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**Exam** : **CSQE**

**Title** : Certified Software Quality  
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**Vendor** : ASQ

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**NO.1** Which of the following usage metrics is most effective for capacity planning of a data warehouse?

- A. Queries per user
- B. Queries per timeframe
- C. Query latency per user group
- D. Queries per user group per timeframe

**Answer:** D

Explanation:

Queries per user group per timeframe is the most effective usage metric for capacity planning of a data warehouse. This metric provides detailed insights into the workload generated by different user groups over specific periods, allowing for accurate forecasting of resource needs and planning for future capacity. It helps in identifying patterns and peak usage times, which are crucial for efficient capacity management.

References:

\* "Data Warehousing in the Real World: A Practical Guide for Building Decision Support Systems" by Sam Anahory and Dennis Murray

\* "The Data Warehouse Lifecycle Toolkit" by Ralph Kimball et al.

**NO.2** Which of the following categories describes acquirer-type stakeholders?

- A. Distributors, suppliers, users
- B. Distributors: developers, suppliers
- C. Indirect user, direct user, customers
- D. Indirect user, direct user, distributor

**Answer:** C

Explanation:

Acquirer-type stakeholders are those who acquire the software or service, which typically includes both indirect and direct users, as well as customers. These stakeholders are directly involved in the acquisition and usage of the software, making them key participants in determining requirements and evaluating the final product.

**NO.3** What type of technology is designed to provide organizational partners with real-time access to information on a business-to-business architecture?

- A. Embedded system
- B. Encrypted email
- C. Extranet
- D. Internet

**Answer:** C

Explanation:

An extranet is a private network that uses Internet protocols and public telecommunication systems to securely share part of a business's information or operations with suppliers, vendors, partners, customers, or other businesses. It provides real-time access to information and fosters collaboration between organizations.

References: Turban, E., Volonino, L., & Wood, G. "Information Technology for Management".

**NO.4** In agile development, requirements changes are

- A. discussed and incorporated during the daily stand up
- B. implemented in the next sprint to enable rapid feature delivery
- C. added to the product backlog and prioritized by the product owner
- D. reviewed and approved by stakeholders in a configuration control board

**Answer:** C

Explanation:

In agile development, changes to requirements are a common and expected part of the process. The product backlog, which is a prioritized list of tasks and requirements for the project, is the main tool for managing these changes.

\* Requirement Identification: New requirements or changes are identified during various stages of the

\* development process, often during interactions with stakeholders or as the team gains a deeper understanding of the project.

\* Product Backlog: These new requirements are then added to the product backlog. The product backlog is managed by the product owner, who is responsible for maintaining its order of priority based on the project's goals and stakeholder feedback.

\* Prioritization: The product owner prioritizes the backlog items to ensure that the most valuable and important features are addressed first. This prioritization helps in managing scope and delivering value incrementally.

\* Sprint Planning: During sprint planning, the team selects items from the top of the product backlog to include in the next sprint, based on their capacity and the priority set by the product owner.

**NO.5** One of the biggest challenges in software testing is knowing

- A. which functions to test
- B. which tests to use
- C. when to start testing
- D. when to stop testing

**Answer:** D

Explanation:

Knowing when to stop testing is one of the biggest challenges in software testing. This challenge stems from the fact that exhaustive testing is practically impossible due to constraints of time and resources. Testers must decide when enough testing has been done to ensure an acceptable level of quality and risk. This decision is often based on various factors such as coverage of requirements, defect discovery rates, risk assessments, and project timelines.

References:

\* "Software Testing: A Craftsman's Approach" by Paul C. Jorgensen.

\* ISTQB Foundation Level Syllabus.

**NO.6** Which of the following types of testing is conducted to test the interfaces and interactions between source code modules?

- A. system
- B. integration
- C. functional
- D. component

**Answer: B**

Explanation:

Integration testing is a type of testing conducted to evaluate the interfaces and interactions between different modules of source code. Here's why integration testing is the correct choice:

\* Definition: Integration testing focuses on verifying that the modules or components of an application work together as expected. It checks for data flow between modules and ensures that integrated units function correctly.

\* Scope: Unlike system testing (which tests the entire system) or component testing (which tests individual components), integration testing specifically targets the interactions and interfaces between modules.

\* Purpose: The goal is to identify issues that arise when combining components, such as incorrect data exchange, communication errors, and interface mismatches.

**NO.7** In specifying a software requirement, it is important to consider how the requirement might be

- A. referenced
- B. documented
- C. coded
- D. validated

**Answer: D**

Explanation:

When specifying a software requirement, it is essential to consider how the requirement might be validated.

Validation ensures that the software meets the needs and requirements of the stakeholders and functions as intended in the real-world environment. Without proper validation criteria, it would be challenging to confirm whether the software fulfills its intended purpose.

References:

- \* "Software Requirements" by Karl E. Wieggers and Joy Beatty
- \* IEEE Standard 830-1998 for Software Requirements Specifications

**NO.8** Which of the following methods is an example of dynamic analysis?

- A. Piloting
- B. Peer reviews
- C. Quality gates
- D. Mathematical proofs

**Answer: A**

Explanation:

Dynamic analysis involves testing and evaluation of a program by executing data in real-time.

Piloting, in this context, refers to a technique where the system is used in a controlled environment to evaluate its performance and functionality under actual operating conditions. This falls under dynamic analysis because it involves running the software to check for issues, as opposed to static analysis methods which involve code review without execution.

Peer reviews and quality gates are static analysis techniques, where the code is inspected without execution.

Mathematical proofs are formal methods that also fall under static analysis.

References:

- \* IEEE Standard for Software Verification and Validation (IEEE 1012).
- \* "Software Engineering: A Practitioner's Approach" by Roger S. Pressman.

**NO.9** In the archival process, retention of historical records is

- A.** not required
- B.** set for at least 2 years
- C.** needed for all documents
- D.** specified by the organization

**Answer:** D

Explanation:

**Organizational Policies:** The retention of historical records is typically governed by organizational policies, which are designed to comply with legal, regulatory, and business requirements.

**Retention Periods:** These policies specify the duration for which records need to be retained, ensuring that important historical data is available for future reference, audits, and compliance checks.

**References:** Industry standards and guidelines, such as those from ISO and regulatory bodies, provide frameworks for establishing record retention policies tailored to organizational needs.

**NO.10** When brainstorming is used to generate ideas, the most immediate result will be

- A.** an unrestricted list of items
- B.** a prioritized list of items
- C.** a categorized list of items
- D.** a problem solution

**Answer:** A

Explanation:

Brainstorming is a creative technique used to generate a wide range of ideas in a group setting. The immediate result of a brainstorming session is typically:

- \* **Unrestricted List:** The primary goal is to produce as many ideas as possible without judgment or prioritization. This encourages free thinking and innovation.
- \* **Diverse Inputs:** Participants contribute a variety of ideas, leading to a comprehensive and diverse set of potential solutions or concepts.
- \* **Foundation for Further Analysis:** This unrestricted list serves as the basis for subsequent steps, such as categorization, prioritization, and solution development.

**NO.11** Software security is developed to address which of the following types of communication threats?

- A.** Intentional attacks
- B.** Unintentional attacks
- C.** Physical attacks
- D.** Natural disasters

**Answer:** A

Explanation:

Software security is designed to protect systems and data from various types of communication threats. These threats can be categorized as:

- \* **Intentional Attacks:** These are deliberate actions taken by malicious individuals or groups aiming to

exploit software vulnerabilities for gain, disruption, or espionage. Examples include hacking, phishing, and malware attacks.

- \* Unintentional Attacks: These are accidental events that can cause security breaches, such as user errors or software bugs.
- \* Physical Attacks: These involve physical actions against hardware that can affect software, like theft or damage.
- \* Natural Disasters: Events such as earthquakes or floods that can physically damage systems and cause software failures.

Among these, software security primarily addresses intentional attacks. The focus is on preventing unauthorized access, data breaches, and other forms of cyber attacks.

References:

- \* "Software Security: Building Security In" by Gary McGraw
- \* NIST Special Publication 800-53, Security and Privacy Controls for Information Systems and Organizations

**NO.12** Which of the following aspects of information systems is disaster recovery primarily concerned with protecting?

- A.** Integrity
- B.** Availability
- C.** Authorization
- D.** Confidentiality

**Answer:** B

Explanation:

Disaster recovery is primarily concerned with ensuring that information systems can continue to operate or be quickly restored to operation after a disaster.

- \* Objective: The main objective of disaster recovery is to ensure that the system remains available, or can be quickly made available, after an interruption or disaster.
- \* Key Elements: This involves having backups, redundant systems, and recovery plans that can be quickly executed to restore system functionality.
- \* Focus on Availability: While integrity and confidentiality are also important, the immediate concern of disaster recovery is to ensure that systems are available to users to maintain business continuity.

**NO.13** During what activity would it be appropriate for a team to use a complexity analyzer?

- A.** Requirements analysis
- B.** Requirements traceability
- C.** Test planning
- D.** Test execution

**Answer:** C

Explanation:

A complexity analyzer evaluates the complexity of the code, typically measured by metrics like cyclomatic complexity, which helps in understanding the number of linearly independent paths through a program's source code.

- \* Test Planning: Identifies complex areas that require more thorough testing.
- \* Complexity Analysis: Identifies complex areas that require more thorough testing.
- \* Resource Allocation: Helps allocate testing resources effectively based on code complexity.

- \* Risk Assessment: High complexity often correlates with higher risk and potential for defects.
- \* Objective: To ensure that the test plan includes adequate coverage for complex code areas, which are more prone to errors.

**NO.14** Which of the following inputs is used in software cost estimation models?

- A.** Lines of code
- B.** Number of users
- C.** Age of the software
- D.** Maintenance requirements

**Answer:** A

Explanation:

Software cost estimation models, such as COCOMO (Constructive Cost Model), commonly use "Lines of Code (LOC)" as a primary input. LOC is a measure of the size of a software program by counting the number of lines in the source code. This metric is essential for estimating the amount of effort and time required to develop the software. Other inputs may include function points and other metrics, but LOC remains a fundamental component in many models. References: Barry W. Boehm's "Software Engineering Economics".

**NO.15** According to the CMMI-DEV V1.3, how many process areas are defined for an organization at Maturity Level

2?

- A.** 2
- B.** 3
- C.** 5
- D.** 7

**Answer:** D

Explanation:

According to the CMMI-DEV (Capability Maturity Model Integration for Development) version 1.3, there are

7 process areas defined for an organization at Maturity Level 2. These process areas are Requirements Management, Project Planning, Project Monitoring and Control, Supplier Agreement Management, Measurement and Analysis, Process and Product Quality Assurance, and Configuration Management. These areas focus on establishing basic project management and process discipline. References:

\* CMMI-DEV Version 1.3, CMMI Product Team, Software Engineering Institute (SEI), Carnegie Mellon University, 2010.

\* "CMMI for Development, Version 1.3," Software Engineering Institute.

**NO.16** One of the objectives of a functional test is to demonstrate that the software

- A.** is sufficiently free of operational problems
- B.** is understood by the user
- C.** interacts appropriately at the unit level
- D.** processes the data in a structured manner

**Answer:** A

Explanation:

Functional testing is a type of software testing that evaluates the functionality of a software application by testing it against the specified requirements. The primary goal of functional testing is to ensure that the software works as per the desired specifications and performs its intended functions correctly<sup>123</sup>.

\* Is sufficiently free of operational problems (Option A): One of the main objectives of functional testing is to demonstrate that the software operates correctly and is free of issues that could affect its operation. This includes testing the software to ensure that it is performing its required functions without errors or problems<sup>12</sup>.

\* Is understood by the user (Option B): While user understanding is important, it is not the primary objective of functional testing. User understanding is more related to usability testing, which assesses how easily users can learn and use the product.

\* Interacts appropriately at the unit level (Option C): Interaction at the unit level is typically tested during unit testing, which is a subset of functional testing but not its overarching objective. Functional testing looks at the application as a whole rather than individual units<sup>2</sup>.

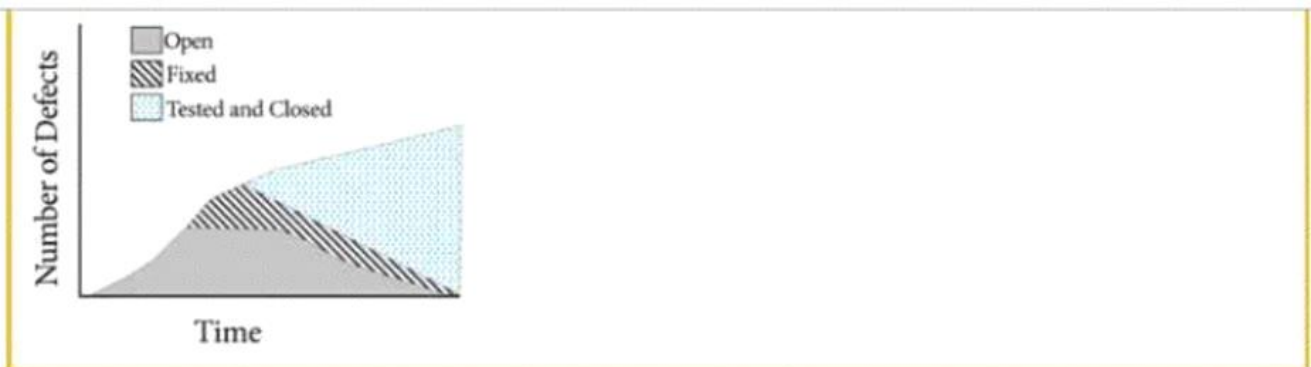
\* Processes the data in a structured manner (Option D): Although processing data correctly is part of functional testing, the focus is on whether the software performs its intended functions and not specifically on the structure of data processing.

**NO.17** The following graphs illustrate the arrival rate and current status of software defects during system test. Which of these graphs indicates a product that is most ready for formal release to the customer?

**A.**



**B.**



**C.**



D.

**Answer:** D

Explanation:

Graph Analysis: In the provided graphs, each graph represents the status of defects over time, divided into categories: Open, Fixed, and Tested and Closed.

Option A: Shows a large number of open and fixed defects with fewer tested and closed defects.

Option B: Indicates an increasing trend in tested and closed defects but still has a substantial number of open defects.

Option C: Shows a significant decrease in open defects and a substantial increase in tested and closed defects, indicating progress.

Option D: Depicts the fewest number of open defects, with the majority of defects tested and closed, indicating that most defects have been addressed and verified.

Conclusion: The graph in Option D, with the majority of defects tested and closed and the fewest number of open defects, suggests the product is most ready for formal release to the customer. This aligns with software quality assurance principles where minimal unresolved defects indicate readiness for release.

**NO.18** The long-term success of a software subcontractor is dependent on which of the following factors?

- A. Profit margin
- B. Customer satisfaction
- C. Productivity levels
- D. Technology trends

**Answer:** B

Explanation:

The long-term success of a software subcontractor largely depends on customer satisfaction.

Satisfied customers are more likely to provide repeat business, positive referrals, and long-term contracts. While profit margin, productivity levels, and technology trends are also important, they are often secondary to maintaining strong, positive relationships with customers.

References:

\* "Customer Satisfaction Measurement for ISO 9000: 2000" by Bill Self

\* "The Loyalty Effect: The Hidden Force Behind Growth, Profits, and Lasting Value" by Frederick F. Reichheld