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ISTQB Certified Tester-Foundation Level - Usability Testing

iSQI CTFL-UT

Version Demo

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Topic Break Down

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Topic 1, Usability Testing Basics	20
Topic 2, Usability Testing in the Software Development Lifecycle	3
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QUESTION NO: 1

Which of the following are common mistakes made in usability testing?

- i. The user is too active
 - ii. Critical results are ignored
 - iii. No observers involved
 - iv. Scheduling too late
 - v. Incorrect focus
- A.** ii, iv & v are true, i & iii are false
- B.** ii & iv are true, i, iii & v are false
- C.** i, ii & iii are true, iv & v are false
- D.** i & iii are true, ii, iv & v are false

ANSWER: A

Explanation:

“ii, iv & v are true, i & iii are false” is correct. Usability testing only produces value when its findings influence product decisions. Consequently, ignoring critical results—particularly recurring or severe barriers that prevent representative users from completing important tasks—is a common and costly failure. The test must also be scheduled early enough for results to inform design and development while changes remain practical and economical. Testing only near release can reveal genuine problems but leave insufficient time or budget to resolve them. Finally, a test needs an appropriate, explicit focus: representative users should perform realistic tasks that address the product’s key usability risks and objectives. An incorrect focus can yield observations that do not answer the decisions the team needs to make. These points reflect the usability-testing emphasis on defining objectives, testing realistic use, reporting findings, and using evidence to improve the product. Observers can be helpful, but their physical presence is not a prerequisite for a valid test; sessions may be recorded or findings reviewed afterwards. Likewise, participant engagement with the assigned tasks is needed to obtain meaningful behavioural evidence. See the [ISTQB Usability Testing certification overview](#) and the [Usability.gov guidance on usability testing](#).

QUESTION NO: 2

Which of the following elements are addressed by the WCAG?

- i. Resizability of text
 - ii. Visually appealing design
 - iii. Text alternatives
 - iv. Keyboard accessibility
 - v. Mouse input
- A.** i & iii are true, ii, iv & v are false
- B.** i, ii, & iii are true, iv & v are false
- C.** iv & v are true, i, ii & iii are false
- D.** i, iii, iv & v are true, ii is false

ANSWER: D

Explanation:

i, iii, iv & v are true, ii is false is correct because the Web Content Accessibility Guidelines contain success criteria that directly cover each of these accessibility-related areas. Text resizability is addressed by Success Criterion 1.4.4, Resize Text, which requires text to be capable of being resized without loss of content or functionality under defined conditions. Text alternatives are a core WCAG requirement: Success Criterion 1.1.1 requires non-text content to have an equivalent text alternative where appropriate. Keyboard accessibility is addressed by Success Criterion 2.1.1, which requires functionality to be operable through a keyboard interface. WCAG also addresses mouse or pointer-based interaction through requirements concerning pointer gestures, accidental activation, and alternatives for complex pointer input. These requirements help ensure that interfaces do not depend on a particular motor action or input method and can be used by people with differing physical abilities. WCAG is therefore concerned with the accessibility and operability of web content, including presentation, alternatives, and interaction. The authoritative WCAG recommendation and its success criteria are available from the [W3C WCAG 2.2 Recommendation](#); see also the W3C's [WCAG 2.2 Quick Reference](#).

QUESTION NO: 3

In six of eight usability test sessions, participants searching for an invoice did not notice the filter control and repeatedly changed search terms instead. The draft report contains only the statement: "The invoice search is confusing."

What is the best improvement to this finding in the usability test report?

- A. Replace the statement with one quotation from the most frustrated participant.
- B. Describe the missed filter control, its impact on finding an invoice, the observed frequency, and a recommendation.
- C. Record six separate usability problems because six participants encountered the issue.
- D. Remove the finding because eight sessions are insufficient to report a usability problem.

ANSWER: B

Explanation:

The report should describe the observed behaviour, the affected task, the impact on users, and the supporting evidence, together with an actionable recommendation. This gives developers sufficient context to understand why the finding matters and to investigate an appropriate design improvement.

Reporting only a participant quotation is not enough to establish the pattern. Treating each occurrence as a separate problem obscures the recurring underlying issue, while removing the finding because the study involved eight participants would discard important qualitative evidence.

QUESTION NO: 4

In the last project, the usability tests substantially exceeded the budget of the test plan. Which quality control task could have been used to avoid this?

- A. Check that the usability test plan has been properly reviewed
- B. Check consumed resources regularly and compare with the estimates
- C. Check that findings are communicated to the stakeholders
- D. Check whether the usability test report conforms to the best practices

ANSWER: B

Explanation:

Check consumed resources regularly and compare with the estimates is the appropriate quality-control task because it provides ongoing visibility of whether usability-testing work is progressing within its approved financial and effort limits. Resource consumption includes such measures as moderator and observer time, participant recruitment costs, laboratory or

remote-testing costs, analysis effort, and reporting effort. Comparing actual consumption with the estimates in the usability test plan enables the test manager to identify a variance early, rather than discovering the overspend only at the end of the project.

Early variance detection supports informed corrective action while there is still an opportunity to manage the budget. For example, the team can adjust the number of sessions, revise the schedule, prioritize the most important user groups or tasks, obtain approval for a justified change, or reallocate available resources. This is consistent with the usability-testing emphasis on planning, monitoring, and controlling test activities against agreed objectives and constraints. The ISTQB usability-testing certification information is available at [ISTQB Certified Tester Foundation Level Usability Testing](#). General project cost-control guidance likewise emphasizes comparing actual performance and expenditure with the approved plan; see [PMI's project cost management guidance](#).

QUESTION NO: 5

A project team states that its new medical appointment portal must be “easy to use for everyone”. The statement is intended to guide design decisions and later determine whether the portal is ready for release.

What is the most important improvement to this usability requirement?

- A. Specify the intended users, tasks, context of use, and measurable success criteria.
- B. Require the portal to use the same colours as the existing website.
- C. Require all development team members to attend usability training.
- D. Specify that the portal must be implemented as a responsive web application.

ANSWER: A

Explanation:

The requirement should identify the specified users, representative goals, context of use, and measurable usability criteria. “Easy to use for everyone” is too vague to guide design consistently or to evaluate objectively. Different users may have different needs, experience, devices, accessibility requirements, and usage contexts.

A useful requirement could define a group such as first-time patients, a goal such as booking an appointment, relevant conditions such as mobile use, and measurable targets for task completion, time, errors, or satisfaction. Naming a preferred interface style or a development technology would not establish usability.

QUESTION NO: 6

You are preparing a usability test for an application used by warehouse staff to receive deliveries. One test objective is to find out whether users understand the difference between reporting a damaged delivery and reporting a missing delivery.

Which task definition is most suitable?

- A. Open the Exceptions menu, select Damaged delivery, and submit the form.
- B. Click the Report issue button and choose the second option in the list.
- C. A delivery of printer paper has arrived, but two boxes are visibly crushed. Record the issue so that the supplier can be informed.
- D. Do you think that damaged deliveries and missing deliveries should be reported differently?

ANSWER: C

Explanation:

The task describing a realistic delivery situation and asking the participant to report it is most suitable. It gives the participant a meaningful goal while leaving the choice of navigation and controls to the participant. This allows the test team to observe whether the labels and workflow are understood.

Tasks that name the required button or instruct the participant to select a specific option reveal whether a control can be followed, rather than whether users can distinguish the two reporting processes themselves.