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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 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 3	• Selecting Appropriate Methods: This domain helps Test Managers make decisions on which usability evaluation methods to apply depending on project context, resources, and maturity. It discusses criteria for selecting usability, user experience, and accessibility evaluation methods suited to different stages of development and organizational needs, including agile development scenarios.
Topic 4	• 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 5	• 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.
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ISTQB Certified Tester Usability Tester Sample Questions (Q16-Q21):

NEW QUESTION # 16

Your project manager asked you for your advice. A recent project failed because the users were not satisfied with the final product, although your project manager claimed that she followed the human-centered design process. She interviewed users at the start of the project, created a first prototype and evaluated that prototype.

Which part of the human-centered design process did she miss?

- A. The "evaluate"-part
- B. The "analyze"-part
- C. The "iterate"-part
- D. The "design"-part

Answer: C

Explanation:

The human-centered design process emphasizes iterative development-testing and refining designs through multiple cycles. In the scenario, the project manager interviewed users and evaluated a prototype but did not iterate based on feedback. Skipping iteration likely resulted in unmet user needs. Human-centered design, per ISO 9241-210, includes: understanding context of use, specifying requirements, producing design solutions, and evaluating-repeated iteratively. Hence, option D ("iterate") is correct.

References:

ISO 9241-210:2019 - Human-Centered Design Processes

Usability.gov: Human-Centered Design Activities

Nielsen Norman Group: Iterative Design in UX

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NEW QUESTION # 17

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

Answer: D

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 # 18

What location is NOT suitable for conducting a usability test?

- A. Two office rooms that are connected by a video link.
- B. A public place, such as a café.
- C. A room at the place where the test participant lives or works.
- **D. A room where no action of the user can be seen or recorded by any means.**

Answer: D

Explanation:

The primary goal of usability testing is to observe and record user behavior while interacting with the system.

A location where user actions cannot be seen or recorded (option A) completely undermines the test's purpose and is therefore not suitable.

While options B, C, and D are not ideal in all cases, they can still be valid settings depending on the context.

Testing in a user's natural environment (B) increases ecological validity. Remote testing via video link (C) is widely accepted. Testing in a public setting (D) can be useful for mobile apps or services intended for real- world use.

References:

Usability.gov: Conducting Usability Testing

Nielsen Norman Group: Choosing a Usability Testing Location

NEW QUESTION # 19

Which of the following is the correct distinction between formative and summative usability evaluation?

- A. Summative evaluations focus on improvement, formative evaluations assess the outcome
- **B. Summative evaluations assess the outcome, formative evaluations focus on improvement**
- C. Summative evaluations mostly rely on experts, formative evaluations require users
- D. Summative evaluations mostly rely on user tests, formative evaluations require experts

Answer: B

Explanation:

Formative usability evaluation is conducted during the development process to identify usability problems and improve the product iteratively. It is diagnostic and improvement-focused. Summative evaluation, on the other hand, is done after development to assess the final product's usability, measuring how well it meets defined usability goals. Therefore, the correct distinction is that formative evaluation focuses on improvement, and summative evaluation assesses the outcome. This distinction aligns with widely accepted models such as those defined by ISO 9241-210 and usability.gov.

References:

ISO 9241-210:2019 - Human-Centered Design for Interactive Systems

Usability.gov: Usability Evaluation Basics

Nielsen Norman Group: Formative vs Summative Usability Testing

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NEW QUESTION # 20

You're redesigning the web shop of a customer and found out that they are using legacy web design techniques like HTML tables for design matters, making the website hard to be operated using alternative input and output devices (e.g. screen readers).

Which kind of risk is most likely to occur?

- A. Usability risk

- B. Accessibility risk
- C. User experience risk
- D. There's no risk predictable

Answer: B

Explanation:

The use of HTML tables for layout instead of proper semantic HTML and responsive design violates accessibility guidelines, particularly those defined in the Web Content Accessibility Guidelines (WCAG).

Such a design makes it difficult or impossible for users relying on screen readers, keyboard navigation, or other assistive technologies to interact effectively with the site. Therefore, this creates a significant accessibility risk, which is distinct from general usability or user experience risks. Accessibility ensures inclusion of users with physical or cognitive impairments, making option B the correct choice.

References:

* W3C: Web Content Accessibility Guidelines (WCAG) 2.1

* ISO 9241-171:2008 - Software Accessibility

* Usability.gov: Accessibility Guidelines

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NEW QUESTION # 21

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If the user does not complete the mock test question in a specified time, the practice of all CT-UT learning materials previously done by the user will automatically uploaded to our database. The system will then generate a report based on the user's completion results, and a report can clearly understand what the user is good at. Finally, the transfer can be based on the CT-UT Learning Materials report to develop a learning plan that meets your requirements. With constant practice, users will find that feedback reports are getting better, because users spend enough time on our CT-UT learning materials.

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