



TMAP®: Quality Engineering for SAP

Sample exam

Version 1.0

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Introduction

This is the sample exam for the certification “TMAP: Quality Engineering for SAP” which is part of the TMAP certification scheme. The requirements for this exam are described in the syllabus.

The format of the exam is multiple choice. There are 25 questions, 17 relate to K2 LOs, 8 relate to K3 LOs (K1 LOs are not explicitly examined). Each correctly answered question for a learning objective at K2- or K3-level gives 1 point. There are 17 K2 questions and 8 K3 questions so in total 25 points can be gained. To pass the exam, at least 66% of the points (that is 17 points) must be gained.

The candidate has one hour to complete the exam. This time is sufficient for non-native speakers. The only reason for getting extra time would be medical reasons, such as dyslexia, in that case contact the exam provider before scheduling the exam.

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1. Questions

1.1. LO01 - ERP Systems

Which combination lists general differences between ERP systems and other IT solutions?

- A. Differences in complexity, speed of user adoption, and level of customization.
- B. Differences in financial investment level, amount of conventional unit tests and speed of user adoption.
- C. Differences in complexity, level of customization and user satisfaction.
- D. Differences in financial investment level, complexity, and amount of conventional unit tests

1.2. LO03 - SAP Main flows

Which SAP Module/Line of Business is present in all of the four SAP main flows?

- A. Database Management.
- B. Master Data Governance.
- C. Quality Management.
- D. Test Data Analysis

1.3. LO05 - IT delivery models for SAP

What is the IT delivery model that many SAP organizations will transition to (or have already transitioned to)?

- A. The Waterfall model.
- B. The Scrum framework.
- C. The DevOps model.
- D. The Demand/Supply model.

1.4. LO06 - Introduction to Quality Engineering & Testing

What is the main focus of quality engineering?

- A. The main focus of quality engineering is to determine if a system is able to satisfy implied needs.
- B. The main focus of quality engineering is to continuously deliver IT systems with the right quality at the right moment. So this relates to built-in quality.
- C. The main focus of quality engineering is to automate as many activities as possible to shorten the time to market and reduce human error.
- D. The main focus of quality engineering is to use standard modules of SAP to prevent problems in bespoke software.

1.5. L007 - Business value and the VOICE model

What is the goal of IT delivery?

- A. The goal of IT delivery is to do as many tests as possible to make sure that all problems will be discovered before go-live.
- B. The main goal of IT delivery is to fulfill all objectives that the team has for their process improvement (based on retrospectives).
- C. The goal of IT delivery is to make sure that the system will cause as few problems as possible which is an important selection criterion for deciding which features will be built and will not be built.
- D. The goal of IT delivery is to deliver business value, which requires the right quality at the right moment.

1.6. L008 - Introduction to built-in Quality

You are working in a high-performance IT delivery team of QualityLand and the scrum master talks about continuous improvement of quality to be able to deliver business value. What needs to be continuously improved in this context?

- A. The quality of the products needs to be continuously improved.
- B. The quality of the people (knowledge and skills) needs to be improved.
- C. The quality of products, processes and people needs to be continuously improved.
- D. The quality of the infrastructure and tooling needs to be continuously monitored and improved.

1.7. L009 - Stakeholder management in SAP projects

QualityLand is implementing a new SAP solution for administering the sales process. In the project various roles are involved. The development and integration activities are outsourced to a system integrator. The people in the QualityLand team are responsible for the acceptance and implementation of the solution. The involved roles in QualityLand team are:

- Project manager
- Key user
- Functional consultant / solution expert
- Test manager

One of the tasks is to create test cases for the end-to-end test. Who will perform in this task?

- A. Project manager
Test manager
- B. Test manager
Key user
- C. Key user
Functional consultant/ solution expert
- D. Test manager
Functional consultant/ solution expert

1.8. LO10 - ARCI matrix for stakeholder responsibilities

You are working in a small IT delivery team in the hybrid (Demand/Supply) IT organization of QualityLand. To make sure everybody knows their involvement and position in the team, you create an ARCI-matrix for the deployment (that is: putting it in the live environment) of a new feature.

Ingrid is the IT manager who reports to the top-management about budgets, timelines and quality and sets the boundaries for the team.

Patricia is the Product Owner and knows what the new IT system should do and when it is needed.

Densel is the developer (programmer) of the team and knows technical details.

Oprah is the operations & maintenance person of the team.

Based on the description above, which ARCI-matrix is correct for the deployment of the new feature by this team?

- A. Ingrid - Accountable
Patricia - Responsible for scheduling the deployment
Densel - Consulted
Oprah - Responsible for the actual deployment activities
- B. Ingrid - Accountable
Patricia - Consulted
Densel - Informed
Oprah - Responsible
- C. Ingrid - Informed
Patricia - Responsible for the actual deployment
Densel - Accountable and responsible for scheduling the deployment.
Oprah - Consulted
- D. Ingrid - Informed
Patricia - Consulted
Densel - Responsible for scheduling the deployment
Oprah - Responsible for the actual deployment activities

1.9. LO11 - The SAP Project

Match the (SAP) project implementation types (1-6) with the right description (A-F).

1. Brownfield
2. Phased
3. Cloud-based
4. Roll-out
5. Upgrade
6. Greenfield

- I. Uses a template solution for implementing generic processes in multiple locations and a localized template for location specific processes.
- II. Takes place in an existing IT environment which already has an established system in place. The goal is integrating changes to the SAP system instead of replacing entirely.
- III. Takes place in a new environment where the software is implemented for the first time.
- IV. Begins with the most crucial functionalities (MVP) and adds more over time.
- V. Takes place on a cloud-based infrastructure.
- VI. Takes place in an existing IT environment which already has an established system in place. The goal is upgrading to a newer version of the software.

- A. 1 II, 2 V, 3 IV, 4 I, 5 VI, 6 III
- B. 1 II, 2 IV, 3 V, 4 I, 5 VI, 6 III
- C. 1 III, 2 IV, 3 VI, 4 I, 5 V, 6 II
- D. 1 II, 2 I, 3 V, 4 III, 5 VI, 6 IV

1.10. LO13 - SAP Quality Risk Analysis

Based on the Risk Class value of an SAP business process in the risk matrix, all processes are prioritized and classified as Low, Medium, High or Critical.

You are part of the team that determines the quality risk classes, and are mainly concerned with the business perspective of the quality risk analysis.

Which are the two components of the quality risk calculation that you give input to?

- A. Frequency of use and Process complexity.
- B. Business impact and Technical impact.
- C. Process complexity and Business impact.
- D. Frequency of use and Business impact.

1.11. LO14 - SAP Test Strategy

QualityLand will do a new greenfield SAP implementation. To determine the test approach an SAP Test Strategy needs to be created. What are the main building blocks to create an SAP Test Strategy?

- A. Project Plan,
Process Map,
Business BluePrint.
- B. SAP PRACTICES UP,
Test Basis,
SAP Quality Risk Analysis.
- C. Test Basis,
Project Plan,
Technical documentation.
- D. SAP Quality Risk Analysis,
SAP PRACTICES UP,
Technical documentation.

1.12. LO15 - SAP Test Plan

When implementing SAP Quality Engineering for QualityLand, quality should be the starting point in all layers of the organization. Quality Engineering serves on a Strategic Level, for any large programs and projects, as “why” and “what” needs to be done. On Tactical Level, quality engineering serves as the bridge between IT and Business and describes the “how” and with “which”. On Operational level quality engineering serves as a guideline “when” activities need to be done.

Which of the following statements is correct?

- A. The SAP Test Strategy is the reference of the organizing and performing activities of the test activities and serves as an instrument to communicate with the stakeholders on tactical an operational level.
- B. The SAP Test Schedule is the reference of the organizing and performing activities of the test activities and serves as an instrument to balance the allocation of quality measures and the investment of testing, to make an optimal distribution of effort over test varieties and test approaches and determines test coverage and test intensity.
- C. The SAP Test Plan describes the SAP test project, including the activities and the schedule. The SAP Test Plan is the linking pin between the tactical and operational level. The Test Plan translates the Test Strategy in such a way that everyone in a test project can understand the activities to be done. The Test Plan and the Test Strategy may be combined in one document or may be separate documents.
- D. The SAP Test Strategy is the description of all the actual tests (logical and physical test cases), allocated to quality measures to balance the investment in testing and to make an optimal distribution of effort over test varieties and test approaches.

1.13. LO17 - Test Design - introduction

Which of the following is a correct test case (both the test design and test execution)?

- A. Start with empty database. Input a customer with the name of Jeanine, select to buy one QualityLand ticket for the normal price of 40 EURO and select to pay using credit card. Expect the customer to get the ticket, and the database to contain this new customer and one ticket, and the financial transaction to complete. Actual outcome is correct, test case passes.
- B. Start with a database with customer Amanda. Select to buy one QualityLand ticket for 40 EURO and select to pay with credit card. Expect one ticket to be printed. Expect the money to be transferred from customer to QualityLand.
- C. Enter the client details of Guido. Choose "single ticket" on the QualityLand "buy ticket" screen. Choose "pay by credit card". Click "amount OK" for 40 EURO. Click "print ticket".
- D. Start with copying the live database. Find a customer that has no active tickets. Select to buy one QualityLand single ticket for this customer. Select to pay for the ticket using Credit Card. Add a new customer to the database. Buy a second ticket. Use another payment method. Find another customer in the database, select to buy a ticket and cancel the ticket before paying.

1.14. LO18 - Test Design - Equivalence Partitioning

The fruit stall at the QualityLand food market sells small and large fruits. Small fruits are oranges, pears and apples. Large fruits are pineapples, melons and pumpkin.

You design test cases for a low-risk regression test using Equivalence partitioning.

Which are correct test cases?

- A. Test an orange, expect message: small fruit.
Test a melon, expect message: large fruit.
- B. Test an orange, expect message: small fruit.
Test a pear, expect message: small fruit.
Test an apple, expect message: small fruit.
Test a pineapple, expect message: large fruit.
Test a melon, expect message: large fruit.
Test a pumpkin, expect message: large fruit.
- C. Test a peach, expect message: small fruit.
Test a banana, expect message: large fruit.
- D. Test one orange, expect message: small fruit
Test two oranges, expect message: small fruit
Test three oranges, expect message: small fruit.

1.15. LO19 - Test Design - Boundary Value Analysis

QualityLand is in the process of buying new licenses for the use of SAP. SAP have automated their offering process. They offer 10% discount when a client (e.g. QualityLand) buys a license for 100 or more users.

You are the team member responsible for testing this offering process, you have agreed with the product owner that 2-value boundary value analysis, combined with equivalence partitioning, will give the right level of confidence that the amount of the license-discount is correctly calculated.

What are the correct test cases?

- A. Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
- B. Request 50 licenses and expect no discount.
Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
Request 101 licenses and expect 10% discount.
Request 200 licenses and expect 10% discount.
- C. Request 50 licenses and expect no discount.
Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
Request 150 licenses and expect 10% discount.
- D. Request 70 licenses and expect no discount.
Request 100 licenses and expect no discount.
Request 101 licenses and expect 10% discount.
Request 250 licenses and expect 10% discount.

1.16. LO20 - SAP Authorizations managed with RBP

What is a general challenge with Role Based Permissions (RBP)?

- A. Two or more users with the same role in the SAP system may be difficult to set up.
- B. Setting up RBP is a complex and important activity in SAP projects, it may take a long time.
- C. Test design and test preparation can only be done by the Security team.
- D. The authorization matrix cannot give full insight in the permissions of the people in the organization.

1.17. LO21 - SAP End to End testing vertical and horizontal

QualityLand is introducing a new functionality for customers ordering a group ticket online. When a customer is ordering a family group ticket for 4 persons or more via the web portal, they receive a 10 Euro voucher to spend on any food or beverages in the park. QualityLand is processing incoming sales requests from the website via Salesforce CRM, SAP Sales and SAP Finance. All individual systems (verticals) have already been tested.

What is important to start the horizontal end-to-end test?

- A. • Check if the integrations between the different systems are available, operational and communicating.
- Test Users Accounts are created, available and login is working.
 - Scope is clear for the end-to-end flow, it is clear which process will be tested by whom.
 - The expected outcome is determined by all stakeholders, test data is available and aligned for the whole end-to-end flow to test the expected outcome.
- B. • Check if the integrations between the web portal and SAP is available, operational and communicating.
- Test Users Accounts are created, available and login is working.
 - Scope is clear per system, it is clear which process will be tested by whom.
 - Test Data is available.
- C. • Check if the integrations between the different systems are available, operational and communicating.
- Check if it is clear which Financial accounting documents need to be validated.
 - Test Data is available and aligned for the whole end-to-end flow, the expected outcome can differ per selected test data.
 - The horizontal flow will be tested with wide authorizations.
- D. • Only integrations between web portal - CRM and SAP Sales – SAP Finance need to be in place.
- Test Users Accounts are created, with wide authorizations.
 - Scope is clear, it is clear which process will be tested by whom
 - Test Data is available and aligned for the whole end-to-end flow, the expected outcome can differ per selected test data.

1.18. LO22 - Test data in SAP

Why is it recommended to NOT use a copy of Production data as Test data?

- A. Creating a copy of Production data for non-Production environments can only be done via one specific tool that anonymizes the data and this tool is very expensive.
- B. Creating a copy of Production data for non-Production environments only contains the Configuration Data and not the Master Data which is also needed.
- C. Creating a copy of Production data for non-Production environments requires a lot of time and effort, and a large capacity of the infrastructure, which could lead to less environment availability.
- D. Creating a copy of Production data leads to less data options in the non-Production environment, because Production data is a smaller set than, for example, data on the Test environment.

1.19. LO23 - SAP organizational change management

Why is Organizational Change Management (OCM) an important discipline when implementing an SAP system?

- A. OCM finetunes the SAP solution to management needs by giving more insights via dashboarding and thus give them more controlling options.
- B. OCM ensures early and conscious involvement of different end users and thus makes it more likely that the SAP solution is going to be supported after Go-live.
- C. OCM creates room for educating the few specialist employees who are the ones having to work with the new SAP solution.
- D. OCM supports financial decision making before an SAP implementation is started and thus saves an organization money.

1.20. LO24 - SAP test execution

What are typical test varieties in SAP projects?

- A. In SAP projects there is an emphasis on Unit testing by developers and on Performance testing by operations people.
- B. In SAP projects the only relevant test variety are Regression tests to verify if the system is still working as it used to work before.
- C. Maintainability Testing and Usability Testing are very relevant test varieties for SAP projects.
- D. The System Integration Test and the User Acceptance Test are typical test varieties for SAP projects.

1.21. LO25 - Indicators and Test Reporting

What audiences does an IT delivery team have for their reporting and what kind of information do these audiences need?

- A. There may be a wide range of audiences.
The IT delivery team must create one clear report that aggregates all relevant information so that all audiences can get the relevant information from one source.
- B. There may be various audiences. The IT delivery team only has to supply alerts to these different stakeholders when there is a reason for them to take action.
- C. There are three groups of audiences with specific needs:
 - For the people in the team a very detailed level of reporting is needed (including all details)
 - Managers that are directly involved want overview reports
 - High-level managers only want quickly accessible information about the product and the process.
- D. There are generally 2 types of audiences: people that need an overview report and people that want high-level reporting.
A confidence monitor is the report that is relevant for both.

1.22. LO26 - Test Design - Path testing

You are in QualityLand and want to eat some pizza in the restaurant.

The restaurant has a simple process as shown in the picture of the process flow.

First you decide if you want a slice or a whole pizza.

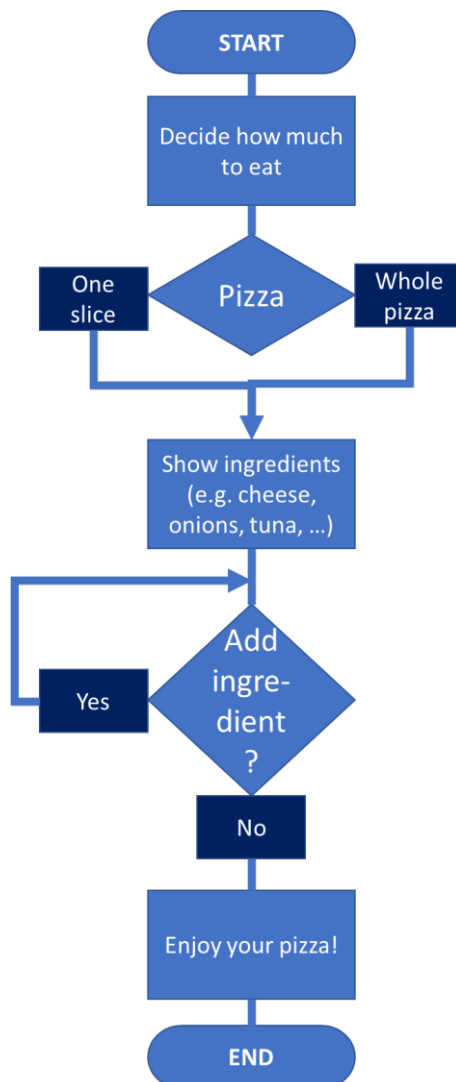
Then the available ingredients are shown.

You can decide to add any number of ingredients, select them one at a time.

You can also not select any ingredients and just eat a plain pizza.

After you are done with selecting ingredients you go to the checkout, pay and enjoy your delicious pizza.

Using the process flow, what is the minimum number of testcases needed, when using test depth level-1 (TDL-1)?



- A. 1 test case
- B. 2 test cases
- C. 3 test cases
- D. 4 test cases

1.23. LO27 - SAP Anomaly management

What is the role of business key user(s) in the anomaly management process?

- A. To provide a detailed analysis of the anomalies found during testing and to provide an estimate of retesting efforts related to the fix.
- B. To ensure that a resolution taken regarding an anomaly is aligned with the project timeline and budget.
- C. To provide a functional perspective and to prioritize anomalies based on their business impact.
- D. To provide a perspective on how to change the functional design of the software to help solve an anomaly.

1.24. LO30 - Test Management Tooling for SAP Projects

What are examples of the effects that test management tools have for SAP projects?

- A. Examples of effects that test management tools have for SAP projects are:
 - Combine managing business requirements, test cases and anomalies, with traceability, coverage and insights.
 - Being able to assign test cases to testers and track progress.
- B. Examples of effects that test management tools have for SAP projects are:
 - Being able to support data flows to external systems in the testing chain.
 - Visualize test data for test reporting.
 - Manage data access and conversion rules.
- C. Examples of effects that test management tools have for SAP projects are:
 - Being able to determine which test cases to automate and which to execute manually.
 - Being able to automatically generate test cases.
 - Virtualization of test environments.
- D. Examples of effects that test management tools have for SAP projects are:
 - Time behavior - do response & processing times meet requirements?
 - Resource Utilization - do the amounts and types of resources used meet requirements?
 - Capacity - do the maximum limits of the system meet requirements?

1.25. LO34 - Test Design - Exploratory Testing

Eva recently joined your SAP acceptance team at QualityLand and asks you what are the main characteristics of Exploratory Testing and how to prepare, execute and report.

What is the best answer?

- A. Experience-based testing is about "smelling out" errors and faults with an approach to investigate certain probable types of faults and create test cases on-the-fly, to try to expose these faults. Documentation is not really needed but when anomalies are found they can be registered.
- B. Exploratory Testing is a structured approach using the experience of the people involved. The charter is prepared beforehand and contains test ideas to guide the testing. The log is used to register test cases (with expected results) and the actual outcome. The debriefing form summarizes the results for the stakeholders.
- C. Exploratory Testing is a structured approach of experience-based testing where you, in the role of tester, design (on your own, without help of others) one test case, immediately execute this test case, and learn. Every now and then you fill in debriefing information that you share with team members to keep them aligned.
- D. Exploratory testing is a standardized method of deriving test cases from a specific test basis that will achieve a certain coverage. It results in test situations, logical test cases and/or physical test cases.
The results of test execution can be shown on a real-time dashboard.

2. Answers and feedback

2.1. LO01 - ERP Systems

Which combination lists general differences between ERP systems and other IT solutions?

- A. Differences in complexity, speed of user adoption, and level of customization.
- B. Differences in financial investment level, amount of conventional unit tests and speed of user adoption.
- C. Differences in complexity, level of customization and user satisfaction.
- D. Differences in financial investment level, complexity, and amount of conventional unit tests

A. Incorrect.

Speed of user adoption was not mentioned in the syllabus and it is impossible to make a general judgement on this without knowing the project details. The other 2 differences can be found in the syllabus, section 5.1.2.

B. Incorrect.

Speed of user adoption was not mentioned in the syllabus and it is impossible to make a general judgement on this without knowing the project details. The other 2 differences can be found in the syllabus, section 5.1.2.

C. Incorrect.

User satisfaction was not mentioned in the syllabus and it is impossible to make a general judgement on this without knowing the project details and the project outcome. The other 2 differences can be found in the syllabus, section 5.1.2.

D. Correct.

See the syllabus, section 5.1.2, for these 3 differences and the other 2 which are mentioned and explained.

2.2. LO03 - SAP Main flows

Which SAP Module/Line of Business is present in all of the four SAP main flows?

- A. Database Management.
- B. Master Data Governance.
- C. Quality Management.
- D. Test Data Analysis

A. Incorrect.

This is, at best, a general term when talking about databases. It is not an official SAP Module/Line of Business name.

B. Correct.

Every SAP Module/Line of Business needs data input and this is organized using the SAP Master Data Governance (MDG) module. See section 5.3 of the syllabus.

C. Incorrect.

This is an SAP Module/Line of Business, however, it deals with quality planning, quality assurance and quality control throughout the production process. It is not as widespread as Master Data Governance.

D. Incorrect.

This is not an official SAP Module/Line of Business name. Also, it says "test" data, which is not organized in the business oriented SAP modules.

2.3. LO05 - IT delivery models for SAP

What is the IT delivery model that many SAP organizations will transition to (or have already transitioned to)?

- A. The Waterfall model.
- B. The Scrum framework.
- C. The DevOps model.
- D. The Demand/Supply model.

A. Incorrect.

The Waterfall model is a very old sequential model that is not in use anymore, organizations that claim to use waterfall typically are using the V-model approach.

B. Incorrect.

Although Scrum is used on the "supply-side" of the Demand/Supply model, this is not the complete model to transition to.

C. Incorrect

Although the DevOps model is gaining popularity in many organizations, pure DevOps is not feasible when using SAP, for example because there is limited development involved.

D. Correct.

See syllabus section 5.5.

2.4. L006 - Introduction to Quality Engineering & Testing

What is the main focus of quality engineering?

- A. The main focus of quality engineering is to determine if a system is able to satisfy implied needs.
 - B. The main focus of quality engineering is to continuously deliver IT systems with the right quality at the right moment. So this relates to built-in quality.
 - C. The main focus of quality engineering is to automate as many activities as possible to shorten the time to market and reduce human error.
 - D. The main focus of quality engineering is to use standard modules of SAP to prevent problems in bespoke software.
- A. Incorrect
This is a part of the definition of quality. Quality engineering is broader.
- B. Correct
See the definition of quality engineering and the explanation in chapter 1 of the book Quality for DevOps teams.
- C. Incorrect
Although automation can be beneficial and may have positive impact on time and errors, this is not the main objective of quality engineering.
- D. Incorrect
Quality engineering does not favor standard software over bespoke software.

2.5. L007 - Business value and the VOICE model

What is the goal of IT delivery?

- A. The goal of IT delivery is to do as many tests as possible to make sure that all problems will be discovered before go-live.
 - B. The main goal of IT delivery is to fulfill all objectives that the team has for their process improvement (based on retrospectives).
 - C. The goal of IT delivery is to make sure that the system will cause as few problems as possible which is an important selection criterion for deciding which features will be built and will not be built.
 - D. The goal of IT delivery is to deliver business value, which requires the right quality at the right moment.
- A. Incorrect
The number of tests is not related to the goal of IT delivery. The goal is to deliver business value, which means the right level of quality. The number of tests is related to what information about the quality is needed to make the go-live decision.
- B. Incorrect
Although improvement of the IT delivery process, based on information from retrospectives, is important the main goal of IT delivery is to deliver business value, not to improve the process.
- C. Incorrect
A system that is very reliable may have its value, but the reliability can never be the main driver to decide which features are built or not. The main goal is to deliver business value, and the reliability must be related to this value.
- D. Correct
See book chapter 3.

2.6. L008 - Introduction to built-in Quality

You are working in a high-performance IT delivery team of QualityLand and the scrum master talks about continuous improvement of quality to be able to deliver business value. What needs to be continuously improved in this context?

- A. The quality of the products needs to be continuously improved.
- B. The quality of the people (knowledge and skills) needs to be improved.
- C. The quality of products, processes and people needs to be continuously improved.
- D. The quality of the infrastructure and tooling needs to be continuously monitored and improved.

A. Incorrect

According to the definition of high-performance IT delivery teams continuously improve products, processes and people.

B. Incorrect

According to the definition of high-performance IT delivery teams continuously improve products, processes and people.

C. Correct

See the introduction of chapter 1 and section 1.2.1 of the book.

D. Incorrect

Although infrastructure and tooling may need continuous monitoring and improvement, this is not the main concern of the Scrum master.

2.7. L009 - Stakeholder management in SAP projects

QualityLand is implementing a new SAP solution for administering the sales process. In the project various roles are involved. The development and integration activities are outsourced to a system integrator. The people in the QualityLand team are responsible for the acceptance and implementation of the solution. The involved roles in QualityLand team are:

- Project manager
- Key user
- Functional consultant / solution expert
- Test manager

One of the tasks is to create test cases for the end-to-end test. Who will perform in this task?

- A. Project manager
Test manager
- B. Test manager
Key user
- C. Key user
Functional consultant/ solution expert
- D. Test manager
Functional consultant/ solution expert

A. Incorrect

The project manager is not accountable for creating end-to-end test cases, the project manager can be consulted and or informed. The test manager is the one who is accountable for this task.

B. Incorrect

The test manager is accountable for the progress and deliverables. The test manager is the "owner" of the work, not the "do-er". The key user is responsible to make and deliver the end-to-end test cases. The key user is the "do-er" of the work.

C. Correct

The key user is the "do-er" of this task. The functional consultant is consulted to create the end-to-end test cases.

See syllabus section 6.1.

D. Incorrect

The test manager is accountable for the progress and deliverables. The functional consultant is not responsible for creating end-to-end test cases. The functional consultant is consulted to create the end-to-end test cases.

2.8. LO10 - ARCI matrix for stakeholder responsibilities

You are working in a small IT delivery team in the hybrid (Demand/Supply) IT organization of QualityLand. To make sure everybody knows their involvement and position in the team, you create an ARCI-matrix for the deployment (that is: putting it in the live environment) of a new feature.

Ingrid is the IT manager who reports to the top-management about budgets, timelines and quality and sets the boundaries for the team.

Patricia is the Product Owner and knows what the new IT system should do and when it is needed.

Densel is the developer (programmer) of the team and knows technical details.

Oprah is the operations & maintenance person of the team.

Based on the description above, which ARCI-matrix is correct for the deployment of the new feature by this team?

- A. Ingrid - Accountable
Patricia - Responsible for scheduling the deployment
Densel - Consulted
Oprah - Responsible for the actual deployment activities
 - B. Ingrid - Accountable
Patricia - Consulted
Densel - Informed
Oprah - Responsible
 - C. Ingrid - Informed
Patricia - Responsible for the actual deployment
Densel - Accountable and responsible for scheduling the deployment.
Oprah - Consulted
 - D. Ingrid - Informed
Patricia - Consulted
Densel - Responsible for scheduling the deployment
Oprah - Responsible for the actual deployment activities
- A. Correct
The IT manager is the principal stakeholder and as such accountable for deployment.
The product owner will decide when the deployment takes place.
The operations person will do the actual deployment activities and thus is responsible.
The developer is consulted in case extra information or help is needed.
See section 6.2 of the syllabus.
- B. Incorrect
The product owner must be involved more than just consulted.
The developer must be consulted, not just informed.
See the correct answer for further explanation.
- C. Incorrect
The product owner is not the person that does the actual deployment.
The developer will not be the accountable person, that should be an IT manager or maybe a product owner.
One person can be both accountable and responsible, but in this situation the developer is not the person for this.
Deployments are typical operations activities, so the operations person should be involved more than just consulted.
See the correct answer for further explanation.
- D. Incorrect
There must always be someone accountable.

2.9. LO11 - The SAP Project

Match the (SAP) project implementation types (1-6) with the right description (A-F).

1. Brownfield
2. Phased
3. Cloud-based
4. Roll-out
5. Upgrade
6. Greenfield

- A. Uses a template solution for implementing generic processes in multiple locations and a localized template for location specific processes.
- B. Takes place in an existing IT environment which already has an established system in place. The goal is integrating changes to the SAP system instead of replacing entirely.
- C. Takes place in a new environment where the software is implemented for the first time.
- D. Begins with the most crucial functionalities (MVP) and adds more over time.
- E. Takes place on a cloud-based infrastructure.
- F. Takes place in an existing IT environment which already has an established system in place. The goal is upgrading to a newer version of the software.

- A. 1 II, 2 V, 3 IV, 4 I, 5 VI, 6 III
- B. 1 II, 2 IV, 3 V, 4 I, 5 VI, 6 III
- C. 1 III, 2 IV, 3 VI, 4 I, 5 V, 6 II
- D. 1 II, 2 I, 3 V, 4 III, 5 VI, 6 IV

A. Incorrect.

See answer B for the correct matches. Phased is not E, but D.
Cloud-based is not D, but E.

B. Correct.

See the syllabus 5.6.2 where it describes the different types of SAP project implementation types.

C. Incorrect.

See answer B for the correct matches. Brownfield is not C, but B.
Cloud-based is not F, but E.
Upgrade is not E, but F.
Greenfield is not B, but C.

D. Incorrect.

See answer B for the correct matches. Phased is not A, but D.
Roll-out is not C, but A.
Greenfield is not D, but C.

2.10. LO13 - SAP Quality Risk Analysis

Based on the Risk Class value of an SAP business process in the risk matrix, all processes are prioritized and classified as Low, Medium, High or Critical.

You are part of the team that determines the quality risk classes, and are mainly concerned with the business perspective of the quality risk analysis.

Which are the two components of the quality risk calculation that you give input to?

- A. Frequency of use and Process complexity.
- B. Business impact and Technical impact.
- C. Process complexity and Business impact.
- D. Frequency of use and Business impact.

A. Incorrect

See section 6.4 of the syllabus and the explanation of the correct answer.

B. Incorrect

See section 6.4 of the syllabus and the explanation of the correct answer.

C. Incorrect

See section 6.4 of the syllabus and the explanation of the correct answer.

D. Correct

The business determines frequency of use and business impact. IT determined the process complexity and the technical impact.

The two business factors are added, the two IT factors are added, and both results are multiplied.

See section 6.4 of the syllabus.

2.11. LO14 - SAP Test Strategy

QualityLand will do a new greenfield SAP implementation. To determine the test approach an SAP Test Strategy needs to be created. What are the main building blocks to create an SAP Test Strategy?

- A. Project Plan,
Process Map,
Business BluePrint.
- B. SAP PRACTICES UP,
Test Basis,
SAP Quality Risk Analysis.
- C. Test Basis,
Project Plan,
Technical documentation.
- D. SAP Quality Risk Analysis,
SAP PRACTICES UP,
Technical documentation.

A. Incorrect

The Project Plan is not a key deliverable to determine the SAP Test Strategy
Process Map and Business Blueprint can both be used for scope setting.

B. Correct

The three main building blocks to derive the SAP Test Strategy are the helpful guideline of PRACTICES UP (an acronym for all SAP key focus areas), the SAP Quality Risk Analysis (determined by IT team(s) and Business teams(s)) and the test basis (which set the scope for the project like functional docs, User Stories, Process Flows etc).
See syllabus section 6.5 SAP.

C. Incorrect

The Project Plan and Technical documentation are not key deliverables to determine the SAP Test Strategy.

D. Incorrect

The Technical documentation is not key deliverable to determine the SAP Test Strategy.

2.12. LO15 - SAP Test Plan

When implementing SAP Quality Engineering for QualityLand, quality should be the starting point in all layers of the organization. Quality Engineering serves on a Strategic Level, for any large programs and projects, as “why” and “what” needs to be done. On Tactical Level, quality engineering serves as the bridge between IT and Business and describes the “how” and with “which”. On Operational level quality engineering serves as a guideline “when” activities need to be done.

Which of the following statements is correct?

- A. The SAP Test Strategy is the reference of the organizing and performing activities of the test activities and serves as an instrument to communicate with the stakeholders on tactical an operational level.
 - B. The SAP Test Schedule is the reference of the organizing and performing activities of the test activities and serves as an instrument to balance the allocation of quality measures and the investment of testing, to make an optimal distribution of effort over test varieties and test approaches and determines test coverage and test intensity.
 - C. The SAP Test Plan describes the SAP test project, including the activities and the schedule. The SAP Test Plan is the linking pin between the tactical and operational level. The Test Plan translates the Test Strategy in such a way that everyone in a test project can understand the activities to be done. The Test Plan and the Test Strategy may be combined in one document or may be separate documents.
 - D. The SAP Test Strategy is the description of all the actual tests (logical and physical test cases), allocated to quality measures to balance the investment in testing and to make an optimal distribution of effort over test varieties and test approaches.
-
- A. Incorrect
this is not about the test strategy but combines some random information.
See syllabus section 6.6.
 - B. Incorrect
This describes the test strategy.
See syllabus section 6.6.
 - C. Correct
The SAP Test Plan is an overview of activities and items to be in place for managing the SAP Test Project, including a description of the activities and the schedule (also sometimes referred to as planning).
See syllabus 6.5 and 6.6.
 - D. Incorrect
This is a mix of the definition of test scenario and test strategy.
See syllabus section 6.6.

2.13. LO17 - Test Design - introduction

Which of the following is a correct test case (both the test design and test execution)?

- A. Start with a properly prepared test-database. Input a customer with the name of Jeanine, select to buy one QualityLand ticket for the normal price of 40 EURO and select to pay using credit card. Expect the customer to get the ticket, and the database to contain this new customer and one ticket, and the financial transaction to complete. Actual outcome is correct, test case passes.
- B. Start with a database with customer Amanda. Select to buy one QualityLand ticket for 40 EURO and select to pay with credit card. Expect one ticket to be printed. Expect the money to be transferred from customer to QualityLand.
- C. Enter the client details of Guido. Choose "single ticket" on the QualityLand "buy ticket" screen. Choose "pay by credit card". Click "amount OK" for 40 EURO. Click "print ticket".
- D. Start with copying the live database. Find a customer that has no active tickets. Select to buy one QualityLand single ticket for this customer. Select to pay for the ticket using Credit Card. Add a new customer to the database. Buy a second ticket. Use another payment method. Find another customer in the database, select to buy a ticket and cancel the ticket before paying.

A. Correct.

This test case contains input and actions, expected result, actual result, pass/fail and observations (if any).

See book chapter 43 and section 45.1.

B. Incorrect

The test execution part is missing, there are no actual results and postconditions mentioned. Also the pass/fail of the test case is not mentioned.

C. Incorrect

This looks like part of a scenario to execute a test. It does not contain expected results and it does not contain actual results.

D. Incorrect

This merely shows 3 test situations that could be tested. But it does not show expected results, and no actual result and no pass/fail information.

Also copying the live database (without anonymizing or scrambling the data) is not allowed because of privacy regulations.

2.14. LO18 - Test Design - Equivalence Partitioning

The fruit stall at the QualityLand food market sells small and large fruits. Small fruits are oranges, pears and apples. Large fruits are pineapples, melons and pumpkin.

You design test cases for a low-risk regression test using Equivalence partitioning.

Which are correct test cases?

- A. Test an orange, expect message: small fruit.
Test a melon, expect message: large fruit.
 - B. Test an orange, expect message: small fruit.
Test a pear, expect message: small fruit.
Test an apple, expect message: small fruit.
Test a pineapple, expect message: large fruit.
Test a melon, expect message: large fruit.
Test a pumpkin, expect message: large fruit.
 - C. Test a peach, expect message: small fruit.
Test a banana, expect message: large fruit.
 - D. Test one orange, expect message: small fruit
Test two oranges, expect message: small fruit
Test three oranges, expect message: small fruit.
- A. Correct
With equivalence partitioning you use one value for every class. There are two classes, so two test cases is enough.
- B. Incorrect
These are all possible test cases. With Equivalence Partitioning you only test one test per class. There are 2 classes, so 2 test cases would be enough.
- C. Incorrect
Peach and banana are not defined, so the only thing you might expect is an error message, or you have an undefined result, which you would need to check with the product owner or another representative of the business.
- D. Incorrect
There are 2 classes (small and large fruit). Only one class is tested.
Also there is nothing defined about what happens when multiple fruits are tested.

2.15. LO19 - Test Design - Boundary Value Analysis

QualityLand is in the process of buying new licenses for the use of SAP. SAP have automated their offering process. They offer 10% discount when a client (e.g. QualityLand) buys a license for 100 or more users.

You are the team member responsible for testing this offering process, you have agreed with the product owner that 2-value boundary value analysis, combined with equivalence partitioning, will give the right level of confidence that the amount of the license-discount is correctly calculated.

What are the correct test cases?

- A. Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
 - B. Request 50 licenses and expect no discount.
Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
Request 101 licenses and expect 10% discount.
Request 200 licenses and expect 10% discount.
 - C. Request 50 licenses and expect no discount.
Request 99 licenses and expect no discount.
Request 100 licenses and expect 10% discount.
Request 150 licenses and expect 10% discount.
 - D. Request 70 licenses and expect no discount.
Request 100 licenses and expect no discount.
Request 101 licenses and expect 10% discount.
Request 250 licenses and expect 10% discount.
- A. Incorrect
These are good 2-value BVA test cases, but the Equivalence Partitioning test cases are missing.
- B. Incorrect
These are 3 test cases for 3-value boundary value analysis with the correct expected amount, but 2-value BVA is asked for.
The equivalence partitioning test cases are correct.
- C. Correct
This is a proper combination of equivalence partitioning and boundary value analysis, with correct expected outcomes.
- D. Incorrect.
The boundary value analysis test cases are wrong, they should have been 99 and 100, instead of 100 and 101.

2.16. LO20 - SAP Authorizations managed with RBP

What is a general challenge with Role Based Permissions (RBP)?

- A. Two or more users with the same role in the SAP system may be difficult to set up.
- B. Setting up RBP is a complex and important activity in SAP projects, it may take a long time.
- C. Test design and test preparation can only be done by the Security team.
- D. The authorization matrix cannot give full insight in the permissions of the people in the organization.

A. Incorrect

This is basic functionality of RBP.

B. Correct

See section 5.8 of the syllabus.

C. Incorrect

Testing of RBP can be done by the SAP Basis team, GRC or the Security team.
See section 3.3 of the syllabus.

D. Incorrect

The main goal of RBP is to give insight in the permissions.

2.17. LO21 - SAP End to End testing vertical and horizontal

QualityLand is introducing a new functionality for customers ordering a group ticket online. When a customer is ordering a family group ticket for 4 persons or more via the web portal, they receive a 10 Euro voucher to spend on any food or beverages in the park. QualityLand is processing incoming sales requests from the website via Salesforce CRM, SAP Sales and SAP Finance. All individual systems (verticals) have already been tested.

What is important to start the horizontal end-to-end test?

- A. • Check if the integrations between the different systems are available, operational and communicating.
 • Test Users Accounts are created, available and login is working.
 • Scope is clear for the end-to-end flow, it is clear which process will be tested by whom.
 • The expected outcome is determined by all stakeholders, test data is available and aligned for the whole end-to-end flow to test the expected outcome.
- B. • Check if the integrations between the web portal and SAP is available, operational and communicating.
 • Test Users Accounts are created, available and login is working.
 • Scope is clear per system, it is clear which process will be tested by whom.
 • Test Data is available.
- C. • Check if the integrations between the different systems are available, operational and communicating.
 • Check if it is clear which Financial accounting documents need to be validated.
 • Test Data is available and aligned for the whole end-to-end flow, the expected outcome can differ per selected test data.
 • The horizontal flow will be tested with wide authorizations.
- D. • Only integrations between web portal - CRM and SAP Sales – SAP Finance need to be in place.
 • Test Users Accounts are created, with wide authorizations.
 • Scope is clear, it is clear which process will be tested by whom
 • Test Data is available and aligned for the whole end-to-end flow, the expected outcome can differ per selected test data.

A. Correct

See syllabus section 7.7.2.

B. Incorrect

Not only the integrations between web portal and SAP needs to be available, for the horizontal test all integrations need to be available. The scope should be clear for the complete E2E, not only per system. And master data (so not just test data) needs to be available and aligned between all systems.

See section 7.7.2 of the syllabus.

C. Incorrect

Not only Finance accounting documents need to be validated, all main steps per system in the flow will be checked. Test data should be aligned with the expected outcome so it will lead to the anticipated outcome. Horizontal testing should be done with Business Role Authorizations in place.

Also see explanation of the correct answer and section 7.7.2 of the syllabus.

D. Incorrect

All integrations need to be available for horizontal testing. Horizontal testing should be done with Business Role Authorizations in place. Test data should be aligned with the expected outcome so it will lead to the anticipated outcome.

Also see explanation of the correct answer and section 7.7.2 of the syllabus.

2.18. LO22 - Test data in SAP

Why is it recommended to NOT use a copy of Production data as Test data?

- A. Creating a copy of Production data for non-Production environments can only be done via one specific tool that anonymizes the data and this tool is very expensive.
 - B. Creating a copy of Production data for non-Production environments only contains the Configuration Data and not the Master Data which is also needed.
 - C. Creating a copy of Production data for non-Production environments requires a lot of time and effort, and a large capacity of the infrastructure, which could lead to less environment availability.
 - D. Creating a copy of Production data leads to less data options in the non-Production environment, because Production data is a smaller set than, for example, data on the Test environment.
-
- A. Incorrect.
Making sensitive data anonymous can be done with various tools that are available on the market, not just one tool. Also, it is still possible to create the copy without anonymizing the data, but in many countries, this has by now become illegal in practice.
 - B. Incorrect.
In principle, any type of data can be copied from a Production environment to a non-Production environment.
 - C. Correct.
The process of copying Production data is costly in time and effort and makes both the Production and Test environment less available (so less useable, which costs money).
 - D. Incorrect.
The data coming from a Production environment is generally much larger than from a non-Production environment.

2.19. LO23 - SAP organizational change management

Why is Organizational Change Management (OCM) an important discipline when implementing an SAP system?

- A. OCM finetunes the SAP solution to management needs by giving more insights via dashboarding and thus give them more controlling options.
- B. OCM ensures early and conscious involvement of different end users and thus makes it more likely that the SAP solution is going to be supported after Go-live.
- C. OCM creates room for educating the few specialist employees who are the ones having to work with the new SAP solution.
- D. OCM supports financial decision making before an SAP implementation is started and thus saves an organization money.

A. Incorrect.

OCM aims to support those who are going to use the solution and is not primarily focused on supporting management.

B. Correct.

See syllabus section 6.3.

C. Incorrect.

In an SAP implementation there are many different kinds of people and skills involved. Not a few specialists only.

D. Incorrect.

OCM is not primarily concerned with financial decision making and more with supporting the adoption process by the end users.

2.20. LO24 - SAP test execution

What are typical test varieties in SAP projects?

- A. In SAP projects there is an emphasis on Unit testing by developers and on Performance testing by operations people.
- B. In SAP projects the only relevant test variety are Regression tests to verify if the system is still working as it used to work before.
- C. Maintainability Testing and Usability Testing are very relevant test varieties for SAP projects.
- D. The System Integration Test and the User Acceptance Test are typical test varieties for SAP projects.

A. Incorrect

Unit tests and performance tests of SAP software are done by the SAP organization itself (as supplier of the software).

B. Incorrect

The description of regression testing in itself is OK and it is an important test variety, but it should never be the only test variety. Progression tests such as in System Integration Testing and User Acceptance Testing are also important.

C. Incorrect

Maintainability testing and Usability testing are the responsibility of the SAP organization as a supplier, not of organizations that use SAP.

D. Correct

See section 6.8 of the syllabus.

2.21. LO25 - Indicators and Test Reporting

What audiences does an IT delivery team have for their reporting and what kind of information do these audiences need?

- A. There may be a wide range of audiences.
The IT delivery team must create one clear report that aggregates all relevant information so that all audiences can get the relevant information from one source.
- B. There may be various audiences. The IT delivery team only has to supply alerts to these different stakeholders when there is a reason for them to take action.
- C. There are three groups of audiences with specific needs:
- For the people in the team a very detailed level of reporting is needed (including all details)
 - Managers that are directly involved want overview reports
 - High-level managers only want quickly accessible information about the product and the process.
- D. There are generally 2 types of audiences: people that need an overview report and people that want high-level reporting.
A confidence monitor is the report that is relevant for both.
- A. Incorrect
see the explanation of the correct answer.
- B. Incorrect
Sending alerts in itself is very useful if stakeholders must take action, however regular reporting is also needed.
- C. Correct
See the introduction of chapter 19 and section 19.1 of the book.
- D. Incorrect
Although a confidence monitor can be a very useful part of the reports that are supplied, there are usually 3 levels of reporting: detailed, overview and high-level, and the confidence monitor does not cover the detailed level.

2.22. LO26 - Test Design - Path testing

You are in QualityLand and want to eat some pizza in the restaurant.

The restaurant has a simple process as shown in the picture of the process flow.

First you decide if you want a slice or a whole pizza.

Then the available ingredients are shown.

You can decide to add any number of ingredients, select them one at a time.

You can also not select any ingredients and just eat a plain pizza.

After you are done with selecting ingredients you go to the checkout, pay and enjoy your delicious pizza.

Using the process flow, what is the minimum number of testcases needed, when using test depth level-1 (TDL-1)?

- A. 1 test case
- B. 2 test cases
- C. 3 test cases
- D. 4 test cases

A. Incorrect

With just one test case you won't test both the "slice" and "whole pizza" options. For TDL-1 you must test all individual paths at least one time.

B. Correct

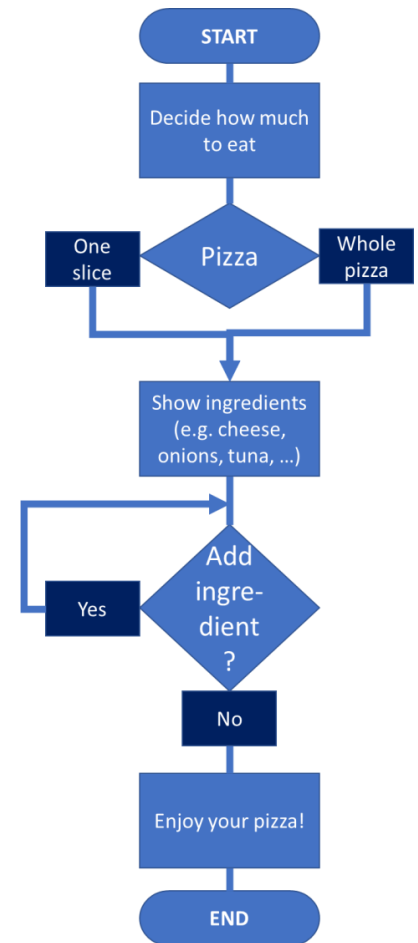
Every individual path can be tested with just 2 testcases. See section 46.3 in the book.

C. Incorrect

This would make more testcases than needed to test all test individual paths. This would be the correct answer if TDL-2 was asked because then you want to test 0 times through the loop, 1 time through the loop and multiple times through the loop.

D. Incorrect

This would make more testcases than needed to test all test situations.



2.23. LO27 - SAP Anomaly management

What is the role of business key user(s) in the anomaly management process?

- A. To provide a detailed analysis of the anomalies found during testing and to provide an estimate of retesting efforts related to the fix.
- B. To ensure that a resolution taken regarding an anomaly is aligned with the project timeline and budget.
- C. To provide a functional perspective and to prioritize anomalies based on their business impact.
- D. To provide a perspective on how to change the functional design of the software to help solve an anomaly.

A. Incorrect.

This role description related to anomaly management fits the testing team representative, see syllabus section 7.4.

B. Incorrect.

This role description related to anomaly management fits the product owner or project manager, see syllabus section 7.4.

C. Correct.

This describes the role of a business key user in the anomaly management process, see syllabus section 7.4.

D. Incorrect.

This role description related to anomaly management fits the functional developer, see syllabus section 7.4.

2.24. LO30 - Test Management Tooling for SAP Projects

What are examples of the effects that test management tools have for SAP projects?

- A. Examples of effects that test management tools have for SAP projects are:
 - Combine managing business requirements, test cases and anomalies, with traceability, coverage and insights.
 - Being able to assign test cases to testers and track progress.
- B. Examples of effects that test management tools have for SAP projects are:
 - Being able to support data flows to external systems in the testing chain.
 - Visualize test data for test reporting.
 - Manage data access and conversion rules.
- C. Examples of effects that test management tools have for SAP projects are:
 - Being able to determine which test cases to automate and which to execute manually.
 - Being able to automatically generate test cases.
 - Virtualization of test environments.
- D. Examples of effects that test management tools have for SAP projects are:
 - Time behavior - do response & processing times meet requirements?
 - Resource Utilization - do the amounts and types of resources used meet requirements?
 - Capacity - do the maximum limits of the system meet requirements?

A. Correct

See section 7.3.2 of the syllabus.

B. Incorrect

These are examples of effects of test data management tools.
See chapter 31 in the book.

C. Incorrect

These are examples of test design and test execution tooling.
See chapter 32 in the book.

D. Incorrect

These are the sub characteristics for performance testing (which uses performance tooling).
See section 38.1 of the book.

2.25. LO34 - Test Design - Exploratory Testing

Eva recently joined your SAP acceptance team at QualityLand and asks you what are the main characteristics of Exploratory Testing and how to prepare, execute and report.

What is the best answer?

- A. Experience-based testing is about "smelling out" errors and faults with an approach to investigate certain probable types of faults and create test cases on-the-fly, to try to expose these faults. Documentation is not really needed but when anomalies are found they can be registered.
- B. Exploratory Testing is a structured approach using the experience of the people involved. The charter is prepared beforehand and contains test ideas to guide the testing. The log is used to register test cases (with expected results) and the actual outcome. The debriefing form summarizes the results for the stakeholders.
- C. Exploratory Testing is a structured approach of experience-based testing where you, in the role of tester, design (on your own, without help of others) one test case, immediately execute this test case, and learn. Every now and then you fill in debriefing information that you share with team members to keep them aligned.
- D. Exploratory testing is a standardized method of deriving test cases from a specific test basis that will achieve a certain coverage. It results in test situations, logical test cases and/or physical test cases.
The results of test execution can be shown on a real-time dashboard.

A. Incorrect

This is a description of Error Guessing, which is an approach of Experience-based testing that is not favored because it is unstructured.

See section 47.3 of the book.

B. Correct

See section 47.4 of the book.

C. Incorrect

Exploratory testing is never done alone, but with at least 2 people, where one executes the test and the second keeps the log, and if multiple people participate the others support in using what they learn from the test to determine the next best test case to evaluate the test object's quality.

D. Incorrect

The definition is not of exploratory testing but of a test design technique.

A real-time dashboard is usually filled by automated testing (especially automated regression testing) and is uncommon for exploratory testing (although it is not impossible).



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