Sample Exam – Answers

Sample Exam set A
Version 2.0

ISTQB® Usability Testing Syllabus

Compatible with Syllabus version 2.0

International Software Testing Qualifications Board



Version 2.0

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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.

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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*

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Answers

Question Number (#)	Correct Answer	LO	K-Level	Points
1	c	UT-1.1.1	K2	1
2	a	UT-1.1.2	K2	1
3	b	UT-1.2.1	K2	1
4	a	UT-1.2.2	K2	1
5	d	UT-2.2.3	K2	1
6	b	UT-1.3.1	K2	1
7	b	UT-2.2.1	K2	1
8	c	UT-2.2.2	K3	2
9	d	UT-3.1.1	K2	1
10	c	UT-4.1.1	K2	1
11	b	UT-4.1.2	K2	1
12	a	UT-4.2.1	K2	1
13	d	UT-4.2.2	K3	2
14	a	UT-5.2.1	K2	1
15	a	UT-5.3.1	K2	1
16	c	UT-5.3.2	K2	1
17	b	UT-5.3.3	K3	2
18	d	UT-5.3.4	K2	1
19	a	UT-5.3.5	K2	1
20	b	UT-5.4.1	K2	1

Question Number (#)	Correct Answer	LO	K-Level	Points
21	c	UT-5.5.1	K2	1
22	c	UT-5.6.2	K2	1
23	b	UT-5.6.1	K4	3
24	d	UT-5.6.2	K2	1
25	b	UT-5.6.3	K3	2
26	c	UT-5.7.1	K2	1
27	d	UT-5.8.1	K2	1
28	c	UT-6.1.1	K2	1
29	d	UT-6.2.1	K2	1
30	d	UT-7.1.1	K3	2
31	a	UT-8.1.1	K2	1
32	b	UT-8.2.1	K2	1
33	c	UT-8.3.1	K2	1
34	d	UT-8.4.1	K2	1
35	b	UT-9.1.1	K2	1
36	a	UT-3.1.2	K2	1
37	b	UT-9.2.1	K2	1
38	d	UT-9.3.1	K2	1
39	a	UT-10.1.1	K2	1
40	b	UT-10.1.1	K2	1

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QUESTION 1

LO: UT-1.1.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Effectiveness is part of usability, but this option does not distinguish the broader perceptions and responses included in user experience.

b) Is not correct. Satisfaction is one usability criterion, but usability and user experience are not equivalent concepts.

c) Is correct. User experience concerns perceptions and responses to use or anticipated use, while usability concerns effectiveness, efficiency, and satisfaction in achieving goals.

d) Is not correct. Visual design can influence both concepts, but usability is not limited to visual design.

QUESTION 2

LO: UT-1.1.2
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. Successfully completing tasks maps to effectiveness, doing so quickly maps to efficiency, and a positive impression maps to satisfaction.

b) Is not correct. Effectiveness and satisfaction fit the scenario, but learnability is not the criterion represented by completing the task quickly.

c) Is not correct. Efficiency and satisfaction fit the scenario, but accessibility is not the criterion represented by successful task completion.

d) Is not correct. Effectiveness and efficiency fit the scenario, but accessibility does not represent the positive impression described.

QUESTION 3

LO: UT-1.2.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. A user survey gathers user feedback but does not, by itself, describe evaluation across before-use, during-use, and after-use interactions.

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b) Is correct. User experience evaluation considers interactions before use, during use, and after use of a product.

c) Is not correct. Heuristic evaluation is a specific review technique rather than the broad evaluation type described.

d) Is not correct. Usability evaluation is defined around direct interaction with the software system, whereas the scenario also includes experiences before and after direct use.

QUESTION 4

LO: UT-1.2.2
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. Usability reviews can be conducted without representative users and are therefore appropriate in this situation.

b) Is not correct. Think aloud usability testing requires users to perform tasks.

c) Is not correct. User surveys require users to provide feedback.

d) Is not correct. Summative evaluation also requires user participation.

QUESTION 5

LO: UT-2.2.3
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Product usability risks describe potential negative effects on the usability of the software system. The scenario instead describes conditions that threaten the project's ability to perform effective usability evaluation.

b) Is not correct. User experience product risks concern the quality of the user's broader experience. The lack of a qualified specialist and very late evaluation are conditions affecting project execution.

c) Is not correct. No accessibility characteristic or disability-related barrier is described in the scenario.

d) Is correct. Lack of qualified usability specialists and usability evaluations scheduled too late are typical project risks because they may prevent the project from achieving its usability objectives.

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QUESTION 6

LO: UT-1.3.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. These are software development activities rather than Human-Centered Design activities.

b) Is correct. Human-Centered Design emphasizes understanding users, evaluating solutions, and iteratively refining designs.

c) Is not correct. Security testing and automation are not key Human-Centered Design activities.

d) Is not correct. These activities do not represent the human-centered design approach.

QUESTION 7

LO: UT-2.2.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. The issue extends beyond direct interaction with the software and concerns the broader experience of receiving support.

b) Is correct. Customer support interactions are part of the overall user experience and therefore represent a user experience risk.

c) Is not correct. Project risks affect the project's capability to achieve its usability objectives; this scenario describes a product deficiency experienced by users.

d) Is not correct. No accessibility issue is described.

QUESTION 8

LO: UT-2.2.2
K-Level: K3
Points: 2
Correct Answer: C

a) Is not correct. Risk 2 is primarily an organizational or project concern rather than a usability risk.

b) Is not correct. Both risks focus on project execution rather than user interaction.

c) Is correct. Both risks directly affect users' ability to complete tasks successfully and therefore represent usability risks.

d) Is not correct. Risk 4 is primarily a project risk rather than a usability risk.

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QUESTION 9

LO: UT-3.1.1
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. ISO 9241-210 focuses on Human-Centered Design activities and principles.

b) Is not correct. ISO 25066 focuses on usability evaluation reporting.

c) Is not correct. Organization-specific guidelines may be useful but do not define the dialogue principles identified in the question.

d) Is correct. ISO 9241-110 defines dialogue principles including suitability for learning, controllability, error tolerance, and conformity with user expectations.

QUESTION 10

LO: UT-4.1.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. User surveys require representative users.

b) Is not correct. Accessibility evaluation is not the evaluation technique described in the scenario.

c) Is correct. Usability reviews allow experienced reviewers to identify usability defects before involving users.

d) Is not correct. Think aloud usability testing requires representative users.

QUESTION 11

LO: UT-4.1.2
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. No usability review technique can guarantee that all usability defects will be identified.

b) Is correct. Consensus-building helps reviewers identify findings that are supported by multiple reviewers and therefore more likely to be valid.

c) Is not correct. Reviewers identify findings but do not modify the software during the review.

d) Is not correct. A usability review report is still required even when consensus is achieved.

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QUESTION 12

LO: UT-4.2.1
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. Expert reviews use reviewers recognized as experts by independent peers, whereas informal reviews do not require reviewers with that recognized expert status.

b) Is not correct. Neither expert reviews nor informal reviews require representative users.

c) Is not correct. Heuristic evaluation may be used in an expert review, but it is not mandatory and does not distinguish the two review types.

d) Is not correct. Neither expert reviews nor informal reviews require a usability test lab.

QUESTION 13

LO: UT-4.2.2
K-Level: K3
Points: 2
Correct Answer: D

a) Is not correct. The system provides status information, although the information is poor.

b) Is not correct. Help and documentation are broader concepts than the specific error-handling issue described.

c) Is not correct. The scenario does not primarily concern navigation or user freedom.

d) Is correct. The error message does not help the user recognize the problem, diagnose the cause, or recover from the error.

QUESTION 14

LO: UT-5.2.1
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. A post-test session interview is conducted as part of the usability test session after the test tasks have been performed.

b) Is not correct. Test reporting occurs after the usability test sessions and analysis have been completed.

c) Is not correct. Recruiting test participants is a preparation activity completed before the test session.

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d) Is not correct. Defining usability test tasks is part of test planning and preparation, not the test session itself.

QUESTION 15

LO: UT-5.3.1
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. The moderator responsible for conducting the usability test is identified in the usability test plan.

b) Is not correct. Findings are not known at planning time.

c) Is not correct. Corrective actions occur after testing.

d) Is not correct. Specific defect reports are not known during planning.

QUESTION 16

LO: UT-5.3.2
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Criteria for selecting representative test participants belong in test planning and recruitment activities, not the test script used by the moderator.

b) Is not correct. Severity ratings are assigned later within usability testing when findings are analyzed and reported.

c) Is correct. The usability test script can include the questions used for the post-test session interview.

d) Is not correct. Quality-control findings are produced from observing completed test sessions and are not part of the test script.

QUESTION 17

LO: UT-5.3.3
K-Level: K3
Points: 2
Correct Answer: B

a) Is not correct. The task is too vague and does not represent a realistic user goal.

b) Is correct. Reserving a hotel room is a meaningful task that reflects a realistic user objective.

c) Is not correct. Identifying menu options focuses on the interface rather than user goals.

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d) Is not correct. Memorizing version numbers is not meaningful from a user's perspective.

QUESTION 18

LO: UT-5.3.4
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Observers should not alter test tasks during test execution.

b) Is not correct. Observers should not guide test participants during the test session.

c) Is not correct. Observers are not test participants and should not participate directly in the test.

d) Is correct. Observers should be able to collaborate and discuss findings without disrupting the usability test session.

QUESTION 19

LO: UT-5.3.5
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. The laboratory environment may not accurately reflect real-world conditions.

b) Is not correct. Observation is one of the major advantages of a usability test laboratory.

c) Is not correct. Recording is typically easier in a laboratory environment.

d) Is not correct. Consistent conditions are generally considered an advantage rather than a disadvantage.

QUESTION 20

LO: UT-5.4.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. The moderator should not perform a usability test task on behalf of a test participant.

b) Is correct. When a test participant becomes completely blocked, the moderator may guide the test participant to the next test task.

c) Is not correct. The usability test session can continue even if a test participant cannot complete one test task.

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d) Is not correct. Explaining the correct procedure would influence the test participant and the usability test results.

QUESTION 21

LO: UT-5.5.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Implementation of corrections occurs after findings have been analyzed and communicated.

b) Is not correct. Prioritization may occur later, but it is not the next step in the analysis process.

c) Is correct. The moderator and scribe independently identify the most important findings before consolidating them.

d) Is not correct. Reporting occurs after findings have been analyzed and consolidated.

QUESTION 22

LO: UT-5.6.2
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Programming language has no direct impact on usability-defect severity.

b) Is not correct. The number of developers assigned to the project does not affect severity ratings.

c) Is correct. Frequency of occurrence is one of the factors considered when determining usability-defect severity.

d) Is not correct. Project budget is unrelated to defect severity.

QUESTION 23

LO: UT-5.6.1
K-Level: K4
Points: 3
Correct Answer: B

a) Is not correct. Organizing findings by task may help readability, but retaining all findings and identifying individual test participants does not address excessive detail, prioritization, or unnecessary personal information.

b) Is correct. The observed evidence shows an important usability problem that is obscured by the overall completion rate: five test participants selected the wrong transfer type and four required moderator assistance to recover. Consolidating and prioritizing related findings, presenting the

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decision-relevant evidence in an executive summary, and removing unnecessary participant identification makes the report more concise, useful, and appropriate for stakeholders.

c) Is not correct. The 80% completion rate alone masks significant difficulty during the task. Four test participants required moderator assistance, so completion alone does not adequately represent the usability problem. Retaining participant names is also unnecessary.

d) Is not correct. Positive findings should be reported, but emphasizing visual clarity would understate the more significant task-performance problem. Reporting every moderator intervention separately also works against concise, consolidated reporting.

QUESTION 24

LO: UT-5.6.2
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Showing only the highest-severity findings may reduce context and does not directly address stakeholder resistance.

b) Is not correct. Delaying communication until after release reduces the opportunity to act on the findings.

c) Is not correct. Adding written detail may clarify findings but is less effective than allowing stakeholders to observe user difficulties directly.

d) Is correct. Observing representative usability test sessions helps developers see user difficulties directly and can reduce resistance to usability findings.

QUESTION 25

LO: UT-5.6.3
K-Level: K3
Points: 2
Correct Answer: B

a) Is not correct. Reporting all findings in test-session order to every stakeholder does not prioritize important information or adapt the report to different stakeholder needs.

b) Is correct. The usability tester should prioritize significant findings, include relevant positive findings, keep reporting concise, and tailor the level of information to the needs of the intended stakeholders.

c) Is not correct. High-severity findings require appropriate emphasis, but excluding all lower-severity and positive findings would provide an incomplete and potentially unbalanced view of the usability evaluation.

d) Is not correct. The information is directed to the wrong audiences. Developers may require detailed information to understand and address findings, while senior management generally requires more concise decision-oriented information.

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QUESTION 26

LO: UT-5.7.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Requirements are created before testing begins.

b) Is not correct. Moderator replacement is not the purpose of quality control.

c) Is correct. Quality control verifies that usability test sessions are being conducted according to the approved script.

d) Is not correct. Budget review is unrelated to this activity.

QUESTION 27

LO: UT-5.8.1
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Laboratory availability is not the primary concern.

b) Is not correct. Moderators can still conduct interviews even when testing is late.

c) Is not correct. Testing can still occur.

d) Is correct. The primary risk is that developers may no longer have sufficient time to implement improvements before release.

QUESTION 28

LO: UT-6.1.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Heuristic evaluation gathers expert observations rather than broad user feedback.

b) Is not correct. Think-aloud testing provides detailed behavioral information but is inefficient for collecting feedback from large user populations.

c) Is correct. User surveys are designed to collect satisfaction and perception information from many users.

d) Is not correct. Expert reviews do not gather direct user feedback.

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QUESTION 29

LO: UT-6.2.1
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Website Analysis and Measurement Inventory (WAMMI) focuses specifically on website usability.

b) Is not correct. Software Usability Measurement Inventory (SUMI) is longer than SUS and is not the best choice when a short questionnaire is required.

c) Is not correct. Rapid iterative testing and evaluation (RITE) is a usability testing technique rather than a questionnaire.

d) Is correct. System Usability Scale (SUS) is a short, standardized usability questionnaire designed to provide a quick assessment.

QUESTION 30

LO: UT-7.1.1
K-Level: K3
Points: 2
Correct Answer: D

a) Is not correct. User surveys are not ideal for evaluating early prototypes and require users to have experience with the product.

b) Is not correct. Quantitative usability testing generally requires more resources and user involvement than described in the scenario.

c) Is not correct. Summative evaluation is generally performed later in the software development lifecycle.

d) Is correct. Usability reviews are appropriate when rapid feedback is required and only a prototype is available.

QUESTION 31

LO: UT-8.1.1
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. The syllabus emphasizes that usability evaluation is integrated into Agile software development planning, execution, and feedback activities throughout development.

b) Is not correct. Agile usability evaluation should not be postponed until implementation is complete.

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c) Is not correct. Agile usability evaluation is collaborative and is not solely the responsibility of user experience (UX) specialists.

d) Is not correct. Agile usability evaluation is proactive and continuous rather than being triggered only by reported defects.

QUESTION 32

LO: UT-8.2.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. Representing business priorities and user needs is generally associated with the Product Owner role.

b) Is correct. The usability tester is responsible for evaluating usability throughout the software development lifecycle.

c) Is not correct. Interface design and interaction modeling are primarily responsibilities of UX specialists.

d) Is not correct. Sprint planning and release management are not primary usability tester responsibilities.

QUESTION 33

LO: UT-8.3.1
K-Level: K2
Points: 1
Correct Answer: C

a) Is not correct. Summative evaluation is generally performed later in the software development lifecycle and focuses on measurement.

b) Is not correct. User surveys do not provide the rapid feedback cycle described in the question.

c) Is correct. RITE emphasizes immediate correction and confirmation testing of usability defects.

d) Is not correct. Benchmark usability testing is not the Agile-focused evaluation approach described in the syllabus.

QUESTION 34

LO: UT-8.4.1
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Personas do not eliminate the need for representative users.

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b) Is not correct. Personas are intended to represent user types rather than provide technical requirements.

c) Is not correct. Acceptance criteria remain necessary and are not replaced by personas.

d) Is correct. Personas help keep user needs visible and support a human-centered perspective throughout development.

QUESTION 35

LO: UT-9.1.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. Observation and collaboration tools support stakeholder observation and communication rather than prototype creation.

b) Is correct. Prototyping tools allow concepts and navigation flows to be evaluated before implementation begins.

c) Is not correct. Analysis and evaluation tools are generally used after data collection.

d) Is not correct. Data capture tools record interactions but do not create prototypes.

QUESTION 36

LO: UT-3.1.2
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. ISO 9241-110 addresses interaction principles, ISO 9241-210 describes human-centered design principles and activities, and ISO 25062 specifies the Common Industry Format for reporting usability evaluations.

b) Is not correct. ISO 9241-210 concerns human-centered design rather than the interaction principles, and ISO 25062 concerns usability evaluation reporting rather than human-centered design.

c) Is not correct. ISO 25062 concerns usability evaluation reporting, while ISO 9241-110 addresses interaction principles rather than human-centered design activities.

d) Is not correct. ISO 25062 does not define human-centered design activities, and ISO 9241-210 is not the reporting standard for usability evaluations.

QUESTION 37

LO: UT-9.2.1
K-Level: K2

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Points: 1
Correct Answer: B

a) Is not correct. Eye-tracking tools focus on visual-attention analysis rather than stakeholder collaboration.

b) Is correct. Observation and collaboration tools support distributed observation, discussion, and note sharing.

c) Is not correct. Prototyping tools are used to create design representations.

d) Is not correct. Analysis tools are primarily used after data collection has occurred.

QUESTION 38

LO: UT-9.3.1
K-Level: K2
Points: 1
Correct Answer: D

a) Is not correct. Usability testing tools cannot independently identify all usability defects and determine their causes.

b) Is not correct. Usability testing tools do not replace the need for testing with representative users.

c) Is not correct. Usability testing tools can collect data but cannot fully explain why users behave as they do.

d) Is correct. Usability testing tools can record user behavior, but human interpretation remains necessary to understand underlying causes.

QUESTION 39

LO: UT-10.1.1
K-Level: K2
Points: 1
Correct Answer: A

a) Is correct. The syllabus identifies pattern recognition as an area where AI can help analyze large collections of usability findings.

b) Is not correct. The syllabus does not present AI as a replacement for representative users.

c) Is not correct. AI should not approve usability findings and corrective actions without human review.

d) Is not correct. AI supports usability evaluation but does not eliminate the need for it.

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QUESTION 40

LO: UT-10.1.1
K-Level: K2
Points: 1
Correct Answer: B

a) Is not correct. The syllabus does not identify AI as a replacement for moderators and test participants.

b) Is correct. AI can support a walkthrough by assuming the perspective of a defined type of user, while human review remains necessary.

c) Is not correct. An emotional user experience assessment still requires significant human involvement and validation.

d) Is not correct. AI may assist analysis and reporting, but final usability findings and recommendations require reviewer judgment.

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