PSTQB
ASSOCIAÇÃO PORTUGUESA
DE TESTES DE SOFTWARE

ISTQB® CTEL
Improving the Test Process

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 - Assessing Test Processes

Context of Improvement
- Why improve?
- What can be Improved?
- Views of Quality
- Generic Improvement Process (Deming, IDEAL)

Model based Improvement
- SW Models (CMMI, ISO 155504)
- Test Process Models (TPI NEXT, TMMi)
- Test Content Models (CTP, STEP)

Analytical based Improvement
- Casual Analysis
- GQM Approach
- Measures, Metrics & Indicators

Selecting the Approach
- Selection of Test Process Improvement

Process of Improvement
- Initiating & Diagnosing the Situation

Part 2 - Implementing Test Process Improvement

Process for Improvement
- Establishing a Test Improvement Approach
- Implementing Test Improvement
- Learning from the Improvement Program

Organizational Aspects
- Organization
- Roles
- Skills of the Test Process Improver

Managing Change
- Change Managment Process
- Human Factors

Critical Success Factors
- Key Success Factors
- Setting an Improvement Culture

Adapting to Different Life Cycle Models
- Adapting to Different Life Cycle Models

EXAM STRUCTURE

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

** 88 points or more;
*** Only for participants that take the exam not in their spoken language.

25*
Multiple-Choice Questions

2
(out of 3)
Essay Questions

2$^{1/4}$
Hours

65%**
Passing Score

+ 34***
Minutes Additional Time

135
Maximum Score

BUSINESS OUTCOMES

- Lead programs for improving the testing process within an organization or project and can identify and manage critical success factors;

- Take appropriate business-driven decisions on how to approach improvement to the test process;

- Assess the current status of a test process, propose step-wise improvements and show how these are linked to achieving business goals;

- Set up a strategic policy for improving the testing process and implement that policy;

- Analyze specific problems with the test process and propose effective solutions;

- Create a test improvement plan which meets business objectives;

- Develop organizationals concepts for improvement of the test process which include required roles, skills and organizational structure;

- Establish a standard process for implementing improvement to the test process within an organization;

- Manage the introduction of changes to the test process, including co-operation with the sponsors of improvements;

- Understand and effectively manage the human issues associated with assessing the test process and implementing necessary changes.

For more information, please contact: exames@pstqb.pt

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