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Level- Test Manager (2012)

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QUESTION 1

Which of the following statements about management of product quality risks in mature organizations with respect to the lifecycle, is true?

- A. Mature organizations address product quality risks associated to non-functional characteristics only during the system test phase.
- B. Mature organizations are aware that the contribution of testing to analysis of product quality risks is very important. The analysis should occur throughout the entire life cycle.
- C. Mature organizations don't waste time identifying the sources of risks. They only focus on identifying product quality risks.
- D. Mature organizations are aware that risk management of product quality risks only occurs during testing.

Correct Answer: B

QUESTION 2

You are following a risk-based testing strategy. The test execution time is very limited. Assume that all the product risk items require more or less the same level of test effort.

Product Risk Item	Likelihood	Impact
The system does not accept transactions coming from the IVR channel	1	5
The system does not correctly charge a Smart Card with the required contents	2	5
The system does not activate a pre-activated Smart Card	3	5
The system does not pre-activate a Smart Card	5	3

Which of the following answers describes the best execution schedule in this scenario?

- A. 1- Test the acceptance of transactions coming from the IVR channel 2- Test the correct charge of the Smart Card with the required contents 3- Test the correct pre-activation of the Smart Card 4- Test the correct activation of the Smart Card
- B. 1- Test the correct pre-activation of the Smart Card 2- Test the correct charge of the Smart Card with the required contents 3- Test the correct activation of the Smart Card 4- Test the acceptance of transactions coming from the IVR channel
- C. 1- Test the correct activation of the Smart Card 2- Test the correct pre-activation of the Smart Card 3- Test the correct charge of the Smart Card with the required contents 4- Test the acceptance of transactions coming from the IVR channel
- D. 1- Test the correct pre-activation of the Smart Card 2- Test the correct activation of the Smart Card 3- Test the correct charge of the Smart Card with the required contents 4- Test the acceptance of transactions coming from the IVR channel

Correct Answer: D

QUESTION 3

Assume you are a Test Manager involved in system testing of a CRM application for a Pay-TV company. Currently the application is able to support a proper number of users assuring the required responsiveness. Since the business is expected to grow, you have been asked to evaluate the ability of the application to grow to support more users while maintaining the same responsiveness.

Which of the following tools would you expect to be the most useful at performing this evaluation?

- A. Coverage tools
- B. Test management tools
- C. Static analysis tools
- D. Performance tools

Correct Answer: D

QUESTION 4

Consider the following statements describing the importance of improving the test process:

- I. Test process improvement is important because being focused only on the test process it can provide recommendations to improve the test process itself, but it can't indicate or suggest improvement to areas of the development process.
- II. Test process improvement is important because it is much more effective than software process improvement to improve the quality of a software system.
- III. Test process improvement is important because several process improvement models (STEP, TPI Next, TMMi) have been developed over the years.
- IV. Test process improvement is important because every organization, regardless of the context, should always achieve the maximum level of maturity of testing described in the test improvement models such as TMMi.

Which of the following answers is correct?

- A. I and IV are true; II and III are false.
- B. I, II, III and IV are false.
- C. I, II, and III are true; IV is false.
- D. I, II, and III are false; IV is true.

Correct Answer: B

QUESTION 5

Assume you are the Test Manager for a new software release of an e-commerce application.

The server farm consists of six servers providing different capabilities. Each capability is provided through a set of web services.

The requirements specification document contains several SLAs (Service Level Agreements) like the following:

SLA-001: 99.5 percent of all transactions shall have a response time less than five seconds under a load of up-to 5000 concurrent users

The main objective is to assure that all the SLAs specified in the requirements specification document will be met before system release. You decide to apply a risk-based testing strategy and an early risk analysis confirms that performance is high risk. You can count on a well-written requirements specification and on a model of the system behavior under various load levels produced by the system architect.

Which of the following test activities would you expect to be the less important ones to achieve the test objectives in this scenario?

- A. Perform unit performance testing for each single web service.
- B. Monitor the SLAs after the system has been released into the production environment.
- C. Perform system performance testing, consisting of several performance testing sessions, to verify if all the SLAs have been met.
- D. Perform static performance testing by reviewing the architectural model of the system under various load levels.

Correct Answer: B

QUESTION 6

You are the Test Manager of a project that adopts a V-model with four formal levels of testing: unit, integration, system and acceptance testing.

On this project reviews have been conducted for each development phase prior to testing, which is to say that reviews of requirements, functional specification, high-level design, low-level design and code have been performed prior to testing.

Assume that no requirements defects have been reported after the release of the product.

Which TWO of the following metrics do you need in order to evaluate the requirements reviews in terms of phase containment effectiveness? (Choose two.)

- A. Number of defects found during the requirements review.
- B. Total number of defects attributable to requirements found during unit, integration, system and acceptance testing.
- C. Total number of defects found during functional specification review, high-level design review, low-level design review, code review, unit testing, integration testing, system testing and acceptance testing.

D. Time to conduct the requirements review.

E. Total number of defects attributable to requirements, found during functional specification review, high-level design review, low-level design review, code review, unit testing, integration testing, system testing and acceptance testing.

Correct Answer: AE

QUESTION 7

You are the Test Manager of a new project that will have three formal levels of testing: unit, integration and system testing. The testing strategy you decide to adopt a blend of risk-based testing and reactive testing strategies.

Which of the following answers describes the most consistent example of implementation of this test strategy during the execution of the system tests?

- A. Your test team executes exploratory tests following a session-based test management approach throughout the system test phase.
- B. Your test team executes system tests under the guidance of a sample of users throughout the system test phase.
- C. Your test team executes scripted tests designed and implemented before the execution of the system test phase, to cover the identified product risks. It also performs exploratory testing sessions throughout the system test phase.
- D. Your test team autonomously performs some exploratory testing sessions and, at the very end of the system testing phase, it also executes more system tests under the guidance of a sample of users.

Correct Answer: C

QUESTION 8

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
<i>SOA</i>	80,60	75,60	1,20	3,80	11,70	0,80	10,90
<i>CRM</i>	50,10	18,80	3,20	28,10	14,90	0,70	14,20
<i>BRM</i>	19,20	18,20	0,20	0,80	2,00	0,10	1,90
<i>SMS</i>	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

QUESTION 9

Which of the following is an example of the test closure activity indicated as "lessons learned"?

- A. Archive all the test results of the acceptance testing phase.
- B. Deliver a list of the open defects of a software product released into production to the service desk team.
- C. Participate in a meeting at the end of a project aimed at better managing the events and problems of future projects.
- D. Deliver an automated regression test suite, used during the system test phase of a software product released into production, to the team responsible for maintenance testing.

Correct Answer: C

QUESTION 10

Which one of the following metrics to be produced needs traceability between the test cases and each item in a proper test basis?

- A. Requirements coverage
- B. Trends in the lag time from defect reporting to resolution
- C. Mean time between failures for the system
- D. Cumulative number of reported defects versus cumulative number of resolved defects

Correct Answer: A

QUESTION 11

Consider the following analysis of testing skills performed on four people: Alex, Robert, John and Mark (all the skills have been rated on an ascending scale: The higher the score, the better the skill): Which of these people, based on this analysis, would you expect to be most suitable to work specifically as test designer?

Testing Skills	Alex	Roberta	John	Mark
Planning				
Estimation and Cost of Quality	3	2	2	5
Documentation	3	3	2	5
Quality Risk Analysis/ Management	2	3	2	5
Design/Development				
Behavioral (Black-Box)	3	5	2	2
Structural (White-Box)	3	5	3	1
Static (Reviews and Analysis)	3	4	3	2
Test Automation				
COTS Execution Tools	5	2	4	3
COTS Test Management	5	2	4	3
Test Data Generators	5	2	4	3
Execution				
Manual (Scripted and Dynamic)	3	3	4	3
Automated	3	3	4	3
Test Status Reporting and Metrics	2	4	4	3
Average Testing Skills	3,36	3,17	3,17	3,15

- A. Alex
- B. Roberta
- C. John
- D. Mark

Correct Answer: B

QUESTION 12

You can count on well-written requirements, but you can't count on an adequate contribution of the stakeholders to the

quality risk analysis. You have to mitigate the insufficient contribution of the stakeholders because the risk-based testing approach shall minimize the product risks. Your test team has one expert tester in security testing.

Which of the following test activities would you expect to be the less important in this context?

- A. Extract from the defect tracking system of the previous project all the security defects and failures, and classify them to support design and execution of specific tests.
- B. Automate all functional and non-functional system tests.
- C. Apply systematic and exploratory testing for integration and system test.
- D. Perform exploratory testing sessions with adequate charters covering security aspects.

Correct Answer: B