

# Sample Exam - Questions

## ISTQB® Test Analyst Syllabus

### Advanced Level

**Exam ID: A**

Version 1.3

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International Software Testing Qualifications Board

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Exam Working Group 2019

## Document Responsibility

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

## Acknowledgements

This document was produced by a core team from the International Software Testing Qualifications Board Examination Working Group: Minna Aalto, Rex Black, Mette Bruhn-Pedersen, Debra Friedenberg, Brian Hambling, Inga Hansen, Kari Kakkonen, Judy McKay, Stuart Reid, and Mario Winter.

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## Revision History

Version	Date	Remarks
1.2	September 17, 2018	Sample Exam – Questions Template used
1.00	October 19, 2012	Version for voting
1.01	November 23, 2012	Version for release
1.2	December 5, 2018	Split of document into Questions and Answers Randomize answer order Refactor layout on Sample Exam Template Correcting of Pick-N type questions Correcting of question 16 and 17 Remove broken question 15 (and renumbering)
1.3	February 19, 2019	Minor correction of answer option labels Correcting of Pick-N type questions

## Table of Contents

Legal .....	2
Document Responsibility .....	2
Acknowledgements .....	2
Revision History .....	3
Introduction .....	5
Purpose of this document .....	5
Instructions .....	5
Questions .....	6
Question #1 (1 Point) .....	6
Question #2 (1 Point) .....	6
Question #3 (2 Points) .....	7
Question #4 (1 Point) .....	7
Question #5 (2 Points) .....	8
Question #6 (1 Point) .....	9
Question #7 (2 Points) .....	9
Question #8 (1 Point) .....	10
Question #9 (1 Point) .....	10
Question #10 (1 Point) .....	10
Question #11 (1 Point) .....	11
Question #12 (1 Point) .....	11
Question #13 (1 Point) .....	12
Question #14 (2 Points) .....	12
Question #15 (3 Points) .....	13
Question #16 (2 Points) .....	14
Question #17 (2 Points) .....	15
Question #18 (2 Points) .....	15
Question #19 (2 Points) .....	16
Question #20 (1 Point) .....	17
Question #21 (1 Point) .....	18
Question #22 (2 Points) .....	18
Question #23 (1 Point) .....	19
Question #24 (3 Points) .....	19
Question #25 (1 Point) .....	20
Question #26 (2 Points) .....	20
Question #27 (2 Points) .....	21
Question #28 (1 Point) .....	22
Question #29 (1 Point) .....	22
Question #30 (1 Point) .....	23
Question #31 (3 Points) .....	23
Question #32 (1 Point) .....	24
Question #33 (2 Points) .....	25
Question #34 (2 Points) .....	27
Question #35 (1 Point) .....	28
Question #36 (1 Point) .....	28
Question #37 (1 Point) .....	29
Question #38 (1 Point) .....	29
Question #39 (1 Point) .....	29
Question #40 (1 Point) .....	30
Question #41 (1 Point) .....	30

## Introduction

### Purpose of this document

The sample questions, answer sets and associated justifications in this document 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

The question and answer sets are organized in the following way:

- Learning Objective and K-level
- Question - including any scenario followed by the question stem (The question is contained in a separate document)
- Answer Set (The answer set is contained in the document)
- Correct answer – including justification of the answers

## Questions

### Question #1 (1 Point)

Which of the following statements is TRUE with respect to when the test analyst should become involved during different lifecycle models?

- a) In sequential V-model projects the test analyst should start test analysis concurrently with coding.
- b) In sequential V-model projects the test analyst should start test analysis concurrently with requirement specification.
- c) There are no differences in the moment of involvement for test analysts for the various software lifecycles.
- d) In Agile projects the test analyst should start test analysis and design concurrently with coding.

Select ONE option.

### Question #2 (1 Point)

Which of the following is a type of testing that someone in the role of a Test Analyst, working with the Test Manager, should typically consider and plan for?

- a) Performance
- b) Maintainability
- c) Usability
- d) Security

Select ONE options.

### Question #3 (2 Points)

A project has been initiated to collect and analyze usage of a web-based search tool in order to optimize search results for particular groups of users. The project will build on initial analysis of user data collected over a period of time and will aim to refine the collection and analysis 'engines' so that relevant data can be collected and analyzed in real time, enabling users to focus their search more effectively.

The project will use agile techniques in an iterative/incremental life cycle. Requirements are based on user stories and these will be explored during short 'sprints'. The sprints will be grouped to focus on data collection for the first part of the project and analysis for the second part.

Risks include the inability to analyze the volume of data collected, inability to collect data for the desired analysis, inadequate speed and response times, and poor user interface.

The testing for the first part has been scoped and requirements have been documented and reviewed with no major concerns arising.

Which of the following answers describes the most appropriate and complete sequence of activities for the TA to focus on during test analysis and design?

- a) Analyze user stories, select test case design techniques, create high level test conditions for risk mitigation, create test cases to achieve desired coverage for user stories, create risk mitigation test cases.
- b) Analyze risks, create test conditions to address risks, create high level test cases to meet test conditions for risk mitigation and user stories, create all low-level test cases.
- c) Select test case design techniques, create high level test cases to meet test conditions, create high level test cases to mitigate risks, create low level tests cases to achieve desired coverage.
- d) Analyze user stories, identify test conditions at appropriate levels to address user stories, add test conditions for risk mitigation, select test case design techniques to achieve desired coverage, create test cases.

Select ONE option.

### Question #4 (1 Point)

Which of the following statements does NOT give a good reason why test cases should be reviewed and understood by stakeholders?

- a) Customer and users review the test cases in order to verify them against requirements, business processes and business rules.
- b) The test manager reviews the test cases in order to control the work of the test analyst and to create the organization's test strategy.
- c) Testers review test cases written by other testers in order to ensure that the test cases are consistent, understandable and executable by testers other than the author.
- d) Developers review test cases written by testers in order to align their understanding of requirements with the testers' and to align component testing with system testing.

Select ONE option.

## Question #5 (2 Points)

Scenario: Health Insurance

The IT department of insurance company SecureLife has started a project IQ (Improved Quality) to implement a new health insurance application to make it possible to create online transactions for health insurance claims raised by employees and members of companies or associations having health insurance agreements. In the new application, it will be possible to make registration of all the information about the employees, their age, health conditions, etc. The project also has to fulfill the demands of the people doing insurance calculation, actuaries and the demands from public legislation.

The project team for IQ have testers who are business users with lots of domain knowledge but without much formal test training.

At the same time another project, HIPPOS (Health Insurance Product Public Order Sales), has been started by the marketing department of SecureLife with the purpose of launching a new Internet application that will allow potential buyers of health insurance to use a small calculator to calculate insurance premiums and possible bonus deductions based on age and different health parameters. This application will also allow individual customers to order Health Insurance Products online.

The marketing tool and web page of project HIPPO will be developed and tested by SecureLife's Agile development team, which has worked together for the last three years with the marketing department, developing marketing web applications. The Agile team consists of well-trained testers and developers. They have implemented test automation for configuration and regression testing and they have as part of their retrospectives-built check lists of common defects and common security problems.

As senior test analyst in SecureLife you have been asked to give input to the test strategy for the two projects, IQ and HIPPOS, regarding the level of detail and documentation required for test cases in the two projects.

Which of the following are the BEST options for this strategy?

- a) In project HIPPOS the test cases should be written at a logical level allowing the testers flexibility in varying the details to achieve higher coverage.
- b) In project IQ the test cases should be written at a logical level. The testers are business users and they know their business rules and calculations so no need for detailed documentation.
- c) In both project IQ and HIPPOS the test cases must be written as concrete test cases, with thorough documentation and detailed procedures.
- d) In project IQ the test cases should be written at a concrete level with documented procedures and traceability to requirements.
- e) In project HIPPOS the test cases should be written at a concrete level with documented procedures and audit trails.

Select TWO options.

## Question #6 (1 Point)

Consider the following exit criterion: "All test cases must be reviewed and approved by representatives from the development and test team."

The project team has determined that this exit criterion is critical for keeping the project on schedule.

This exit criterion is from which test activity? How will meeting this criterion help keep the project on schedule?

- a) Test Implementation; by ensuring the test team is creating the test cases that will target the correct areas with valid tests.
- b) Test Design; by ensuring the test team is executing the right tests in the right order.
- c) Test Design; by ensuring that the test team is creating the test cases that will target the correct areas with valid tests.
- d) Test Implementation; by ensuring the test team is executing the right tests in the right order.

Select ONE option.

## Question #7 (2 Points)

You are analyzing the test log below to determine what actions, if any, are required:

Test Step	Expected Result	Actual Result	Outcome
1	Customer name 'Briggs'	Customer name 'Briggs'	Pass
2	Error 202	Error 203	Fail
3	Customer name changed to 'Jones'	Customer name changed to 'Jones'	Pass
4	Error OP12	Error OP21	Pass
5	Switch to Delivery screen	Remains on Customer screen	Fail

On further investigation test step 2 was resolved as a typographical error in the log; the actual result was 'Error 202' as expected.

Which option represents the appropriate action to take next?

- a) Amend step 2 outcomes to 'Pass'. Recheck the test documentation for step 4 and raise an incident report if it is correct. Raise an incident report for step 5.
- b) Repeat test step 4 to resolve an apparent 'false positive'. Amend the outcome for step 2. Raise incident reports for steps 4 and 5.
- c) Repeat test step 4 to resolve an apparent 'false positive'. Raise incident reports for steps 2, 4 and 5.
- d) Amend the outcome for step 2. Repeat test step 4 to resolve an apparent 'false positive'. Check the test documentation for step 4 if the outcome is a 'fail'. Check the test documentation for step 5. Raise incident reports for steps 4 and 5 if test documentation shows tests were correct.

Select ONE option.

### Question #8 (1 Point)

Which of the following statements best expresses why accurate test case execution status information is important?

- a) Accurate test case execution status information helps the developer decide what defects to fix first.
- b) Accurate test case execution status information helps stakeholders gain knowledge about the status of the project.
- c) Accurate test case execution status information allows the test team to validate their coverage.
- d) Accurate test case execution status information allows the test manager to evaluate the efficiency of individual test team members.

Select ONE option.

### Question #9 (1 Point)

Which of the following is a typical work product that the Test Analyst would deliver as part of the test closure activities?

- a) A list of all resolved defects.
- b) A list of all rejected defect reports.
- c) A list of all defects found in production and fixed in this release.
- d) A list of all deferred defects.

Select ONE option.

### Question #10 (1 Point)

Which of the following statements best expresses the types of information that must be tracked during testing to enable adequate monitoring and controlling of the testing project?

- a) How many defects were introduced by each developer so adequate steps may be taken.
- b) How many test cases were passed by each tester, so it can be used to motivate to be more effective.
- c) The percentage of passed and failed test cases at given points in time whereas the number of executed versus not-executed test cases is less relevant.
- d) The tracking and measurement of defects, tests, coverage as well as product risks.

Select ONE option.

## Question #11 (1 Point)

According to the syllabus, which of the following would be the MOST effective method of communication between test team members who are distributed across several time zones?

- a) Weekly, mandatory, all personnel meetings.
- b) Accepting frequent builds from the developers to keep all testers working on the same version at the same time.
- c) Skype meetings for personal interaction.
- d) Accurate recording of defect information in the defect tracking system.

Select ONE options.

## Question #12 (1 Point)

A project to develop a foreign exchange Automated Telling Machine for an airport has been planned and a risk assessment has shown that there are 3 key risks:

There is a risk that usability will be a problem for visually impaired users because the operation requires viewing several screens in sequence with relatively small text. This has been assessed as medium likelihood with high impact.

There is a risk that response will be relatively slow because the foreign exchange rates will be checked before each transaction; this has been assessed as medium likelihood with medium impact.

There is a risk that accuracy of calculations could lead to cumulative errors. This has been assessed as low likelihood with high impact.

The test strategy currently requires performance testing during system test, usability testing during User Acceptance Test and accuracy tests at every test level. The project schedule is under time pressure.

Which of the following possible risk mitigation actions should be prioritized highest?

- a) Review the calculation algorithms and work with specialists to define a data set for calculation tests.
- b) Defer usability testing until UAT and recruit visually impaired testers to join the UAT team.
- c) Allow access to the system for usability testing during integration.
- d) Spend time with developers to Identify operational scenarios to test performance.

Select ONE option.

## Question #13 (1 Point)

Which of the following statements about cause-effect graphing is NOT true?

- a) Cause-effect graphs can show only one type of relationship (and, or, is, is not) in the diagram at a time.
- b) Cause-effect graphs are often created to support the creation of decision tables, but they can easily become too large to be practical.
- c) Cause-effect graphing can be more time-consuming and challenging to learn than other techniques, since they require the use of notation that has been agreed upon with all the parties involved.
- d) Cause-effect graphs are used to show the functional logic of the test object visually.

Select ONE option.

## Question #14 (2 Points)

A company has set up an employee wellness program and combined it with the premium for health insurance:

The full standard premium for a health insurance policy is \$400.

The program has the following rules:

- 1) Employees who make a pledge — on the honor system — that they don't smoke, or that they take a stop-smoking class, and have a BMI below 30, get 10% off their contribution toward the full standard insurance premium.
- 2) Employees who fill in a "health risk assessment" with more health details will be rewarded with a \$25 reduction in premium.
- 3) Employees who participate in a yearly health control at the company a) receive a \$50 reduction in their premium for having a BMI of 27.5 or less, and a \$25 reduction for having a BMI below 30. And b) if they are non-smokers, they receive an additional \$50 reduction in their premium, and those that have joined a stop-smoking class receive a \$25 reduction. Smokers pay an additional premium of \$75.

How many test cases are needed to achieve 100% test coverage of equivalence partitions of the input parameters, when testing this specification by applying the equivalence partitioning test design technique and what will be the maximum and minimum resulting premium?

- a) 4 test cases and a maximum premium of \$400 and minimum premium of \$275.
- b) 3 test cases and a maximum premium of \$400 and minimum premium of \$275.
- c) 3 test cases and a maximum premium of \$475 and minimum premium of \$235.
- d) 6 test cases and a maximum premium of \$475 and minimum premium of \$235.

Select ONE option.

## Question #15 (3 Points)

The insurance company GoodHealth has launched a new health insurance product - for all customers both new and existing - with the following specification:

Standard premium fee is 500€.

A bonus program offers customers buying the health insurance product with a 25€ discount to the standard premium fee to accept participating in the medical tests even if they are not participating.

The customers get a 25€ discount to the standard premium for each one of four medical tests (BMI, blood pressure, glucose, and cholesterol) that they take as part of the yearly medical test plus an extra 75€ if they take all the tests.

How many test cases are needed when using a collapsed decision table? How many test cases are needed when using a non-collapsed decision table but with the limitation to test customers who do not accept to participate in any medical tests, only with one test case?

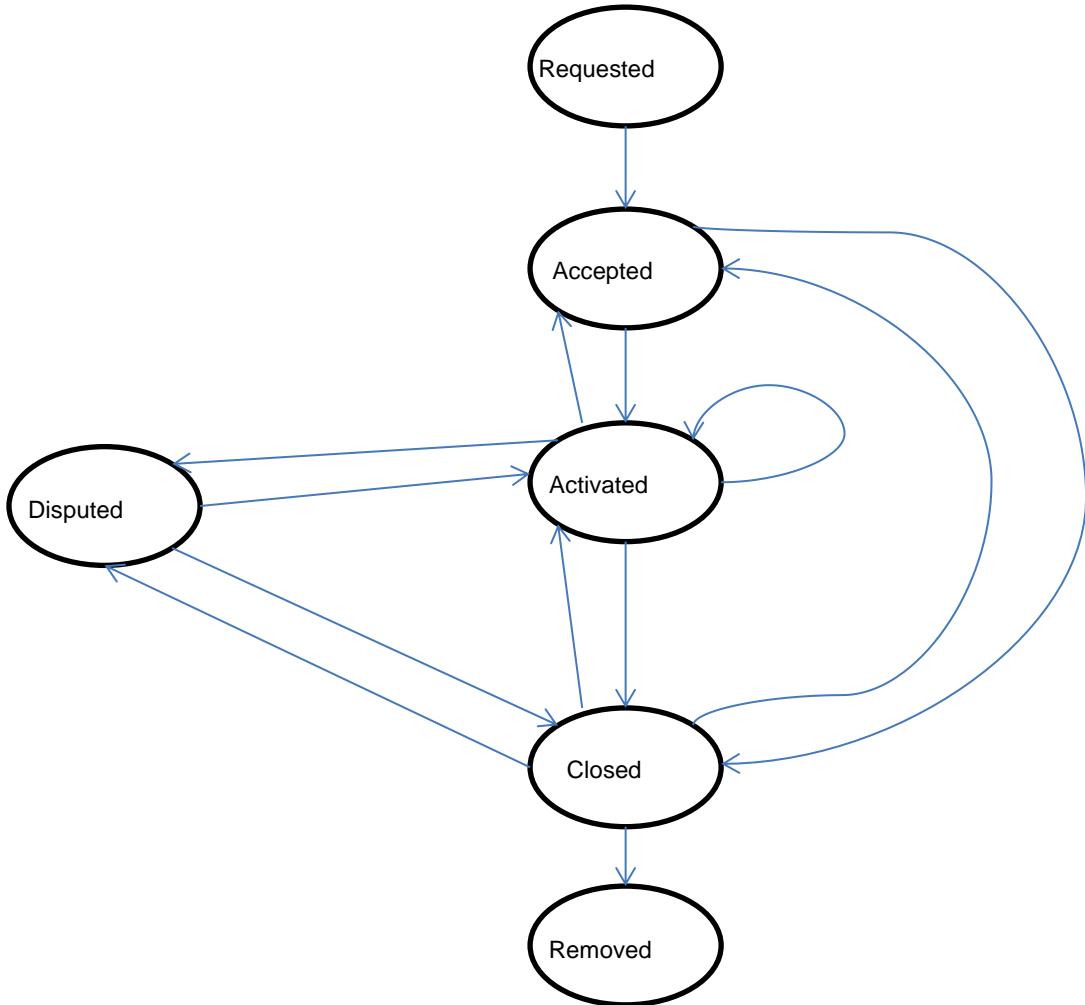
- a) 4 tests are needed for a collapsed decision table.
- b) 5 tests are needed for a collapsed decision table.
- c) 6 tests are needed for a collapsed decision table.
- d) 16 are needed for the not-collapsed decision table.
- e) 17 are needed for the not-collapsed decision table.

Select TWO options.

### Question #16 (2 Points)

When an employee requests payment of a claim from his/her health insurance, this request follows the sequences of states shown in the diagram from being requested until it is closed and removed.

If information is missing or changed, the claim may be moved back to an earlier state to prevent payment. There are the following restrictions: If a claim in state Accepted has been Closed it can only be restored to the same state Accepted. If a claim in state Activated has been Closed it can only be restored to state Activated.



Starting from Activated, what is the number of 0-switch transitions and what is the number of allowed 1-switch?

- a) 3 0-switch transitions
- b) 4 0-switch transitions
- c) 5 0-switch transitions
- d) 8 1-switch transitions
- e) 9 1-switch transitions

Select TWO options.

## Question #17 (2 Points)

A company offering house insurance policies has several policy options. They depend on the following factors:

Building type: house, semi-detached, apartment building, cottage

Material: wood, concrete, brick, mixed

Location: city, suburb, countryside, wilderness

You are testing the system and using the pairwise technique for creating test cases.

Using the pairwise technique, how many test cases are required to achieve 2-wise coverage?

- a) 16
- b) 12
- c) 256
- d) 4

Select ONE option.

## Question #18 (2 Points)

Easytravel is a card which is used for paying journeys on buses and undergrounds. The user can store credit to the card at the Easytravel Loading Machines and the system automatically deducts the fee of the journey while the user shows the card to the card reader on a bus or at the underground station

The system allows the user to load 10, 20, 30, 40, 50 Euros or another, user-defined amount to the card. There are four payment methods available: cash, credit card, debit card or pay-by-phone. After the transaction, the system allows the user to view or print the balance on a receipt

Using the Classification Tree method, what is the minimum number of test cases for 100 % 1-wise coverage?

- a) 2 test cases
- b) 12 test cases
- c) 6 test cases
- d) 3 test cases

Select ONE option.

## Question #19 (2 Points)

Easytravel is a card which is used for paying journeys on buses and undergrounds. The user can store credit to the card at the Easytravel Loading Machines and the system automatically deducts the fee of the journey while the user shows the card to the card reader on a bus or at the underground station.

You are working on an Easytravel system maintenance project and the following use case has been given to you for reviewing.

### USE CASE: ADD TO EASYTRAVEL BALANCE FROM CREDIT CARD

Use case ID: UC-201201

Purpose: User is increasing the balance on their Easytravel card.

Actors: user, system

Pre-conditions: User has a valid Easytravel card and a credit card.

Main scenario:

User	System
1. User sets the Easytravel card on the reading plate of the Easytravel Loading Machine.	2. The system asks what the user wishes to do: (E1) query card balance (→separate use case) add to balance of the card check latest card transactions (→separate use case)
3. User chooses "Add balance"	4. System asks the amount. (E1)
5. User selects the amount.	6. System asks for the payment method: (E1) cash (→separate use case) credit card
7. User selects credit card.	8. System asks the user to insert credit card into the credit card reader. (E1)
9. User inserts the credit card.	10. System shows the amount to be charged from the credit card and asks for confirmation. (E2)
11. User confirms the amount.	12. System makes the credit card transaction and adds the amount to the Easytravel card balance.
13. User removes the credit card and the Easytravel card.	14. System prints out a receipt of the transaction.
	15. System returns to the main screen.

Exceptions:

Exception	Action
E1	User can stop the process by removing the Easytravel card from the reading plate.
E2	If the user does not accept the amount to be charged, they can cancel the operation by pressing the Cancel-button on the credit card reader.

End-result: User's Easytravel card balance has been increased with the selected amount and the equal amount has been charged to the credit card.

How many test cases are required to achieve the minimum coverage for this use case?

- a) 2
- b) 1
- c) 9
- d) 6

Select ONE option.

### Question #20 (1 Point)

Which of the following is true regarding user stories?

- a) User stories are stories told by users regarding their experiences in using the system after it has been implemented.
- b) User stories describe all the activities required from a user in order for them to perform a certain functionality.
- c) User stories describe functional and non-functional characteristics of a specific small part of a system that must be tested and demonstrated by the team.
- d) User stories are an extension to use cases and used in a similar way as a basis for test cases in acceptance testing.

Select ONE option.

## Question #21 (1 Point)

Airliners are classified according to a number of factors affecting the air traffic control procedures and airport handling procedures. A recent change to the classification scheme has been introduced to reflect the increasing size of airliners. An air traffic control system has been modified to recognize a change in two factors: weight and passenger capacity as a number of passengers.

The new class includes all airliners with unladen weight between 4700kg and 9500kg, and with passenger capacity between 350 and 550.

Which option below correctly provides an adequate test for this new class of airliners using domain analysis?

	Test 1		Test 2		Test 3		Test 4	
	Wt	Cap	Wt	Cap	Wt	Cap	Wt	Cap
a)	4700	350	9500	550	4500	600	9600	600
b)	7500	375	4700	550	4600	560	9600	600
c)	5500	450	4700	450	8500	350	4000	600
d)	5500	475	4500	575	4800	545	9500	550

Select ONE option.

## Question #22 (2 Points)

A system is being specified for use by automotive dealers. The system will provide the ability to configure a vehicle's optional characteristics (e.g. engine size, external trim, color), visualize the configured vehicle and generate the retail price of the vehicle. An existing system can provide a visual model of any single configuration, but it does not enable the user to modify the configuration in the same session. This system is being used as a development prototype from which it is expected that the required functionality can be generated more quickly than working from scratch, and time scales have been adjusted for a rapid delivery.

Which of the following test case design techniques would together give the best chance of achieving acceptable test coverage in the available time frame?

- a) State Transition Testing
- b) Classification Tree
- c) Boundary Value Analysis
- d) Use Story Testing
- e) Equivalence Partitioning

Select TWO options.

## Question #23 (1 Point)

Which of the following describes typical characteristics of defect-based testing techniques?

- a) Defect-based techniques are based on the analysis and classification of previously found defects.
- b) Defect-based techniques are mainly used at the component test level.
- c) Defect-based techniques concentrate on defects found during the analysis of the documentation of a system.
- d) Defect-based techniques are a sub-category of specification-based techniques.

Select ONE option.

## Question #24 (3 Points)

You have just joined a new software organization. They have a product that is in production, but it has a large number of usability issues that have been recorded against it. This particular product is a data entry product that records information about new insurance customers. The primary users of the product are data entry operators who input up to 1,000 new entries each day. You have been asked to select a good user interface checklist that can be used to test this product.

Which of the following are items that should be included in this checklist?

- a) Verify that data is saved accurately to the database.
- b) Load test with virtual users entering the equivalent of 1000 transactions in an eight-hour period.
- c) Verify the tab order of the input fields.
- d) Verify that access is limited to those with the right permissions.
- e) Verify proper rule checking for validity for date fields.

Select TWO options.

## Question #25 (1 Point)

Which of the following statements BEST explains experience-based testing?

- a) If the testers are experienced and have good knowledge of the system under test, experience-based techniques are a viable alternative to more formal techniques if there are problems with the quality of the documentation or if the project is under a tight schedule.
- b) Experience-based techniques should generally be used if there are no suitable formal techniques or if it takes too much time and effort to use them.
- c) Experience-based techniques rely on the tester's knowledge and experience and can therefore be used to increase the test coverage as the tester knows which areas need more testing.
- d) If checklists are used, experience-based testing can be more systematic and efficient and can replace specification-based techniques.

Select ONE option.

## Question #26 (2 Points)

You are a Test Analyst on a new project. The requirements documents are on a very high level, containing little detail about the problem the software should address. As a result, your manager has decided that exploratory testing will be a primary test technique used for this project. You have been given the task of specifying, executing, and recording the test sessions.

Which of the options below define what you will need or will use for specifying, executing, and recording the sessions.

- a) Use debriefing sessions with the test manager or a test lead to record the results of the test sessions.
- b) Log defects into the defect management system but do not record a pass/fail for the exploratory session because duplicating the results could be difficult.
- c) Define the test cases to be executed and enter them into the test management tool for tracking.
- d) Procure domain knowledge to be applied during the exploratory session.
- e) Record the results in email and send the email to the test manager and test lead.

Select TWO options.

## Question #27 (2 Points)

The marketing department of insurance company, SecureLife, has started a project called HIPPOS (Health Insurance Product Public Order Sales). The purpose of the project is to create a new Internet application where potential customers can calculate insurance premiums and bonuses based on age and different health factors.

The new application will also make it possible for individual customers to order health insurance products online.

The tool and web page created by project HIPPOS will be developed and tested by SecureLife's Agile development team. The Agile development team has worked together for the last three years with the marketing department, developing web applications. The Agile team consists of well-trained testers and developers. They have implemented test automation for configuration and regression testing and they have built taxonomies of common defects and common security problems.

In Project HIPPOS the Product Owner from Marketing has presented the following requirements to the Agile team before the first release planning meeting

The Web health insurance calculator shall calculate according to the rules of calculation described by the actuary and insurance calculation business section

The user interface of the Web Health Insurance Order application shall follow the same standards as the other marketing web applications and use a predefined setup of page frames and dialogs having been used during the last two years.

The Web applications shall support the latest 3 versions of each of Internet Explorer, Google Chrome, Firefox, and Safari.

Security must be at the same level as for other marketing web applications.

The Agile team has been asked to prepare a testing strategy. The Product Owner asks the team to present their proposal for the use of testing techniques at the release planning meeting.

Which of the following proposals best supports the given scenario?

- a) The Agile team will use defect based testing as the primary testing technique for story 1-4. For story 1 EP and BVA will also be used and specification based testing will be used as extra technique for story 4.
- b) The Agile team will use Exploratory testing and defect-based testing as the primary testing techniques for stories 1-4. For story 1 decision table testing will also be used, automated configuration testing for story 3 and attack-based testing using a checklist will be used extra for story 4.
- c) The Agile team will use Exploratory testing for story 1-4. For story 1 the specification based techniques: decision and branch testing will also be used, automated configuration testing for story 3 and attack-based testing will be used extra for story 4.
- d) The Agile team will use specification based testing as the primary testing technique for story 1-4. For story 1 state transition and boundary value analysis (BVA) will also be used and exploratory testing will be used extra for story 4.

Select ONE option.

## Question #28 (1 Point)

You are testing an application that handles credit card transactions. Because of the nature of the application, the demands for the quality of the system are high: the system shall work accurately and in compliance with the regulations regarding the applications dealing with credit cards. In addition, as there are many systems to which this application is connected to, the interaction between them is critical and shall be flawless.

Which of the following techniques would be MOST appropriate when testing this application?

- a) Error guessing
- b) Decision table testing
- c) Usability testing
- d) State transition testing
- e) Exploratory testing

Select TWO options.

## Question #29 (1 Point)

Assume you work for a company that has developed a software component to help users securely and easily manage all the passwords they have defined for different websites.

This component is integrated into hundreds of websites, used by millions of people world-wide.

A new software version of the component is being developed. The main feature of this version is the integration with a specific operating system that does not currently support this component.

You are the test analyst responsible for creating the interoperability tests.

Which of the following defects would be considered OUT OF SCOPE for interoperability testing to detect?

- a) Passwords are not saved for all websites which integrate with the component.
- b) 5% of the websites do not run on a specific operating system.
- c) Passwords are truncated on some browsers.
- d) Saving the passwords becomes too complicated for some users.

Select ONE option.

## Question #30 (1 Point)

Assume you work for a company that has developed a software component to help users securely and easily manage all the passwords they have defined for different websites.

This component is integrated into hundreds of websites, used by millions of people world-wide.

A new software version of the component is being developed. The main feature of this version is the integration with a specific operating system that does not currently support this component.

You are the test analyst responsible for creating the interoperability tests.

Which of the following statements correctly defines the level in the testing lifecycle in which the relevant test should first be performed?

- a) Testing that passwords are saved for all websites that integrate the component should be performed during component testing.
- b) Testing that the passwords are saved easily should be performed during acceptance testing.
- c) Testing that the passwords are saved accurately for all browsers should be performed during system test.
- d) Testing that the passwords are saved accurately should be performed during component testing.
- e) Testing that the passwords are saved securely on the newly integrated operating system should be performed during component testing.

Select TWO options.

## Question #31 (3 Points)

Your company has already released a video game product to the market, but it received many complaints from the users regarding performance, usability, security, and portability. You have been chartered with overseeing the usability testing for the next release of the game. So far, the user interface looks much better and the response time is greatly improved. The product is stable, and all the new features have been completed and summative testing has been completed.

Which of the following would be a reasonable next step?

- a) Verify that all stated usability requirements have been met and validate the usability by conducting usability testing in a usability lab with a sample of real users.
- b) Verify the usability by conducting usability testing in a usability lab with a sample of real users and validate the usability by releasing the product because it is a time-critical product that must be released within the market window.
- c) Verify the usability by conducting formative usability testing and validate the usability by simulating a realistic load in the lab environment and verifying the user experience with the response time.
- d) Verify the usability by running a side-by-side feature comparison with the existing production version and validate the usability by developing a prototype that can be used for review with the sales people.

Select ONE option.

## Question #32 (1 Point)

You are an experienced test analyst who has been assigned to a new project that is very important to your company.

Management has decided that the development model to be used will be the V-model. You have been given the task of participating in the review process for the project from beginning to end.

Which of the following statements describes how you prepare for each review in the project, and why it is important?

- a) Prior to the requirements review, you read the requirements document, checking that the requirements are unambiguous, complete and testable. The more defects found and fixed at this stage, the less found later on.
- b) In preparation for the integration test plan review, you read the architecture specification in order to consider dependencies between the components that are being integrated, so that the integration is performed efficiently.
- c) During a system test plan review, you review the defects found during component test, to determine which components need more testing, and which test techniques would be most useful.
- d) For the system test plan review, you create user stories which will be used to see whether the system will be tested in the same way it will be used.
- e) In preparation for component test design review, you read the design document and the code of the component being developed and tested, in order to ensure that testing covers everything.

Select TWO options.

## Question #33 (2 Points)

Easytravel is a card which is used for paying journeys on buses and undergrounds. User can store credit to the card at Easytravel Loading Machines and the system automatically deducts the fee of the journey while the user shows the card to the card reader at a bus or at the underground station.

You are working on an Easytravel system maintenance team and the following use case has been given to you for reviewing.

### USE CASE: ADD TO EASYTRAVEL BALANCE FROM CREDIT CARD

Use case ID: UC-201201

Purpose: User is increasing the balance on their Easytravel card.

Actors: user

Pre-conditions: User has a valid Easytravel card and a credit card.

Main scenario:

User	System
1. User sets the Easytravel card on the reading plate of the Easytravel Loading Machine.	2. The system asks what the user wishes to do: (E1) query card balance (→separate use case) add to balance of the card check latest card transactions (→separate use case)
3. User chooses "Add balance"	4. System asks the amount. (E1)
5. User selects the amount.	6. System asks for the payment method: (E1) a) cash (→separate use case) b) credit card
7. User selects credit card.	8. System asks the user to insert credit card into the credit card reader. (E1)
9. User inserts the credit card.	10. System shows the amount to be charged from the credit card and asks for confirmation. (E2)
11. User confirms the amount.	12. System makes the credit card transaction and adds the amount to the Easytravel balance.
13. User removes the credit card and the Easytravel card.	14. System prints out a receipt of the transaction.
	15. System returns to the main screen.

Exceptions:

Exception	Action
E1	User can stop the process by removing the Easytravel card from the reading plate.
E2	If the user does not accept the amount to be charged, they can cancel the operation by pressing the Cancel-button on the credit card reader.

End result: User's Easytravel balance has been increased with the selected amount and the equal amount has been charged to the credit card.

Consider the following criteria for a good use case:

Which of these are true regarding this use case?

- a) There is only one main path in the use case.
- b) User interface messages are defined.
- c) The main path in the use case is clearly defined.
- d) All alternative paths are clearly identified.
- e) Each path (main and alternatives) is testable.

Select TWO options.

## Question #34 (2 Points)

You are reviewing the following requirements specification document:

Document: Req. spec 101-A
Object: Transaction screen
Author: Susie Specifier
Date written: 2012-03-15
Version: 0.23
System: Bookkeeping TA-AB1
Subsystem: 2a15
<b>Description:</b>  User must be able to browse customer's transactions on the customer's account. It must be possible to view the transactions either chronologically from the oldest to the newest or the opposite way, or by their transaction ID.  There should be 20 transactions, at the minimum, visible on the screen at one time and the user must be able to scroll forward and backward.  The field containing the detailed transaction information must be long enough to contain the name of the transaction counterparty (max 20 char), their ID number (6 digits) and the transaction identifier (8 digits).  It must be possible to change between the Transaction screen and User information screen with the "Swap screen" –button.  The layout of the screen is described in more detail in a separate document.  <ul style="list-style-type: none"><li>• The retrieval time of new data must be less than 3 seconds per screen. The number of simultaneous users will vary between 20 and 40 and is expected to increase to 60 within a year.</li><li>• More details about the performance requirements can be found in a separate performance requirements specification document.</li></ul>

The following is the checklist you are using for this review:

Is each requirement testable?

Does each requirement have acceptance criteria listed?

Is a use case calling structure available (if applicable)?

Are the requirements uniquely identified?

Is the specification versioned?

Is there traceability visible from each requirement to the business/marketing requirements?

Is there traceability between the requirements and the use cases?

You are reviewing the specification above with the provided checklist. Assume you have access to the document that provides more information about the screen layout. Which of the items on the checklist are NOT met by the specification?

- a) 1, 2, 3
- b) 4, 6, 7
- c) 3, 5, 7
- d) 2, 4, 5

Select ONE option.

### **Question #35 (1 Point)**

How does phase containment contribute to reducing the cost of development?

- a) By ensuring that the deliverables from any life cycle phase are tested only in that phase.
- b) By using specific test techniques at each level and only at that level.
- c) By concentrating the testing effort on the phases where failures occur.
- d) By eliminating defects as early as possible to minimize defect propagation.

Select ONE option.

### **Question #36 (1 Point)**

Which of the following may more frequently need to be explained in greater detail for non-functional defect reports than for a functional defect report?

- a) Expected results
- b) Steps to reproduce the defect
- c) Test data used to identify the fault
- d) Level of load on the system at the time of failure
- e) Actual results

Select TWO options.

### Question #37 (1 Point)

A project to build a control system for a national fire service is being conducted on a government contract which has strict deadlines and penalties will be incurred for late delivery. Acceptance criteria include limits on the number of outstanding defects of different levels of severity at the end of user acceptance. The system embodies a sophisticated user interface based on an innovative design that has not yet been deployed in any other system and which is critical to the effectiveness of the system. The project is using a waterfall life cycle but with incremental deliveries based on priorities of individual requirements. The project will make use of a defect classification system during development and the tool in use will allow up to 3 separate classifications to be used.

Which of the following defect classifications will BEST meet the project's needs?

- a) Symptom (i.e. what aspect of the system is affected, outstanding defects by priority, suspected cause of defect (e.g. requirements, design)).
- b) Defects outstanding by priority, project phase in which the defect was detected, suspected cause of defect (e.g. requirements, design).
- c) Defects outstanding by severity, project phase in which the defect was introduced (e.g. requirements, design), symptom (i.e. what aspect of the system is affected).
- d) Project activity that resulted in the defect being detected (e.g. review, inspection), total defects by severity, work product in which the mistake was made.

Select ONE option.

### Question #38 (1 Point)

Why is root cause analysis important?

- a) Often, a large number of defects are caused by unclear requirements.
- b) It applies an industry standard taxonomy of the known root causes that result in the creation of defects.
- c) It helps identify root causes that are responsible for a significant number of defects.
- d) It promotes discussion between the tester and the developer.

Select ONE option.

### Question #39 (1 Point)

Which of the following is a benefit of using a classification tree tool for test design?

- a) The tool will generate the combinations of the specified options that the Test Analyst should test.
- b) The tool will create the list of the inputs to be tested and the expected results.
- c) The tool will create test scenarios that will achieve 100% coverage of the specified combinations.
- d) The tool will generate automated test code that can then be executed by the Test Analyst.

Select ONE option.

## Question #40 (1 Point)

In an organization using keyword-driven automation, which of the following activities typically is the responsibility of the Test Analyst?

- a) Work with the users to define the key usability aspects of the software.
- b) Write manual tests for the key business processes that can then be automated.
- c) Identify the key business processes that must be tested.
- d) Write the code to automate the key processes.

Select ONE option.

## Question #41 (1 Point)

You are a Test Analyst on a project. You are running an automated test case and it has just failed. What should be your first step?

- a) Write a defect report.
- b) Run the same test case manually to see if it fails.
- c) Call the Technical Test Analyst to troubleshoot it.
- d) Alter the data and run the test again.

Select ONE option.