

CTAL-TM_SYLL2012^{Q&As}

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

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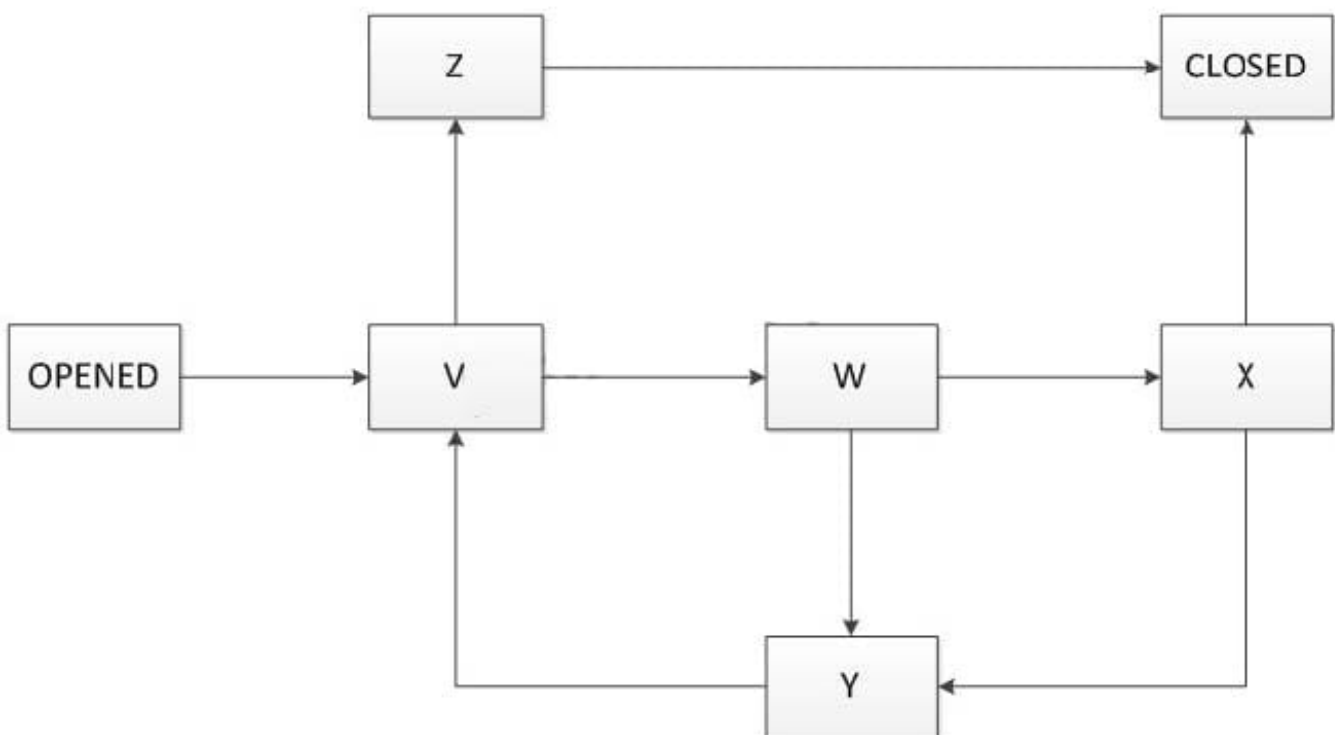
QUESTION 1

Assume you are working on a defect management process to be used by a software organization to track the current status of the defects reports for several projects.

When a defect is found for investigation a defect report is created in "Opened" state that is the unique initial state. The defect report status has also a unique finale state that is the "Closed" state.

The following state transition diagram describes the states of this defect management process:

Where only the initial ("Opened") and final ("Closed") states are indicated while the remaining states (V, W, X, Y, Z) have yet to be named.



Which of the following assignments would you expect to best complete the defect management process?

- A. V=Rejected , W=Corrected , X=Validated, Y=Re-Opened, Z=Assigned
- B. V=Assigned, W=Validated , X=Corrected, Y=Re-Opened, Z=Rejected
- C. V=Assigned, W=Corrected , X=Validated, Y=Re-Opened, Z=Rejected
- D. V= Corrected, W=Assigned, X=Validated, Y=Corrected, Z=Rejected

Correct Answer: C

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

A chart showing the trend in the lag time from defect reporting to resolution during system testing is also available. The chart shows that the daily closure period is consistently and significantly above the rolling closure period for a long period of the system testing phase.

Almost all defects found during system testing have been related to the system as a whole, not related to single units or integrations issues. Almost all quality risks have been addressed during the unit and integration testing phase and no residual quality risks were present in the integrated system. This has been confirmed by exploratory testing sessions performed during system testing, targeted at finding defects in these quality risk areas.

Based on the given information only, which one of the following areas would you expect to be considered more in the retrospective meeting in order to be improved?

- A. The requirements review
- B. The defect management process
- C. The quality risk analysis process
- D. The system design and architecture design reviews

Correct Answer: B

QUESTION 4

You are the Test Manager for a project to develop a client-server application that allows wine vendors to order custom-assorted packages of wines of several winemakers to sell special packages in their wine shops.

You decide to apply a blended risk-based and reactive testing strategy. Below the exit criteria for the system testing.

EXCR1- Each "critical" quality risk item must be covered by at least one test condition

EXCR2- Each "critical" requirement must be covered by at least one test condition

The following are the "critical" requirements of the application:

REQ-SEL-1. The application shall allow the user to order only one package at a time

REQ-SEL-2. The application shall allow the user to select between four different packages (2- bottles, 6-bottles, 12-bottles, 15-bottles)

REQ-SEL-3. The application shall allow the user to order a package containing at least 1 bottle and no more bottles than the package size. No error messages shall be displayed if the user selects a valid number of bottles (at least 1 bottle

and no more than the package size)

REQ-SEL-4. The application shall display an error message "Invalid number of bottles" if an invalid number of bottles is selected by the user (zero bottles or a number higher than the package size)

REQ-PAY-1. The application shall allow the user to pay with the three accepted credit cards (Visa, MasterCard, American Express)

REQ-PAY-2. The application shall display an error message "Invalid credit card" if invalid credit card data are given by the user

The following is the unique "critical" quality risk item that has been identified:

CR-RSK-1. The GUI of the application might accept non-integer values for the input field designed to get the number of bottles from the user

Test analysis for system testing has just begun and the following test conditions have been identified.

TC-SEL-2. Test the selection of the package sizes

TC-SEL-4. Test wrong numbers of bottles for an order

TC-CR-RSK-1. Test the accepted values from the input field designed to get the number of bottles from the user

What is the MINIMUM number of test conditions that must be added to fulfill both the EXCR1 and EXCR2 exit criteria?

- A. 4
- B. 3
- C. 2
- D. 1

Correct Answer: A

QUESTION 5

For which of the following activities would the costs be classified as a cost of detection?

- A. Writing test specifications according to the test design
- B. Training developers to better understand the new features of the coding language they will use on the project
- C. Re-running a test case, during the system testing phase, to verify that a fix eliminates a previously found defect
- D. Fixing field failures

Correct Answer: A

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