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**Vendor:** ISQI

**Exam Code:** CTAL-TM\_UK

**Exam Name:** ISTQB Certified Tester Advanced Level -  
Test Manager

**Version:** Demo

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## Topic 10, Scenario 10, V1 "Online Application"

There is a formal requirement from the business to develop an additional on-line application to the company website which will allow existing policyholders to extend their cover for short-term foreign use of their vehicle overseas. The current manual process will be retained. The application must be implemented in months time in line with the marketing department's green initiative, which is anticipated to generate a significant increase in demand.

The development manager has insufficient resources to meet this request and has issued an invitation to potential bidders so that the development work can be outsourced.

The application must initially cover Western Europe, and later Eastern Europe, Russia, the Middle East, the Far East and Africa. A decision has yet to be made with respect to Australia, New Zealand, North and South America.

You have been asked to ensure the quality and suitability of the document sent to potential bidders and also that the application delivered by the successful bidder is 'Fit for purpose'.

### Question: 1

Which of the following product risks would be most effectively addressed just by static testing? 3 credits

- A. In the delivered application, one of the countries, as specified in the requirements, has not been correctly implemented.
- B. The application takes too long to process a request for additional cover.
- C. The test cases do not cover the key requirements.
- D. The successful bidder may not deliver all the required functionality on time.

**Answer: C**

### Question: 2

The development manager is managing the review of the responses received from bidders, and has asked the in-house test manager to provide a review checklist for the test management aspects of the responses. Which of the following checkpoints would be appropriate? 2 credits

- A. The bidder's test policy should enforce that incident management fully conforms to IEEE 1044.

- B. The bidder's project strategy shows that the data content of all the test environments conforms to EU standards.
- C. The bidder's test plan shows that the application will be delivered for acceptance in six months time.
- D. The bidder's project test plan depicts a phased implementation with later delivery dates to be confirmed and states that test deliverables will be developed using IEEE 829 as a guide.

**Answer: D**

### **Topic 10, Scenario 10, V2 "Online Application"**

While waiting for the responses, the test manager has been asked to prepare test plans to validate the software application delivered by the successful bidder.

#### **Question: 1**

Which one of the following estimation approaches is appropriate at this stage of the project? 2 credits

- A. Create an estimate based on the function point analysis technique and test point analysis
- B. Create an estimate based on the complexity of the code
- C. Create an estimate based on the credentials of the successful bidder
- D. Create an estimate based on a percentage of the development effort

**Answer: A**

### **Topic 10, Scenario 10, V3 "Online Application"**

The cancellation of a current major development project has released resources. The development manager has decided to respond to his own request to tender and has proposed an in-house development with the use of a Rapid Application Development (RAO) approach.

#### **Question: 1**

Why might a RAD approach be a better option for the test manager rather than a sequential development? 2 credits

- A. It will extend the development team's abilities and enhance future delivery capabilities.
- B. It will allow the marketing, clerical and testing staff to validate and verify the early screen prototypes.
- C. Time-box constraints will guarantee code releases are delivered on schedule.
- D. More time can be spent on test execution as less formal documentation is required.

**Answer: B**

## Question: 2

Which of the following is NOT a typical key challenge for testing in a RAD based development approach? 1 credit

- A. Re-usable test scripts for (automated) regression testing
- B. Project management and control
- C. No complete requirements specification
- D. Time-boxing

**Answer: B**

## Question: 3

As a result of the RAD based development approach, the test manager has decided to change the risk mitigation approach. Which test technique might be most appropriate to use? 2 credits

- A. Decision Table Testing
- B. Boundary Value Analysis
- C. Error Guessing
- D. Exploratory Testing

**Answer: D**

## Question: 4

The business has asked for a weekly progress report. Which of the following would be appropriate as a measure of test coverage? 2 credits

- A. Percentage of business requirements exercised
- B. Percentage of planned hours worked this week
- C. Percentage of countries that have test scenarios
- D. Percentage of test iterations completed

**Answer: A**

### Topic 11, Scenario 11 "Incident Management"

The following is the current incident handling process in used at the company.

Step 1: Incident is documented in the incident Tile with the following information:

- Software module or area where the fault occurred
- Who has reported the fault
- Hardware configuration used for the test that found the fault
- The sequential incident number (1 greater than the last one recorded)

Step 2: Developer assigned to fix the fault

Step 3: Developer fixes the fault

Step 4: Developer signs off the incident as closed, and it is then removed from the incident file

### Question: 1

Regarding the process described above, what is the most important recommendation you would make using IEEE 1044 as a guide? 2 credits

- A. No priority or severity assigned
- B. Incident numbering is manual rather than automated
- C. No mentioning of reproduceability
- D. No classification on type of incident

**Answer: A**

### Topic 12, Scenario 12 “Automatic Teller Machine (ATM)”

You are a test manager in charge of integration, system and acceptance testing for a bank. You are working on a project to upgrade an existing ATM to allow customers to obtain cash advances from supported credit cards. The system should allow cash advances from €20 to €500, inclusively, for all supported credit cards. The supported credit cards are American Express, VISA, Eurocard and Mastercard.

In the master test plan the following items are listed in the section named “items and/or features to be tested”:

- I All supported credit cards
- II Language localization
- III Valid and invalid advances
- IV Usability
- V Response time

### Question: 1

Relying only on the information provided in the scenario, select the TWO items and/or features for which sufficient information is available to proceed with test design. 2 credits

- A. All supported credit cards
- B. Language localization
- C. Valid and invalid advances
- D. Usability
- E. Response time

**Answer: A, C**

## Question: 2

Continuing with the Scenario described in the previous question, which of the following topics would you need to address in detail in the master test plan? 3 credits

- A. An approach to regression testing
- B. A list of boundary values for “advance amount”
- C. A description of dependencies between test cases
- D. A logical collection of test cases

**Answer: A**

## Question: 3

Given the following figures for the testing on a project, and assuming the failure rate for initial tests remains constant and that all retests pass, what number of tests remain to be run? 3 credits

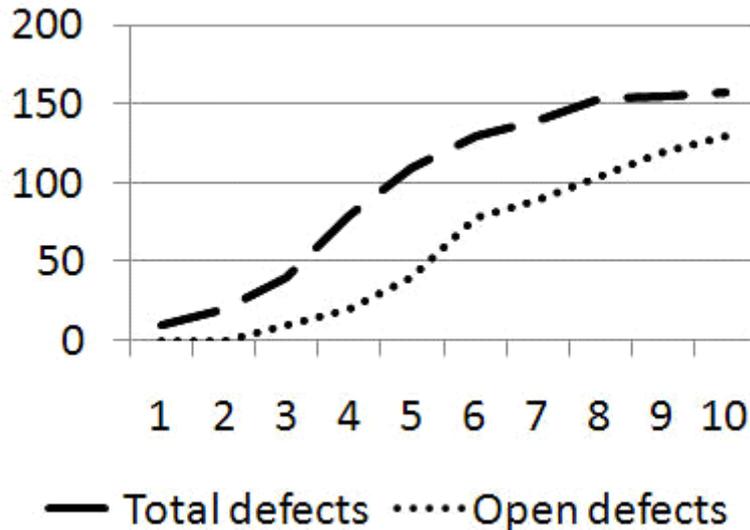
<b>Test planned</b>	<b>1000</b>
<b>Initial tests run</b>	<b>500</b>
<b>Initial tests passed</b>	<b>350</b>
<b>Retests run</b>	<b>80</b>

- A. 700
- B. 720
- C. 784
- D. 570

**Answer: B**

#### Question: 4

Given is the following defect removal chart reported at the end of system testing - showing total defects detected and closed defects (fixed and successfully retested). A number of open defects are classified as critical. All tests have been executed.



Based on the chart above, what is the most appropriate next test phase? 1 credit

- A. Acceptance testing to verify the business process
- B. Acceptance testing to verify operational requirements
- C. Requirements testing as part of testing regulatory compliance
- D. Another system test cycle to verify defect resolution

**Answer: D**

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