Sample Exam – Answers

Sample Exam set A
Version 1.3

ISTQB® Acceptance Testing Syllabus Specialist

Compatible with Syllabus version 1.0

International Software Testing Qualifications Board

Provided by International Qualification Board for Business Analysis

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Document Responsibility

The ISTQB® Examination Working Group is responsible for this document.

This document is maintained by a core team from ISTQB® consisting of the Syllabus Working Group and Exam Working Group.

Acknowledgements

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Revision History

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Introduction

Purpose of this document

The example questions and answers and associated justifications in this sample exam have been created by a team of subject matter experts and experienced question writers with the aim of:

- Assisting ISTQB® Member Boards and Exam Boards in their question writing activities
- Providing training providers and exam candidates with examples of exam questions

These questions cannot be used as-is in any official examination.

Note, that real exams may include a wide variety of questions, and this sample exam ***is not*** intended to include examples of all possible question types, styles or lengths, also this sample exam may both be more difficult or less difficult than any official exam.

Instructions

In this document you may find:

- Answer Key table, including for each correct answer:
  - K-level, Learning Objective, and Point value
- Answer sets, including for all questions:
  - Correct answer
  - Justification for each response (answer) option
  - K-level, Learning Objective, and Point value
- Additional answer sets, including for all questions [does not apply to all sample exams]:
  - Correct answer
  - Justification for each response (answer) option
  - K-level, Learning Objective, and Point value

- *Questions are contained in a separate document*

Answer Key

Question Number (#)	Correct Answer	LO	K-Level	Points
1	b	AcT-1.1.1	K1	1
2	d	AcT-1.1.2	K2	1
3	a	AcT-1.1.3	K2	1
4	d	AcT-1.2.1	K2	1
5	a	AcT-1.2.2	K2	1
6	b	AcT-1.2.3	K2	1
7	b	AcT-2.1.1	K3	1
8	d	AcT-2.1.1	K3	1
9	a	AcT-2.2.1	K2	1
10	c	AcT-2.2.1	K2	1
11	a	AcT-2.2.2	K3	1
12	a	AcT-2.2.2	K3	1
13	d	AcT-2.3.1	K2	1
14	a	AcT-2.3.1	K2	1
15	c	AcT-2.3.2	K2	1
16	d	AcT-2.3.2	K2	1
17	a	AcT-3.1.1	K3	1
18	b	AcT-3.1.1	K3	1
19	a	AcT-3.2.1	K3	1
20	d	AcT-3.2.1	K3	1

Question Number (#)	Correct Answer	LO	K-Level	Points
21	c	AcT-3.3.1	K2	1
22	b	AcT-3.3.1	K2	1
23	c	AcT-3.3.2	K2	1
24	c	AcT-3.3.2	K2	1
25	b	AcT-4.1.1	K2	1
26	a	AcT-4.1.2	K1	1
27	b	AcT-4.2.1	K2	1
28	b	AcT-4.2.1	K2	1
29	d	AcT-4.2.2	K2	1
30	c	AcT-4.3.1	K2	1
31	b	AcT-4.3.2	K2	1
32	d	AcT-4.4.1	K2	1
33	b	AcT-5.1.1	K3	1
34	a	AcT-5.1.1	K3	1
35	b	AcT-5.2.1	K2	1
36	a	AcT-5.2.1	K2	1
37	a	AcT-5.2.2	K2	1
38	b	AcT-5.2.3	K2	1
39	a	AcT-5.2.3	K2	1
40	c	AcT-5.3.1	K1	1

Answers

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
1	b	a) Is not correct. Business goals and needs have different levels of abstraction b) Is correct. As stated in [AcT Syllabus], business goals, business needs, business requirements, and product requirements describe, at different levels of abstraction, what shall be achieved c) Is not correct. Business needs define the business problem or opportunity, which business analysts have to understand in order to recommend appropriate solutions through business requirements d) Is not correct. Business requirements are derived from business needs	AcT-1.1.1	K1	1
2	d	a) Is not correct. Acceptance criteria are not limited to agile development b) Is not correct. Independent testers should be involved to ensure early verification of the criteria c) Is not correct. In acceptance test-driven development (ATDD), acceptance tests are written at the same time as acceptance criteria are defined but do not replace them d) Is correct. Acceptance criteria represent the test conditions which determine “what” to test	AcT-1.1.2	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
3	a	a) Is correct. Unclear requirements may lead to incorrect acceptance criteria, and the resulting tests will be flawed. This will lead to rework or, even worse, the running of invalid tests, thus creating unnecessary costs b) Is not correct. In Agile, requirements engineering still needs to be performed and proper skills are required from both the product owner and the team members c) Is not correct. INVEST is not replacing reviews, it defines quality characteristics for user stories, that may be used by business analysts / product owners and testers to ensure the quality of user stories d) Is not correct. Requirements should be agreed between all key stakeholders, including the team and business stakeholders. Tester do not decide on requirements. Instead, testers should work closely with business analysts to make sure that requirements are clear and well understood by all stakeholders concerned	AcT-1.1.3	K2	1
4	d	a) Is not correct. IQBBA process assumes business analyst involvement in testing – reviewing test cases, providing input information etc. b) Is not correct. IQBBA and ISTQB processes are not in conflict, in fact many activities defined in these processes are related and together support similar goals c) Is not correct. IQBBA solution evaluation and ISTQB test implementation, test execution may be done in parallel d) Is correct. As stated in [AcT Syllabus], testers can contribute to the definition and verification of acceptance criteria as part of test analysis and test design activities	AcT-1.2.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
5	a	a) Is correct. Collaboration on test planning based on risk analysis is a good opportunity to ensure that the appropriate test cases will be developed and prioritized b) Is not correct. Acceptance tests do not include technical details instead they focus on checking business acceptance criteria and can and should be therefore reviewed by business analysts c) Is not correct. This is the role of a business analyst. Testers can support requirements review to ensure acceptance criteria are clear and measurable d) Is not correct. Business analysts should be involved in other test activities, including testing preparation, execution and reporting too	AcT-1.2.2	K2	1
6	b	a) Is not correct. BDD involves creation of acceptance tests at early stage. In this approach acceptance criteria and acceptance test cases should be created before requirements finalization to have a greater impact on the overall development of the solution b) Is correct. As stated in [AcT Syllabus], acceptance test cases represent scenarios of usage of the product c) Is not correct. Acceptance criteria define "what" (what to test) and acceptance test cases define "how". They can be defined in the same working session, but it does not make sense to define "how" before "what" d) Is not correct: With ATDD and BDD, acceptance tests can be read and understood by business analysts and other stakeholders	AcT-1.2.3	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
7	b	a) Is not correct. A well-written acceptance criterion does not include technical solution details b) Is correct. This is the expected behavior that an acceptance user would like to verify. Notice that it is well known when the CCAD is incomplete, because we have the CCAD precisely defined c) Is not correct. This acceptance criterion is not precise, nor measurable d) Is not correct. This acceptance criterion does not refer to the above requirement	AcT-2.1.1	K3	1
8	d	Statement ii) includes technical solutions, which should be avoided in the acceptance criteria. All the other acceptance criteria are well written, as they are precise, measureable and understandable by the stakeholders. Thus: a) Is not correct b) Is not correct c) Is not correct d) Is correct	AcT-2.1.1	K3	1
9	a	a) Is correct. Model-based testing uses graphical (or textual) models to obtain acceptance tests b) Is not correct. Prioritization of acceptance tests based on identified product risks relate to risk-based testing approach c) Is not correct. In a risk-based testing approach, prioritization and intensity of testing depends on previously identified product risks, not on experience d) Is not correct. Black box generally refers to testing checking system reaction on provided input, without investigating the internal code behavior	AcT-2.2.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
10	c	a) Is not correct. This is a technique done on the source code level, while acceptance should focus on higher business levels b) Is not correct. This can be used as an element of other black box technique but is a not a single test technique by itself c) Is correct. As stated in [AcT Syllabus], this technique can be used as part of acceptance testing d) Is not correct. Defect based test design techniques may be used for integration, system testing but rather not for acceptance testing as it aims is not to search for defects, but check business readiness of a system	AcT-2.2.1	K2	1
11	a	a) Is correct. This test represents a situation in which the elevator cannot operate, since the total weight of the passengers exceeds the allowed limits. ii) represents a situation, i) represents an action (event), and vi) the expected result b) Is not correct. This test does not cover a reasonable operation/scenario – it just describes that some combination of events iv) and v) may occur, but does not contain any reasonable, expected result in the THEN section c) Is not correct. This test is not complete, since it does not take into account the restriction on the total weight of the passengers, given in the requirements d) Is not correct. This test would represent a correct reasoning (if the weight message is shown then the total weight exceeds 200 kg), but this does not test a useful scenario. In fact, i) is not the expected result, but an action on the system. We would like test the opposite: if the weight is too big, is the message shown?	AcT-2.2.2	K3	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
12	a	a) Is correct. This is a good example of a Gherkin-style test: GIVEN section describes the preconditions (a situation; a precondition), WHEN – a specified behavior (an action on the system) and THEN – the expected result (post condition, expected change) b) Is not correct. According to [AcT Syllabus], WHEN section should not refer to the user interface elements, but should only describe the action we want to invoke c) Is not correct. This scenario contains an error in the THEN section – it should state that we have $5500 on X and $100 on Y d) Is not correct. This scenario states an obvious state on the system resulted from simple calculation that does not need to be a part of acceptance test scenario	AcT-2.2.2	K3	1
13	d	a) Is not correct. This is not a concept related to exploratory testing (ET), this term refers to one of agile development approaches b) Is not correct. This is not a concept related to ET, this term refers to one of agile development practices to be followed by development team c) Is not correct. This is a planning technique, not related to ET itself d) Is correct. Timeboxing is a concept supporting managing ET sessions, as time-boxed sessions help to control the time and effort dedicated to exploratory session	AcT-2.3.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
14	a	a) Is correct. As stated in [AcT Syllabus], the test charter possibly contains tactics to be used during the session (such as the type of user that shall be simulated during the exploratory session) b) Is not correct. The test charter is prepared prior to the testing session and is used by the tester during the session c) Is not correct. Test charter includes information on the role the tester takes during the session, the particular objective to be achieved during the session, the setup, the activities that would be interesting to test, the test oracle and other information – in exploratory testing there is no predefined list of activities to be followed d) Is not correct. Test oracle should be defined in a test charter, before the session	AcT-2.3.1	K2	1
15	c	a) Is not correct. Beta testing is a form of acceptance testing for commercial off-the-shelf software. It is not the same as acceptance testing b) Is not correct. Beta testing is performed by potential or existing users at their location and neither follow predefined scenarios nor use a test charter and test activities are usually not documented at all c) Is correct. During beta testing, the product is tested in various realistic configurations by actual users in their business process context d) Is not correct: beta testing is not systematic or measurable	AcT-2.3.2	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
16	d	a) Is not correct. It is performed by potential or existing users at their location b) Is not correct. It is performed after the product is completed to allow users evaluation of the product in real environment and provide feedback to development organization c) Is not correct. In beta tests, user test the product in various realistic configurations and they neither follow predefined scenarios nor use a test charter d) Is correct. Beta testers may discover defects in the product that escaped during the development process	AcT-2.3.2	K2	1
17	a	a) Is correct. This is correct DMN decision table with 2 inputs and one output b) Is not correct. The table show no inputs – this is not DMN table c) Is not correct. The format of output presentation is not correct d) Is not correct. This is not a DMN decision table (because of the 'Result' column and incorrect format of the 'Output' column)	AcT-3.1.1	K3	1
18	b	a) Is not correct: "Verify Employment" is systematically done after the "Record Loan Application" task and prior to "Review Loan Application" in which the decision regarding the loan application is taken b) Is correct: "Create the Loan Contract" is defined as a sub-process c) Is not correct. A parallel gateway splits the flow between "Perform Title Search" and "Request Credit Report" tasks d) Is not correct. The task "Review Credit Report" has to be done before "Review Loan Application" in the process flow	AcT-3.1.1	K3	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
19	a	a) Is correct. Test 1 covers all the tasks except 'Remove card (withdrawal rejected)', which in turn is covered by Test 3. Hence, these two tests achieve the desired coverage. Notice that in Test 1 both the tasks 'Take receipt' and 'Withdraw $100, remove card' are covered, as they are executed in parallel b) Is not correct. This set of test cases achieves the required coverage, but it is not the minimal set of test cases (which is answer a with only two test cases) c) Is not correct. Test 3 covers only two out of five tasks d) Is not correct. Test 4 is incorrectly constructed, as having balance $20 does not allow us to select the receipt printing	AcT-3.2.1	K3	1
20	d	There are two decisions (denoted by the rhombuses with the X sign). The first one has two outcomes: balance >= $100 and balance < $100. The second one has also two outcomes: YES and NO. To achieve full decision coverage we need to cover all these outcomes. Notice that the rhombus with the plus sign denotes a parallel sequence, so it is not a decision. Test 1 and Test 4 cover balance >= $100 and YES Test 2 covers balance < $100 Test 3 covers balance >= $100 and NO Hence, we need three test cases (1, 2, 3 or 2, 3, 4) to achieve the decision coverage. Thus: a) Is not correct b) Is not correct c) Is not correct d) Is correct	AcT-3.2.1	K3	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
21	c	a) Is not correct. This is supported by decision tables, BPMN support business process modeling in the form of diagrams b) Is not correct. Graphical representations of business processes should focus on what is to be tested. Depending on the purpose, graphical representations of business processes may cover only partially the behavior of related software systems c) Is correct. Especially in user acceptance testing, the “main objective is building confidence that the users can use the system to meet their needs, fulfill requirements, and perform business processes” [ISTQB CTFL syllabus]. Therefore, graphical business process models should focus on user workflows d) Is not correct. DMN is not for graphic business process modeling, it is a notation for decision modeling	AcT-3.3.1	K2	1
22	b	a) Is not correct. Diagrams should be as simple as possible and be structured in sub-processes b) Is correct. Additional information such as links to user stories, requirements, risks, priorities and any other information useful for acceptance testing should be added to the diagrams using annotations c) Is not correct. Links to user stories, requirements, risks, priorities and any other information useful for acceptance testing should be added to the diagrams using annotations d) Is not correct. It should be a collaborative work between business analysts and testers, and produced artifacts shared between both groups	AcT-3.3.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
23	c	a) Is not correct. Business analysts and testers collaborate to model workflows when using process modeling for ATDD. This helps the testers to understand the use cases to be tested b) Is not correct. As testers derive tests from these business process models, they can show test coverage directly within the graphical representation c) Is correct. The graphical representation of business process model does not specifically allow to locate defects in the code d) Is not correct. Business process models created and maintained for ATDD can be viewed as living documentation used by business analysts to present the actual behavior of the test object	AcT-3.3.2	K2	1
24	c	a) Is not correct. In visual ATDD, business analysts and testers collaborate to model workflows and business rules using graphical notations b) Is not correct. Business process/rule models are reviewed with relevant stakeholders and contribute to the validation of the requirements and acceptance criteria, and not to replace them c) Is correct. Testers derive tests from these business process/rule models to ensure and demonstrate the required coverage through the different paths and business rules d) Is not correct. Acceptance tests are derived from process models, which are updated to maintain test cases when there is a change in requirements or user stories	AcT-3.3.2	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
25	b	Quality characteristics defined in ISO/IEC 25010 are: • Functional suitability • Reliability • Performance efficiency • Usability • Security • Compatibility • Maintainability • Portability Which means that ii, v and vii are correct. Thus: a) Is not correct b) Is correct c) Is not correct d) Is not correct	AcT-4.1.1	K2	1
26	a	a) Is correct. Efficiency is one out of five characteristics in the ISO 25010 quality in use model b) Is not correct. Usability is part of the non-functional characteristics according to ISO 25010 but is not part of the quality in use model c) Is not correct. Compatibility is part of the non-functional characteristics according to ISO 25010 but is not part of the quality in use model d) Is not correct. Portability is part of the non-functional characteristics according to ISO 25010 but is not part of the quality in use model	AcT-4.1.2	K1	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
27	b	a) Is not correct. Creating personas may be part of the user profile analysis when analyzing UX requirements, but they are not used to analyze products or solutions from competitors b) Is correct. Measuring the level of business knowledge may be part of the user profile analysis when analyzing UX requirements c) Is not correct: security requirements analysis is not usually part of UX requirements analysis d) Is not correct. Context analysis may include analysis of external conditions such as light condition, but these conditions result from context analysis not from task analysis	AcT-4.2.1	K2	1
28	b	a) Is not correct. This relates to user analysis b) Is correct. During task analysis, functionality is identified and formalized, for example through use cases that can be therefore represented as business process models c) Is not correct. This relates to context analysis d) Is not correct. This relates to competition analysis	AcT-4.2.1	K2	1
29	d	a) Is not correct. In expert reviews usability experts evaluate the usability of the system or product according to pre-defined criteria or checklists based upon usability heuristics to identify strong and weak points of an interface b) Is not correct. In biometrics-based evaluations user behavior is monitored with specific biometric devices to understand how the user interacts with a page or a system c) Is not correct. Log files analysis allows to analyze retrospectively how the users interacted with the system to improve it d) Is correct. In walkthrough and thinking aloud methods, users explore the product and may perform given specific tasks. This helps to see how they interact with the product and to learn about expectations or difficulties	AcT-4.2.2	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
30	c	a) Is not correct. This classification refers to types of testing to be performed, depending on what needs to be measured b) Is not correct. Performance testing aims to determine a system's responsiveness and stability under certain conditions c) Is correct. In a typical performance test, concurrent users or transactions are simulated with specific tools to generate a given workload which mimics, as close as possible, actual conditions with real users and realistic interactions d) Is not correct. Results of a performance test are measured, and compared to pre-defined performance requirements	AcT-4.3.1	K2	1
31	b	a) Is not correct. Computing power and architecture belong to the technical perspective b) Is correct. From a user perspective, the perceived response time is crucial as it reflects his real experience with the system c) Is not correct. The number of concurrent user and the types of scenarios or transactions are about business perspective d) Is not correct. This is not a subject of interest for a business perspective	AcT-4.3.2	K2	1
32	d	a) Is not correct. Response time requirements relate to performance quality characteristics b) Is not correct. This is a technical restriction of the solution space c) Is not correct. Corporate style guides are crucial for branding and may include aspects that relate to usability, but they usually do not cover security requirements which are rather part of programming guidelines d) Is correct. Confidentiality of private data is a security requirement	AcT-4.4.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
33	b	a) Is not correct. This approach might come to help in identifying some of the problems but it will not help envisioning the future neither will it re-motivate the team b) Is correct. By identifying what has already been achieved (back) and what is left to be done and how, the team will be able to get a better understanding on where they are and how they will go forward c) Is not correct. It might work on motivation and team spirit but it will not help envision the future neither will it help in getting a clue on what has already been achieved d) Is not correct. By starting the analysis with the present situation, the team will only work on the future steps. They will not envision what has been achieved and might even get more demotivated by what is left to be done and how unreachable it might seem to be	AcT-5.1.1	K3	1
34	a	a) Is correct. By representing their values, beliefs, goals, tasks, the team's members will get a complete definition of the team's identity and you will align all the members on the same vision b) Is not correct. You might either break the ice or get a very boring meeting but you will for sure completely miss the goal c) Is not correct. This workshop is rather used for expressing the unsaid. It will neither bring any team spirit nor will it align the team on a common objective d) Is not correct. This workshop is pretty useless unless the goal is to remember the good old days (as it only allows to envision the past steps when the project is achieved)	AcT-5.1.1	K3	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
35	b	a) Is not correct. Testers first report discrepancies through defect reports which are discussed afterwards b) Is correct. A defect report contains all relevant information the tester can provide to help the business analyst understand what happened and to assess the deviation should be provided c) Is not correct. All defects should be documented and assessed by the business analyst, who may then decide. whether it is a defect or not d) Is not correct. Testers are testing experts, not business experts. It is the business analyst who is capable to judge the impact of a defect on system usage best	AcT-5.2.1	K2	1
36	a	a) Is correct. During defect analysis activities, the business analyst identifies the acceptance criteria that are not satisfied to analyze the defect. Those criteria are part of a requirement / user story b) Is not correct. The business analyst does not have sufficient insight in the implementation to be able to assess the impact of changes on other parts of the system's implementation. Developers do have this insight c) Is not correct. Debugging is a developer's task d) Is not correct. In individual cases, business analysts may perform this check to gather confidence in the system, but in general, the other paths are covered by other tests which are performed by testers	AcT-5.2.1	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
37	a	a) Is correct. Based on the test summary report, decision makers should be able to determine whether the system under test has reached the necessary pre-defined level of quality and may be released to production or not b) Is not correct. Defect fixes are documented in the related defect report c) Is not correct. Test strategy and test design methods are part of the test plan d) Is not correct. Test procedure information is contained in the test procedure specification. They may be part of a test report, but not of the test summary report	AcT-5.2.2	K2	1
38	b	a) Is not correct. Code reviews are used to ensure the quality of software implementations b) Is correct. Traceability between requirements / user stories, acceptance criteria, test cases, and defects clarify dependencies and provide simple access to related information c) Is not correct. Even if acceptance testers should participate in requirements reviews, the verification of the test basis is not a QA technique for acceptance testing activities d) Is not correct. Eye tracking is a technique applied during usability testing. It is used to ensure the quality of the system, not of the acceptance tests	AcT-5.2.3	K2	1
39	a	a) Is correct. Good acceptance provide measurable pass/fail criteria, which facilitates the design of the corresponding test cases b) Is not correct. A joint review certainly reduces the risk of forgetting about non-functional quality criteria, but it is not a guarantee c) Is not correct. This is more an advantage of the review of acceptance test cases d) Is not correct. This is more an advantage of the review of test reports	AcT-5.2.3	K2	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
40	c	a) Is not correct. Test management tools and test automation tools are used to manage test execution campaigns, but not requirements management tools b) Is not correct. Business process-based test case generators are used for generating tests from business process models c) Is correct. Business process management tools are used for modeling business processes and rules d) Is not correct. Defect / incident management tools are used for managing incidents	AcT-5.3.1	K1	1