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ISTQB-Foundation Level Exam Sample Questions (Q362-Q367):

NEW QUESTION # 362

Why it is essential that defects found in a review be reported objectively?

- A. In order to allow the author of reviewed work product(S) to take the feedback positively as an effort at improving the product (S) and not as a personal assault
- B. In order to allow the review moderator to easily understand them, and assign them to the right developer for fixing
- C. In order to allow augmentation of existing checklists used for reviewing the work product (S)
- D. In order to facilitate easy entry of detected defects in a OTS (Defect Tracking System)

Answer: A

Explanation:

The purpose of a review is to find defects and improve the quality of the work product, not to criticize or blame the author. Reporting defects objectively means describing them factually and constructively, without using negative or emotional language that could offend the author or damage their motivation. This way, the author can take the feedback positively as an effort at improving the product and not as a personal assault.

NEW QUESTION # 363

Test automation allows you to:

- A. increase test process efficiency by facilitating management of defects
- B. avoid performing exploratory testing
- C. produce tests that are less subject to human errors
- D. demonstrate the absence of defects

Answer: C

Explanation:

Test automation allows you to produce tests that are less subject to human errors, as they can execute predefined test scripts or test cases with consistent inputs, outputs, and expected results. Test automation can also reduce the manual effort and time required to execute repetitive or tedious tests, such as regression tests, performance tests, or data-driven tests. Test automation does not demonstrate the absence of defects, as it can only verify the expected behavior of the system under test, not the unexpected or unknown behavior. Test automation does not avoid performing exploratory testing, as exploratory testing is a valuable technique to discover new information, risks, or defects that are not covered by automated tests. Test automation does not increase test process efficiency by facilitating management of defects, as defect management is a separate activity that involves reporting, tracking, analyzing, and resolving defects, which may or may not be related to automated tests. References: ISTQB Certified Tester Foundation Level (CTFL) v4.0 sources and documents:

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 3.3.1, Test Automation1

* ISTQB Glossary of Testing Terms v4.0, Test Automation2

NEW QUESTION # 364

A new web app aims at offering a rich user experience. As a functional tester, you have run some functional tests to verify that, before releasing the app, such app works correctly on several mobile devices, all of which are listed as supported devices within the requirements specification. These tests were performed on stable and isolated test environments where you were the only user interacting with the application. All tests passed, but in some of those tests you observed the following issue: on some mobile devices only, the response time for two web pages containing images was extremely slow.

Based only on the given information, which of the following recommendation would you follow?

- A. You should not open any defect report as the problem is most likely due to poor hardware equipment on the devices where you observed the issue
- B. The issue is related to performance efficiency, not functionality. Thus, as a functional tester, you should not open any defect report as all the functional tests passed
- C. You should not open any defect report and inform the test manager that the devices on which you observed the issue should no longer be supported so that they will be removed from the requirements specification
- D. You should open a defect report providing detailed information on which devices and by running which tests you observed the issue

Answer: D

Explanation:

As a functional tester, you should open a defect report providing detailed information on which devices and by running which tests you observed the issue. A defect report is a document that records the occurrence, nature, and status of a defect detected during testing, and provides information for further investigation and resolution. A defect report should include relevant information such as the defect summary, the defect description, the defect severity, the defect priority, the defect status, the defect origin, the defect category, the defect reproduction steps, the defect screenshots, the defect attachments, etc. Opening a defect report is a good practice for any tester who finds a defect in the software system, regardless of the type or level of testing performed. The other options are not recommended, because:

The issue is related to performance efficiency, not functionality, but that does not mean that as a functional tester, you should not open any defect report as all the functional tests passed. Performance efficiency is a quality characteristic that measures how well the software system performs its functions under stated conditions, such as the response time, the resource utilization, the throughput, etc. Performance efficiency is an important aspect of the user experience, especially for web applications that run on different devices and networks. Even if the functional tests passed, meaning that the software system met the functional requirements, the performance issue observed on some devices could still affect the user satisfaction, the usability, the reliability, and the security of the software system. Therefore, as a functional tester, you have the responsibility to report the performance issue as a defect, and

provide as much information as possible to help the developers or the performance testers to investigate and resolve it.

NEW QUESTION # 365

Which of the following is a test task that usually occurs during test implementation?

- **A. Make sure the planned test environment is ready to be delivered**
- B. Gather the metrics that are used to guide the test project
- C. Find, analyze, and remove the causes of the failures highlighted by the tests
- D. Archive the testware for use in future test projects

Answer: A

Explanation:

A test task that usually occurs during test implementation is to make sure the planned test environment is ready to be delivered. The test environment is the hardware and software configuration on which the tests are executed, and it should be as close as possible to the production environment where the software system will operate. The test environment should be planned, prepared, and verified before the test execution, to ensure that the test conditions, the test data, the test tools, and the test interfaces are available and functional. The other options are not test tasks that usually occur during test implementation, but rather test tasks that occur during other test activities, such as:

* Find, analyze, and remove the causes of the failures highlighted by the tests: This is a test task that usually occurs during test analysis and design, which is the activity of analyzing the test basis, designing the test cases, and identifying the test data. During this activity, the testers can use techniques such as root cause analysis, defect prevention, or defect analysis, to find, analyze, and remove the causes of the failures highlighted by the previous tests, and to prevent or reduce the occurrence of similar failures in the future tests.

* Archive the testware for use in future test projects: This is a test task that usually occurs during test closure, which is the activity of finalizing and reporting the test results, evaluating the test process, and identifying the test improvement actions. During this activity, the testers can archive the testware, which are the test artifacts produced during the testing process, such as the test plan, the test cases, the test data, the test results, the defect reports, etc., for use in future test projects, such as regression testing, maintenance testing, or reuse testing.

* Gather the metrics that are used to guide the test project: This is a test task that usually occurs during test monitoring and control, which is the activity of tracking and reviewing the test progress, status, and quality, and taking corrective actions when necessary. During this activity, the testers can gather the metrics, which are the measurements of the testing process, such as the test coverage, the defect density, the test effort, the test duration, etc., that are used to guide the test project, such as planning, estimating, scheduling, reporting, or improving the testing process. References: ISTQB Certified Tester Foundation Level (CTFL) v4.0 sources and documents:

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.1, Test Planning1

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.2, Test Monitoring and Control1

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.3, Test Analysis and Design1

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.4, Test Implementation1

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.5, Test Execution1

* ISTQB Certified Tester Foundation Level Syllabus v4.0, Chapter 2.1.6, Test Closure1

* ISTQB Glossary of Testing Terms v4.0, Test Environment, Test Condition, Test Data, Test Tool, Test Interface, Failure, Root Cause Analysis, Defect Prevention, Defect Analysis, Testware, Regression Testing, Maintenance Testing, Reuse Testing, Test Coverage, Defect Density, Test Effort, Test Duration2

NEW QUESTION # 366

A test manager decided to skip static testing since he believes bugs can be found easily by doing dynamic testing. Was this decision right or wrong?

- A. The decision was right. Static testing is usually redundant if a product is planned to go through a full-cycle of dynamic testing.
- **B. The decision was wrong. Static testing can find defects early in the development process, reducing the overall cost of testing and development**
- C. The decision was right. Most of the bugs are easier to identify during the dynamic testing.
- D. The decision was wrong. Ensuring quality mandates that static testing is performed after performing the dynamic testing.

Answer: B

Explanation:

Static testing is a form of testing that does not involve executing the software or system under test. It includes activities such as reviews, inspections, walkthroughs, and analysis of documents, code, and models. Static testing can find defects early in the development process, before they become more expensive and difficult to fix in later stages. Static testing can also improve the quality of the software or system by preventing defects from being introduced in the first place. Static testing can complement dynamic testing, which involves executing the software or system under test and checking the results against expected outcomes. Dynamic testing can find defects that static testing may miss, such as performance, usability, or integration issues. However, dynamic testing alone is not sufficient to ensure quality, as it may not cover all possible scenarios, inputs, or paths. Therefore, a test manager who decides to skip static testing is making a wrong decision, as he or she is ignoring the benefits of static testing and relying solely on dynamic testing, which may not be effective or efficient enough to find and prevent defects. Reference = ISTQB Certified Tester Foundation Level Syllabus, Version 4.0, 2018, Section 2.1.1, page 14; ISTQB Glossary of Testing Terms, Version 4.0, 2018, page 36; ISTQB CTFL 4.0 - Sample Exam - Answers, Version 1.1, 2023, Question 3, page 9.

NEW QUESTION # 367

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