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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">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.
Topic 2	<ul style="list-style-type: none">Learn Fast: This section of the exam measures the skills of Innovation Analysts and addresses using experimentation, feedback loops, and metrics to learn quickly and adjust product direction effectively.

Topic 3	<ul style="list-style-type: none"> • Cultivate Customer Intimacy: This section of the exam measures the skills of Product Analysts and covers engaging with customers and stakeholders to deeply understand needs, preferences, and pain points to deliver customer-focused solutions.
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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q33-Q38):

NEW QUESTION # 33

In waterfall, software development life cycle (SDLC), when does the validation of the product feature occur?

- A. After development
- B. At the beginning of user acceptance testing (UAT)
- C. Prior to the production release date
- D. **Near the end of testing**

Answer: D

Explanation:

In the waterfall SDLC, product feature validation typically occurs near the end of testing, as the process follows a sequential approach where verification and validation happen after the build phase is complete.

NEW QUESTION # 34

Product ownership analysis (POA) practitioners work collaboratively with the stakeholders and the team to develop an empirical product strategy with inputs from:

- A. stakeholder analysis, market fit, gap analysis.
- B. **product vision, product-market fit, value proposition.**
- C. value analysis, product analysis, goal orientation.
- D. observation, product roadmap, product fit.

Answer: B

Explanation:

An empirical product strategy is developed using inputs from the product vision, product-market fit, and value proposition, ensuring the strategy is customer-focused, market-relevant, and aligned with delivering value.

NEW QUESTION # 35

Which component is used to determine how the product teams operate within the enterprise context?

- A. Market value
- B. Brand value
- C. **Collaboration**
- D. Time value

Answer: C

Explanation:

Collaboration determines how product teams operate within the enterprise context by defining how they interact, share information, and work together to achieve organizational goals.

NEW QUESTION # 36

When delivery metrics are defined, why would a product ownership analysis (POA) practitioner conduct an assessment on the metric or group of metrics?

- A. To verify that they are measurable
- B. To determine whether delivery goals are being met
- C. To ensure the metrics are clearly described
- D. To confirm the timing of the delivery metrics

Answer: B

Explanation:

Assessing delivery metrics allows the POA practitioner to determine whether delivery goals are being met, ensuring that progress aligns with planned objectives and value delivery expectations.

NEW QUESTION # 37

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

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

Answer: D

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 # 38

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