



CTAL-TM_SYLL2012^{Q&As}

ISTQB Certified Tester Advanced Level - Test Manager [Syllabus 2012]

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QUESTION 1

Assume you are a Test Manager involved in system testing of a CRM application for a Pay-TV company. Currently the application is able to support a proper number of users assuring the required responsiveness. Since the business is expected to grow, you have been asked to evaluate the ability of the application to grow to support more users while maintaining the same responsiveness.

Which of the following tools would you expect to be the most useful at performing this evaluation?

- A. Coverage tools
- B. Test management tools
- C. Static analysis tools
- D. Performance tools

Correct Answer: D

QUESTION 2

Consider an information system of a Pay-Tv company based on a SOA architecture. The integrated system currently consists of three core systems:

-

a CRM (Customer Relationship Management) system

-

a BRM (Billing and Revenue Management) system

-

a CAS (Conditional Access System) system all of them communicating with SOA Middleware.

You have been asked to manage the testing activities for the integration of two additional off-the- shelf systems from two different vendors: a SMS (Short Message Service) server and an IVR (Interactive Voice Response) system.

Assume that there is a high likelihood that the two off-the-shelf systems will be low-quality and that you have a clear proof that the testing performed by the two vendors on their systems has been unsystematic and unprofessional. This

obviously leads to higher quality risk for the overall integrated system.

You are the Test Manager of this project. Your main goal is to plan for testing activities to mitigate this risk.

Which of the following answers best describes the test activities (assuming it is possible to perform all of them) you should plan for?

- A. You should plan for an informal and minimal acceptance test of the two off-the-shelf systems and then a single end-to-end test of the overall integrated system



- B. You should directly plan for a single end-to-end test focused on end-to-end tests of the overall integrated system without an acceptance test of the two off-the-shelf systems
- C. You should plan for two levels: a system integration test and an end-to-end test of the overall integrated system
- D. You should plan for adequate re-testing of both the systems followed by a system integration test and an end-to-end test of the overall integrated system

Correct Answer: D

QUESTION 3

Consider the following test strategies:

- I. Consultative test strategy
- II. Reactive test strategy
- III. Analytical test strategy
- IV. Process-compliant test strategy

Consider also the following examples of test activities:

1.
Prioritize the test cases, based on the results of a FMEA analysis, to ensure early coverage of the most important areas and discovery of the most important defects during test execution
2.
Execute usability testing driven by the guidance of a sample of users (external to the test team)
3.
Perform exploratory testing sessions throughout the system test phase
4.
On an Agile project, execute tests that cover the test conditions identified for each user story of a feature planned for an iteration

Which of the following correctly matches each test strategy with an appropriate example?

- A. I-2; II-3; III-4; IV-1
- B. I-3; II-2; III-1; IV-4
- C. I-1; II-2; III-3; IV-4
- D. I-2; II-3; III-1; IV-4

Correct Answer: D



QUESTION 4

After a selection process you have selected a test management tool that is going to be introduced in your organization and used by your test team in a pilot project.

You have already identified the member of your test team who will be the administrator of the tool, since he/she has a significant experience with the administration of test management tools and so he/she is able to make effective and efficient

up-front decisions about "how" the tool will be used. You have also developed a training plan for the other members of your test team.

In collaboration with the administrator of the tool you have also devised standard ways of managing, storing and maintaining the tool and its assets including backup/restore procedures.

You have also analyzed standard formats supported by the tool (CSV, XLS, XML, etc.) to export, import and archive all the information managed by the tool itself (requirements, test case specifications, test plans etc.) for compliance with the

most important test management tools, in order to minimize the impacts of migrating this information to a new tool that could replace the existing one in the future.

Which of the following phases in the lifecycle of the new tool has NOT been adequately considered in this description?

- A. Acquisition
- B. Support and maintenance
- C. Evolution
- D. Retirement

Correct Answer: C

QUESTION 5

You are the Test Manager of a project that adopts a V-model with four formal levels of testing.

unit, integration, system and acceptance testing.

On this project reviews have been conducted for each development phase prior to testing, which is to say that reviews of requirements, functional specification, high-level design, low-level design and code have been performed prior to testing.

Assume that no requirements defects have been reported after the release of the product.

Which TWO of the following metrics do you need in order to evaluate the requirements reviews in terms of phase containment effectiveness?

- A. Number of defects found during the requirements review
- B. Total number of defects attributable to requirements found during unit, integration, system and acceptance testing



C. Total number of defects found during functional specification review, high-level design review, low-level design review, code review, unit testing, integration testing, system testing and acceptance testing

D. Time to conduct the requirements review

E. Total number of defects attributable to requirements, found during functional specification review, high-level design review, low-level design review, code review, unit testing, integration testing, system testing and acceptance testing

Correct Answer: AE

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