

CTAL-TM_SYLL2012^{Q&As}

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

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QUESTION 1

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 2

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 3

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 4

Which of the following statements, about the test reporting activities for a project adopting an iterative lifecycle model with very short iterations (e.g. two weeks iterations), is correct?

- A. Test reporting activities can't be influenced by the use of an iterative lifecycle model with short iterations
- B. Test reporting activities are not important for projects adopting an iterative lifecycle model with short iterations
- C. Test reporting activities are less important for projects adopting an iterative life cycle model with short iterations. They should be performed at the end of the last iteration
- D. Test reporting activities are still important with an iterative lifecycle. The reports can be used to conduct post-iteration review sessions before starting with the next iteration

Correct Answer: D

QUESTION 5

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

Which of the following is a positive logical test that is complete and correct, and covers the REQ- SEL-4 requirement?

- A. Select a 6-bottles package, then try to insert 5 bottles; verify that no error messages are displayed
- B. Select a 6-bottles package, then try to insert 7 bottles; verify that no error messages are displayed
- C. Select a 6-bottles package, then try to insert 7 bottles; verify that the "Invalid number of bottles" message is displayed
- D. Select a 6-bottles package, then try to insert 7 bottles

Correct Answer: C

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