

ISTQB® CTEL

Test Management

The Expert Level extends the knowledge and experience obtained at the Advanced Level by providing in-depth, practically-oriented certifications in a range of different testing subjects. With Expert Level ISTQB® offers career paths for testers with clearly defined business outcomes.

To obtain Expert Level certification, candidates must have:

- the Foundation Certificate
- an Advanced Certificate depending on the Expert Module desired
- passed the Expert Level Exam
- at least 5 years of practical testing experience
- at least 2 years of industry experience in the specific Expert Level topic

Note that the experience criteria may also be attained after taking the exam. It is recommended, however, that the candidate has gained this practical experience before taking the exam. If a non-public exam is to be taken, completion of Expert Level course is mandatory.

CONTENTS

Part 1 - Strategic Test Management	
Missions, Policies, Strategies and Goals Missions, Policies, Metrics of Success Test Strategies Alignment of Test Policy and Strategy Within Organization	Managing Across the Organization Integrating Tools Across the Organization Quality Management & Testing
Evaluating Effectiveness & Efficiency Effectiveness, Efficiency and Satisfaction Metrics for the Test Policy Objectives	Managing External Relationships Merging Test Strategies with Third Party Organizations
	Domain and Project Factors Test Management Considerations for Lifecycle Models Managing Partial Lifecycle Models
Part 2 - Operational Test Management	
Managing External Relationships Type of External Relationships Contractual Issues Communication Strategies Integrating from External Sources	Test Project Evaluation & Reporting Tracking Information Internal Reporting External Reporting Test Results Reporting and Interpretation Statistical Quality Control Techniques
Project Management Essentials Estimating Effort Balancing Quality Schedule, Budget and Features Implemented Performing Risk Assessment Monitoring and Controlling a Test Project	Domain and Project Factors Release Considerations
	Evaluating Effectiveness & Efficiency Project Retrospectives
Part 3 - Managing the Test Team	
Managing the Test Team Building the Test Team Developing the Test Team Leading the Test Team	Managing Across the Organization Advocating for the Test Team Placing the Test Team in the Organization Creating and Building Stakeholder Relationships Handling Ethical Issues

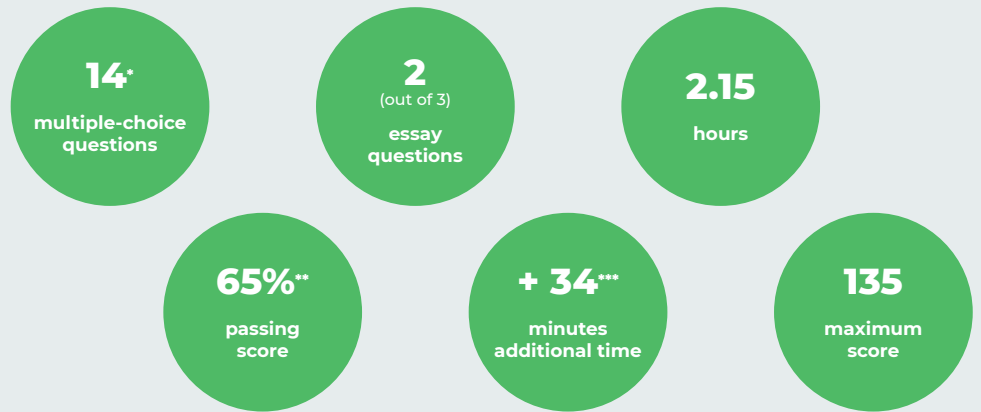
EXAM STRUCTURE

This exam comprises three individual parts, which require three separate examinations. The three structures are the same and are outlined below:

* part 3 has 16 questions

** 88 points or more

*** Only for participants that take the exam not in their spoken language



BUSINESS OUTCOMES

- Lead the test management within an organization, project or program to identify and manage critical success factors with management commitment at CEO/Board level
- Take appropriate business-driven decisions on a test management strategy and implement organization wide commitment and compliance based on quality KPIs
- Assess the current status of the test management, propose step-wise improvements and show how these are linked to achieving business goals within the organizational context of test management (organization or project/program)
- Set up a strategic policy for improving the test management and the testing, and implement that policy in an organization
- Analyze specific problems with the test management and its alignment with other roles or management areas in the project/organization, and propose effective solutions
- Create a master test plan with matching governance dashboard to meet or exceed the business objectives of the organization or a project/program
- Develop innovative concepts for test management (project) organizations which include required roles, skills, methodologies (tools) and organizational structure
- Establish a standard process for implementing test management in an organization (project/program) with standardized delivery based on quality KPIs
- Lead an organization to improve the test management process and manage the introduction of changes
- Understand and effectively manage the human issues associated with test-project management and implement necessary changes

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