



# CTAL-TM\_SYLL2012<sup>Q&As</sup>

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

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## QUESTION 1

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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## QUESTION 2

The following are the requirements identified as "critical": REQ-SEL-001. The user shall be able to combine all the three products with all the four durations to define an item to purchase REQ-SEL-002. The user shall be able to add a maximum of six different items to the shopping cart REQ-PUR-001. The user shall be able to purchase all the items in



the shopping cart using a credit voucher REQ-PUR-002. The user shall be able to purchase all the items in the shopping cart using the available credit already charged on the smartcard REQ-PUR-003. The user shall be able to purchase all the items in the shopping cart using all the accepted credit cards (Visa, MasterCard and Great Wall Card) REG-LOGO-001. The user shall be able to logout (by clicking the logout button) from both the "select" and "purchase" pages going back to the "browse" page (anonymous navigation) Moreover the following quality risk item has been identified as "critical": QR-P1. The web customer portal might not be able to provide the expected response time (less than 10 sec) for the purchase transactions under a load of up-to 1000 concurrent users Test analysis for system testing has just begun and the

following test conditions have been identified. TC-SEL-01. Test the combinations of products and durations to define an item to purchase TC-SEL-02. Test the maximum number of items, which can be added to the shopping cart TC-PUR-01. Test the purchase of an item TC-PUR-02. Test the purchase of an item with the credit charged on the smartcard What is the MINIMUM number of test conditions that must be added to fulfill both the EXCR1 and EXCR2 exit criteria?

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

Correct Answer: C

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### QUESTION 3

Which of the following statements describing the consequences of specifying test conditions at a detailed level is NOT true?

- A. In an environment where the test basis is continuously changing, it is recommended to specify test conditions at a detailed level in order to achieve a better maintainability
- B. The specification of test conditions at a detailed level can be effective when no formal requirements or other development work products are available
- C. The specification of test conditions at a detailed level can require the implementation of an adequate level of formality across the team
- D. For system testing, the specification of test conditions at a detailed level, carried out early in the project as soon as the test basis is established, can contribute to defect prevention

Correct Answer: A

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### QUESTION 4

You are managing the system testing for a SOA based system. The integrated system consists of several subsystems:

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A SOA middleware

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A CRM (Customer Relationship Management) system

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A BRM (Billing and Revenue Management) system

-

A SMS (Subscriber Management System) system and you performed a risk analysis based on these subsystems.

	Test risk scores				Bug risk scores		
	Total	Pass	Failed	Not Run	Total	Open	Resolved
SOA	80,60	75,60	1,20	3,80	11,70	0,80	10,90
CRM	50,10	18,80	3,20	28,10	14,90	0,70	14,20
BRM	19,20	18,20	0,20	0,80	2,00	0,10	1,90
SMS	19,80	17,10	0,50	2,20	2,10	0,20	1,90

At the end of the scheduled period for test execution you produce a first classical report based on the traditional metrics of testing. Test pass/fail status and bug status (open/resolved) That table provides you a distorted picture of the quality

risk, because there is no indication of the risk level of the failed tests, the tests not run, or the open bugs. Thus, you produce the following table to solve this distortion issue:

In the table above, where you have introduced the concept of risk weighting, the highest risk test or bug report has a score of 1, while the lowest risk test or bug report has a score of 0.04.

Which of the following subsystems, based on the risk scores of the table, is most risky?

A. SOA

B. CRM

C. BRM

D. SMS

Correct Answer: B

## QUESTION 5

You are working on a project to develop an authentication system for an e-commerce website. This system provides two features: Registration and authentication. Two different development teams develop these two features.

There is a high likelihood that the delivery of the authentication feature to the test team will be three weeks later. To complete the registration the user must provide the following registration inputs: Name, surname, birth date, fiscal code and

he/she can select a username and a password.



A registered user can be a special user or a normal user. To be identified as a special user, he/she must also provide, during the registration process, a voucher possibly received from the IT department.

Access is granted only if a user is registered and the password is correct: In all other cases access is denied. If the registered user is a special user and the password is wrong, a special warning is shown on the system console.

You are currently performing a quality risk analysis using FMEA.

Based only on the given information, which of the following is NOT a product risk that could be identified during the quality risk analysis?

- A. The late delivery of the authentication feature to the test team causes delays in the start of test execution and this could result in a shorter test period
- B. The authentication system denies access for a special user with a wrong password, but doesn't display a special warning on the system console
- C. The authentication system grants access to a normal user with a wrong password
- D. The authentication system grants access to a special user with a wrong password

Correct Answer: A

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