PSTQB
ASSOCIAÇÃO PORTUGUESA
DE TESTES DE SOFTWARE

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	Managing Across the Organization
Missions, Policies, Metrics of Success	Integrating Tools Across the Organization
Test Strategies	Quality Management & Testing
Alignment of Test Policy and Strategy Within Organization	**Managing External Relationships**
Evaluating Effectiveness & Efficiency	Merging Test Strategies with Third Party Organizations
Effectiveness, Efficiency and Satisfaction Metrics for the Test Policy Objectives	**Domain and Project Factors**
	Test Management Considerations for Lifecycle Models
	Managing Partial Lifecycle Models

Part 2 - Operational Test Management

Managing External Relationships	Test Project Evaluation & Reporting
Type of External Relationships	Tracking Information
Contractual Issues	Internal Reporting
Communication Strategies	External Reporting
Integrating from External Sources	Test Results Reporting and Interpretation
Project Management Essentials	Statistical Quality Control Techniques
Project Management Tasks	**Domain and Project Factors**
Project Risk Management	Release Considerations
Quality Management	**Evaluating Effectiveness & Efficiency**
	Project Retrospectives

Part 3 - Managing the Test Team

Managing the Test Team	Managing Across the Organization
Building the Test Team	Advocating for the Test Team
Developing the Test Team	Placement of the Test Team
Leading the Test Team	Stakeholder Communication
	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.

14* Multiple-Choice Questions

2 (out of 3) Essay Questions

2¹ᐟ⁴ Hours

65%** Passing Score

+ 34*** Minutes Additional Time

135 Maximum Score

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.

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

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