



Preparation to ISTQB Foundation Level Certification Exam

By Vladimir Arutin

Confirmation bias

Difficult to accept
information that disagrees with currently held beliefs



HUMAN TRAIT

It is a common human
trait to blame the
bearer of bad news



ACTION POINT

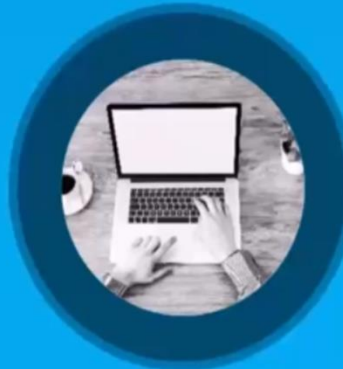
Information about defects
and failures should be
communicated in a
constructive way.

Human Psychology and Testing

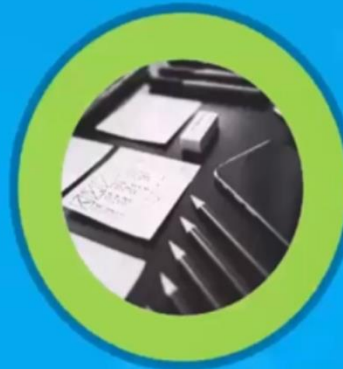
- Try to understand how the other person feels
- Ways to communicate well



*Start with collaboration
rather than battles.
Emphasize the benefits of
testing*



*"Confirm that the other
person has understood
what has been said
and vice versa"*



Communicate test
results and other
findings in a neutral,
fact focused way

Developer's **Mind-sets**



1

To design and build a product

Designing and building solutions

2

3

Confirmation bias makes it difficult to find mistakes in their own work.

Tester's **Mind-sets**



1

Verifying and validating the product

Curiosity, a critical eye, attention to detail

2

3


Motivation for good and positive communications and relationships



CODE OF ETHICS



- **COLLABORATION**
- **USE NEUTRAL, FACT_FOCUSED WAY TO COMMUNICATE WITHOUT CRITICIZING**
- **UNDERSTAND HOW THE OTHER PERSON FEELS AND WHY THEY REACT AS THEY DO**
- **CONFIRM THE OTHER PERSON HAS UNDERSTOOD WHAT YOU'VE SAID AND VICE VERSA**



**Independent testers
increases defect detection
effectiveness**

When reporting faults found to developers, testers should be:

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- B. Firm about insisting that a bug is not a "feature" if it should be fixed
- C. Diplomatic, sensitive to the way they may react to criticism
- D. All of the above

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- B. Able to write software
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- A. Confront the person and ask that other team members be allowed to express their opinions.
- B. Wait for the person to pause, acknowledge the person's opinion, and ask for someone else's opinion.
- C. Switch the topic to an issue about which the person does not have a strong opinion.
- D. Express an opinion that differs from the person's opinion in order to encourage others to express their ideas

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Which of the following attitudes, qualifications or actions would lead to problems (or conflict) within mixed teams of testers and developers, when observed in reviews and tests?

- A. Testers and developers are curious and focused on finding defects.
- B. Testers and developers are sufficiently qualified to find failures and defects.
- C. Testers and developers communicate defects as criticism of people, not as criticism of the software product.
- D. Testers expect that there might be defects in the software product which the developers have not found and fixed.

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- A. Lack of technical documentation
- B. Lack of test tools on the market for developers
- C. Lack of training
- D. Lack of Objectivity

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Benefits of Independent Testing

- A. Independent testers are much more qualified than Developers
- B. Independent testers see other and different defects and are unbiased.
- C. Independent Testers cannot identify defects
- D. Independent Testers can test better than developers

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Which is the MOST important advantage of independence in testing?

- A. An independent tester may find defects more quickly than the person who wrote the software.
- B. An independent tester may be more focused on showing how the software works than the person who wrote the software.
- C. An independent tester may be more effective and efficient because they are less familiar with the software than the person who wrote it
- D. An independent tester may be more effective at finding defects missed by the person who wrote the software.

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- A. Done by the Developer
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- C. Done By Management
- D. Done by an Entity Outside the Project's sphere of influence

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Though activities in the Fundamental test process may overlap or occur concurrently, identify the logical sequential process.

- i. Test Implementation and Execution
- ii. Test Closure activities
- iii. Evaluating exit criteria and reporting
- iv. Test Planning and Control
- v. Test Analysis and Design

- A iv – v – iii – ii – i
- B v – i – iii – ii – iv
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- D v – ii – iii – i – iv

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What is the USUAL sequence for performing the following activities during the Fundamental Test Process?

- a. Analyse the test basis documents.
- b. Define the expected results.
- c. Create the test execution schedule.
- d. Establish the traceability of the test conditions

A d, a, c, b

B a, d, b, c

C a, b, c, d

D a, b, d, c

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What should be taken into account to determine when to stop testing?

- I. Technical risk
- II. Business risk
- III. Project constraints
- IV. Product documentation

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

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