



TM12^{Q&As}

ISTQB-BCS Certified Tester Advanced Level- Test Manager (2012)

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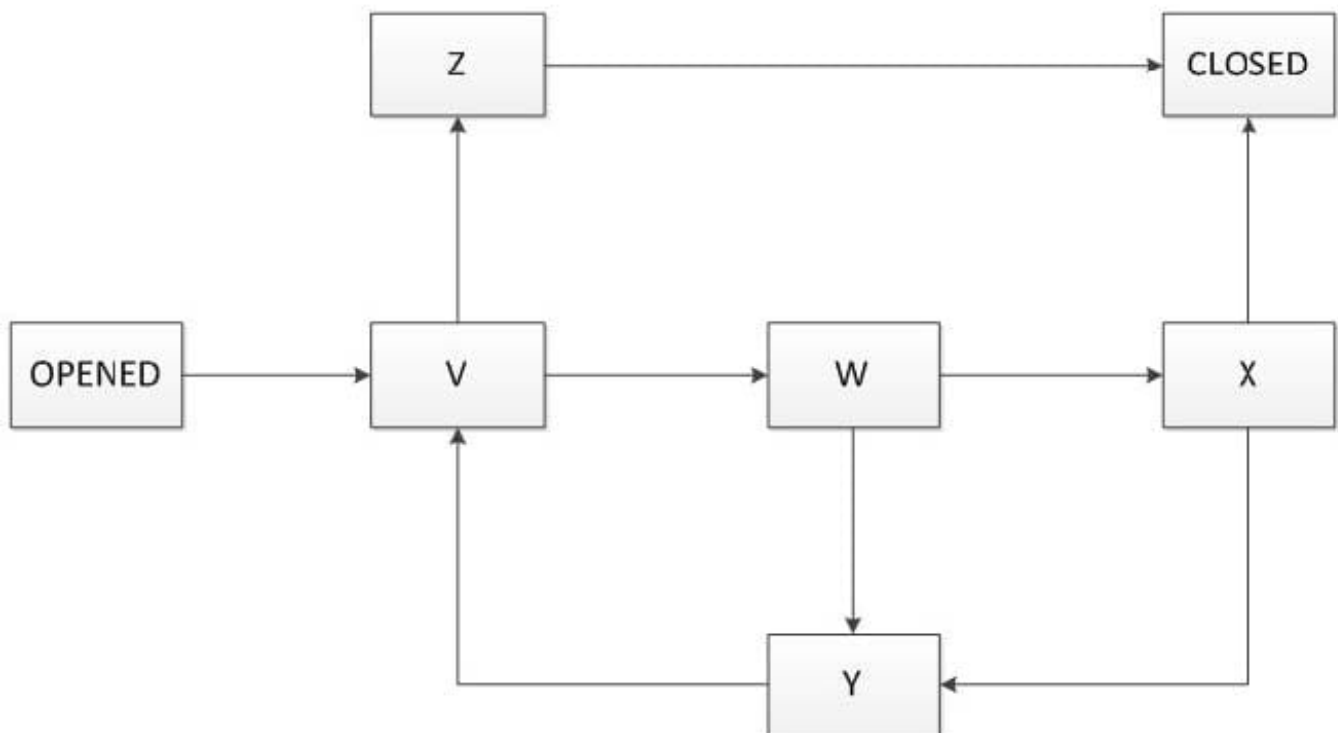


QUESTION 1

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



Which of the following statements about the TMMi test process improvement model is true?

- A. In TMMi all the process areas at lower levels must be 75% complete by achieving specific and generic goals in order to claim the higher level.
- B. TMMi provides an approach for test process improvement such as the IDEAL (Initiating, Diagnosing, Establishing, Acting and Learning) model.
- C. TMMi has a staged architecture for process improvement with seven maturity levels.
- D. At TMMi level 1 testing is chaotic without a defined process, and it is often seen as the same as debugging.

Correct Answer: D

QUESTION 3

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 4

During the system testing phase, a tester from your test team observes a failure in the system under test and he/she decides to create an incident report. The incident report is currently in a "new" state, indicating it needs to be investigated.

Which THREE of the following information items can't yet be present in the incident report? (Choose three.)

- A. The type of defect that caused the failure
- B. The actual and the expected result highlighting the failure
- C. The lifecycle phase in which the defect has been introduced
- D. What really caused the failure (actual cause)
- E. Steps to reproduce the failure, including screenshots, database dumps and logs where applicable

Correct Answer: ACD

**QUESTION 5**

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

a SOA middleware a CRM (Customer Relationship Management) system a BRM (Billing and Revenue Management) system a SMS (Subscriber Management System) system

and you performed a risk analysis based on these subsystems.

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.

	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

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

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