



CTAL-TM_SYLL2012^{Q&As}

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

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QUESTION 1

Assume you have some data related to confirmation testing during system testing of a past project.

In that project 240 bug reports have been opened once, 80 were opened twice, 10 were opened three times and no bug reports have been opened more than three times.

You estimate that a bug report, which has failed its confirmation test, costs, on average, 3 person- hours.

Which of the following statements correctly describe the value of these confirmatory testing activities based on cost of quality?

- A. 300 person-hours have been spent on the project during the system testing phase, because of the failed confirmation tests and this cost belongs to the costs of internal failure
- B. 340 person-hours have been spent on the project during the system testing phase, because of the failed confirmation tests and this cost belongs to the costs of external failure
- C. 340 person-hours have been spent on the project during the system testing phase, because of the failed confirmation tests and this cost belongs to the costs of internal failure
- D. 300 person-hours have been spent on the project during the system testing phase, because of the failed confirmation tests and this cost belongs to the costs of detection

Correct Answer: A

QUESTION 2

Which of the following answers describes a factor that may reduce the effort spent when using distributed test teams without negatively affecting system quality?

- A. Difficulties in communication between the distributed test teams due to time zone differences
- B. With several distributed test teams, every team assumes that some test conditions are covered by other teams but actually no one covers them
- C. With several distributed test teams, two or more teams assume some test conditions are covered by their team and their team alone. But all of the teams actually cover them
- D. With several distributed test teams, all of the distributed test teams use a single unified test dashboard

Correct Answer: D

QUESTION 3

Consider the following statements describing the importance of improving the test process:

- I. Test process improvement is important because being focused only on the test process it can provide recommendations to improve the test process itself, but it can't indicate or suggest improvement to areas of the development process



II. Test process improvement is important because it is much more effective than software process improvement to improve the quality of a software system

III. Test process improvement is important because several process improvement models (STEP, TPI Next, TMMi) have been developed over the years

IV.

Test process improvement is important because every organization, regardless of the context, should always achieve the maximum level of maturity of testing described in the test improvement models such as TMMi Which of the following answers is correct?

A.

I. and IV. are true; II. and III. are false

B.

I., II., III. and IV are false

C.

I., II. and III are true; IV. is false

D.

I., II. and III. are false; IV. is true

Correct Answer: B

QUESTION 4

You are a Test Manager working for a software organization where reviews have never been applied. After a meeting with your managers examining a business case for reviews, (including their costs, benefits, and potential issues), the

management finally decides to adopt formal reviews for future projects.

You have been given a budget that you have spent to provide training in the review process and to introduce the review process on a pilot project.

On that pilot project the introduction of reviews has been very positive in terms of positive involvement from all the participants. All the reviews applied to different documents have been very effective for their purposes (especially at revealing

defects).

Which of the following answers describes an important success factor for the introduction of formal reviews which is missing in this scenario?

A. Management support

B. Participant support



C. Definition and use of metrics to measure the ROI (Return On Investment)

D. Training in the review process

Correct Answer: C

QUESTION 5

Which of the following factors could negatively influence a review?

A. Include people with the adequate level of knowledge, both technical and procedural

B. Include people who are detail-oriented and scrupulous at finding issues

C. Include as many people as possible in order to have more viewpoints about possible problems on the item under review

D. Include people able to contribute to a clear, thoughtful, constructive and objective discussion

Correct Answer: C

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