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## **CPOA Management Practice Test 1 (2023 – 2024) With Complete Solution**

When a patient first walks into the office for an appointment the paraoptometric should... - acknowledge the patient with a courteous greeting

Which of the following would be considered appropriate behavior in front of a patient? - Using soft tones while speaking to other staff members

Which of the following would not be considered an appropriate telephone technique? - Letting the phone ring several times before answering to give the impression that your office is busy

If a phone call is for a staff member who is busy with a patient the paraoptometric should - Ask to take a message

If a patient calls requesting information that will take a few minutes to locate the paraoptometric should - Ask the patient if he or she would like to hold or ask to call the patient back

A phone message should include all of the following except.. - Length of the call

A caller who insists on a price estimate over the phone should be - Told that the prices are estimated

The AOA set of principles that include the statement "to keep their patients eye, vision, and general health paramount at all times" is part of the: - Code of Ethics

The practice of keeping medical records out of view of patients is compliant with: - HIPAA

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## IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Make an Impact: This section of the exam measures the skills of Product Owners and emphasizes aligning product initiatives with business outcomes and ensuring that the work done creates measurable impact for the organization.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Engage the Whole Team: This section of the exam measures the skills of Agile Team Members and focuses on building collaboration within cross-functional teams to ensure everyone contributes to product ownership responsibilities.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Deliver Often: This section of the exam measures the skills of Scrum Practitioners and evaluates knowledge of delivering value iteratively and frequently through agile release cycles.</li></ul>

## IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q28-Q33):

### NEW QUESTION # 28

What steps are used in kano analysis to help prioritize customers' needs?

- A. Determine usage areas track customer operations, test customers, and test results
- B. Identify training topics, record customer uptake, train customers, and review results
- C. **Select target features, develop customer questions, survey customers, and analyze results**
- D. Choose data sets, develop report procedures, acquire customers, and report results

**Answer: C**

Explanation:

Kano analysis prioritizes customer needs by selecting target features, creating customer-focused questions, conducting surveys to gather feedback, and analyzing the results to classify features into categories like must- have, performance, and delight.

### NEW QUESTION # 29

What skill is required while engaging in observation with the customer?

- A. **Alertness**
- B. Evaluation
- C. Interviewing
- D. Coaching

**Answer: A**

Explanation:

Alertness is essential during customer observation to capture subtle behaviors, reactions, and environmental factors that can provide valuable insights into their needs and experiences.

### NEW QUESTION # 30

If there are similar questions about performance and security with the ready state product backlog items (PBIs), the product ownership analysis (POA) practitioner can utilize this information to:

- A. **refine performance and security related requirements so that the acceptance criteria can be modified accordingly.**
- B. keep monitoring the items as the average age of stories has not been crossed by these PBIs yet.

- C. conduct extra sessions with the iteration manager to elaborate on the root cause.
- D. inform the delivery team and customers about these PBIs.

**Answer: A**

Explanation:

When similar performance and security issues appear in ready state PBIs, the POA practitioner should refine related requirements so acceptance criteria are updated accordingly. This ensures the PBIs address the concerns before development, improving clarity and alignment with quality standards.

**NEW QUESTION # 31**

Which type of goal keeps the focus on the customer and the product?

- A. Planned
- **B. Shared**
- C. Agreed
- D. Common

**Answer: B**

Explanation:

Shared goals keep the focus on the customer and the product by aligning all stakeholders and team members toward a common vision of delivering value.

**NEW QUESTION # 32**

A balanced scorecard is used as part of assessing financial viability by:

- **A. contrasting financial decisions by managing performance in any business model, organizational structure, or business process.**
- B. assessing whether new features or modifications to the product can be met given the currently available finances.
- C. understanding the financial aspects of the product with specific attributes.
- D. giving alternatives to the current financial strategy through an analysis of the various cost-benefit alternatives.

**Answer: A**

Explanation:

A balanced scorecard helps assess financial viability by contrasting financial decisions with performance management across various business models, structures, or processes, ensuring alignment between financial goals and overall strategic objectives.

**NEW QUESTION # 33**

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