

ISTQB CT-UT

ISTQB USABILITY TESTING CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

CT-UT

ISTQB Certified Tester Foundation Level - Usability Testing (CT-UT)

40 Questions Exam – 26/40 Cut Score – Duration of 60 minutes

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Know Your CT-UT Certification Well:

The CT-UT is best suitable for candidates who want to gain knowledge in the ISTQB Specialist. Before you start your CT-UT preparation you may struggle to get all the crucial Usability Testing materials like CT-UT syllabus, sample questions, study guide.

But don't worry the CT-UT PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CT-UT syllabus?
- How many questions are there in the CT-UT exam?
- Which Practice test would help me to pass the CT-UT exam at the first attempt?

Passing the CT-UT exam makes you ISTQB Certified Tester Foundation Level - Usability Testing (CT-UT). Having the Usability Testing certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

ISTQB CT-UT Usability Testing Certification

Details:

Exam Name	ISTQB Certified Tester Usability Testing
Exam Code	CT-UT
Exam Fee	USD \$199
Exam Duration	60 Minutes
Number of Questions	40
Passing Score	26/40
Format	Multiple Choice Questions
Schedule Exam	Pearson VUE
Sample Questions	ISTQB CTFL - Usability Testing Exam Sample Questions and Answers
Practice Exam	ISTQB Certified Tester Foundation Level - Usability Testing (CT-UT) Practice Test

CT-UT Syllabus:

Topic	Details
Basic Concepts - 200 mins.	
Fundamentals	<ul style="list-style-type: none"> - Understand the concepts of usability, user experience and accessibility (45 mins) - Understand the objectives of usability, user experience and accessibility evaluation (30 mins)
Evaluating Usability, User Experience and Accessibility	<ul style="list-style-type: none"> - Compare usability, user experience and accessibility evaluation (25 mins) - Understand the three approaches to usability, user experience and accessibility evaluation: Usability review, usability testing and quantitative user surveys for satisfaction measurement (40 mins) - Understand the differences between formative (qualitative) and summative (quantitative) usability evaluation (15 mins)
Usability Evaluation in Human-Centered Design	<ul style="list-style-type: none"> - Understand the key elements of human-centered evaluation (15 mins) - Understand the human-centered design process (15 mins) - Understand the usability evaluation approaches that work well in agile software development lifecycles (15 mins)
Risks in Usability, User Experience and Accessibility - 80 mins.	
Introduction	
Typical Risks	<ul style="list-style-type: none"> - Understand typical usability, user experience, and accessibility risks (20 mins) - Analyze a given project at the design or evaluation stage, and identify the types of usability risks that are likely to occur (60 mins)
Usability and Accessibility Standards - 105 mins.	
Usability Standards and Manufacturer Guidelines	<ul style="list-style-type: none"> - Understand the general content and applicability of ISO usability standards and manufacturer guidelines to particular types of project/application (45 mins)
Accessibility Standards	<ul style="list-style-type: none"> - Understand the general content and applicability of ISO 9241-171 (Software Accessibility) and the Web Content Accessibility Guidelines (WCAG) 2.0 to particular types of project and applications (45 mins) - Understand the general content of accessibility legislation (UK Equality Act 2010 and Americans with Disabilities Act) (15 mins)

Topic	Details
Usability Reviews - 90 mins.	
Introduction and Approach	- Understand usability review as a method for evaluating usability, user experience and accessibility (15 mins)
Types of Usability Review	- Understand the differences between informal usability review and expert usability review (15 mins) - Analyze the usability aspects of a software application using the usability review method "heuristic evaluation" according to a checklist provided in the syllabus (60 mins)
Usability Testing - 270 mins.	
Introduction	
Step-By-Step Approach to Usability Testing	- Understand the principal steps in the usability testing approach (15 mins)
Prepare Usability Test	- Understand the content of a usability test plan (15 mins) - Understand the content of a usability test script (15 mins) - Define a simple usability test task for a given project (30 mins) - Understand considerations to be applied when deciding on a location for usability tests (15 mins) - Understand the advantages and disadvantages of a usability test lab (15 mins)
Conduct Usability Test Sessions	- Understand the key activities in a usability test session (15 mins)
Analysis of Findings	- Understand the procedure to apply for analyzing findings from a usability test (15 mins) - Understand the classifications and ratings for usability findings (15 mins)
Communicate Results and Findings	- Review a usability test report for a given project (45 mins) - Understand how to overcome internal resistance to usability findings (15 mins) - Apply a given list of best practices to report and communicate results (30 mins)
Quality Control of a Usability Test	- Understand the quality control activities for a usability test (15 mins)
Challenges and Frequent Mistakes	- Understand the most frequent and serious mistakes in usability testing (15 mins)
User Surveys - 30 mins.	
Introduction	

Topic	Details
Step-By-Step Approach to User Surveys	- Understand the purpose and approach adopted in user surveys (15 mins)
Standardized Questionnaires	- Understand the principal content and objectives of the public user questionnaires SUS, SUMI and WAMMI (15 mins)
Selecting Appropriate Methods - 40 mins.	
Criteria for Selecting a Method	- Select appropriate method(s) for verifying and validating usability, user experience and accessibility in a given project (40 mins)
Summary of Roles and Responsibilities - 30 mins.	
Usability Tester	- Understand the principal tasks and responsibilities of the Usability Tester (15 mins)
Moderator and Note-Taker	- Understand the principal tasks and responsibilities of the Moderator and the NoteTaker (15 mins)

ISTQB CT-UT Sample Questions:

Question: 1

What is an important component of an effective usability review?

- a) A detailed design document
- b) Screen layouts and narrative descriptions
- c) A visible user interface, either real or simulated
- d) A list of known usability issues

Answer: c

Question: 2

When conducting quality control activities for a usability test, why should you observe the first two or three test sessions?

- a) To ensure the sessions are conducted in accordance with the usability test script
- b) To ensure the sessions are conducted in accordance with the usability test plan
- c) To ensure the sessions are conducted by a test manager
- d) To ensure the sessions are documented properly in the test management system

Answer: a

Question: 3

What is the purpose of the evaluation step in the human-centered design process?

- a) To reduce the need for requirements analysis
- b) To simplify the design process
- c) To implement feedback and improve the product until the usability requirements are achieved
- d) To allow the user to see and use versions of the software as it evolves

Answer: d

Question: 4

You are asked to evaluate the usability of a specialized medical software application. Due to time and budget constraints, it is not possible to include users in the evaluation process.

Which of the following is a valid approach for evaluating the usability in this case?

- a) Accessibility Evaluation
- b) Usability testing
- c) User surveys
- d) Usability Review

Answer: d

Question: 5

Your organization needs to create a usability survey that will gather the information needed to evaluate and improve the usability of your new product. Who should be responsible for these tasks?

- a) The usability test moderator
- b) The usability tester
- c) The test manager
- d) The project manager

Answer: b

Question: 6

If a user has become confused and frustrated during a test session, what actions should the moderator take?

- a) The moderator should help the user and provide instructions as needed to get them back on track
- b) The moderator should point the user to the documentation but should not help
- c) The moderator should wait until the user is blocked before helping the user move to the next test task
- d) The moderator should have no interaction with the user regardless of how confused or frustrated the user gets

Answer: c

Question: 7

In a project that is employing usability evaluation practices, which of the following should come first?

- a) Formative testing
- b) Summative testing
- c) Formative and summative should occur at the same time during requirements gathering
- d) Formative and summative should occur at the same time during design

Answer: a

Question: 8

If a company has just launched a new mobile application, what information would they expect to get from a usability evaluation?

- a) An understanding of the users' satisfaction with the software
- b) An understanding of any learnability issues with the software
- c) An assessment of the efficiency and effectiveness of the software
- d) An assessment of the market reception of the software and predictive sales information

Answer: a

Question: 9

While doing the usability re-design, the developers asked several user representatives for early feedback. However, feedback was inconsistent. When they implemented the code, the developers ignored some of the feedback.

Given this information, what is the best approach to use to verify the usability?

- a) A usability review should be used to ensure that the design is optimal
- b) A usability test should be conducted to ensure the feedback is not dismissed as opinion
- c) A usability maturity assessment should be conducted to ensure the team is using best practices
- d) A formative usability analysis should be conducted to ensure the design contains important usability characteristics

Answer: b

Question: 10

Which of the following laws specifically requires private websites to be accessible to blind or visually impaired Internet users?

- a) The Equality Act
- b) The Americans with Disabilities Act
- c) The Rehabilitation Act
- d) Section 508

Answer: b

Study Guide to Crack ISTQB Usability Testing CT-UT Exam:

- Getting details of the CT-UT syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CT-UT exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ISTQB provided training for CT-UT exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CT-UT sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CT-UT practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for CT-UT Certification

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