ISTQB® in a Nutshell

ISTQB® Marketing Working Group

June 2014

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

WHAT IS THE ISTQB®?

- ISTQB®: International Software Testing Qualifications Board (www.istqb.org):
  - Non-profit association
  - Founded in 2002
  - Headquartered in Belgium
  - Has its own constitution, rules and regulations
  - Composed of volunteer international Testing Experts
  - Responsible for the "ISTQB® Certified Tester" scheme worldwide
- ISTQB® is the world's leading organization for Software Testing Certification

Advancing
the software testing profession

ISTQB® ADVANCED LEVEL SMARTSHOW

- ISTQB® Smartshow introduces the ISTQB® Certification

http://www.youtube.com/watch?v=HrK1zhqyW4k

ISTQB® VISION

"To continually improve and advance the software testing profession by:
Defining and maintaining a Body of Knowledge which allows testers to be certified based on best practices, connecting the international software testing community, and encouraging research."

ISTQB® MISSION

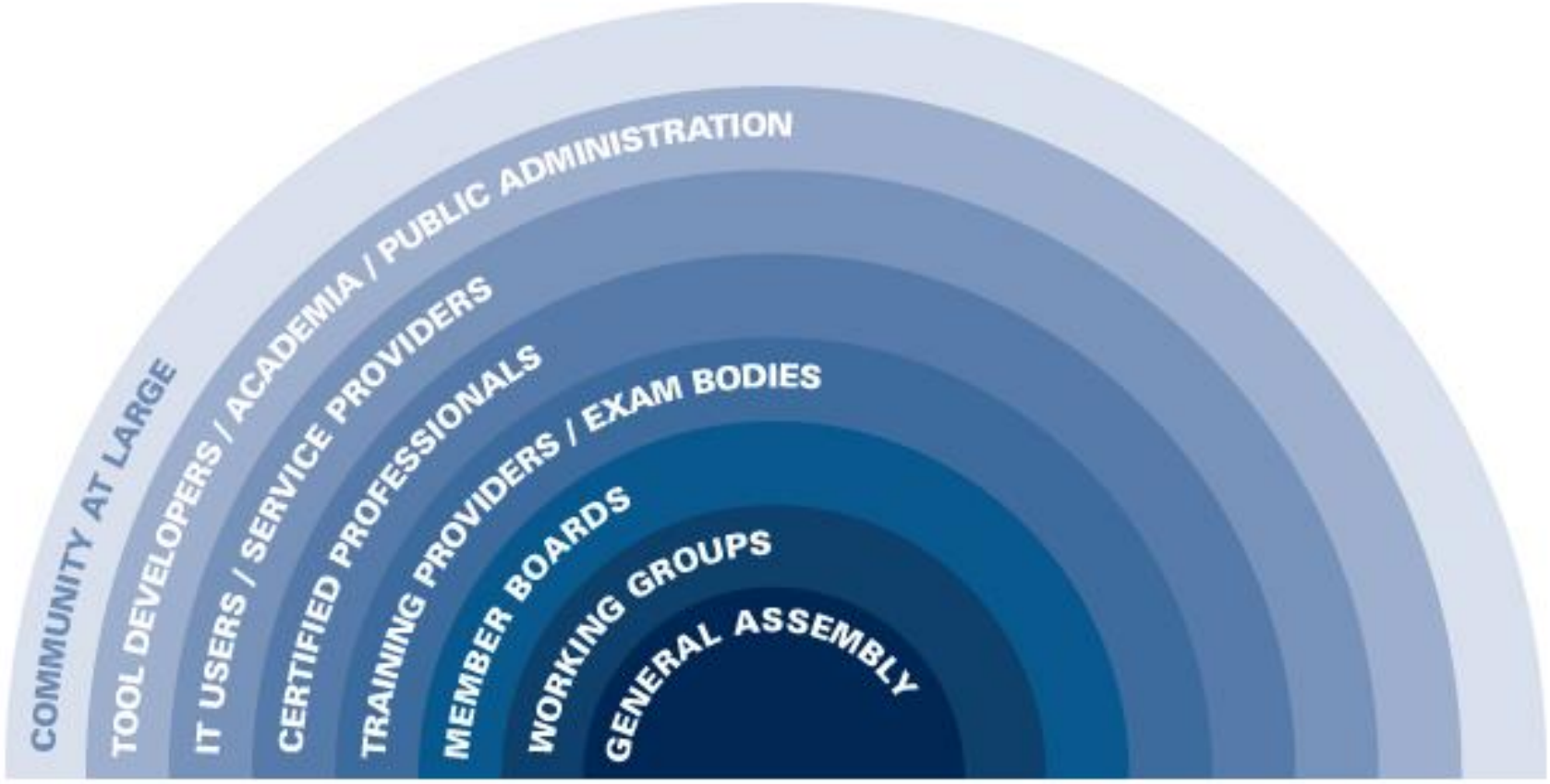
1) We promote the value of software testing as a profession to individuals and organizations.
2) We help software testers to be more efficient and effective in their work, through the certification of competencies.
3) We enable testers to progress their career through a Professionals' Code of Ethics and a multi-level certification pathway that provides them with the skills and knowledge they need to fulfil their growing responsibilities and to achieve increased professionalism.
4) We continually advance the Testing Body of Knowledge by drawing on the best available industry practices and the most innovative research, and we make this knowledge freely available to all.
5) We set the criteria for accrediting training providers, to ensure consistent delivery of the Body of Knowledge, worldwide.

ISTQB® MISSION

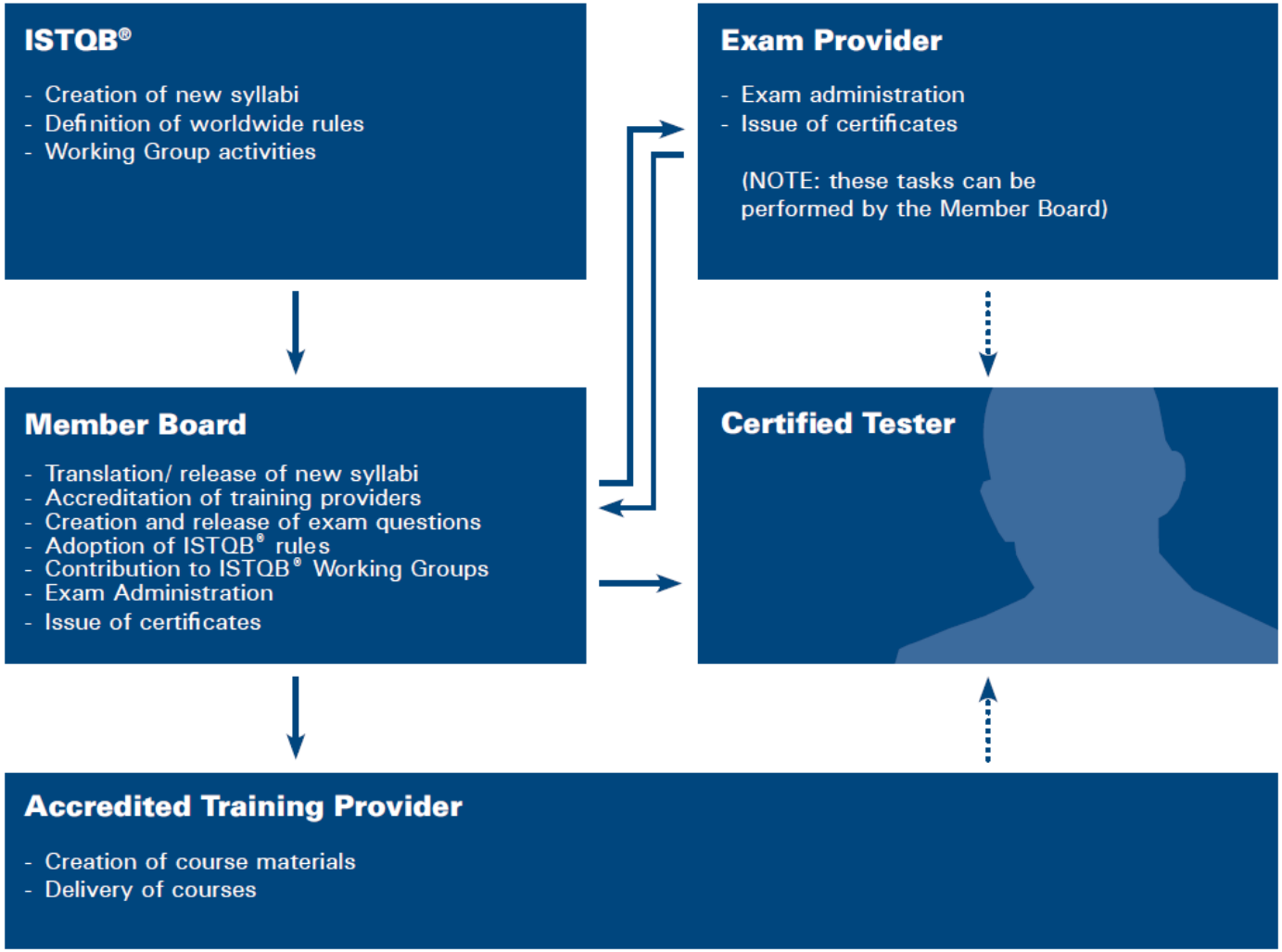
6) We regulate the content and coverage of exam questions, the examination process, and the issuing of certifications by official examination bodies.
7) We are committed to expanding software testing certifications around the world, by admitting member boards into the ISTQB®. These boards adhere to the constitution, bylaws, and processes defined by the ISTQB®, and participate in regular audits.
8) We nurture an open international community, committed to sharing knowledge, ideas, and innovations in software testing.
9) We foster relationships with academia, government, media, professional associations and other interested parties.
10) We provide a reference point against which the effectiveness of testing services can be evaluated, by maintaining our prominence as a respected source of knowledge in software testing.

ISTQB® VALUES

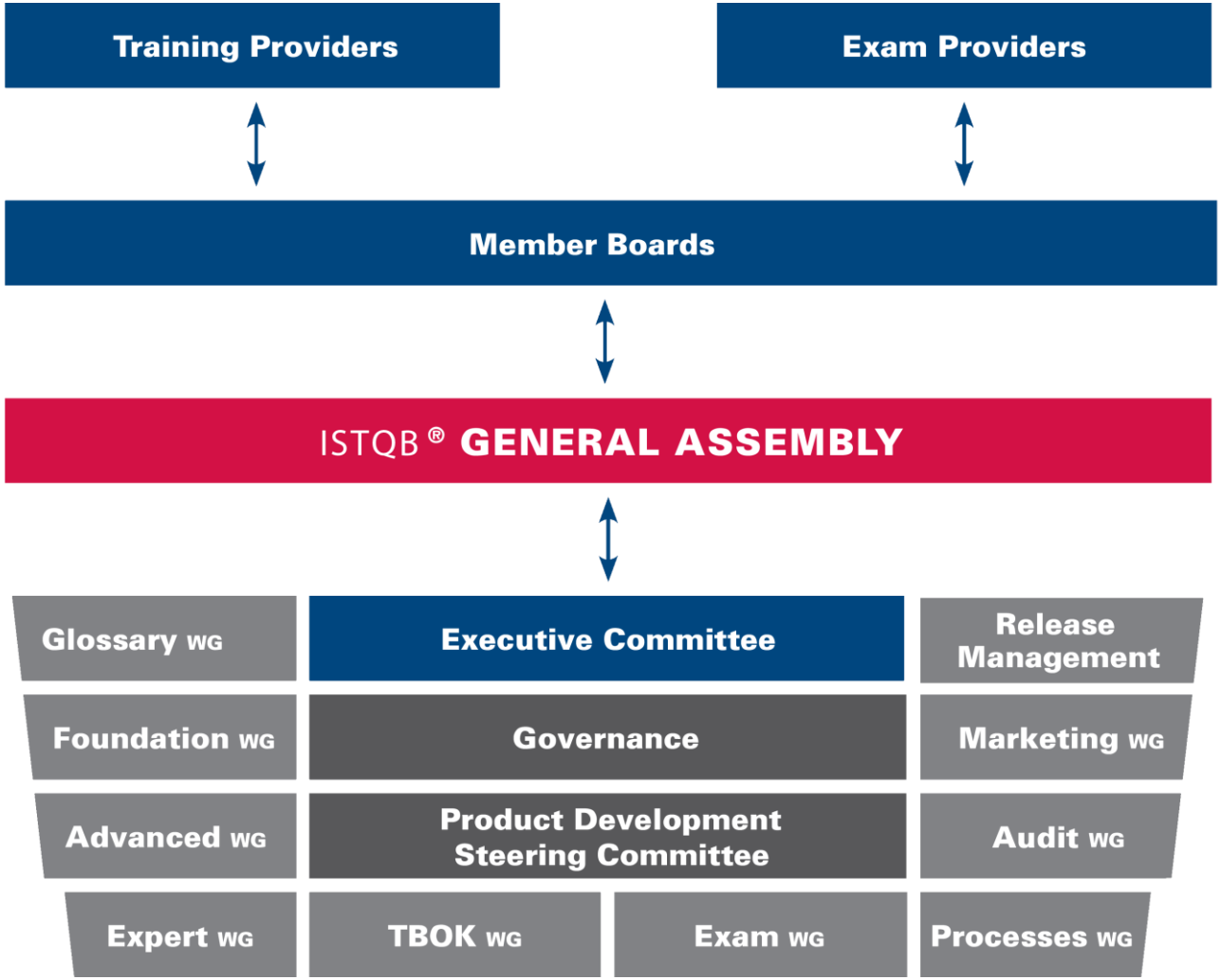
ISTQB® VALUE CHAIN



ISTQB® ECO-SYSTEM



ISTQB® WORKING GROUPS (WGs)



CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

SOFTWARE TESTING MARKET CHALLENGES
Shortage of Skilled Labor

- Technavio, an independent technology research and advisory company, analyzed the key challenges faced by the Global Software Testing Services market, highlighting in particular the "Shortage of Skilled Labor"
  - The Global Pure Play Software Testing Services market is growing rapidly, thus increasing the demand for skilled labor. However, this has created a disparity in supply and demand, as a result of which, **sourcing and retaining skilled labor has become a challenge.**
  - The shortage of availability of required skills is now becoming a major challenge for the independent software testing organizations.

Since the current educational system is not geared up to the required standards and demands of the market, this challenge is expected to have a bigger impact on the market in the future.

(Global Software Testing Services Market 2011-2015, Technavio)

ISTBQ® EFFECTIVENESS SURVEY

- As part of its commitment to continuous improvement and the advancement of the software testing profession, in 2013 ISTQB® conducted an international online survey for test engineers and managers.
- The survey was open from June to September 2013 and several thousand responses were received from almost 70 countries; in particular, respondents were:
  - 2855 test engineers
  - 779 test managers
- In the remainder of this presentation, references will be made to some key results of the survey
- The full report is available for free download from the ISTQB ® Web Site

BENEFITS FOR PROFESSIONALS

- International recognition of acquired competencies and skills
- Authorized to use the “Certified Tester” logo (specifying the level of certification)
- Whole of career path support, from Foundation to Expert level

BENEFITS FOR PROFESSIONALS - SURVEY

- Would you recommend the ISTQB® Foundation Level (CTFL) certification to your colleagues?

Test Engineers

Both Test Engineers and Test Managers are highly satisfied with the ISTQB® CTFL certifications and happy to recommend these to their colleagues (91% - Test Engineers, 94% - Test Managers).

Test Managers

BENEFITS FOR COMPANIES

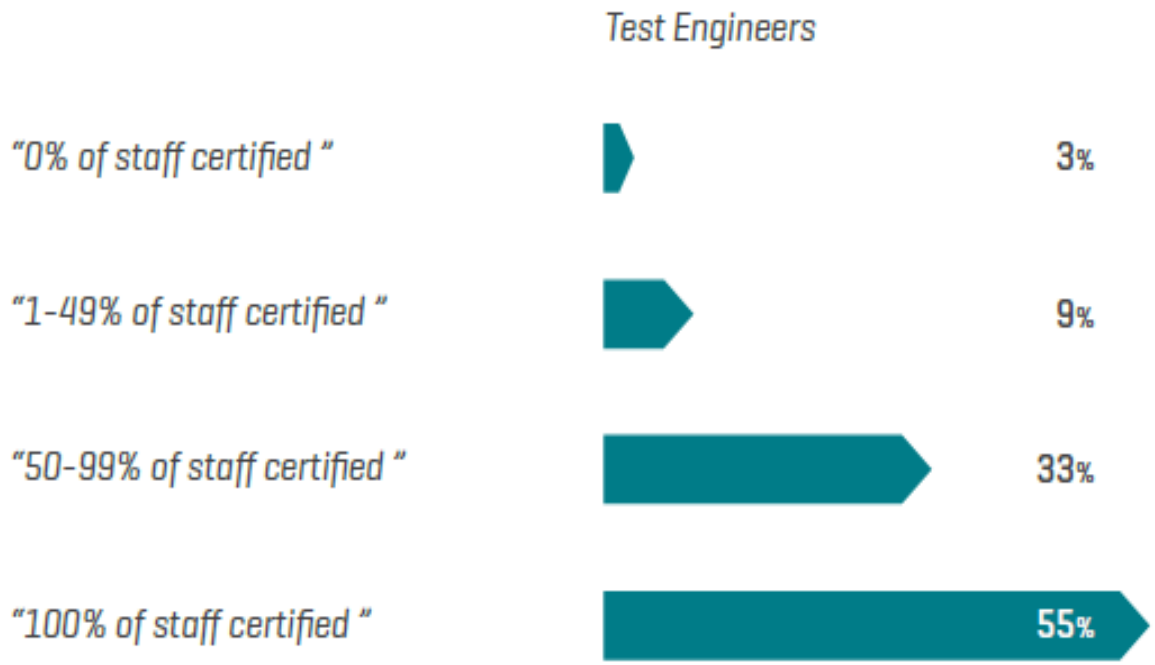
- ISTQB® certification can provide a competitive advantage for companies, promising a higher level of reliability of the applications being developed due to efficient and cost effective testing practices derived from the ISTQB® competencies

- Consulting companies with certified staff can offer higher-level services to customers, increasing revenues and brand value

- ISTQB® has defined a “Partner Program” for companies that engage a large number of certified testers

BENEFITS FOR COMPANIES - SURVEY

- As a Test Manager, what percentage of your testing staff would you like to see certified at the ISTQB® Foundation Level?



Test Managers appear to see a high value in having their staff trained and certified. Around 88% of Test Managers would like to see more than half of their testing staff being certified at the ISTQB® Foundation Level. On average, the desired number of certified staff is 75%.

BENEFITS FOR ATPs (Accredited Training Providers)

- Educational institutions and consulting companies may become an ISTQB® Accredited Trainer Provider according to processes and rules defined at the international level
- Accredited Training Providers ensure a high standing of training is delivered through having:
  - certified trainers
  - the content, quality and syllabus coverage of training materials checked by ISTQB® Boards
  - advance notice of changes to the ISTQB® Glossary and syllabi
- Accredited Training Providers are entitled to use relevant logos and are listed in the ISTQB® Website

BENEFITS FOR ATPs - SURVEY

- How significant do you think the training was in your certification success?

Test Engineers

Almost 70% of the survey participants felt that formal training was a significant part of their certification success.

The ISTQB® provides strong support for training providers and accredited training will continue to be an integral part of certification success.

Test Managers

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

CONTENTS

3 Syllabi and Extensions

3.1 General Introduction

3.2 Foundation Level

3.3 Agile Tester

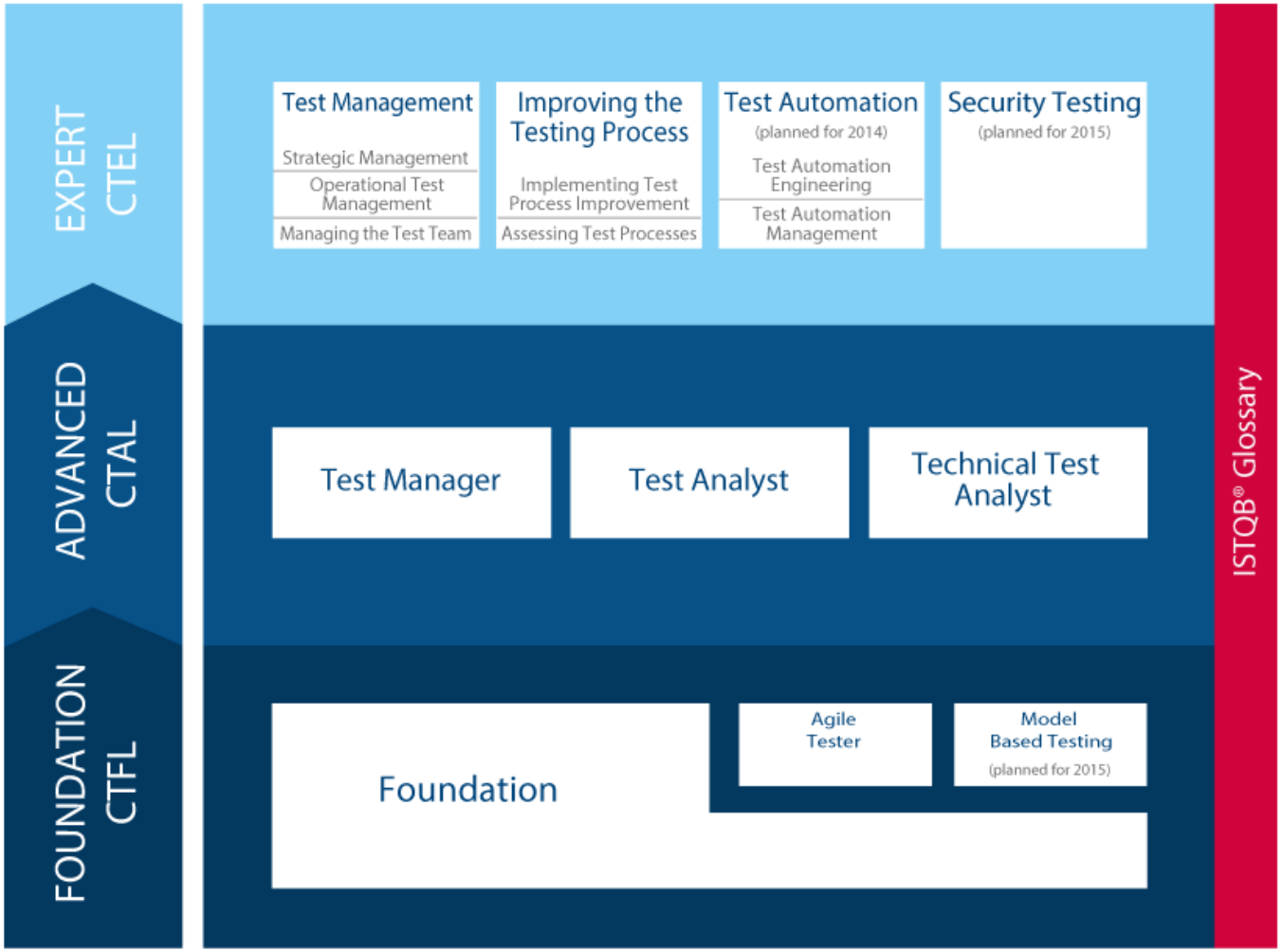
3.4 Advanced Level

3.5 Expert Level

ISTQB® SYLLABI AND GLOSSARY

- ISTQB® has defined three levels of syllabi:
  - Foundation
  - Advanced (Test Manager, Test Analyst, Technical Test Analyst)
  - Expert (Improving the Testing Process, Test Management, Test Automation, Security Testing, etc.)
- Syllabi are publicly available for download from the ISTQB® Website (http://www.istqb.org/downloads.html)
- Syllabi are written by testing experts and continuously reviewed and improved
- Terms used in the ISTQB® syllabi are defined in the ISTQB® Glossary (http://www.istqb.org/downloads/viewcategory/20.html)
- Syllabi and Glossary are translated in many languages by the ISTQB® Member Boards; please refer to their Websites to download free-of-charge the documents translated into local languages

ISTQB® LEVELS AND SYLLABI



CONTENTS

3 Syllabi and Extensions

3.1 General Introduction

3.2 Foundation Level

3.3 Agile Tester

3.4 Advanced Level

3.5 Expert Level

ISTQB® FOUNDATION LEVEL

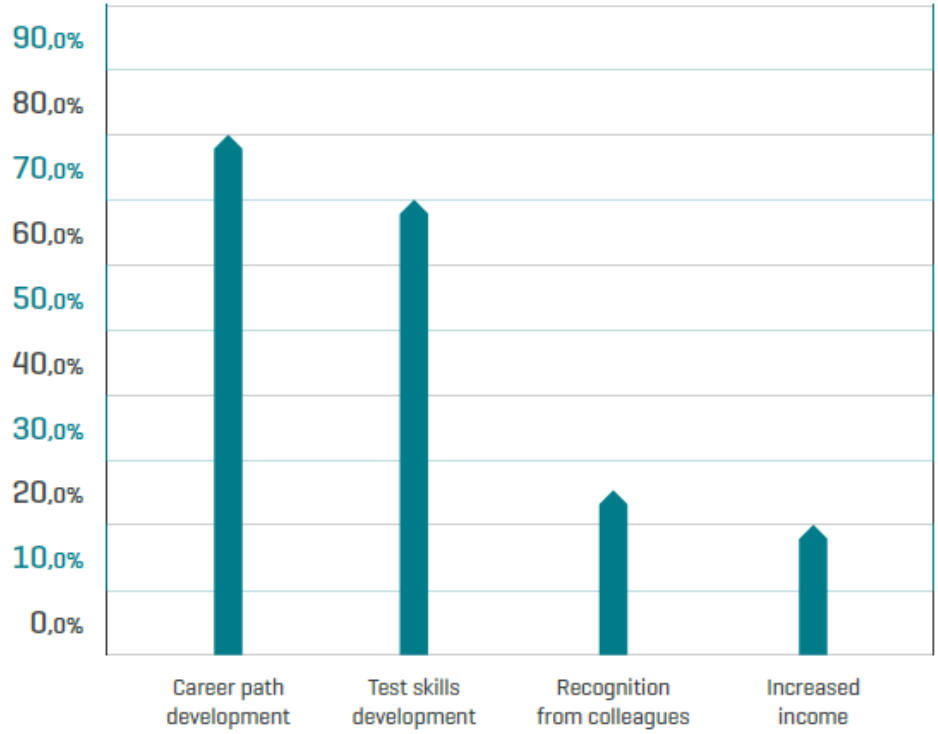
ISTQB® International Software Testing Qualifications Board

ISTQB® – FOUNDATION LEVEL

Fundamentals of Testing	Testing Throughout the Software Life Cycle	Static Techniques	Testing Design Techniques	Test Management	Tool Support for Testing
Why is Testing Necessary?	Software Development Models	Static Techniques and the Test Process	The Test Development Process	Test Organization	Types of Test Tools
What is Testing?	Test Levels	Review Process	Categories of Test Design Techniques	Test Planning and Estimation	Effective use of Tools: Potential Benefits and Risks
Seven Testing Principles	Test Types	Static Analysis by Tools	Specification-based Techniques (black-box)	Test Progress Monitoring and Control	Introducing a Tool into an Organization
Fundamental Test Process	Maintenance Testing		Structure-based Techniques (white-box)	Configuration Management	
The Psychology of Testing			Experience-based Techniques	Risk and Testing	
Code of Ethics			Choosing Test Techniques	Incident Management	

BENEFITS FOT TEST ENGINEERS - SURVEY

- As a Test Engineer, what was your motivation in obtaining your ISTQB® CTFL certification?

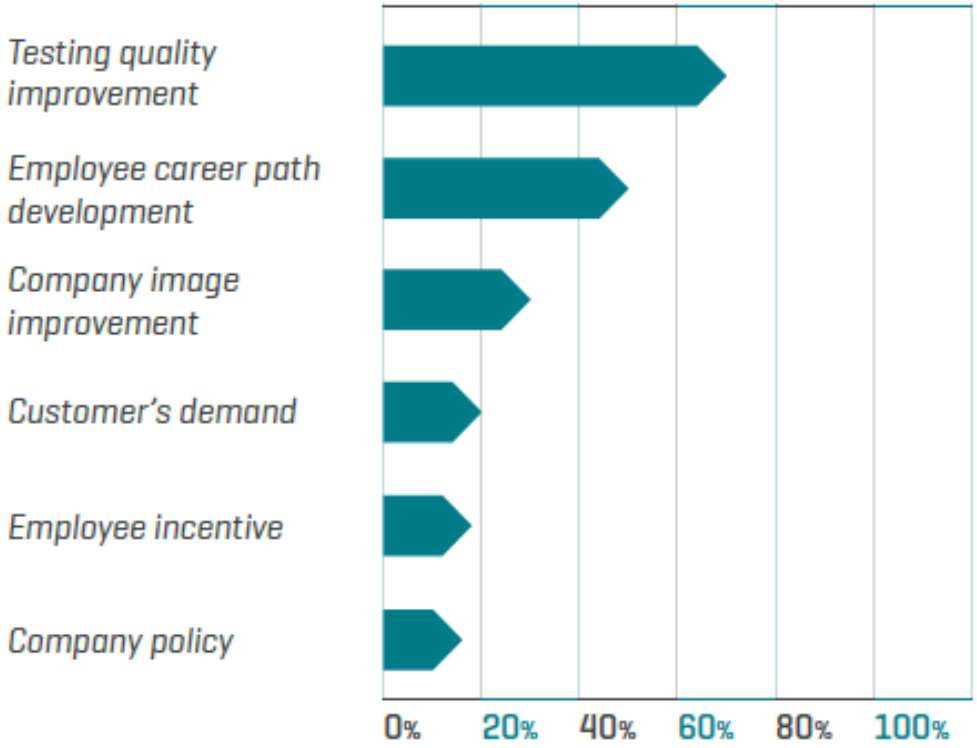


The majority of Test Engineers took the ISTQB® CTFL certification in order to enhance their career path (80%) and develop their testing skills (70%)

Some believe it will help them get more recognition from their colleagues (25%) or increase their income (20%).

BENEFITS FOT TEST MANAGERS - SURVEY

- As a Test Manager, what was your motivation to have your employees achieve ISTQB® Foundation Level (CTFL) certification?



The majority of Test Managers believe that participating in the ISTQB® certification scheme will positively impact testing quality in their projects (75%), and will enable them to provide positive career path to their employees (55%).

Some Test Managers believe their company image will improve (30%) as a result of having their employees participate in the ISTQB® certification.

CONTENTS

3 Syllabi and Extensions

3.1 General Introduction

3.2 Foundation Level

3.3 Agile Tester

3.4 Advanced Level

3.5 Expert Level

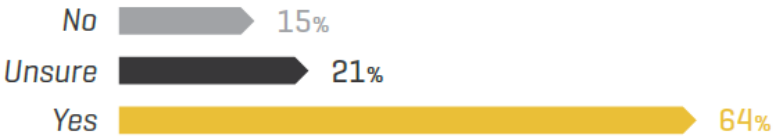
ISTQB® EXTENSIONS

- In order to satisfy the increasing demand for vertical testing competences, ISTQB® has introduced the concept of “Extension”
- An “Extension” is a training and certification module focused on a specific topic, for instance:
  - Domain-specific testing practices
  - Specific Testing Techniques
  - Specific Testing Methods
- The ISTQB® Foundation Level Certification is a pre-requisite
- The first extension is focused on “Agile Tester”, released in June 2014
- MBT (Model-Based Testing) extension is also in road-map

FOUNDATION LEVEL AGILE TESTER - SURVEY

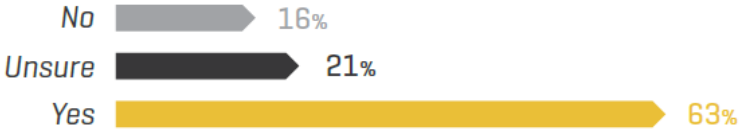
- Would you be interested in Agile Tester certification?

Test Engineers



Approximately 85% of the respondents are definitely of possibly interested in Agile testing certification. With the planned release in early 2014 of the Agile tester certification extension to the Foundation Level, ISTQB® is well-positioned to respond to the expected demand.

Test Managers



THE CONTRIBUTION OF AGILE TESTERS

- Agile testers should:
  - Collaborate in an agile team, being familiar with agile principles and practices
  - Adapt existing testing experience, knowledge, and best practices
  - Support the agile team in planning test related activities
  - Apply relevant test methods and techniques
  - Assist in test automation
  - Help business stakeholders define understandable and testable user stories and acceptance criteria
  - Work and share information with other team members
- An ISTQB® Agile Tester should work effectively within an agile team and environment

ISTQB® FOUNDATION LEVEL
AGILE TESTER

ISTQB®
FOUNDATION LEVEL
AGILE TESTER

Agile Software Development	Fundamental Agile Testing Principles, Practices and Processes	Agile Testing Methods, Techniques and Tools
The Fundamentals of Agile Software Development	The Differences between Testing in Traditional and Agile Approaches	Agile Testing Methods
Aspects of Agile Approaches	Status of Testing in Agile Projects	Assessing Quality Risks and Estimating Test Effort
	Role and Skills of a Tester in an AgileTeam	Techniques in Agile Projects
		Tools in Agile Projects

LEARNING OBJECTIVES OF CHAPTER 1

- The fundamentals of agile software development
  - Recall the basic concept of agile based on the Agile Manifesto
  - Understand the advantages of the whole-team approach
  - Understand the benefits of early and frequent feedback
- Aspects of agile approaches
  - Recall agile software development approaches
  - Write user stories in collaboration with development, business representative and product owner
  - Understand how retrospectives can be used as a mechanism for process improvement in agile projects
  - Understand the use and purpose of continuous integration
  - Know the differences between iteration and release planning, and how a tester adds value to each of activity

LEARNING OBJECTIVES OF CHAPTER 2

- Differences between testing in traditional and agile approaches
  - Describe the differences between testing activities in agile projects and non-agile projects
  - Describe how coding and testing activities are integrated in agile
  - Describe the role of independent testing in agile projects
- Status of testing in agile projects
  - Describe the basic set of work products used to communicate the status of testing in an agile project, including test progress and product quality
  - Describe the process of evolving tests across multiple iterations and explain why test automation is important to manage regression risk in agile projects
- Role and skills of a tester in an agile team
  - Understand the skills of a tester in an agile team
  - Understand the role of a tester within an agile team

LEARNING OBJECTIVES OF CHAPTER 3 (1)

- Agile testing methods
  - Recall the concepts of test driven development, acceptance test driven development and behavior driven development
  - Recall the concepts of the test pyramid
  - Summarize the testing quadrants and their relationships with testing levels and testing types
  - For a given agile project, practice the role of a tester in Scrum team
- Assessing quality risks and estimating test effort
  - Assess product quality risks within an agile project
  - Estimate testing effort based on iteration content and product quality risks

LEARNING OBJECTIVES OF CHAPTER 3 (2)

- Techniques in agile projects
  - Interpret relevant information to support testing activities
  - Explain to business stakeholders how to define testable acceptance criteria
  - Given a user story, write acceptance test driven development test cases
  - Write test cases, for both functional and non-functional aspects, using black box test design techniques based on given user stories
  - Execute exploratory testing to support the testing of an agile project
- Tools in agile projects
  - Recall different tools available to testers according to their purpose and to the activities in agile projects

IS THE AGILE EXTENSION FOR YOU?

- The target professionals are:
  - Testers experienced with traditional SDLCs
  - Entry-level testers with an interest in agile testing
  - Experienced developers with a lot to a little knowledge of testing who work in agile projects
- Roles include testers, test analysts, test engineers, test consultants, test managers, user acceptance testers, software developers
- The ISTQB® Foundation certificate is a pre-requisite

CONTENTS

3 Syllabi and Extensions

3.1 General Introduction

3.2 Foundation Level

3.3 Agile Tester

3.4 Advanced Level

3.5 Expert Level

ADVANCED LEVEL - SURVEY

- How important do you think it is to obtain the ISTQB® Advanced Level (CTAL) certification?

Test Engineers

Not significant at all	4%
Not very significant	7%
Neutral	26%
Significant	42%
Very Significant	21%

Approximately 85% of the respondents are definitely of possibly interested in Agile testing certification. With the planned release in early 2014 of the Agile tester certification extension to the Foundation Level, ISTQB® is well-positioned to respond to the expected demand.

Test Managers

Not significant at all	2%
Not very significant	6%
Neutral	22%
Significant	46%
Very Significant	24%

ISTQB® ADVANCED LEVEL

- ISTQB® Advanced Level is composed of three independent modules:
  - Test Manager (AL-TM)
  - Test Analyst (AL-TA)
  - Technical Test Analyst (AL-TTA)

- The ISTQB® Foundation Level Certification is a pre-requisite for all of them

- When achieving all the three Advanced Modules, a “Full Advanced” certificate is issued

ISTQB® ADVANCED LEVEL
TEST MANAGER (AL-TM)

ISTQB® International Software Testing Qualifications Board

ISTQB® – ADVANCED LEVEL TEST MANAGER

Testing Process	Test Management	Reviews	Defect Management	Improving the Testing Process	Test Tool and Automation	People Skills
Test Planning, Monitoring and Control	Risk-based Testing	Management Reviews and Audits	Defect Lifecycle	Test Improvement Process	Tool Selection	Individual Skills
Test Analysis and Design	Test Documentation	Managing Reviews	Defect Report Information	Improving the test-ing process with CMMi,TPI,CTP,STEP	Tool Lifecycle	Test Team Dynamics
Test Implementation and Execution	Test Estimation and Test Metrics	Metrics for reviews	Assessing Process Capability with Defect Report Info		Tool Metrics	Fitting Testing Within an Organization
Evaluating Exit Criteria and Reporting	Business Value of Testing	Managing Formal Reviews				Motivation
Test Closure Activities	Distributed, Outsourced and Insourced Testing					Communication
	Managing the Application of Industry Standards					

ISTQB® ADVANCED LEVEL
TEST ANALYST (AL-TA)

ISTQB® – ADVANCED LEVEL TEST ANALYST

Testing Process	Test Management	Test Techniques	Testing Software Quality Characteristics	Reviews	Defect Management	Test Tools
Testing in the Software Development Lifecycle	Test Progress Monitoring and Control	Specification-Based Techniques	Accuracy Testing	Using Checklist in Reviews	Defect Report Fields	Test Design Tools
Test Planning, Monitoring and Control	Distributed, Outsourced and Insourced Testing	Defect-Based Techniques	Suitability Testing		Defect Classification	Test Data Preparation Tools
Test Analysis and Design	Risk Based Testing	Experience-Based Techniques	Interoperability Testing		Root Cause Analysis	Automated Test Execution Tools
Test Implementation and Execution			Usability Testing			
Evaluating Exit Criteria and Reporting			Accessibility Testing			
Test Closure Activities						

ISTQB® ADVANCED LEVEL
TECHNICAL TEST ANALYST (AL – TTA)

ISTQB® International Software Testing Qualifications Board

ISTQB® – ADVANCED LEVEL TECHNICAL TEST ANALYST

Risk Based Testing	Structure-Based Testing	Analytical Techniques	Quality Characteristics for Technical testing	Reviews	Test Tools and Automation
Risk Identification	Condition Testing	Static Analysis	General Planning Issues	Using Checklist in Reviews	Integration and Information Interchange
Risk Assessment	Modified Condition/ Decision Coverage (MC/DC) Testing	Dynamic Analysis	Security & Reli-ability Testing		Defining the Test Automation Project
Risk Mitigation	Path Testing		Performance Testing		Specific Test Tools
	API Testing		Resource Utilization		
	Selecting a Structure-based Technique		Maintainability Testing		
			Portability Testing		

CONTENTS

3 Syllabi and Extensions

3.1 General Introduction

3.2 Foundation Level

3.3 Agile Tester

3.4 Advanced Level

3.5 Expert Level

ISTQB® EXPERT LEVEL

- For ISTQB®, Expert really means Expert
  - “A person with the special skills and knowledge representing mastery of a particular testing subject.
  - Being an expert means possessing and displaying special skills and knowledge derived from training and experience.“

- Clearly stated expectations and business outcomes are established for each subject covered at Expert Level

EXPERT LEVEL - SURVEY

- Do you plan to obtain an ISTQB® Expert level certification in next 3 years?

Test Engineers

More than 75% of respondents, spanning Test Engineers and Test Managers, are definitely or possibly interested in the expert level certifications. ISTQB® is working to make training and exams available as soon as possible to meet expected demand.

Test Managers

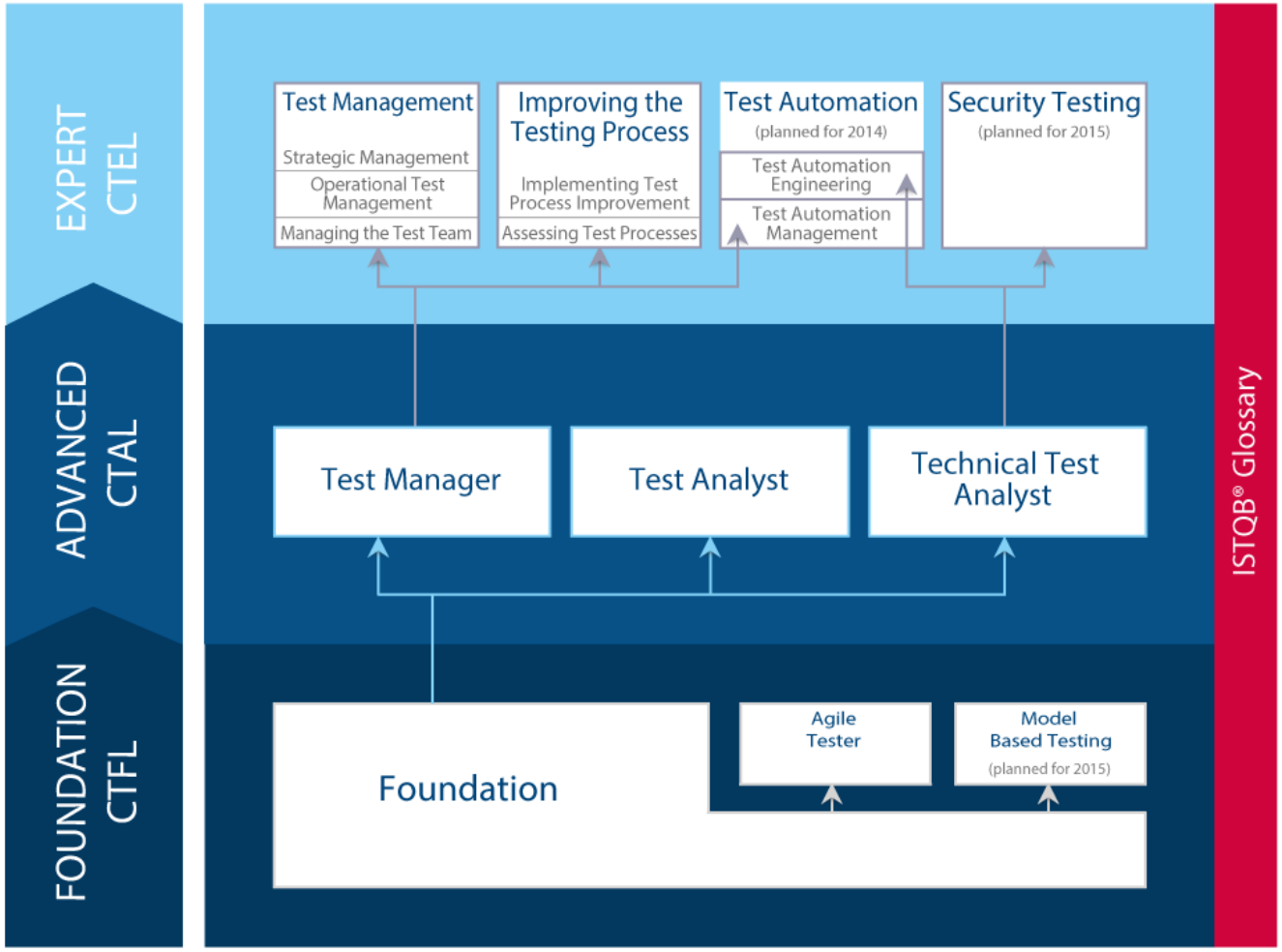
STATUS OF EXPERT LEVEL SYLLABI

ISTQB®
Expert Level
Syllabi

Module:	Status:
Improving the Testing Process	Approved (June 2010)
Test Management	Approved (June 2011)
Test Automation	In development (Planned for 2014)
Security Testing	In development (Planned for 2015)

PRE-REQUISITES FOR EXPERT LEVEL

In the following, pre-conditions allowing to take Expert Level exams are shown:



ISTQB® EXPERT LEVEL
TEST MANAGEMENT

- The Expert Module “Test Management” is composed of three parts:
  - Strategic Test Management
  - Operational Test Management
  - Managing the Test Team

ISTQB® EXPERT LEVEL
STRATEGIC TEST MANAGEMENT

ISTQB® – EXPERT LEVEL TEST MANAGEMENT – PART 1 - STRATEGIC TEST MANAGEMENT

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

ISTQB® EXPERT LEVEL
OPERATIONAL TEST MANAGEMENT

ISTQB® – EXPERT LEVEL TEST MANAGEMENT – PART 2 – OPERATIONAL TEST MANAGEMENT

Managing External Relationships	Project Management Essentials	Test Project Evaluation & Reporting	Domain and Project Factors	Evaluating Effectiveness & Efficiency
Types of External Relationships	Estimating Effort	Tracking Information	Release Considerations	Project Retrospectives
Contractual Issues	Balancing Quality Schedule, Budget and Features Implemented	Internal Reporting		
Communication Strategies		External Reporting		
Integrating from External Sources	Performing Risk Assessment	Test Results Reporting and Interpretation		
	Monitoring and Controlling a Test Project	Statistical Quality Control Techniques		

ISTQB® EXPERT LEVEL
MANAGING THE TEST TEAM

ISTQB®
EXPERT LEVEL
TEST MANAGEMENT – 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

ISTQB® EXPERT LEVEL
IMPROVING THE TESTING PROCESS

- The Expert Module “Improving the Testing Process” is composed of two parts:
  - Assessing Test Processes
  - Implementing Test Process Improvement

IMPROVING THE TESTING PROCESS

ASSESSING TEST PROCESSES

IMPLEMENTING TEST PROCESS IMPROVEMENT

ISTQB® EXPERT LEVEL
ASSESSING TEST PROCESSES

ISTQB® – EXPERT LEVEL IMPROVING THE TESTING PROCESS – PART 1- ASSESSING TEST PROCESSES

Context of Improvement	Model based Improvement	Analytical based Improvement	Selecting the Approach	Process for Improvement
Why improve?	SW Models (CMMI, ISO 15504)	Causal Analysis	Selection of Test Process Improvement	Initiating & Diagnosing the Situation
What can be Improved?	Test Process Models (TPI NEXT, TMMi)	GQM Approach		
Views of Quality	Test Content Models (CTP, STEP)	Measures, Metrics & Indicators		
Generic Improve-ment Process (Deming, IDEAL)				

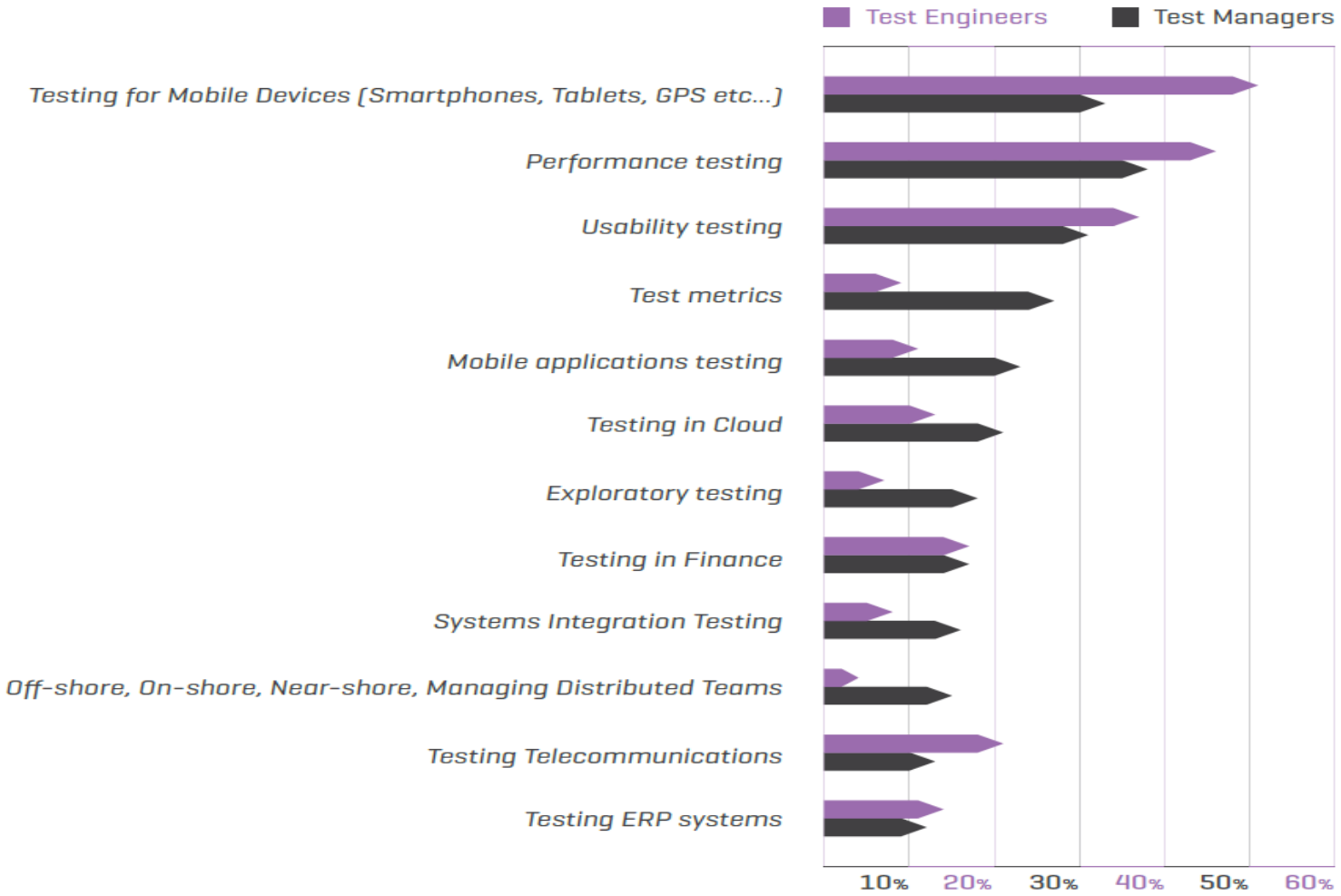
ISTQB® EXPERT LEVEL
IMPLEMENTING TEST PROCESS IMPROVEMENT

ISTQB® – EXPERT LEVEL IMPROVING THE TESTING PROCESS – PART 2- IMPLEMENTING TEST PROCESS IMPROVEMENT

Process for Improvement	Organizational Aspects	Managing Change	Critical Success Factors	Adapting to Different Life Cycle Models
Establishing a Test Improvement Approach	Organization	Change Management Process	Key Success Factors	
Implementing Test Improvement	Roles	Human Factors	Setting an Improvement Culture	
	Skills of the Test Process Improver			

TOPICS FOR THE FUTURE - SURVEY

- Please select at least 3 topics that you would like ISTQB® to address in the future



CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

EXAMS

- The exam is based on multiple-choice questions for Foundation and Advanced Levels
- For Expert Level, an essay is also required
- Exams can be attempted without having attended a training course (e.g. through self-study)
- Number of questions and exams length:
  - Foundation exam and Extensions: 40 questions, length = 1 hour (75 minutes for candidates taking exams not in their native language)
  - Advanced exams: different lengths and questions, depending on the module (25% more time for candidates taking exams not in their native language)

MODULE	NUMBER OF QUESTIONS	EXAM LENGTH (IN MINUTES)	EXAM LENGTH FOR NON NATIVE LANGUAGE
ADVANCED TEST MANAGER	65	180	225
ADVANCED TEST ANALYST	60	180	225
ADVANCED TECHNICAL TEST ANALYST	45	120	150

EXAM QUESTIONS

- Questions are classified according to the cognitive level, the K-level (also known as level of knowledge):
  - K1 = Remember (recognize a term or concept)
  - K2 = Understand (able to explain a concept)
  - K3 = Apply (select correct application of concept or technique)
  - K4 = Analyze (can distinguish between facts and inferences for deeper understanding)
  - K5 = Evaluate (can make judgments based on criteria and standards)
  - K6 = Create (can put elements together to form a coherent or functional whole)

- The number of questions for each topic is related to the length of the topic in the syllabus

- For more details, see the FAQ section in the ISTQB® Website

CRITERIA TO ACHIEVE EXPERT LEVEL

Entry criteria

Recommended :

- At least 7 years of practical testing experience
- Completion of Expert Level course

Mandatory:

- ISTQB Foundation
- ISTQB Advanced (depending on Expert Level module)
- Completion of Expert Level course (if a non-public exam is taken)

The Exam

Exit criteria

- Exam passed (75%)
- Experience levels (may be achieved before or after passing the exam)
  - At least 5 years of practical testing experience
  - At least 2 years of industry experience in the specific Expert Level topic

EXPERT LEVEL EXAM

ISTQB® International Software Testing Qualifications Board

The exam

- A certification scheme at Expert Level must meet the expectations and perceptions of its stakeholders and has to be seen to be truly “expert”.
- The exam therefore consists of a multiple-choice section and a written “essay” section
- A score of 75% and above is required to pass

Multiple-Choice section

- Duration: 1 Hour
- 25 Questions
- Learning objectives covered:
  K2, K3, K4 (like in Advanced Level)

Essay section

- Duration:
  - Reading: ½ hour
  - Answering: 2 hours
  - Add ¾ hour for non-native speakers
- Answer 4 questions out of 5
- Learning objectives covered:
  Mostly higher learning objectives (K5,K6)

MAINTAINING EXPERT LEVEL CERTIFICATION

ISTQB® International Software Testing Qualifications Board

Expert certification is not for life

- An Expert Level certificate is valid for 5 years
- Expert certification must be renewed using one of the following two options

Repeat the exam

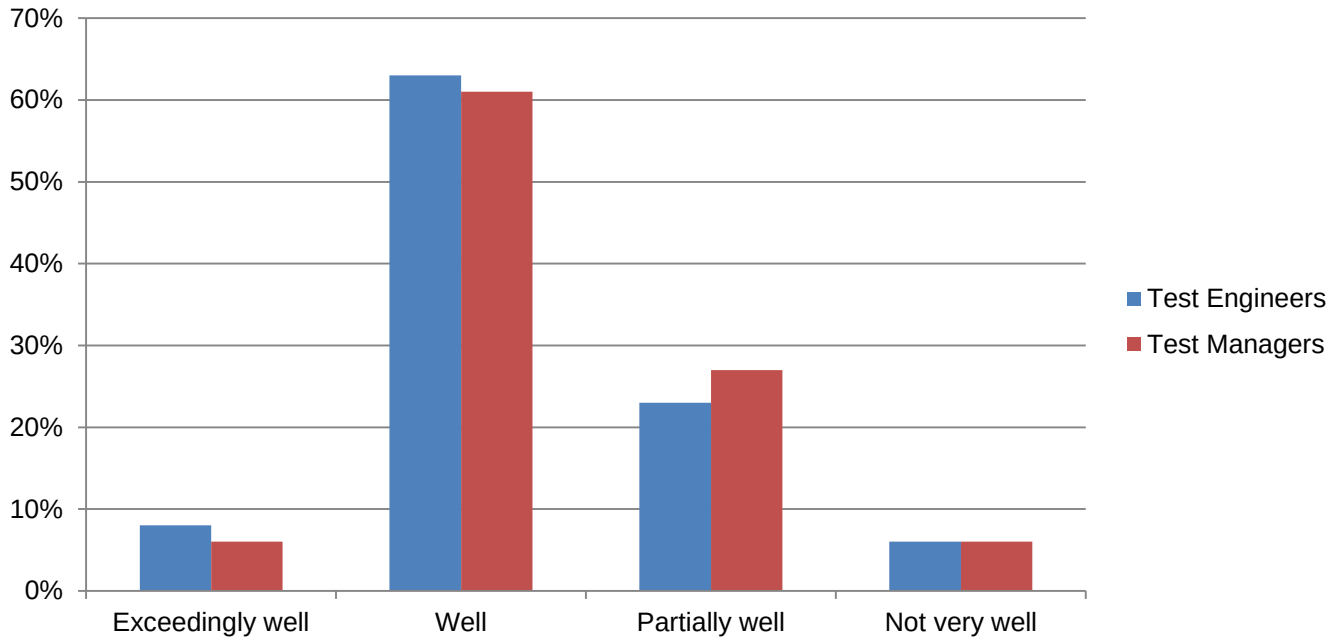
- A passed exam results in certification for a further 5 years

Achieve 200 „Certification Extension Credits“ (CEC)

- CECs may be achieved in a number of areas. For example:
  - Perform a professional testing activity
  - Take a relevant training course
  - Attend a testing conference
  - Present at a testing conference
  - Teaching a relevant training course
  - Write a testing article or book
  - Actively participate in a Working Group (ISTQB® Member Boards, SIGIST, ….)
- Verifiable evidence must be submitted to the certifier
- The Certification Extension Program is published by ISTQB®

EXAM RELIABILITY - SURVEY

- To what extent do you feel the ISTQB® Foundation Level certification exam reflects the knowledge of the candidates?



More than 70% of respondents regard the ISTQB® Foundation Level certification exam as fully or exceedingly reliable and these results are consistent throughout the world; only 6% found the exam not very reliable

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

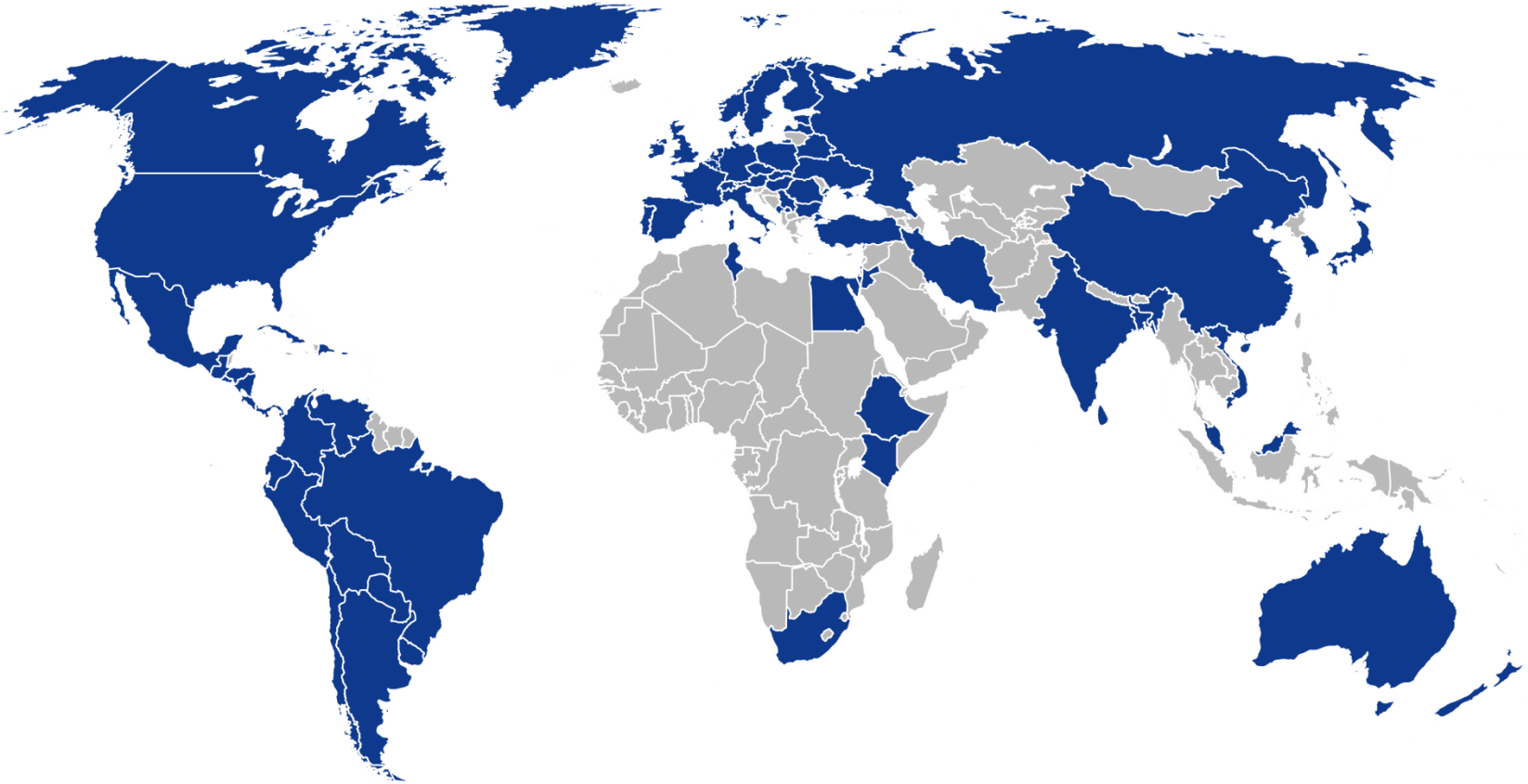
7 Special Initiatives

8 Contacts

ISTQB® - THE EVOLUTION

1998	ISEB (Information Systems Examinations Board, part of the British Computer Society) develops the Certified Tester Syllabus. The first Software Testers are certified in 1998
2002	The ISTQB® (International Software Testing Qualifications Board) is founded by 8 member boards: Austria, Denmark, Finland, Germany, Sweden, Switzerland, the Netherlands and UK.
2003	The syllabus for the “Advanced Level“ is completed
2004	First exams for “ISTQB® Certified Tester Advanced Level“ are released
2006	The number of member boards grows steadily
2007	The Foundation and Advanced Syllabi are enhanced
2009	The number of Member Boards climbs further The number of certifications reaches 100,000
2010	BCS withdraws the ISEB Test Practitioner scheme in favor of ISTQB Certified Tester Advanced Level. The first “Expert Level” syllabus is released
2011	The number of certifications exceeds 200,000 globally Issue of additional Expert Level Syllabi
2012	New version of the Advanced Level syllabus and Glossary Testing of Terms; Activation of the “ISTQB® Partner Program”; Activation of the “ISTQB® Conference Network”; Activation of the “ISTQB® Recognized Mobile app” program; Launch of the “ISTQB® international Software Testing Excellence Award”
2013	The number of certifications exceeds 300,000 globally
2014	Agile Tester Syllabus Expert Level Test Automation Syllabi

WORLD-WIDE COVERAGE



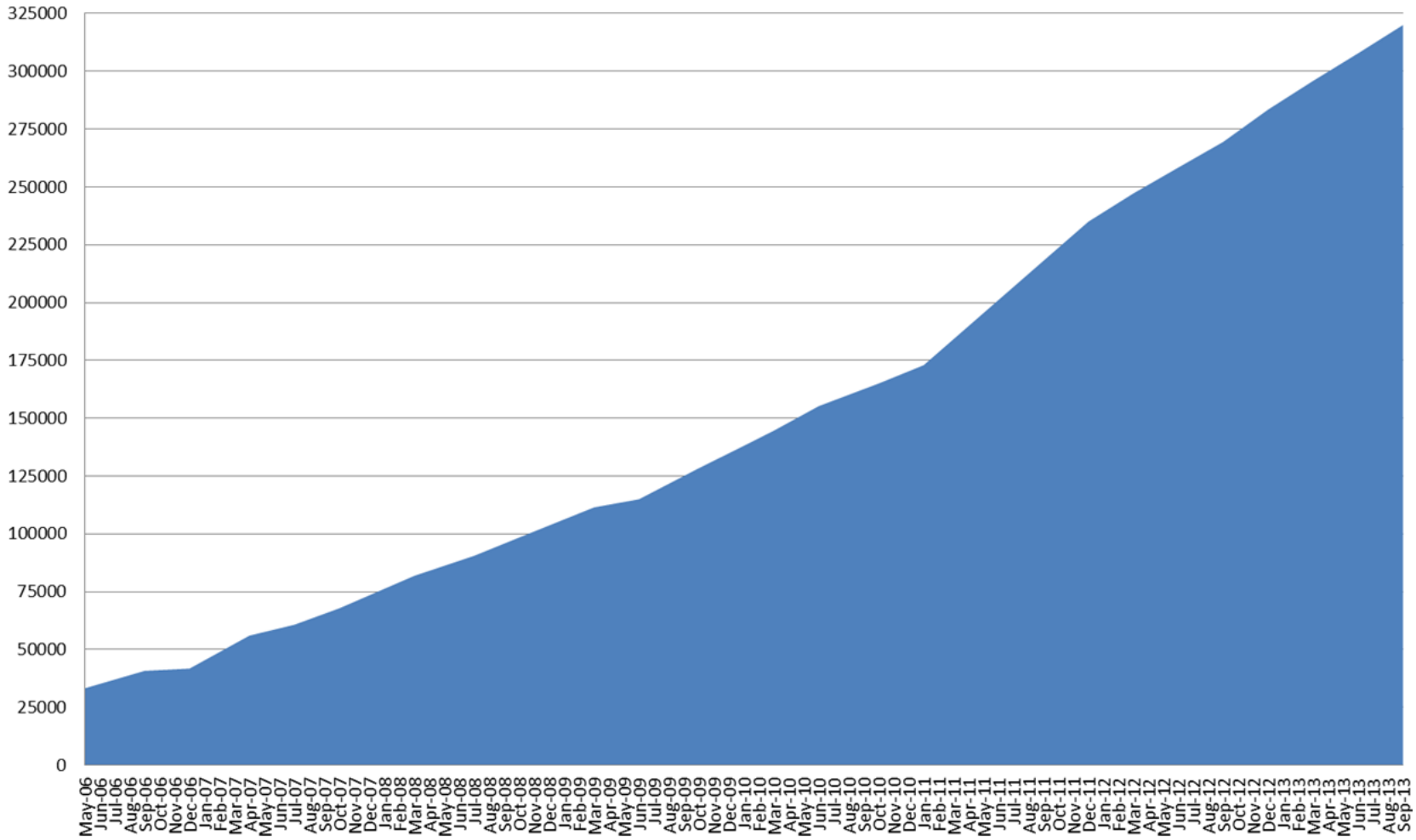
- Countries covered by Member Boards (47 Member Boards covering 70 countries, representing over 90% of the world-wide GDP) and Global Exam Providers
- Countries covered by Global Exam Providers

The list of Member Boards and Global Exam Providers is available on the ISTQB® Web Site

FOOTPRINT – NUMBER OF CERTIFICATIONS

- As of September 2013 the number of certifications issued has reached about 320,000 with more than 12,000 new certifications being issued per quarter
- Among the technology-independent certifications schemes, ISTQB® is the third largest in the IT industry in terms of number of people certified (exceeded only by PMI and ITIL)
- ISTQB® is the largest testing certification scheme in the World and has become an International de-facto reference on recommended testing practices

ISTQB® CUMULATIVE CERTIFICATES ISSUED

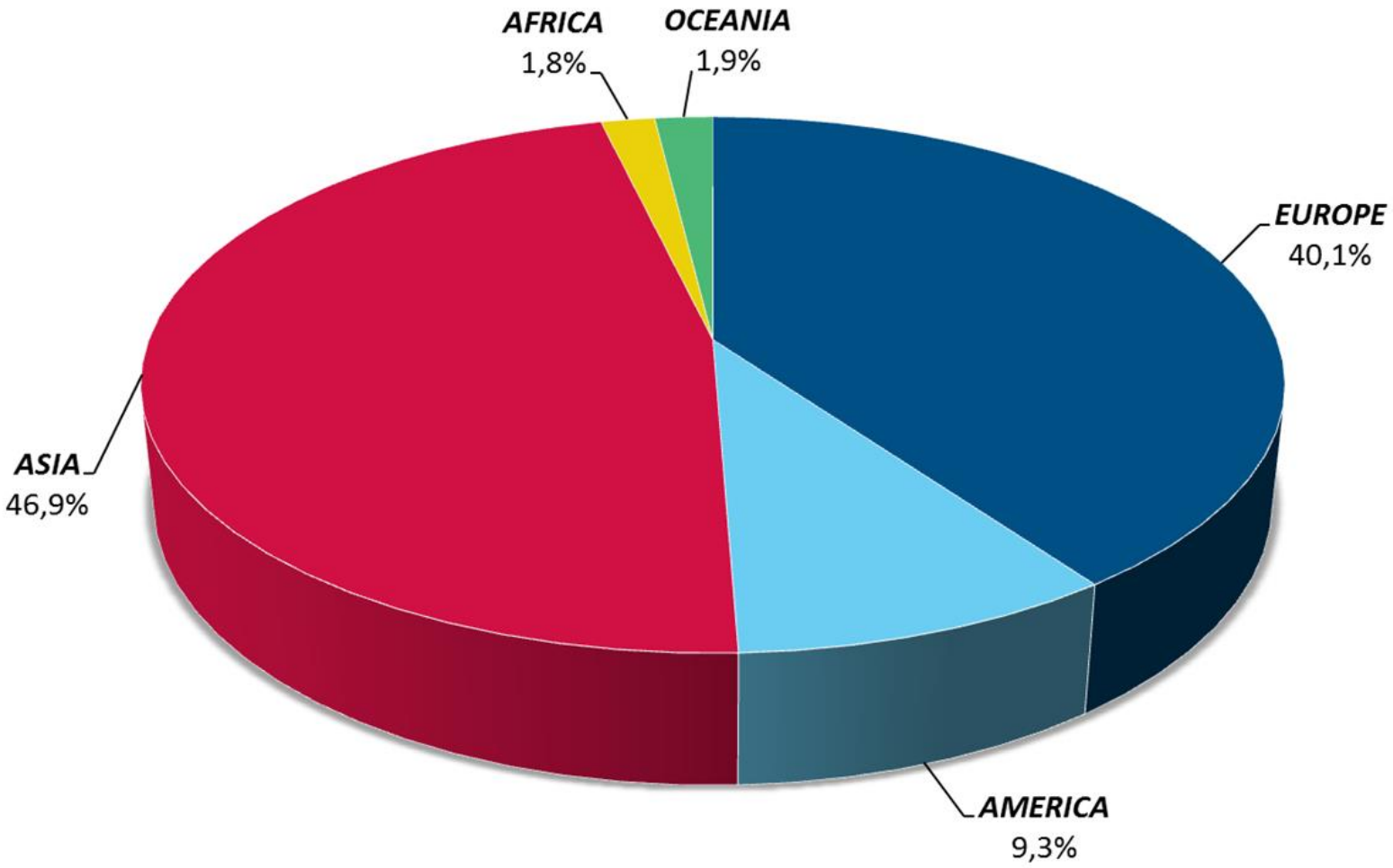


FOOTPRINT
NUMBER OF CERTIFICATIONS

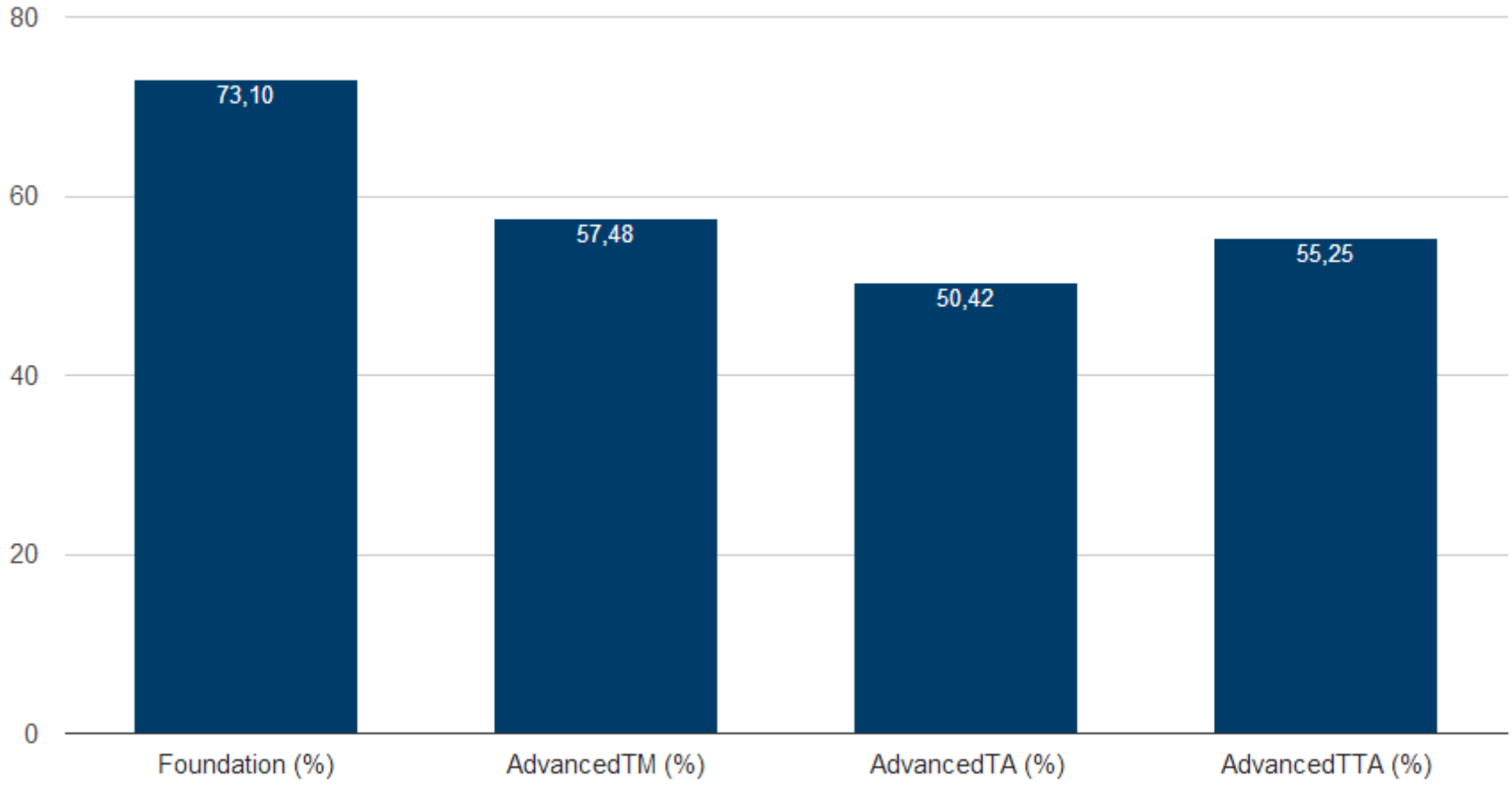
- The distribution of Certificates issued by ISTQB® as of September 2013 is as follows:

LEVEL	CERTIFICATES
Foundation Level	283.022
Advanced Level – Test Manager	16.651
Advanced Level – Test Analyst	11.199
Advanced Level – Technical Test Analyst	6.544
Full Advanced	2.571
TOTAL	**319.987**

ISTQB® CERTIFICATES BY CONTINENT



ISTQB® EXAM AVERAGE PASS-RATE



ACCREDITED TRANING PROVIDERS

- ISTQB® has a large number of Accredited Training Providers worldwide
- As of November 2013 there were:
  - 240+ Accredited Training Providers for Foundation Level
  - 100+ Accredited Training Providers for Advanced Level
  - 2 Accredited Training Providers for Expert Level
- The list of Accredited Training Providers is available on the ISTQB® Web Site

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

ISTQB® PARTNER PROGRAM

Provides recognition to
Companies
that are investing in the
ISTQB® scheme

BENEFITS FOR PARTNERS

The main benefits of the ISTQB® Partner Program are:

- International visibility of the partnership status through exposure on the ISTQB® Website
- Access to ISTQB® Conference Network events with exclusive benefits
- Access to the alpha versions of new syllabi, with the opportunity to contribute to their review
- Local benefits provided by Member Boards and Exam Providers

ELIGIBILITY POINTS AND THRESHOLDS

- Companies can become ISTQB® Partners if they have a significant number of employees or external consultants working for them who have passed ISTQB® certification exams.

- The Program comprises four levels of partnership, each with a different eligibility threshold:
  - **Silver**: 5 Points
  - **Gold**: 14 Points
  - **Platinum**: 30 Points
  - **Global**: a minimum of 1 Platinum Partnership and 2 Gold Partnerships in at least 2 different countries.

ELIGIBILITY POINTS AND THRESHOLDS

- The partnership level of an organization is determined by the number of certification points it has accumulated:
  - Foundation certification = 1 point
  - Advanced certification = + 3 points (for each advanced level certification module achieved)
  - Expert certification = + 5 points (for each expert level certification module achieved)
- Other criteria are the following:
  - GOLD partnership needs at least 1 ADVANCED Level certification
  - PLATINUM partnership needs at least 3 ADVANCED Level certifications

ISTQB® PARTNERS

- As of May 2014, ISTQB® Partnership has been achieved by:

✓ **1** company at GLOBAL Level

✓ **24** Companies at PLATINUM Level

✓ **19** companies at GOLD Level

✓ **18** companies at SILVER Level

More information at: *www.istqb.org/partner*

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

ISTQB® AWARD

- ISTQB® has launched the “ISTQB® International Software Testing Excellence Award”, an annual prize given to somebody who has made an outstanding contribution to the field of software quality, through professional practice, innovation, or research
- Anyone can nominate a potential winner of the "ISTQB® International Software Testing Excellence Award” by filling in the Nomination Form available on the ISTQB® website

ISTQB® AWARD CRITERIA

- The winner of the Award is selected for having contributed to:
  - Increasing public awareness for the importance of software quality and testing
  - Publishing research findings in the field of software quality and testing
  - Promoting further education in software quality and testing
  - Supporting the creation of standards and recommended practices in the area of software quality and testing
  - Giving new energy to the improvement of software development and testing processes

ISTQB® AWARD WINNERS

- 2013 ISTQB® Award: **Harry Sneed**
- 2012 ISTQB® Award: **Dorothy Graham**
- ISTQB® Special Award for Lifelong Contribution to Software Testing: **Boris Beizer**
  (issued on 2012)

ISTQB® CONFERENCE NETWORK

- ISTQB® has created the "ISTQB® Conference Network" to promote the annual events around the world related to ISTQB®
- These events have to:
  - Be focused on Testing and Quality
  - Be organized or recognized by an ISTQB® Member Board or by the ISTQB® Marketing Working Group
- Recognition is based on the following criteria:
  - The event must have an open and public call for papers
  - The selection of presentations must be performed by an independent program committee comprising several people
  - The event should offer at least a 20% discount to ISTQB® Certificate Holders
  - The program should include at least one official ISTQB® speech made by an ISTQB® representative or a representative of the National Board of that region (as agreed with ISTQB®); this speech should be delivered in a keynote slot

ISTQB® RECOGNIZED MOBILE APPS

- ISTQB® created the “ISTQB® Recognized APP” in order to promote those applications that are based on ISTQB® referenced information.
- Any person or entity can apply to have an ISTQB® recognized App and, before receiving the “ISTQB® recognized App” logo, the App will be reviewed by the ISTQB® that will check the following criteria (all of them are mandatory):
  - The App shall have a reference to the ISTQB® website as well as all to the ISTQB® social media;
  - If the App makes usage of ISTQB® publicly available info (e.g.: glossary, syllabi) the provider shall keep them aligned with the latest official version issued by ISTQB® (for the English version) of by the ISTQB® Member Boards (in case of local translations);
  - The App shall not have reference to any scheme competitive to ISTQB®;
  - The App can use the specific ISTQB® recognized App logo that will be provided after successful validation; it cannot use any other ISTQB® logos, unless specifically agreed and approved by ISTQB®;
  - The App must be available for download free of charge;
  - The App shall have at least one English version.

CONTENTS

1 Introduction to ISTQB®

2 Benefits

3 Syllabi and Extensions

4 Exams

5 ISTQB®: Worldwide Footprint

6 ISTQB® Partner Program

7 Special Initiatives

8 Contacts

ISTQB® CONTACTS AND CHANNELS

International Software Testing
Qualifications Board® A.I.S.B.L.

1150 Brussels
Belgium

info@istqb.org

www.istqb.org

ISTQB®

International Software Testing Qualifications Board

ISTQB® CONTACTS AND CHANNELS

You Tube presence	: http://www.youtube.com/user/ISTQBORG
Slide Share presence	: http://www.slideshare.net/ISTQBORG
LinkedIn Community	: http://www.linkedin.com/groups/ISTQB-International-Software-Testing-Qualifications-99444
Twitter Channel	: http://twitter.com/ISTQBORG
XING Community	: https://www.xing.com/net/istqb
Facebook Page	: http://www.facebook.com/istqborg

ISTQB® Smartshow