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	**Analytical based Improvement**
Why improve?	Casual Analysis
What can be Improved?	GQM Approach
Views of Quality	Measures, Metrics & Indicators
Generic Improvement Process (Deming, IDEAL)	
Model based Improvement	**Selecting the Approach**
SW Models (CMMI, ISO 155504)	Selection of Test Process Improvement
Test Process Models (TPI NEXT, TMMi)	**Process of Improvement**
Test Content Models (CTP, STEP)	Initiating & Diagnosing the Situation

Part 2 - Implementing Test Process Improvement	
Process for Improvement	**Managing Change**
Establishing a Test Improvement Approach	Change Managment Process
Implementing Test Improvement	Human Factors
Learning from the Improvement Program	**Critical Success Factors**
Organizational Aspects	Key Success Factors
Organization	Setting an Improvement Culture
Roles	**Adapting to Different Life Cycle Models**
Skills of the Test Process Improver	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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