

# Sample Exam - Questions

## ISTQB® Acceptance Testing Syllabus

### Foundation Level

Exam ID: A

Version 1.1

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International Software Testing Qualifications Board

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Provided by International Qualification Board for Business  
Analysis

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Exam Working Group 2019

## Document Responsibility

The ISTQB® Examination Working Group is responsible for this document.

## Acknowledgements

This document was produced by a core team from the International Software Testing Qualifications Board Examination Working Group: Foundation Level Acceptance Testing Working Group: 2017 - 2019

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## Revision History

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Version	Date	Remarks
1.0	22 March, 2019	First version
1.1	6 November, 2019	Correction of question 25

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## Introduction

### Purpose of this document

The sample questions and answers and associated justifications in this sample exam set have been created by a team of Subject Matter Experts and experienced question writers with the aim of assisting ISTQB® Member Boards and Exam Boards in their question writing activities.

These questions cannot be used as-is in any official examination, but they should serve as guidance for question writers. Given the wide variety of formats and subjects, these sample questions should offer many ideas for the individual Member Boards on how to create good questions and appropriate answer sets for their examinations.

### Instructions

The question set is organized in the following way:

- Question - including any scenario followed by the question stem
- Answer Set
  
- Answers, including justification are contained in a separate document

## Questions

### Question #1 (1 Point)

Which one of the following statements describes the relation between business goals, business needs and requirements BEST?

- a) Business goals and business needs are synonyms.
- b) Business goals, business needs and requirements describe at different levels of abstraction, what shall be achieved.
- c) Business needs address the business solution whereas business requirements define the business problem or opportunity.
- d) To derive the business needs, the business analyst first has to understand the business goals and requirements.

Select ONE option.

### Question #2 (1 Point)

Which one of the following statements regarding acceptance criteria is true?

- a) Acceptance criteria are specific to agile frameworks where they correspond to functional requirements.
- b) Testers should not be involved in writing acceptance criteria to make sure that the test is independent.
- c) In acceptance test-driven development (ATDD), acceptance criteria replace acceptance tests.
- d) Acceptance criteria specify what shall be tested to verify that a requirement or user story has been implemented correctly.

Select ONE option.

### Question #3 (1 Point)

Which one of the following statements regarding the quality of requirements is MOST correct?

- a) Vague or ambiguous requirements may lead to misunderstandings both during implementation and testing.
- b) In Agile development lifecycle models, requirement engineering becomes less important due to the product owner role.
- c) INVEST is a technique that ensure the quality of user stories or requirements, thus replacing regular reviews.
- d) Testers may complete unclear requirements by assumptions, as long as they discuss those assumptions with at least one stakeholder.

Select ONE option.

### Question #4 (1 Point)

How does ISTQB CTFL test activities relate to the IQBBA FL business analysis and requirements engineering activities?

- a) Business analysts who follow the IQBBA requirements engineering process will not be involved in designing test cases.
- b) Business analysts and tester have to decide, whether they follow the IQBBA or ISTQB lifecycle processes, because they exclude each other.
- c) The IQBBA solution evaluation phase precedes the ISTQB test implementation and test execution activities.
- d) Test analysis and test design activities may result in changes of acceptance criteria.

Select ONE option.

### Question #5 (1 Point)

Which one of the following statements describes the collaboration between business analysts and testers BEST?

- a) Business analysts collaborate on test planning and risk analysis to ensure that further on, appropriate test cases are developed and prioritized.
- b) Business analysts usually cannot review acceptance tests, because they do not understand the technical details.
- c) Testers participate in identifying business needs of stakeholders to better understand the business needs and related requirements.
- d) Once the requirements and acceptance criteria have been defined, business analysts are no longer involved in testing activities.

Select ONE option.

### Question #6 (1 Point)

Which one of the following statements regarding ATDD / BDD is true?

- a) Behavior-Driven Development (BDD) considers acceptance test design as an activity to be handled by the test team after requirements have been finalized.
- b) In both Acceptance-Test Driven Development (ATDD) and Behavior-Driven Development (BDD), test cases provide examples of product use.
- c) In Acceptance-Test Driven Development (ATDD), test cases are written prior to the acceptance criteria.
- d) In both Acceptance-Test Driven Development (ATDD) and Behavior-Driven Development (BDD), acceptance test cases are written by a test automation engineer as test automation code.

Select ONE option.

### Question #7 (1 Point)

As a tester you participate in the project of the decision support system for granting a loan. You are asked to review the acceptance criteria for the following requirement:

REQ 3.28. The automated system records critical credit application data (CCAD) needed to support application screening.

Assume that it is well known what kind of data CCAD are. Which of the following would be the BEST example of an acceptance criterion for this requirement?

- a) The CCAD are stored in the MySQL relational database after each successful data entry procedure.
- b) The CCAD is not recorded if it is incomplete and a message is displayed.
- c) The CCAD record process is quick and reversible.
- d) The process for collecting CCAD meets corporate usability guidelines.

Select ONE option.

### Question #8 (1 Point)

As an acceptance tester you are analyzing the following user story for a computer web-based mass multiplayer role-playing game:

As an unregistered player

I want to be able to register myself by defining my e-mail, login and password in a registration form so that I become a registered player

Consider the following propositions of the acceptance criteria:

- i. a registration form is displayed on the screen.
- ii. the form is written in the Groovy language; the cursor is initially set on the 'login' field; after pushing the TAB button the cursor switches to 'password', 'repeat password', 'mail', and 'repeat mail' forms.
- iii. I cannot register myself if the login I choose is used by another player.
- iv. after successful registration process I am informed about it by an e-mail.

Which of the above statements would you consider as well-written acceptance criteria?

- a) only i) and iii)
- b) only ii)
- c) only ii) and iv)
- d) only i), iii) and iv)

Select ONE option.



### Question #9 (1 Point)

Which one of the following statements describes correctly how acceptance testing may be augmented with other test techniques or approaches?

- a) In a model-based testing approach, acceptance tests are generated from graphical or textual models.
- b) In a priority-based testing approach, prioritization of acceptance tests depends on identified product risks.
- c) In a risk-based testing approach, acceptance criteria are derived from the tester's experience and intuition.
- d) In a black-box testing approach, acceptance test scenarios follow the implemented sequence of function calls in the code.

Select ONE option.

### Question #10 (1 Point)

Which one of the following test design techniques fits accepting testing purposes BEST?

- a) static code analysis
- b) input validation
- c) equivalence partitioning
- d) defect-based test design

Select ONE option.

## Question #11 (1 Point)

Assume you are testing functionality of the interface of an elevator. One of the requirements is that the elevator can work only if the total weight of the passengers does not exceed 200 kg. The elevator can reach the following floors: Ground Floor, 1st floor and 2nd floor. You want to create an acceptance test using the Gherkin language. You can use the following phrases for this purpose:

- i. the total weight of passengers is greater than 200 kg
- ii. the elevator is on the Ground Floor
- iii. a button '1st floor' was pressed
- iv. the elevator goes to the 1st floor
- v. a passenger standing at the 2nd floor calls the elevator
- vi. a message 'too many passengers' is displayed on the screen

Which of the following statements correctly matches constructs of Given/When/Then with a relevant phrase in order to create a correct test case for the given requirement?

- a) GIVEN ii)  
WHEN i)  
THEN vi)
- b) GIVEN ii)  
WHEN iv)  
THEN v)
- c) GIVEN iii)  
WHEN ii)  
THEN iv)
- d) GIVEN ii)  
WHEN v) AND vi)  
THEN i)

Select ONE option.

### Question #12 (1 Point)

Which of the following is the BEST example of a Gherkin-style test for a web-based banking application?

- a) GIVEN I have \$5000 on my personal account X  
AND I have \$200 on my personal account Y  
WHEN I transfer \$1000 from X to Y  
THEN I should have balance \$4000 on my personal account X  
AND I should have balance \$1200 on my personal account Y
- b) GIVEN I have \$5000 on my personal account X  
AND I have \$200 on my personal account Y  
WHEN I click 'Make transfer' button  
AND I enter '3000' into 'Amount' field  
AND I enter 'X' into 'From which account' field  
AND I enter 'Y' into 'To which account' field  
AND I click 'Confirm transaction' button  
THEN I should have balance \$2000 on my personal account X  
AND I should have balance \$3200 on my personal account Y
- c) GIVEN I have \$5000 on my personal account X and \$600 on my personal account Y  
WHEN I transfer \$500 from Y to X  
THEN I should have balance \$4500 on X and balance \$1100 on Y
- d) GIVEN I have \$5000 on my personal account X  
WHEN I have \$600 on my personal account Y  
THEN I have \$5600 in total on my personal accounts X and Y

Select ONE option.

### Question #13 (1 Point)

In Agile an exploratory test session is conducted. Which one of the following concepts applies BEST?

- a) pair programming
- b) refactoring
- c) planning poker
- d) timeboxing

Select ONE option.

### Question #14 (1 Point)

Which one of the following statements describes an exploratory test charter BEST?

- a) Indicating that the tester should take the role of a novice user can be part of an exploratory test charter.
- b) The test charter is elaborated during the testing session according to test execution results.
- c) Each exploratory test charter is based on a previously defined list of activities that would be interesting to test.
- d) Acceptance testers use the exploratory test charter during the testing session to define the test oracle.

Select ONE option.

### Question #15 (1 Point)

How are beta testing and acceptance testing related?

- a) Beta testing is a synonym for acceptance testing used in specific application domains.
- b) Beta testing should include predefined acceptance test scenarios based on acceptance criteria.
- c) Beta testing allows the product to be tested in realistic business configurations and contexts.
- d) Beta testing is a systematic approach to acceptance testing and provides measurable coverage of the user stories.

Select ONE option.

### Question #16 (1 Point)

Which one of the following statements defines beta testing BEST?

- a) Beta testing is performed by developers at the customer's location.
- b) Beta testing takes place early in the development process to acquire feedback from the market.
- c) During beta testing, genuine users define the acceptance criteria for various realistic configurations.
- d) Beta testers discover defects in the product that escaped during the development process.

Select ONE option.

### Question #17 (1 Point)

Suppose you are testing a new professional exam support system. As input the system takes two grades from two exams. For each exam the possible grade is 0 or 1 point. As output the system returns a single string – the decision about the entitlements: if the total score is 2, the candidate receives full entitlements. If the total score is 1, she receives partial entitlements. If the total score is 0, the candidate fails and receives no entitlements.

Which of the following is the correct Decision Model and Notation (DMN) model for this situation?

a)

Entitlements table			
	Inputs		Outputs
u	Exam #1	Exam #2	Entitlements
1	0	0	No
2	0	1	Partial
3	1	0	Partial
4	1	1	Full

b)

Entitlements table	
Exam result	Entitlements
0	No
1	Partial
2	Full

c)

Entitlements table					
	Inputs		Outputs		
u	Exam #1	Exam #2	No entitlements	Partial entitlements	Full entitlements
1	0	0	YES	NO	NO
2	0	1	NO	YES	NO
3	1	0	NO	YES	NO
4	1	1	NO	NO	YES

d)

Entitlements table				
rule	Exam #1	Exam #2	Result	Output
1	e1	e2	e1 + e2	0: no 1: partial 2: full

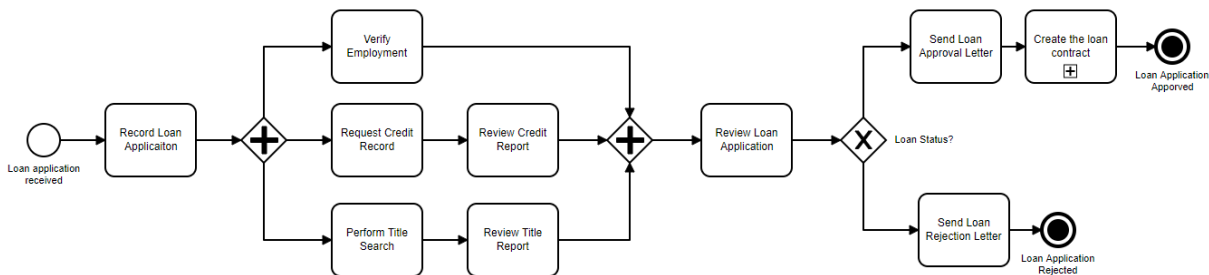
Select ONE option.

## Question #18 (1 Point)

Assume you would like to create a model describing a loan request process in a bank.

The loan request process starts when the customer submits a loan application. The bank then reviews the application. Regardless of whether the loan request is approved or not, a letter is sent to inform the customer of the decision. If the request is approved, the loan contract is created.

You have drawn the following business process model using BPMN 2.0.



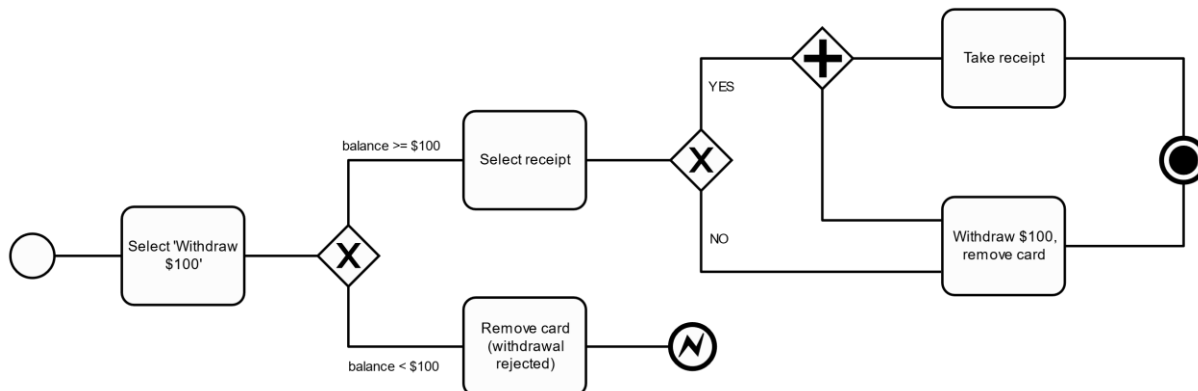
Which one of the following sentences is true with respect to this process model?

- a) Verifying employment is not done when the loan status is rejected.
- b) Creating the loan contract is defined as a sub-process.
- c) Performing title search and requesting credit report are sequential tasks.
- d) A review credit report is optional when reviewing the loan application.

Select ONE option.

### Question #19 (1 Point)

As an acceptance tester you want to test the \$100 withdrawal process described by the following Business Process Model and Notation (BPMN) model.



You would like to achieve the following coverage criterion “execute all possible process tasks”. Consider the following test cases:

Test 1: balance = \$100, receipt = YES

Test 2: balance = \$120, receipt = NO

Test 3: balance = \$85

Test 4: balance = \$20, receipt = YES

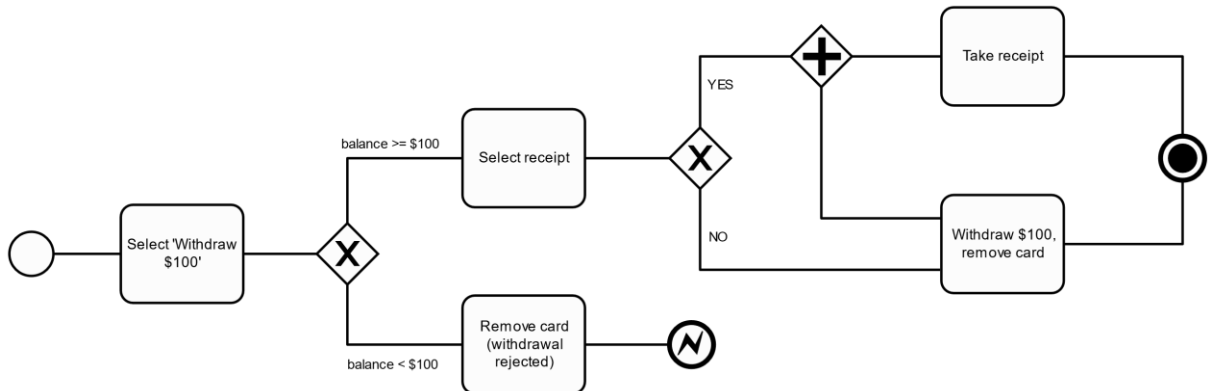
Which of the following is the minimal set of test cases allowing to achieve required coverage?

- a) Test 1, Test 3
- b) Test 1, Test 2, Test 3
- c) Test 2, Test 4
- d) Test 1, Test 2, Test 4

Select ONE option.

## Question #20 (1 Point)

As an acceptance tester you want to test the \$100 withdrawal process described by the following BPMN model.



You would like to achieve decision coverage. Consider the following test cases:

Test 1: balance = \$100, receipt = YES

Test 2: balance = \$99

Test 3: balance = \$120, receipt = NO

Test 4: balance = \$2500, receipt = YES

Which of the following is the minimal set of test cases allowing to achieve full decision coverage?

- a) Test 1, Test 2, Test 4
- b) Test 1, Test 2
- c) Test 2, Test 3
- d) Test 1, Test 2, Test 3

Select ONE option.

## Question #21 (1 Point)

Which one of the following statements regarding the graphical representation of business processes is true?

- a) Using decision tables in BPMN allows defining test conditions corresponding to the business rules under test.
- b) Graphical representations of business processes must describe the complete workflow in detail, including alternative and error scenarios.
- c) For acceptance testing, graphical business process models should focus on the user workflows to be tested.
- d) Business processes should be described graphically using the DMN standard and completed with decision tables.

Select ONE option.



### Question #22 (1 Point)

What is considered as good practice regarding business process modeling?

- a) Keeping all model element in one diagram considerably improves the readability of BPMN models.
- b) BPMN diagrams and DMN tables should include information such as traceability to user stories.
- c) Links to requirements or risks should be well separated from the workflow description.
- d) Business analysts should finalize their process models before showing them to acceptance testers.

Select ONE option.

### Question #23 (1 Point)

Your company wants to establish a new human resources management application. As tester, you propose to use an ATDD approach and to use business process models for test case design.

Which of the following statements is the LEAST meaningful argument for this approach?

- a) The process models will help testers to understand the use cases to be tested.
- b) Testers will be able to show test coverage directly within the graphical representation of business processes.
- c) Business process models will make it easier to detect defects in the application code.
- d) As business process models will be updated to maintain the tests, they will be a living documentation of the product.

Select ONE option.

### Question #24 (1 Point)

Which of the following sentences explains BEST how business process and business rule modeling can be used for ATDD?

- a) In an ATDD approach, business process/rule models must be created before the project starts.
- b) In an ATDD approach, business process models replace acceptance criteria.
- c) In an ATDD approach, testers use business process and business rule models to generate acceptance tests.
- d) In an ATDD approach, process models are created for initial test design but are not maintained afterwards.

Select ONE option.

### Question #25 (1 Point)

Given the following attributes:

- i. commercializability
- ii. functional suitability
- iii. viability
- iv. reliability
- v. security
- vi. cognitive ability
- vii. maintainability

Which one of the following answers contains quality attributes that are MOST relevant for acceptance testing?

- a) ii, v and vi
- b) ii, v and vii
- c) i, ii and vi
- d) iii, iv and v

Select ONE option.

### Question #26 (1 Point)

The standard ISO 25010 defines a quality in use model with characteristics and subcharacteristics. Which elements of the following list is a characteristic of quality in use according to this standard?

- a) Efficiency
- b) Usability
- c) Compatibility
- d) Portability

Select ONE option.

### Question #27 (1 Point)

Which of the following statements corresponds BEST to a UX requirement analysis activity?

- a) Personas are used to analyze products or solutions from competitors.
- b) User profiles are used to determine different levels of business knowledge.
- c) Security requirements are derived from usage scenarios.
- d) Environmental conditions such as light conditions are obtained from a task analysis.

Select ONE option.

### Question #28 (1 Point)

Which one of the following scenarios characterizes UX task analysis BEST?

- a) Users are qualified depending on their physical and intellectual characteristics.
- b) Use cases are analyzed and represented through business process models.
- c) External conditions are considered as input for subsequent design steps.
- d) Inspirations from similar sectors are sought to identify successful solutions.

Select ONE option.

### Question #29 (1 Point)

Which one of the following usability testing techniques matches the test objective BEST?

- a) Expert reviews help to understand how users interact with a system and what is more or less visible.
- b) Biometrics-based evaluation help to understand retrospectively, how users interacted with the system and to improve it.
- c) Log file analysis performed by usability experts identifies strong points of an interface that attract the user's attention.
- d) Walkthrough and thinking aloud methods can indicate difficulties users experience with certain tasks.

Select ONE option.

### Question #30 (1 Point)

Which one of the following statements regarding performance testing is MOST correct?

- a) Depending on the model used to simulate the workload, performance tests are called load, stress or endurance / stability tests.
- b) Performance testing aims to determine a system's robustness against malicious attacks.
- c) The performance of the system is measured in a context that reflects, as far as possible, representative operating conditions.
- d) The performance test results serve to determine hardware and software performance requirements.

Select ONE option.

### Question #31 (1 Point)

Which one of the following combinations of given perspective and statement matches BEST?

- a) From a business perspective, computing power and architecture are major parameters for fine-tuning the system.
- b) From a user perspective, missing feedback from the system when processing a request it is a problem.
- c) From a technical perspective, the number of concurrent user and the types of transactions performed are major elements.
- d) From a business perspective, the choice of performance test tools strongly depends on the applied test techniques.

Select ONE option.

### Question #32 (1 Point)

Which one of the following acceptance criteria relates to security requirements?

- a) The system's response time shall not exceed 3 seconds.
- b) The system shall be web-based.
- c) The graphical user interface shall comply with corporate style guides.
- d) Normal users shall have restricted access to private data.

Select ONE option.

### Question #33 (1 Point)

The project team is currently facing a difficult situation originating from their difficulty in envisioning the future and the necessary steps to reach it together with a certain loss of motivation due to a strong feeling of stagnation. You try to unlock the situation by proposing a workshop. Which one would fit the best?

- a) You ask two volunteers to play a part in front of the team. One will try to defend the project and propose positive arguments and ways forward. The other will do the opposite. You then recapitulate the major arguments of both sides and debate them openly with the team.
- b) You draw a staircase with 11 steps, each of them representing a major milestone of the project. The bottom of the stairs corresponds to the first day of the project and the upper step means that the project is released. You locate the present situation in the middle of the stairs. The team is asked to identify and discuss the major steps down and up.
- c) You organize a day out with challenging physical exercises practiced in teams followed by an afterwork dinner and drink. After all, nothing is best for motivation than hard times together, strong common objectives and a promise of good time.
- d) You visualize all remaining major milestones of the project, starting with today and ending with project release. Then, you ask the team to identify and discuss the necessary actions to move forward from the present situation and to reach the milestones.

Select ONE option.

### Question #34 (1 Point)

You are leading a brand new project team whose members are coming from all over the organization and have no former experience in working together. You need to build a common vision and team spirit. What workshop would fit BEST:

- a) You invite the team members and ask them to design their own (team-wise) emblem representing their values, beliefs, goals, tasks together than a common motto.
- b) You invite every member in turn to describe his/her past experience and his/her major achievements in the organization or in their former job.
- c) You ask every member in turn to write down three things he/she likes and dislikes in the organization and to post them on a wall. A volunteer is then chosen to read randomly some posts that are then discussed with the group.
- d) You draw a staircase with 11 steps, each of them representing a major milestone of the project. The bottom of the stairs corresponds to the first day of the project and the upper step means that the project is released. You locate the present situation in the top of the stairs. The team is asked to identify and discuss the major steps downwards.

Select ONE option.

### Question #35 (1 Point)

Which of the following statements regarding defects is MOST correct?

- a) Regular meetings between business analysts and testers are necessary to report discrepancies between actual and expected outcome.
- b) Testers should provide accurate information regarding the difference between the expected test result and the actual result.
- c) If the defect turns out to be a bug, the tester writes a defect report and sends it to the business analyst for further investigation.
- d) The tester should analyze the potential impact of a defect on system usage, before communicating it to the business analyst.

Select ONE option.

### Question #36 (1 Point)

Which of the following activities is most likely performed by the business analyst as part of defect analysis?

- a) Identify the requirements / user stories that are not satisfied.
- b) Assess the impact of corrective actions on other parts of the system's implementation.
- c) Analyze the function that failed step by step to identify the cause of the defect.
- d) Check, whether other paths in the business process model perform as intended.

Select ONE option.

### Question #37 (1 Point)

Which of the following information is most likely part of an acceptance test summary report?

- a) Information to evaluate the level of risk for product release.
- b) Technical details on defect fixes.
- c) Test strategy and test design methods.
- d) Test procedure information.

Select ONE option.

### Question #38 (1 Point)

Which of the following techniques is most likely applied to ensure the quality of acceptance testing activities?

- a) Review of the source code to ensure traceability of user stories to system components.
- b) Verification of the traceability between user stories and test cases to make sure it is up to date.
- c) Checklist-based verification of requirements to ensure their completeness and quality.
- d) Eye tracking to verify the feasibility of previously defined user acceptance tests.

Select ONE option.

### Question #39 (1 Point)

Which one of the following sentences describes BEST a major advantage when business analysts and testers review the acceptance criteria together?

- a) A shared vision between the business analyst and the tester on acceptance criteria facilitates the design of acceptance test cases.
- b) A joint review ensures that non-functional quality criteria are taken into account.
- c) The review of acceptance criteria helps to verify that acceptance test cases cover business processes, business rules and business risks.
- d) The review of acceptance criteria is a good practice to improve the quality of test reports.

Select ONE option.

### Question #40 (1 Point)

Which tool fits the mentioned acceptance test activities BEST?

- a) Requirements management tools for managing acceptance test execution campaigns.
- b) Test management and automation tools for business process model-based acceptance test generation.
- c) Business process management tools for modeling business processes and rules.
- d) Model-based testing tools for managing incidents.

Select ONE option.