

# Sample Exam – Answers

Sample Exam set A  
Version 1.2

## ISTQB® Usability Tester Syllabus Specialist

Compatible with Syllabus version 2018

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International Software Testing Qualifications Board

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Provided by German Testing Board

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## Document Responsibility

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

## Acknowledgements

This document was produced by a core team from the ISTQB®: Usability Tester team

The core team thanks the Exam Working Group review team, the Syllabus Working Group and the National Boards for their suggestions and input.

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

## Revision History

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1.2	June 15, 2021	Update of Copyright Notice Update of layout
1.1	September 25, 2018	GA Release for 2018 Version Name changed to usability testing
1.0	October 21, 2016	GA Release for 2016 Version

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## Introduction

### Purpose of this document

The sample questions and answers and associated justifications in this sample exam set 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.

These questions cannot be used as-is in any official examination, but they should serve as guidance for question writers. Given the wide variety of formats and subjects, these sample questions should offer many ideas for the individual Member Boards on how to create good questions and appropriate answer sets for their examinations.

### 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	a	UTFL-1.1.1	K	1
2	d	UTFL-1.1.2	K	1
3	b	UTFL-1.2.1	K	1
4	d	UTFL-1.2.2	K	1
5	a	UTFL-1.2.3	K	1
6	b	UTFL-1.3.1	K	1
7	c	UTFL-1.3.2	K	1
8	a	UTFL-1.3.3	K	1
9	b	UTFL-2.2.1	K	1
10	a	UTFL-2.2.2	K	1
11	a	UTFL-3.1.1	K	1
12	b	UTFL-3.2.1	K	1
13	b	UTFL-3.2.2	K	1
14	c	UTFL-4.1.1	K	1
15	b	UTFL-4.2.1	K	1
16	d	UTFL-4.2.2	K	1
17	b	UTFL-5.2.1	K	1
18	a	UTFL-5.3.1	K	1
19	d	UTFL-5.3.2	K	1
20	c	UTFL-5.3.3	K	1

Question Number (#)	Correct Answer	LO	K-Level	Points
21	a	UTFL-5.3.4	K	1
22	b	UTFL-5.3.5	K	1
23	c	UTFL-5.4.1	K	1
24	b	UTFL-5.5.2	K	1
25	c	UTFL-5.6.1	K	1
26	b	UTFL-5.6.2	K	1
27	d	UTFL-5.6.3	K	1
28	a	UTFL-5.7.1	K	1
29	c	UTFL-5.8.1	K	1
30	a	UTFL-6.2.1	K	1
31	c	UTFL-6.3.1	K	1
32	b	UTFL-7.1.1	K	1
33	b	UTFL-8.1.1	K	1
34	a	UTFL-8.2.1	K	1
35	d	Keyword	K1	1
36	a	Keyword	K1	1
37	b	Keyword	K1	1
38	b	Keyword	K1	1
39	a	Keyword	K1	1
40	d	Keyword	K1	1

## Answers

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
1	a	a) Is correct b) Is not correct. The usability definition is correct. But the second part refers to user experience, not accessibility c) Is not correct. The first part is Usability and the second part is user experience d) Is not correct. Both parts refer to user experience	UTFL-1.1.1	K	1
2	d	a) Is not correct. This is a usability test b) Is not correct. This is a factor in user experience c) Is not correct. This is a factor in user experience d) Is correct	UTFL-1.1.2	K	1
3	b	a) Is not correct b) Is correct. These evaluation areas are included only for the user experience evaluation c) Is not correct d) Is not correct	UTFL-1.2.1	K	1
4	d	a) Is not correct. An accessibility evaluation, just like a usability evaluation, may use one of the three other mentioned approaches b) Is not correct. Usability testing definitely needs users to be performed c) Is not correct. User surveys, as the name states, needs users to answer the survey d) Is correct. The usability review includes expert-based approaches, which do not necessarily require users to be involved	UTFL-1.2.2	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
5	a	<p>a) Is correct. Formative is designed to identify and analyze usability problems and is a qualitative technique that is used during design. Summative is focused on obtaining measurements and is quantitative in nature and is used after the product has been released to production (or near to release)</p> <p>b) Is not correct</p> <p>c) Is not correct</p> <p>d) Is not correct</p>	UTFL-1.2.3	K	1
6	b	<p>a) Is not correct. Besides acceptance tests, this approach completely misses all three key elements: Users are only included at the end, no prototypes are developed, and no evaluation is happening</p> <p>b) Is correct. This approach takes all three key elements into consideration: Users are included, prototypes are iteratively developed and evaluated</p> <p>c) Is not correct. Although this approach takes the prototyping aspect and the evaluation into consideration, no users are included in the process</p> <p>d) Is not correct. This approach may take the users and evaluation aspects into consideration, but no prototyping is happening</p>	UTFL-1.3.1	K	1
7	c	<p>a) Is not correct</p> <p>b) Is not correct</p> <p>c) Is correct. The human-centered design process requires that the user be involved in all phases. They should see the software as it evolves and provide feedback that can be incorporated into the design</p> <p>d) Is not correct</p>	UTFL-1.3.2	K	1



Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
8	a	<p>a) Is correct. Rapid Iterative Testing and Evaluation (RITE), informal and quick (discount) usability testing and usability testing conducted consistently on a weekly basis are evaluation approaches that are particularly well-suited for an agile environment</p> <p>b) Is not correct. Because monthly cycle testing would not be fast enough for agile and RAD is a development process</p> <p>c) Is not correct. Because the Rational Unified Process is a development process rather than a usability evaluation approach</p> <p>d) Is not correct. REST is a communication protocol and not a usability evaluation approach</p>	UTFL-1.3.3	K	1
9	b	<p>a) Is not correct. Because this is not an accessibility risk</p> <p>b) Is correct. This is a problem with the user experience which includes the entire user experience around the product, not just working with the product itself</p> <p>c) Is not correct. Because this is a user experience risk dealing with entire user experience, not just usability</p> <p>d) Is not correct. Because the risk is not related to the supportability of the product but rather the people in the support department</p>	UTFL-2.2.1	K	1
10	a	<p>a) Is correct. This is risk in that the users cannot figure out how to install the software and spread their dissatisfaction to their friends</p> <p>b) Is not correct. Because this is actually a user experience risk rather than a usability risk</p> <p>c) Is not correct. Because this is an accessibility risk rather than a usability risk</p> <p>d) Is not correct. Because this is a project risk</p>	UTFL-2.2.2	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
11	a	<p>a) Is correct. This example appears in the Syllabus, section 3.1</p> <p>b) Is not correct. This is a heuristic, not a user interface guideline</p> <p>c) Is not correct. This is the dialogue principle “Error tolerance”, it is not a user interface guideline</p> <p>d) Is not correct. This is the dialogue principle “Suitability for the task”, it is not a user interface guideline</p>	UTFL-3.1.1	K	1
12	b	<p>a) Is not correct. This suggestion addresses text, not “non-text content”</p> <p>b) Is correct. This suggestion addresses images – that is, non-text content. The example is included in the Syllabus, section 3.2.2. It originates from <a href="http://www.w3.org/standards/webdesign/accessibility">http://www.w3.org/standards/webdesign/accessibility</a></p> <p>c) Is not correct. This suggestion addresses text, not “non-text content”</p> <p>d) Is not correct. This suggestion addresses text, not “non-text content”</p>	UTFL-3.2.1	K	1
13	b	<p>a) Is not correct. It does not specifically reference web sites</p> <p>b) Is correct. This is highlighted in the ADA regarding private websites</p> <p>c) Is not correct. This act was enacted in 1973 and refers to Federal agencies</p> <p>d) Is not correct. Because it has a more general focus that everyone should have the same access to information</p>	UTFL-3.2.2	K	1
14	c	<p>a) Is not correct. Because a detailed design document doesn’t provide the look and feel that a real UI does</p> <p>b) Is not correct. Because a detailed design document doesn’t provide the look and feel that a real UI does</p> <p>c) Is correct. The more realistic the UI, the more accurate and effective the review will be</p> <p>d) Is not correct. This might help in testing, but not during the usability review since that review is usually conducted by experts and those familiar with how the software must work</p>	UTFL-4.1.1	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
15	b	<p>a) Is not correct. Because a formal usability review requires usability experts</p> <p>b) Is correct. This is an informal usability review with people who may have some awareness of usability but are not recognized experts</p> <p>c) Is not correct. Because six months would not constitute an expert</p> <p>d) Is not correct. Because this review has been planned and prepared</p>	UTFL-4.2.1	K	1
16	d	<p>a) Is not correct. Is a checklist items but are not applicable to this scenario</p> <p>b) Is not correct. Is a checklist items but are not applicable to this scenario</p> <p>c) Is not correct. Is a checklist items but are not applicable to this scenario</p> <p>d) Is correct. The user is being asked to remember the driver's license number and re-enter it. The software should supply the number (since it just assigned it) rather than requiring the user to recall it</p>	UTFL-4.2.2	K	1
17	b	<p>a) Is not correct</p> <p>b) Is correct. The post-session interview is part of the test session and is used to get the user's feedback and impressions</p> <p>c) Is not correct</p> <p>d) Is not correct</p>	UTFL-5.2.1	K	1
18	a	<p>a) Is correct. The moderator's name is normally included in the test plan so it is determined during the test planning</p> <p>b) Is not correct. Because they refer to previous tests and defects that may not be relevant for this testing. Known defects could change though if testing is on-going</p> <p>c) Is not correct. Because they refer to previous tests and defects that may not be relevant for this testing. Known defects could change though if testing is on-going</p> <p>d) Is not correct. Because these details are not usually known at the time the test plan is written and are likely to change. The briefing instructions are included in the usability test scripts which are prepared after planning is complete</p>	UTFL-5.3.1	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
19	d	<ul style="list-style-type: none"> <li>a) Is not correct</li> <li>b) Is not correct</li> <li>c) Is not correct</li> <li>d) Is correct. The pre-session and post-session interview questions to be used by the moderator are included in the usability test script</li> </ul>	UTFL-5.3.2	K	1
20	c	<ul style="list-style-type: none"> <li>a) Is not correct. Because we want them to follow a script rather than explore</li> <li>b) Is not correct. Because this will be gathered in the post-session interview</li> <li>c) Is correct. The first task should be simple and easy for the user. Entering their name and address should be straightforward and should allow them to have a good experience with their first use of the software</li> <li>d) Is not correct. Because this isn't a simple task</li> </ul>	UTFL-5.3.3	K	1
21	a	<ul style="list-style-type: none"> <li>a) Is correct. Observers should be able to come and go without interfering with the test</li> <li>b) Is not correct. Because mobility in the observers is often necessary, particularly for long sessions</li> <li>c) Is not correct. Because it is a regulation that limits the observers</li> <li>d) Is not correct. Because the moderator interacts with the user at the beginning and end of the session, not the observers</li> </ul>	UTFL-5.3.4	K	1
22	b	<ul style="list-style-type: none"> <li>a) Is not correct. Is not a disadvantage because observers can collaborate with each other without disturbing the test</li> <li>b) Is correct. This is a risk with a usability lab because it may not be representative of the real environment</li> <li>c) Is not correct. Is advantages to using a usability lab</li> <li>d) Is not correct. Is advantages to using a usability lab</li> </ul>	UTFL-5.3.5	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
23	c	a) Is not correct b) Is not correct c) Is correct. The moderator should only step in if the user is completely stuck and then should help by directing the user to the next task. The point of the moderator is to observe and encourage the user to think aloud, not to help the user d) Is not correct	UTFL-5.4.1	K	1
24	b	a) Is not correct. Because a defect is not a positive find b) Is correct. Because the user liked this feature c) Is not correct. Because it does not indicate the user liked or disliked anything d) Is not correct. Because it does not indicate the user liked or disliked anything	UTFL-5.5.2	K	1
25	c	a) Is not correct. Because the stakeholder descriptions may give good insight into the problems b) Is not correct. Because sometimes it helps the developer to understand what the stakeholder wants to see c) Is correct. No more than 25 defects should be included on the report per the syllabus d) Is not correct. Because the executive summary is an important part of the report	UTFL-5.6.1	K	1
26	b	a) Is not correct. Because developers are usually invested in their design, even in agile projects b) Is correct c) Is not correct. Because this is not the role of the scrum master d) Is not correct. Because the product owner represents the users	UTFL-5.6.2	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
27	d	<p>a) Is not correct. This will not help because it won't create the understanding that's needed from the developers</p> <p>b) Is not correct. Because an open confrontation won't build understanding</p> <p>c) Is not correct. Because the developers need to observe not instruct</p> <p>d) Is correct. This is the best way to get the developers to understand the problems that the users are experiencing and to get them to understand that the users aren't just being stupid but that they are legitimately confused</p>	UTFL-5.6.3	K	1
28	a	<p>a) Is correct. The usability test script describes how usability test sessions should be run</p> <p>b) Is not correct. Because the plan does not describe the test sessions at the appropriate level</p> <p>c) Is not correct. Because the sessions should be conducted by a moderator</p> <p>d) Is not correct. Because the sessions are usually documented in reports rather than in the test management system</p>	UTFL-5.7.1	K	1
29	c	<p>a) Is not correct. Because, although the testers may be time compressed as well, it doesn't matter because the developers don't have time to make the changes</p> <p>b) Is not correct. Because, although this may be true, it's not a problem that's isolated to the usability testing happening late in the schedule. This can be a problem regardless of when the tests are run</p> <p>c) Is correct. The biggest issue is that the results may arrive too late for the developers to be able to make the changes</p> <p>d) Is not correct. Because usability testing is usually done during or after system testing and would not delay system testing</p>	UTFL-5.8.1	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
30	a	<p>a) Is correct. Evaluating the level of user satisfaction is the primary goal of a usability evaluation</p> <p>b) Is not correct</p> <p>c) Is not correct</p> <p>d) Is not correct</p>	UTFL-6.2.1	K	1
31	c	<p>a) Is not correct. Because SUMI has 50 questions so is not “short”</p> <p>b) Is not correct. Because WAMMI is focused on web software, and this is not web software. RITE it not a standardized questionnaire</p> <p>c) Is correct. SUS is the System Usability Scale and uses a 10-item questionnaire to provide a high-level subjective assessment of usability</p> <p>d) Is not correct. It is a test method</p>	UTFL-6.3.1	K	1
32	b	<p>a) Is not correct. Because the results from the review are likely to be dismissed by this immature team</p> <p>b) Is correct. This is a team with a low usability maturity, and they are most likely to value feedback from real users now that the code has been developed</p> <p>c) Is not correct. Because that assessment is not really needed at this point. It’s clear that they have a low level of maturity because they asked a few users and then picked and chose which comments they wanted to take</p> <p>d) Is not correct. Because a formative analysis should be done during design, not after implementation</p>	UTFL-7.1.1	K	1
33	b	<p>a) Is not correct</p> <p>b) Is correct. This is a principal task of the usability tester, including creating the survey plan, selecting the questionnaire, analyzing the responses and reporting the results</p> <p>c) Is not correct</p> <p>d) Is not correct</p>	UTFL-8.1.1	K	1

Question Number (#)	Correct Answer	Explanation / Rationale	Learning Objective (LO)	K-Level	Number of Points
34	a	a) Is correct. Conducting the post-session interview is the responsibility of the moderator of the usability test b) Is not correct c) Is not correct d) Is not correct	UTFL-8.2.1	K	1
35	d	a) Is not correct b) Is not correct c) Is not correct d) Is correct. The think aloud method is used for the moderator to understand what the user is thinking as they are conducting their tests	Keyword	K1	1
36	a	a) Is correct. This form of usability testing is both informal and quick. It is done in an informal environment, such as a café, and is usually conducted in short time periods such as 15 minutes b) Is not correct. Because although it may be inexpensive, it is not survey-based c) Is not correct. Because although it may be effective, it is not questionnaire-based d) Is not correct. Because although it may be efficient, it's not formative	Keyword	K1	1
37	b	a) Is not correct. Because the syllabus specifies that the target users have a disability of some type b) Is correct. Per the syllabus c) Is not correct. Is referring to localization testing in some form d) Is not correct. Is usability	Keyword	K1	1
38	b	a) Is not correct b) Is correct. The services a user receives both before and after actually using the software is a part of the user experience evaluation c) Is not correct d) Is not correct	Keyword	K1	1



<b>Question Number (#)</b>	<b>Correct Answer</b>	<b>Explanation / Rationale</b>	<b>Learning Objective (LO)</b>	<b>K-Level</b>	<b>Number of Points</b>
<b>39</b>	a	a) Is correct. This is the definition of the user interface b) B is describing a usability defect c) C is the definition of the user experience d) D is the definition of usability evaluation	Keyword	K1	1
<b>40</b>	d	a) Is not correct b) Is not correct c) Is not correct d) Is correct. Factors that make the users uncomfortable with the software are satisfaction issues	Keyword	K1	1