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ISEB

ISEBSWTINT-001

ISEB Software Testing Intermediate 202

Question: 1
What is the primary purpose of using a risk management process in software testing?

A. To improve test coverage
B. To reduce testing costs
C. To align testing with business priorities
D. To enhance test automation efforts

Answer: C
Explanation: The primary purpose of using a risk management process in software testing is to align the testing efforts with the business priorities and critical areas of the software, ensuring that the most important aspects are tested thoroughly.

Question: 2
Which of the following is a key characteristic of the Continuous Integration (CI) practice?

A. It is an iterative and incremental approach to software development.
B. It assumes that requirements can change during the development process.
C. It involves the frequent merging of code changes into a shared repository.
D. It ensures that all possible test cases are executed before each release.

Answer: C

Explanation: A key characteristic of the Continuous Integration (CI) practice is the frequent merging of code changes into a shared repository, which triggers automated build, test, and deployment processes. This helps identify integration issues early and enables a more rapid and reliable software delivery process.

Question: 3

What is the primary purpose of the System Integration Test (SIT) phase?

A. To validate that individual software components work as expected.
B. To verify that the complete system meets the specified requirements.
C. To identify security vulnerabilities in the system.
D. To evaluate the system's performance under expected load conditions.

Answer: B

Explanation: The primary purpose of the System Integration Test (SIT) phase is to verify that the complete, integrated system meets the specified requirements. This involves testing the interactions and interfaces between different system components to ensure the system as a whole functions as expected.

Question: 4
A software testing team is reviewing the test cases for a new mobile banking application. Which of the following should be the MAIN focus of the review?
A. Ensuring that the test cases cover all user roles and permissions.
B. Verifying that the test cases accurately reflect the user stories.
C. Confirming that the test cases include both positive and negative scenarios.
D. Validating that the test cases include a variety of device and operating system configurations.

Answer: B
Explanation: The main focus of the test case review for the new mobile banking application should be verifying that the test cases accurately reflect the user stories. Ensuring the test cases are aligned with the defined requirements is crucial to ensuring the application meets the intended functionality. While covering user roles, including positive and negative scenarios, and testing across device/OS configurations are all important, the primary focus should be on the traceability between the test cases and the user stories.

Question: 5

Case Study: Scenario
A software development team is working on a new online banking application for a financial institution. The application will allow customers to manage their accounts, make transactions, and access various banking services. The team has identified the following key requirements:

1- Customers must be able to securely log in to their accounts using multi-factor authentication.
2- Customers must be able to view their account balances, transaction history, and statements.
3- Customers must be able to transfer funds between their own accounts and to other accounts.
4- Customers must be able to set up and manage recurring payments, such as bills and subscriptions.
5- The application must be highly available and maintain the integrity of customer data at all times.

Which of the following testing strategies would be most crucial for this application?

A. Security testing to ensure the application's protective measures against cyber threats.
B. Reliability testing to verify the application's availability and data integrity.
C. Usability testing to evaluate the user experience and interface design.
D. Both A and B

Answer: D

Explanation: The online banking application described in the scenario has several critical requirements that would require a focus on security and reliability testing:
1- Security testing is crucial to ensure the application's protective measures

against cyber threats, such as unauthorized access, data breaches, and other security vulnerabilities. This is especially important given the sensitive nature of the customer data and financial transactions.
2- Reliability testing is essential to verify the application's availability and data integrity, as customers must be able to access their accounts and perform transactions at all times, and the application must maintain the accuracy and confidentiality of customer data.
While usability testing (C) is also important to evaluate the user experience and interface design, the primary focus for this application should be on security (A) and reliability (B) testing, as these are the most critical aspects for an online banking system.
Therefore, the most crucial testing strategies for this application would be a combination of security and reliability testing (D).

Question: 6
Which of the following testing techniques is most effective for identifying issues with the user interface of a web-based application?

A. Usability testing
B. Accessibility testing
C. Exploratory testing
D. A/B testing

Answer: A
Explanation: Usability testing is the most effective technique for identifying issues with the user interface of a web-based application, as it involves observing real users interacting with the application and gathering their feedback and experiences.

Question: 7
Which of the following is the MOST effective way to ensure the quality of a software system when using an Agile development approach?

A. Implementing a comprehensive set of automated regression tests.
B. Conducting frequent code reviews and pair programming sessions.
C. Establishing a dedicated quality assurance team to oversee the testing process.
D. Incorporating user acceptance testing as a mandatory step in the sprint review.

Answer: B

Explanation: The most effective way to ensure the quality of a software system when using an Agile development approach is to conduct frequent code reviews and pair programming sessions. These practices promote collaboration, knowledge sharing, and ongoing code quality checks, which are crucial in an iterative development environment where changes are frequent. Automated regression testing, dedicated QA teams, and user acceptance testing are also important, but the continuous code review and pair programming are the most effective quality assurance practices in an Agile context.

Question: 8
What is the primary purpose of the Stress Test?

A. To validate that individual software components work as expected.
B. To verify that the complete system meets the specified requirements.
C. To identify security vulnerabilities in the system.
D. To evaluate the system's behavior under extreme load conditions.

Answer: D

Explanation: The primary purpose of the Stress Test is to evaluate the system's behavior under extreme load conditions, such as high user volumes, large data sets, or excessive resource utilization. This type of testing helps identify the system's breaking point and ensures it can handle unexpected or peak usage scenarios.

Question: 9
During the testing of a new enterprise resource planning (ERP) system, you discover a defect that causes incorrect financial data to be reported. Which of the following is the most appropriate next step?

A. Document the defect and continue with other testing.
B. Notify the development team and wait for their instructions.
C. Escalate the issue to the project manager and suspend all testing.
D. Attempt to reproduce the defect and report it to the financial testing team.

Answer: D
Explanation: The most appropriate next step is to attempt to reproduce the defect and report it to the financial testing team. This is crucial to ensure the accuracy and reliability of the financial data in the ERP system.

Question: 10
Which of the following testing techniques is most effective for identifying usability issues in a mobile application?

A. Heuristic evaluation
B. Cognitive walkthrough
C. Usability testing
D. Accessibility testing

Answer: C
Explanation: Usability testing is the most effective technique for identifying usability issues in a mobile application, as it involves observing real users interacting with the app and gathering their feedback and experiences.

Question: 11
Which of the following is a key benefit of using the Behavior-Driven Development (BDD) approach?

A. It ensures that all possible test cases are executed.
B. It reduces the overall cost of testing.
C. It promotes a shared understanding of the system's expected behavior.
D. It guarantees the discovery of all software defects.

Answer: C

Explanation: A key benefit of the Behavior-Driven Development (BDD) approach is that it promotes a shared understanding of the system's expected behavior among all stakeholders, including the development team, testers, and business representatives. This is achieved through the use of natural language-based specifications (e.g., user stories, scenarios) that describe the system's behavior from the user's perspective.

Question: 12
Which of the following review types would be recommended at the start of each Sprint, for the reason given?

A. An inspection, to find errors in the user-stories.
B. A management review, to check that the user-stories will accurately reflect the rules for accessibility.
C. A walkthrough of the set of user-stories, to ensure that the developers and testers understand what is to be built.
D. A technical review of the test plan, to ensure that the developers are aware that they must produce good quality code.

Answer: C

Explanation: A walkthrough of the set of user-stories at the start of each Sprint is recommended to ensure that the developers and testers have a common understanding of what is to be built. This helps align the team and sets the stage for effective collaboration during the Sprint.

Question: 13
In the context of usability testing, what is the primary purpose of conducting user interviews?

A. To gather feedback on the system's functionality and features
B. To identify potential usability issues based on established design principles
C. To measure the effectiveness of the user interface in achieving user goals
D. To obtain in-depth insights into the users' experiences and pain points

Answer: D
Explanation: User interviews in usability testing are conducted to obtain detailed, qualitative feedback from users about their experiences, perceptions, and pain points while using the system.

Question: 14
What is the main purpose of using a test management tool in software testing?

A. To manage the execution of test cases
B. To generate detailed test reports
C. To track the progress of testing activities
D. All of the above

Answer: D
Explanation: The main purpose of using a test management tool in software testing is to manage the execution of test cases, generate detailed test reports, and track the progress of testing activities.

Question: 15
In the context of usability testing, what is the primary purpose of conducting a think-aloud protocol?

A. To gather feedback on the system's functionality and features

B. To identify potential usability issues based on established design principles
C. To measure the effectiveness of the user interface in achieving user goals
D. To obtain in-depth insights into the users' thought processes and decision-making while using the system

Answer: D
Explanation: The think-aloud protocol involves having users verbalize their thoughts, feelings, and decision-making processes while they interact with the system, which provides valuable insights into the users' experiences and cognitive processes.

Here are 30 high-difficulty multiple-choice questions for the ISEB Software Testing Intermediate (ISEBSWTINT-001) exam:

Question: 16

Case Study: Scenario
A bank is upgrading its systems to include an on-line investment service, allowing investors to trade with each other, in a mini-stock market environment.
The upgrade will be carried out using Agile development (within the Scrum framework). Here, the iterations are referred to as Sprints. For each Sprint the required functionality will be defined as a set of user-stories. The user stories are typically 1-2 lines long, indicating what the business wants the system to do. These user stories will be built then tested.
There will be 3 Sprints:
1- Creation of the mini-stock market trading environment.
2- Creation of additional front-end enhancements.
3- Linking to stock exchange for pricing.
You are the test manager. You lead a team of 4 testers, and there are 6 developers. Your team has worked on Agile projects previously, and on average, Sprints usually last 4 weeks. At the end of all Sprints, a full end to end

test is carried out. This is called the E2E test phase. You are worried that 4 weeks will not be sufficient time for the first Sprint.

Which of the following is the MOST appropriate action for you to take as the test manager?

A. Inform the project manager that the first Sprint will take longer than 4 weeks.
B. Suggest that the number of user stories in the first Sprint be reduced.
C. Recommend hiring additional testers to complete the testing in 4 weeks.
D. Request the development team to work overtime to complete the Sprint on time.

Answer: A

Explanation:
The correct answer is A - Inform the project manager that the first Sprint will take longer than 4 weeks.
As the test manager, you have identified that the 4-week Sprint duration may not be sufficient for the first Sprint, which involves creating the mini-stock market trading environment. This is a critical piece of functionality, and it's important to set realistic expectations with the project manager.
The other options are not the most appropriate actions:
B. Suggesting to reduce the number of user stories in the first Sprint may not be the best solution, as it could lead to cutting important functionality.
C. Recommending to hire additional testers may not be feasible in the short term and may not address the underlying issue of the Sprint duration being too short.
D. Requesting the development team to work overtime is not a sustainable solution and could lead to quality issues or team burnout.
By informing the project manager about the concern with the Sprint duration, you can work together to adjust the plan, potentially extend the Sprint length, or re-prioritize the user stories to ensure the critical functionality is delivered.

This proactive and transparent approach is the most appropriate action for the test manager to take.

Question: 17
What is the primary purpose of using a defect management process in software testing?

A. To track the progress of test case execution
B. To manage the configuration of the test environment
C. To identify and resolve defects in the software
D. To generate detailed test reports

Answer: C
Explanation: The primary purpose of using a defect management process in software testing is to identify and resolve defects in the software, ensuring that the quality of the product is maintained throughout the development lifecycle.

Question: 18
A software testing team is defining the approach for security testing of a new web-based application. Which of the following should be the MAIN focus?
A. Identifying potential vulnerabilities in the application's code.
B. Verifying the effectiveness of the application's authentication and authorization mechanisms.
C. Ensuring the application's compliance with industry-standard security protocols.
D. Performing penetration testing to assess the application's resistance to external attacks.

Answer: B
Explanation: The main focus of the security testing approach for the new web-based application should be verifying the effectiveness of the application's authentication and authorization mechanisms. Ensuring the secure access and

management of user privileges is a critical security requirement for web applications. While identifying code vulnerabilities, verifying compliance with security protocols, and performing penetration testing are all important, the primary focus should be on the robustness of the authentication and authorization controls, as they form the foundation of the application's security.

Question: 19
What is the primary purpose of conducting code reviews in software testing?

A. To identify and fix coding errors
B. To ensure the adherence to coding standards
C. To improve the testability of the code
D. All of the above

Answer: D
Explanation: The primary purpose of conducting code reviews in software testing is to identify and fix coding errors, ensure the adherence to coding standards, and improve the testability of the code.

Question: 20
What is the primary purpose of using a risk-based approach to software testing?

A. To improve test coverage
B. To reduce testing costs
C. To align testing with business priorities
D. To enhance test automation efforts

Answer: C
Explanation: The primary purpose of using a risk-based approach to software testing is to align the testing efforts with the business priorities and critical areas of the software, ensuring that the most important aspects are tested thoroughly.

Question: 21

Case Study: Scenario
A bank is upgrading its systems to include an on-line investment service, allowing investors to trade with each other, in a mini-stock market environment.
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There will be 3 Sprints:
1- Creation of the mini-stock market trading environment.
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3- Linking to stock exchange for pricing.
You are the test manager. You lead a team of 4 testers, and there are 6 developers. Your team has worked on Agile projects previously, and on average, Sprints usually last 4 weeks. At the end of all Sprints, a full end to end test is carried out. This is called the E2E test phase. You are worried that 4 weeks will not be sufficient time for the first Sprint.

During the E2E test phase, the test team identifies several defects that were not found during the individual Sprint testing.

What is the MOST appropriate action the test manager should take in this situation?

A. Escalate the defects to the project manager and request an extension to the project timeline.
B. Hold a retrospective meeting with the development and test teams to identify the root causes.
C. Recommend the business stakeholders accept the defects and go live with the system.

D. Assign the test team to work overtime to fix the defects before the final delivery.

Answer: B

Explanation:
The correct answer is B - Hold a retrospective meeting with the development and test teams to identify the root causes.
During the E2E test phase, the test team has identified several defects that were not found during the individual Sprint testing. This indicates that there may be gaps or issues in the testing approach or coordination between the development and test teams.
The most appropriate action for the test manager in this situation is to hold a retrospective meeting with the development and test teams. This allows the team to:
Analyze the root causes of the defects that were missed during the Sprint testing.
Identify any process, communication, or coordination issues that may have contributed to the defects.
Discuss lessons learned and determine what changes or improvements can be made to the testing approach or team collaboration for future Sprints.
This collaborative and reflective approach helps the team understand the underlying issues and develop a plan to address them, rather than just escalating the defects or trying to fix them through overtime.
The other options are not as effective:
A- Escalating the defects to the project manager and requesting an extension may be necessary if the defects are severe, but should not be the first step without understanding the root causes.
C- Recommending the business stakeholders accept the defects is not a responsible solution and could lead to significant issues in the live system.
D- Assigning the test team to work overtime is not a sustainable solution and may not address the underlying causes of the defects.
By holding a retrospective meeting with the development and test teams.

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