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**CSQE Exam**  
**Certified Software Quality Engineer**



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# Version: 4.0

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## Question: 1

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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

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**Answer: A**

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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.

Reference:

"Software Security: Building Security In" by Gary McGraw

NIST Special Publication 800-53, Security and Privacy Controls for Information Systems and Organizations

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## Question: 2

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Which of the following activities should be classified as an internal failure cost?

- A. Responding to customer satisfaction
- B. Completing an internal audit
- C. Shipping a maintenance build

D. Investigating the cause of build defects

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**Answer: D**

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Explanation:

Internal failure costs are costs associated with defects found before the product reaches the customer. These costs include:

Investigation of defects: Identifying and analyzing defects within the development process.

Rework: Fixing defects found during internal testing or audits.

Scrap: Discarding defective parts or products.

Downtime: Halting production or development to address defects.

Among the given options, investigating the cause of build defects is an internal failure cost because it pertains to finding and analyzing issues within the software before it is released to customers.

Reference:

"Quality Planning and Analysis" by J.M. Juran and F.M. Gryna

"Total Quality Management" by Besterfield et al.

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**Question: 3**

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Which of the following measures would a project manager use to assess the team's progress against the project schedule?

- A. Function point metric
- B. Earned value analysis
- C. SMART metrics
- D. COCOMO H Model

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**Answer: B**

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Explanation:

Earned Value Analysis (EVA) is a project management technique used to measure project performance and progress. It integrates project scope, time, and cost data to provide accurate forecasts of project performance.

Planned Value (PV): The estimated value of work planned to be done.

Earned Value (EV): The value of work actually completed.

Actual Cost (AC): The actual cost incurred for the completed work.

Using these metrics, EVA can help project managers assess whether they are ahead or behind schedule and within or over budget.

Reference:

"Project Management: A Systems Approach to Planning, Scheduling, and Controlling" by Harold Kerzner

PMBOK Guide by Project Management Institute (PMI)

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**Question: 4**

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What type of information should a project's configuration status accounting communicate?

- A. Budget updates for the project
- B. Changes to the project plan
- C. Activity on baselined items
- D. Change control board minutes

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**Answer: C**

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Explanation:

Configuration Status Accounting (CSA) involves recording and reporting the status of configuration items throughout the lifecycle of a project. This includes:

Status of Configuration Items: Information about the current state of items, including version numbers and change histories.

Baselined Items: Items that have been formally approved and serve as a basis for further development.

Changes and Updates: Documenting any modifications made to the baselined items.

CSA ensures that all stakeholders are informed about the status and history of configuration items.

Reference:

"Software Configuration Management Patterns: Effective Teamwork, Practical Integration" by Stephen P. Berczuk and Brad Appleton

IEEE Standard for Software Configuration Management Plans (IEEE Std 828)

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### Question: 5

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Which of the following problem-solving tools is most appropriate for breaking down ideas into progressively greater detail?

- A. Tree diagram
- B. Matrix diagram
- C. Affinity diagram
- D. Relationship diagram

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**Answer: A**

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Explanation:

A tree diagram is a tool used to break down broad categories into finer levels of detail. It is particularly useful for:

Hierarchical Decomposition: Breaking down complex ideas or processes into manageable sub-components.

Problem Solving: Identifying root causes and exploring solutions systematically.

Project Planning: Defining tasks and sub-tasks in a structured manner.

The tree diagram starts with a single node and branches out into multiple nodes, each representing a more detailed aspect of the main topic.

Reference:

"The Quality Toolbox" by Nancy R. Tague

"The Memory Jogger II: A Pocket Guide of Tools for Continuous Improvement and Effective Planning" by Michael Brassard and Diane Ritter



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