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QUESTION NO: 1

Which one of the following statements describes the collaboration between business analysts and testers BEST?

A. Business analysts collaborate on test planning and risk analysis to ensure that further on, appropriate test cases are developed and prioritized.

B. Business analysts usually cannot review acceptance tests, because they do not understand the technical details.

C. Testers participate in identifying business needs of stakeholders to better understand the business needs and related requirements.

D. Once the requirements and acceptance criteria have been defined, business analysts are no longer involved in testing activities.

ANSWER: A

Explanation:

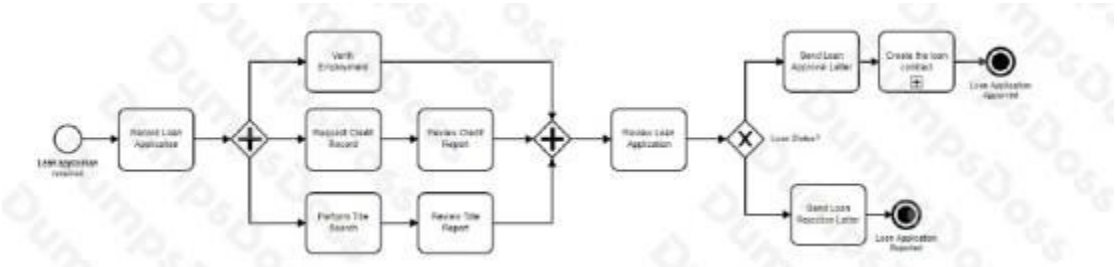
Business analysts collaborate on test planning and risk analysis to ensure that further on, appropriate test cases are developed and prioritized. This reflects the complementary responsibilities needed for effective acceptance testing. Business analysts contribute their understanding of business goals, stakeholder needs, requirements, business processes, and the value or impact of potential failures. That information is essential during test planning and risk analysis because it helps focus testing on the areas that matter most to users and the business. Testers then use this shared understanding to derive relevant acceptance test conditions and test cases, and to prioritize execution according to business risk and expected value. Collaboration at this stage also improves the testability and clarity of requirements, while supporting a common interpretation of acceptance criteria. Acceptance testing is not merely a technical verification activity; it provides evidence that the solution is suitable for business use. Therefore, ongoing collaboration between the business-analysis and testing perspectives is central to selecting meaningful tests and making informed acceptance decisions. This relationship is described in the ISTQB Acceptance Testing certification syllabus and supporting certification material from ISTQB Acceptance Testing and iSQI Acceptance Testing Certification.

QUESTION NO: 2

Assume you would like to create a model describing a loan request process in a bank.

The loan request process starts when the customer submits a loan application. The bank then reviews the application. Regardless of whether the loan request is approved or not, a letter is sent to inform the customer of the decision. If the request is approved, the loan contract is created.

You have drawn the following business process model using BPMN 2.0.



Which one of the following sentences is true with respect to this process model?

A. Verifying employment is not done when the loan status is rejected.

B. Creating the loan contract is defined as a sub-process.

C. Performing title search and requesting credit report are sequential tasks.

D. A review credit report is optional when reviewing the loan application.

ANSWER: B

Explanation:

Creating the loan contract is defined as a sub-process. In BPMN, a sub-process is an activity that contains, or represents, a more detailed flow of work. A collapsed sub-process is shown as a rounded activity shape with a small plus marker at its bottom centre. The marker communicates that the detailed internal process is intentionally hidden in the current diagram and can be expanded or navigated to in a more detailed view.

This notation is useful for the loan-contract creation work because creating a contract commonly comprises several internal steps, such as producing documents, obtaining required approvals, and preparing the agreement for the customer. Representing that work as a sub-process keeps the main loan-request model readable while retaining the ability to model its details separately. The BPMN specification defines sub-processes as compound activities, meaning that their internal flow can be decomposed into lower-level activities. See the OMG BPMN 2.0 specification and the OMG BPMN overview for the notation and semantics of activities and sub-processes.

QUESTION NO: 3

Which one of the following usability testing techniques matches the test objective BEST?

A. Expert reviews help to understand how users interact with a system and what is more or less visible.

B. Biometrics-based evaluation help to understand retrospectively, how users interacted with the system and to improve it.

C. Log file analysis performed by usability experts identifies strong points of an interface that attract the user's attention.

D. Walkthrough and thinking aloud methods can indicate difficulties users experience with certain tasks.

ANSWER: D

Explanation:

Walkthrough and thinking aloud methods can indicate difficulties users experience with certain tasks. In a walkthrough, representative users work through realistic tasks and reveal whether the interface supports the intended workflow. The thinking-aloud technique asks participants to verbalize what they are trying to do, what they expect to happen, what they notice, and why they make particular choices while performing those tasks. This provides direct qualitative evidence of usability obstacles, including misunderstood labels, unclear navigation, missing feedback, or uncertainty about the next action.

This technique fits an acceptance-testing context because it evaluates the product from the user’s perspective against practical task completion and user experience needs. Observing task performance together with participants’ spoken thoughts enables the test team to identify where and how a user encounters difficulty, rather than merely inferring that a problem may exist. The findings can then support decisions about whether the solution is sufficiently usable for its intended users and business process. ISTQB describes acceptance testing as testing performed to evaluate whether a system satisfies acceptance criteria and enables users or customers to determine whether to accept it. See the ISTQB Acceptance Testing certification overview and the ISTQB glossary entry for acceptance testing.

QUESTION NO: 4

Which of the following statements describes an advantage of bi-directional traceability between requirements / user stories and test cases?

A. Testers can easily identify the source code module that most probably causes the defects observed during test execution

B. Project managers and/or product owner can analyze the coverage of test cases for a given requirement / user story

C. Test case reviewers can verify whether the test case covers all acceptance criteria of the linked requirement / user story

D. Business analysts can verify the completeness of the user stories / requirements with respect to business needs

ANSWER: B

Explanation:

“Project managers and/or product owner can analyze the coverage of test cases for a given requirement / user story” is correct because bi-directional traceability creates explicit links in both directions: from each requirement or user story to the test cases that validate it, and from each test case back to the requirement or user story it supports. These links enable stakeholders to examine a specific requirement and determine whether suitable tests exist for it, which is essential for assessing test coverage at the acceptance-testing level.

Coverage information supports informed release and acceptance decisions. A project manager or product owner can identify requirements that lack tests, see the tests associated with important business functionality, and evaluate whether the planned or executed tests provide sufficient evidence that the requested behaviour has been verified. The same traceability relationships also provide a reliable basis for impact analysis when a requirement changes: the linked tests can be located, reviewed, and updated as needed. This makes the test set manageable as product scope evolves and helps maintain confidence that acceptance testing addresses agreed user and business needs. ISTQB describes traceability as the ability to identify related items in documentation and implementation, while its Acceptance Testing certification addresses acceptance-test practices and stakeholder-focused quality evaluation. See the ISTQB Glossary definition of traceability and the ISTQB Acceptance Testing certification page.

QUESTION NO: 5

Which one of the following statements regarding the quality of requirements is MOST correct?

A. Vague or ambiguous requirements may lead to misunderstandings both during implementation and testing.

B. In Agile development lifecycle models, requirement engineering becomes less important due to the product owner role.

C. INVEST is a technique that ensure the quality of user stories or requirements, thus replacing regular reviews.

D. Testers may complete unclear requirements by assumptions, as long as they discuss those assumptions with at least one stakeholder.

ANSWER: A

Explanation:

Vague or ambiguous requirements may lead to misunderstandings both during implementation and testing. is correct because requirements are a central basis for shared understanding of the intended product behavior and for deriving acceptance criteria and tests. A requirement that can reasonably be interpreted in more than one way can cause developers to implement behavior that differs from stakeholder expectations, while testers may design tests against a different interpretation. This creates avoidable rework, inconsistent outcomes, and disputes about whether the delivered functionality is acceptable. High-quality requirements should therefore be clear, unambiguous, complete enough for their purpose, and testable. In acceptance testing, collaboration among business representatives, developers, and testers helps clarify requirements early and establish examples or acceptance criteria that make the desired behavior observable and verifiable. Resolving ambiguity before implementation and test execution supports a common understanding of value and reduces the risk of discovering fundamental expectation gaps late in delivery. The ISTQB glossary defines ambiguity as the possibility of a statement being understood in more than one way, reinforcing why it is a significant quality concern for requirements. See the ISTQB Glossary: ambiguity and the ISTQB Certified Tester Foundation Level – Acceptance Testing certification page.

QUESTION NO: 6

Which one of the following statements regarding an acceptance test environment is MOST correct?

A. The acceptance test environment should contain only mocked interfaces to ensure repeatable results.

B. The acceptance test environment should be sufficiently representative of the intended operational environment for the acceptance-test objectives.

C. The acceptance test environment must always be technically identical to the production environment.

D. The acceptance test environment is selected only after all acceptance tests have been executed.

ANSWER: B

Explanation:

The acceptance test environment should be sufficiently representative of the intended operational environment for the acceptance-test objectives. Acceptance decisions often depend on evidence about end-to-end business workflows, user roles, interfaces, data, configurations, and relevant quality characteristics. Important differences between the test and operational environments can make the results less reliable or conceal risks that users will encounter after release.

An acceptance environment does not always need to be an identical copy of production, since this may be impractical. However, differences should be understood, managed, and considered when interpreting test results. The appropriate degree of similarity depends on the risks and acceptance criteria being evaluated. See the ISTQB Glossary entry for test environment and the ISTQB Glossary entry for acceptance testing.

QUESTION NO: 7

During acceptance test execution, testers and business analysts closely work together during test execution. Of the following statements, which two statements are MOST likely?

A. Testers verify the effectiveness of corrective actions and document their verdict in the defect report

B. Testers systematically record the actual outcome they observe during test execution in a defect

C. Testers decide on the defect's priority depending on its impact on system usage

D. Business analysts gather information from development to evaluate the risk of further actions on other workflows

E. Business analysts compare the test execution result to the acceptance criteria of the requirement / user story

ANSWER: A E

Explanation:

Testers verify the effectiveness of corrective actions and document their verdict in the defect report because acceptance-test execution includes following defects through to resolution. Once a correction is delivered, the tester checks that the reported problem has been addressed in the acceptance-test context and records the outcome of that verification. This provides an auditable basis for deciding whether the item may be closed and whether the solution is suitable for acceptance.

Business analysts compare the test execution result to the acceptance criteria of the requirement / user story because acceptance criteria express the business conditions that must be satisfied for a requirement to be accepted. The business analyst's close involvement helps ensure that observed behaviour is interpreted against the intended business outcome, including whether the completed work supports the relevant user workflow and agreed expectations. Together, the tester's evidence of execution and the business analyst's assessment against acceptance criteria support a sound acceptance decision. This collaboration is central to acceptance testing, which evaluates whether a system is ready for use and meets users' and business stakeholders' needs. See the ISTQB Acceptance Testing certification overview and the ISTQB glossary definition of acceptance criteria.