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ISQI CTFL-AuT

ISTQB Certified Tester Foundation Level - Automotive Software Tester

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ISQI CTFL-UT Certification Exam is a valuable credential for professionals in the field of software development who are interested in enhancing their knowledge and skills in usability testing. ISTQB Certified Tester-Foundation Level - Usability Testing certification can help individuals to advance their careers and increase their earning potential by demonstrating their expertise in this important area of software development.

ISQI CTFL-UT (ISTQB Certified Tester-Foundation Level - Usability Testing) Exam is a certification program designed to provide individuals with a comprehensive understanding of usability testing concepts, techniques, and best practices. CTFL-UT exam is developed and administered by the International Software Testing Qualifications Board (ISTQB), which is a global organization dedicated to promoting software quality and testing worldwide.

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The CTFL-UT certification is a valuable achievement for anyone interested in the field of usability testing. It demonstrates a commitment to professional development and a high level of expertise in this specialized area of software testing. With the demand for skilled usability testers increasing, the CTFL-UT Certification can help individuals stand out in the job market and advance their careers.

ISQI ISTQB Certified Tester-Foundation Level - Usability Testing Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which of the following is a key activity in a usability test session?

- A. Talk to the participant during the completion of a task
- **B. Moderate the usability test**
- C. Extract usability findings and recommendations
- D. Test the set up and modify the test script if needed

Answer: B

Explanation:

Moderating the usability test is a core activity during the actual usability test session. The moderator guides participants through tasks, ensures the session stays on track, and avoids introducing bias. Option A (testing the setup) happens before the session, during preparation. Option C (extracting findings) occurs during analysis, after the test. Option D (talking during task execution) should be minimized unless necessary, to avoid influencing user behavior. Therefore, option B is the only correct answer aligned with best practices in usability testing.

References:

Nielsen Norman Group: Role of the Usability Test Moderator

ISO 25062:2006 - Usability Test Documentation

Usability.gov: Conducting a Usability Test

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NEW QUESTION # 28

You're conducting a user survey and you have reached the third stage, selecting an appropriate questionnaire.

You have decided to use a standardized questionnaire as you want to benchmark against previous usability measurements.

Which of the following user questionnaires allow benchmarking against previous usability measurements?

- i. SUS
- ii. SUMI
- iii. WAMMI

- A. ii & iii are true, i is false
- B. i & ii are true, iii is false
- C. i is true, ii & iii are false
- **D. i, ii and iii are true**

Answer: D

Explanation:

SUS (System Usability Scale), SUMI (Software Usability Measurement Inventory), and WAMMI (Website Analysis and Measurement Inventory) are all validated, standardized usability questionnaires that support benchmarking. They allow comparison against known usability scores from a wide variety of systems. These instruments provide numeric scores that can be interpreted

using benchmark datasets or industry standards.

Therefore, all three-i, ii, and iii-are true, making D the correct answer.

References:

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

Kirakowski, J. (1994). SUMI Development

Here are the verified answers and detailed explanations for Questions 22 through 25, formatted in your specified structure:

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NEW QUESTION # 29

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

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

Answer: C

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 # 30

How can the approach for conducting user surveys be summarized best?

- A. Write survey plan, write schedule, select questionnaire, recruit users, remind users, communicate
- B. Write survey plan, write schedule, select questionnaire, recruit users, analyze, communicate
- C. Write survey plan, interview users and stakeholders, select questionnaire, recruit users, remind users, communicate
- **D. Write survey plan, interview users and stakeholders, select questionnaire, deploy questionnaire, analyze, communicate**

Answer: D

Explanation:

Conducting user surveys involves a structured approach that ensures data collection is effective, reliable, and meaningful. The process typically starts with writing a survey plan, which defines the objectives, scope, target population, and methodology. Next, interviewing users and stakeholders is important to gather qualitative insights, refine survey questions, and align the survey with business goals and user needs.

Selecting or designing the questionnaire follows, which includes crafting clear, unbiased questions to capture the desired data. After that, deploying the questionnaire to the recruited participants is essential; this can be done via email, online tools, or in-person, depending on the context. Once the data is collected, it must be analyzed to extract meaningful patterns, trends, and insights. Finally, communicating the findings to stakeholders completes the process by informing decision-making.

Other options miss critical steps such as deploying the questionnaire (Option C), or combine steps incorrectly (Options A and D). Importantly, the step of interviewing users and stakeholders prior to deployment ensures the survey is well-informed and targeted, enhancing the quality and relevance of data collected.

References:

Usability.gov, Surveys in User Research

Nielsen Norman Group, How to Conduct User Surveys

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