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Status	Finished
Started	Thursday, 20 February 2025, 5:10 PM
Completed	Thursday, 20 February 2025, 5:23 PM
Duration	12 mins 26 secs
Grade	38.00 out of 40.00 (95%)

Question **1**

Correct

Mark 2.00 out of 2.00

A software system has been running successfully in production for several months. However, a hidden defect in the code remains undetected. Under what condition will this defect turn into a failure?

- ☒ a. When the faulty code is executed or processes faulty data ✓
- ☐ b. When a tester discovers the defect during code review
- ☐ c. When a new feature is added to the system
- ☐ d. When the software undergoes routine maintenance

The correct answer is: When the faulty code is executed or processes faulty data

Question **2**

Correct

Mark 2.00 out of 2.00

A company faced financial losses, legal penalties, and a decline in market share due to defective software reaching customers. Based on the cost of quality model, which cost category is most applicable in this scenario?

- ☐ a. Appraisal Costs
- ☐ b. Internal Failure Costs
- ☒ c. External Failure Costs ✓
- ☐ d. Prevention Costs

The correct answer is: External Failure Costs

Question 3

Correct

Mark 2.00 out of 2.00

A company released a software update that introduced a defect, leading to a system failure in production. What is the most effective approach to prevent such issues in future releases?

- ☒ a. Implementing rigorous regression testing before deployment ✓
- ☐ b. Increasing the budget for customer support
- ☐ c. Reducing the scope of future updates
- ☐ d. Eliminating non-essential features to simplify the software

The correct answer is: Implementing rigorous regression testing before deployment

Question 4

Correct

Mark 2.00 out of 2.00

In the CMMI framework, an organization at Maturity Level 1 operates in an ad hoc and unpredictable manner.

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question 5

Correct

Mark 2.00 out of 2.00

Which of the following best describes a "defect" in software quality assurance?

- ☐ a. A failure in the operating environment that affects software performance
- ☐ b. A system breakdown that occurs after deployment
- ☒ c. A problem in software that, if not corrected, could lead to incorrect results or failure ✓
- ☐ d. A human action that produces an incorrect result

The correct answer is: A problem in software that, if not corrected, could lead to incorrect results or failure

Question 6

Correct

Mark 2.00 out of 2.00

The ITIL framework focuses solely on software development and does not cover IT service management.

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question 7

Correct

Mark 2.00 out of 2.00

A project manager wants to ensure that quality requirements are well-defined to avoid misunderstandings between stakeholders. Which of the following characteristics should these requirements have?

- ☐ a. Focused only on functional aspects of the software
- ☐ b. Defined by developers without stakeholder input
- ☒ c. Clearly written and verifiable to avoid different interpretations ✓
- ☐ d. Vague and general to allow flexibility in implementation

The correct answer is: Clearly written and verifiable to avoid different interpretations

Question 8

Correct

Mark 2.00 out of 2.00

Match the Software Quality Concepts with Their Role

Quality Assurance	Ensure standards and quality compliance ⇅	✓
Requirement Traceability	Track requirements across lifecycle ⇅	✓
Code Reviews	Identify and resolve code defects ⇅	✓
User Acceptance Testing	Validate software with end-users ⇅	✓

Your answer is correct.

The correct answer is: Quality Assurance → Ensure standards and quality compliance, Requirement Traceability → Track requirements across lifecycle, Code Reviews → Identify and resolve code defects, User Acceptance Testing → Validate software with end-users

Question 9

Incorrect

Mark 0.00 out of 2.00

A QA team wants to ensure that software meets established technical requirements before deployment. Which of the following techniques should be used?

- ☐ a. Static code analysis
- ☒ b. White-box testing ❌
- ☐ c. Performance benchmarking
- ☐ d. Configuration management

The correct answer is: Performance benchmarking

Question 10

Correct

Mark 2.00 out of 2.00

A company is developing a new banking system and wants to ensure that the software is secure, performs efficiently, and meets industry standards. Based on McCall's Software Quality Factors, which of the following factors should the company focus on?(Note: Marks will be awarded only if the correct number of answers are selected.)

- ☒ Integrity ✔️
- ☐ Usability
- ☐ Flexibility
- ☒ Efficiency ✔️

Your answer is correct.

The correct answers are: Integrity, Efficiency

Question 11

Correct

Mark 2.00 out of 2.00

Which SQA activity helps in detecting defects at an early stage of software development?

- ☐ a. Performance Testing
- ☐ b. Integration Testing
- ☐ c. Load Testing
- ☒ d. Static Code Analysis ✔️

The correct answer is: Static Code Analysis

Question 12

Correct

Mark 2.00 out of 2.00

A software development team is struggling to keep track of evolving customer requirements throughout the project lifecycle. Which of the following strategies would best help them maintain proper traceability?

- ☒ a. Using a traceability matrix to link requirements to design, implementation, and testing ✓
- ☐ b. Documenting requirements only in the initial phase and referring back when needed
- ☐ c. Relying solely on automated tools without stakeholder involvement
- ☐ d. Allowing developers to make requirement changes as needed without formal tracking

The correct answer is: Using a traceability matrix to link requirements to design, implementation, and testing

Question 13

Correct

Mark 2.00 out of 2.00

Match the Cost of Software Quality with Its Purpose.

Prevention Costs	Training employees and improving processes	✓
Internal Failure Costs	Addressing defects before client delivery	✓
Appraisal Costs	Detecting errors through testing and reviews	✓
External Failure Costs	Resolving customer complaints and paying damages	✓

Your answer is correct.

The correct answer is: Prevention Costs → Training employees and improving processes, Internal Failure Costs → Addressing defects before client delivery, Appraisal Costs → Detecting errors through testing and reviews, External Failure Costs → Resolving customer complaints and paying damages

Question 14

Correct

Mark 2.00 out of 2.00

A software company is struggling with frequent software failures reported by customers. To improve quality, they decide to invest in training developers, implementing new quality methodologies, and adopting better development tools. According to the cost of quality model, this investment falls under which category?

- ☐ a. External Failure Costs
- ☐ b. Internal Failure Costs
- ☐ c. Appraisal Costs
- ☒ d. Prevention Costs ✓

The correct answer is: Prevention Costs

Question **15**

Correct

Mark 2.00 out of 2.00

A software development team is working on a critical healthcare application where accuracy and compliance are crucial. To ensure full traceability of requirements, which of the following best practices should they implement? (Note: Marks will be awarded only if the correct number of answers are selected.)

- ☐ Only document initial requirements without updates
- ☒ Maintain a requirement traceability matrix (RTM) ✓
- ☒ Conduct impact analysis before making requirement changes ✓
- ☐ Allow developers to modify requirements without formal tracking

Your answer is correct.

The correct answers are: Maintain a requirement traceability matrix (RTM), Conduct impact analysis before making requirement changes

Question **16**

Correct

Mark 2.00 out of 2.00

Which cost category includes training and tools to prevent software defects?

- ☐ a. Appraisal Costs
- ☐ b. Internal Failure Costs
- ☐ c. External Failure Costs
- ☒ d. Prevention Costs ✓

The correct answer is: Prevention Costs

Question **17**

Correct

Mark 2.00 out of 2.00

A company suffered financial losses because their loyalty program system incorrectly classified too many customers as 'Preferred Customers.' What was the primary cause of this issue?

- ☐ a. Security vulnerabilities in the customer database
- ☐ b. Lack of integration testing with other systems
- ☒ c. Incorrect implementation of a business rule in the software logic ✓
- ☐ d. Poor user acceptance testing

The correct answer is: Incorrect implementation of a business rule in the software logic

Question 18

Correct

Mark 2.00 out of 2.00

What is a key feature of SQA?

- ☐ a. It depends on project deadlines.
- ☐ b. It does not include systematic reviews.
- ☐ c. It focuses only on coding activities.
- ☒ d. It operates independently of project pressures. ✓

The correct answer is: It operates independently of project pressures.

Question 19

Correct

Mark 2.00 out of 2.00

A business faced severe financial losses because a defect in a transaction processing system was not detected during testing. Which SQA principle should have been prioritized to avoid this situation?

- ☐ a. Rely only on manual testing to reduce automation costs
- ☐ b. Increase security testing while ignoring other aspects
- ☐ c. Focus on functional testing only
- ☒ d. Implement early defect detection through a combination of static analysis, unit testing, and integration testing ✓

The correct answer is: Implement early defect detection through a combination of static analysis, unit testing, and integration testing

Question 20

Correct

Mark 2.00 out of 2.00

A company launched an e-commerce platform that frequently crashes during high-traffic sales events, leading to customer complaints and lost revenue. Which cost category in the Cost of Quality model best describes this situation?

- ☐ a. Appraisal Costs
- ☐ b. Internal Failure Costs
- ☐ c. Prevention Costs
- ☒ d. External Failure Costs ✓

The correct answer is: External Failure Costs

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