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■ QUESTIONS & ANSWERS ■



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ISTQB Advanced Test Management Exam v3.0 - ISTQB Sample Questions (Q12-Q17):

NEW QUESTION # 12

You are a new test manager in an organization. You have been asked to assess the defect process to determine if there are any efficiency improvements that could be made that would reduce the cost of quality. You have started digging through the defect information. What information would be most helpful for this investigation?

- A. Areas of the software producing the most defects
- **B. relationship between the risk rating of the software and the severity of the defect**
- C. Risk areas in which defects have been detected and the
- D. Defect priorities and severities as related to time from reporting to closure
- E. The phase in which a defect was introduced versus the phase in which it was found

Answer: B

Explanation:

* Key Data for Defect Process Improvement:

* Analyzing when defects are introduced versus when they are detected is critical to identifying process inefficiencies.

* This information helps pinpoint gaps in earlier phases, allowing the team to implement preventive measures and reduce overall costs.

* Evaluation of Options:

* A and B are useful but do not address the root cause of inefficiencies.

* C (Risk areas and severity relationship) is helpful but secondary to understanding phase discrepancies.

* D is correct as it provides the most actionable insights for process improvement.

References and Syllabus Alignment:

* Defect lifecycle analysis is discussed under "Defect Management" (TM-2.3.1) in the ISTQB syllabus.

NEW QUESTION # 13

You have assembled the following cost of quality numbers: 200 defects were found prior to release and 100 were found after. Given this information, what is the total cost of quality for this project?

Average Cost	Amount	# of Defects	Total Cost
Defect prevention	\$10,000	N/A	\$10,000
Appraisal	\$250	200	\$50,000
Internal failure	\$200	200	\$40,000
External failure	\$2,000	100	\$200,000

- A. \$300,000
- B. \$10,000
- C. \$100,000
- D. \$200,000

Answer: A

Explanation:

Step by Step Comprehensive Detailed Explanation:

* Definition of Cost of Quality (CoQ): CoQ is composed of four components:

* Prevention Costs: Costs related to activities to prevent defects (e.g., training, quality planning).

* Appraisal Costs: Costs associated with evaluating products to ensure defect-free delivery (e.g., testing).

* Internal Failure Costs: Costs due to defects found before delivery to the customer (e.g., rework).

* External Failure Costs: Costs from defects discovered after delivery (e.g., warranty claims, reputation damage).

* Calculation Process:

* Defect Prevention Cost: Given as \$10,000 (fixed).

* Appraisal Cost: \$250 per defect for 200 defects = $250 \times 200 = 50,000$

* Internal Failure Cost: \$200 per defect for 200 defects = $200 \times 200 = 40,000$

* External Failure Cost: \$2,000 per defect for 100 defects = $2,000 \times 100 = 200,000$

* Total CoQ: Adding all costs together:

Total CoQ = $10,000 + 50,000 + 40,000 + 200,000 = 300,000$

* Correct Answer and Justification: The total cost is \$300,000, making Option A the correct answer.

References and Documentation from Advanced Test Management:

* ISTQB Advanced Test Management Syllabus v3.0, Section 2.2.2: This section emphasizes understanding and calculating the cost of quality by segregating it into the four components as seen above.

* ATM Sample Exam Questions 2024 (Example Calculations): Highlights similar numerical examples to calculate CoQ.

* ISTQB Exam Structure Rules v1.9: Ensures alignment with K2-level understanding for cost analysis scenarios in test management.

NEW QUESTION # 14

Which of the following statements best describes an appropriate approach for managing exploratory testing?

- A. Define very generic charters to drive exploratory testing sessions of 2 days where testers are completely free to decide what to test
- B. Define very detailed mission statements, which allow testing work to be broken into sessions of up to 10 minutes duration in which testing is guided by these mission statements
- C. Exploratory testing should not be managed because such testing is inherently unmanageable and not measurable
- D. Break the testing work in 30 to 120 minutes sessions and use properly defined mission statements consisting of two or three sentences to guide testing during these sessions

Answer: D

Explanation:

Explanation/Reference:

Explanation:

NEW QUESTION # 15

After a selection process you have selected a test management tool that is going to be introduced in your organization and used by your test team in a pilot project.

You have already identified the member of your test team who will be the administrator of the tool, since he/she has a significant experience with the administration of test management tools and so he/she is able to make effective and efficient up-front decisions about "how" the tool will be used. You have also developed a training plan for the other members of your test team.

In collaboration with the administrator of the tool you have also devised standard ways of managing, storing and maintaining the tool and its assets including backup/restore procedures.

You have also analyzed standard formats supported by the tool (CSV, XLS, XML, etc.) to export, import and archive all the information managed by the tool itself (requirements, test case specifications, test plans etc.) for compliance with the most important test management tools, in order to minimize the impacts of migrating this information to a new tool that could replace the existing one in the future.

Which of the following phases in the lifecycle of the new tool has NOT been adequately considered in this description?

- A. Support and maintenance
- B. Retirement
- C. Evolution
- D. Acquisition

Answer: C

Explanation:

Section: Test Tools and Automation

Explanation:

NEW QUESTION # 16

A chart showing the trend in the lag time from defect reporting to resolution during system testing is also available. The chart shows that the daily closure period is consistently and significantly above the rolling closure period for a long period of the system testing phase.

Almost all defects found during system testing have been related to the system as a whole, not related to single units or integrations issues. Almost all quality risks have been addressed during the unit and integration testing phase and no residual quality risks were present in the integrated system. This has been confirmed by exploratory testing sessions performed during system testing, targeted at finding defects in these quality risk areas.

Based on the given information only, which one of the following areas would you expect to be considered more in the retrospective meeting in order to be improved?

- A. The system design and architecture design reviews
- B. The quality risk analysis process
- C. The defect management process
- D. The requirements review

Answer: C

Explanation:

Section: Improving the Testing Process

Explanation/Reference:

NEW QUESTION # 17

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