =OK. The syllabus (Test Monitoring and Reporting) specifies using quantitative measures such as pass/fail rates, defect status (open vs. fixed), and defect detection metrics against exit criteria to evaluate test completion and readiness for release. These measures are used to decide whether exit criteria are met and to trigger control actions where they are not.

### NEW QUESTION # 23

Which of the following characteristics of risk-based techniques is not appropriate to a more heavyweight risk- based technique?

- **A. Risk likelihood and risk impact on an ordinal scale**
- B. Mathematical formulas
- C. Defined processes and detailed documentation
- D. Broad group of stakeholders

**Answer: A**

Explanation:

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

The syllabus distinguishes lightweight and heavyweight risk-based approaches. Lightweight approaches typically use qualitative assessments with ordinal scales for likelihood and impact (e.g., Low/Medium/High).

Heavyweight approaches are more formal and quantitative, may involve mathematical models, detailed documentation, and defined processes, and can still involve a broad stakeholder set (e.g., via structured workshops), but they do not rely on simple ordinal scales as their main analysis device. Therefore, using ordinal scales (B) is characteristic of lightweight, not heavyweight.

Reference: ISTQB CTAL-TM v3.0 Syllabus, Chapter 4 (Risk-Based Testing) - subsection contrasting lightweight vs. heavyweight risk-based techniques (qualitative/ordinal vs. quantitative/formal attributes).

### NEW QUESTION # 24

A company that sells an established capture-replay execution tool is adding a test management tool. Same team, same technology, incremental development (V-model per increment), known first-year features; later features driven by customer demand.

Which two of the following factors are most likely to influence the estimation technique that would be selected in this scenario?

- A. Time constraints
- **B. Data availability**
- C. Knowledge in modelling
- **D. Expert availability**
- E. Estimation error

**Answer: B,D**

Explanation:

According to the ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus (Chapter 3: Test Planning, Monitoring, and Control), the choice of test estimation technique depends on several influencing factors, including data availability, expert availability, and knowledge of historical information or models.

"The selection of a suitable estimation approach (metrics-based or expert-based) depends on factors such as the availability of relevant historical data, the availability of experts with appropriate experience, the time available to perform estimation, and the knowledge of applicable models." (ISTQB CTAL-TM v3.0 Syllabus, Chapter 3 - Test Planning, Section: Test Estimation) Analysis for this scenario:

\* The organization is adding a test management tool to an existing product using the same team and technology- implying availability of previous project data from similar development work. #Data availability (B) is a significant factor, enabling the use of metrics-based estimation.

\* The same experienced team is working on the project, meaning domain and technical experts are available. #Expert availability (C) also influences estimation and may support an expert-based estimation approach for new, customer-driven increments.

Therefore, the combination of data availability (B) and expert availability (C) most strongly influences the estimation technique to be applied in this scenario.

Why the Other Options Are Incorrect:

\* A. Estimation error- This is a result of estimation, not a factor influencing the choice of estimation technique.

\* D. Knowledge in modelling- While useful, modelling is not central to this specific context because data and experts are readily available.

\* E. Time constraints- Not highlighted as a limiting factor in this scenario; estimation can be planned adequately given the context.

References (from ISTQB Certified Tester Advanced Level - Test Manager v3.0 Syllabus):

\* Chapter 3: Test Planning, Monitoring, and Control

\* Section: Test Estimation

\* Lists influencing factors for selecting estimation techniques: availability of historical data, expert knowledge, applicable models, and time available for estimation.

**NEW QUESTION # 25**

A project has been running for a few months and the team does not seem to be making progress in their test approach. The team also lacks drive and enthusiasm and is sometimes seen to be performing their tasks too slowly. You have been asked to recruit an extra person into the team. In addition to introducing the new team member, you have decided to raise motivation.

Which of the actions listed below would most likely result in the opposite, a de-motivation of the team?

- A. Providing adequate rewards to the testers when they have done an outstanding job.
- B. Criticising testers only in private when they made a mistake during their test activities.
- C. Organising a meeting with senior management in which senior management addresses the importance of good testing for this project.
- D. Constantly prescribing overtime to the testers so that they will be accustomed to perform extra hours when necessary.

**Answer: D**

Explanation:

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

The syllabus addresses motivators and de-motivators in test teams. Sustained mandatory overtime is explicitly highlighted as a de-motivator, leading to burnout, reduced morale, and lower quality over time. In contrast, private, constructive feedback, recognition/reward, and visible management support are listed as practices that can improve motivation. Hence, constantly prescribing overtime (B) is the option most likely to de-motivate the team.

(ISTQB CTAL-TM v3.0 - Chapter "People Skills - Team Composition": motivation and de-motivation factors; effects of overwork, recognition, supportive leadership, and constructive feedback.)

**NEW QUESTION # 26**

You are a test manager in charge of integration, system, and 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.

In the master test plan, the following items are listed in the section named "items and/or features to be tested":

- I. All supported credit cards
- II. Language localisation
- III. Valid and invalid advances
- IV. Usability

Assume that the project has now been completed, and the ATM system has been in use for just over two months. You are planning a retrospective meeting for the testing work performed.

Which of the following areas is most likely to be considered in this retrospective?

- A. Operational defects occurred during the first two months of production
- B. Documenting the final and open defect list
- C. The requirements engineering process
- D. Comparing actual tests completed versus estimated number of tests

**Answer: A**

Explanation:

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

In the Testing Process (Test Completion and improvement), the syllabus directs the test manager to use production and operational feedback (including defects found in live operation) as key inputs to lessons learned and test process improvement. A retrospective held after two months in production would specifically examine operational defect data to evaluate test effectiveness, coverage, and the adequacy of acceptance criteria and non-functional aspects (e.g., usability, localization).

Option B (final/open defect list) is part of test completion deliverables at project close, not the primary new focus of a post-deployment retrospective.

Option C (requirements engineering process) may be discussed, but the most directly relevant and new evidence for improvement after release is operational defects.

Option D (planned vs. executed tests) is a monitoring/controllability during the project; it can inform improvement, but live defect trends are the principal post-release focus. Relevant syllabus areas: Testing Process - Test Completion (lessons learned; inputs from production and operations to improve future test planning and approach).

## NEW QUESTION # 27

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