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IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	• Apply Foundational Concepts: This section of the exam measures the skills of Business Analysts and covers applying core concepts of product ownership analysis, including understanding agile principles and basic practices required to build successful products.
Topic 2	• 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	• 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.

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q38-Q43):

NEW QUESTION # 38
When segmenting customers by their education, this segmentation belongs to a:

- A. behavioural group.
- B. geographic group.
- C. demographic group.
- D. psychographic group.

Answer: C

Explanation:
Segmenting customers by education falls under demographic grouping, which categorizes customers based on measurable population characteristics such as age, income, and education level.

NEW QUESTION # 39
Product planning cycles include focused attention on the:

- A. delivery horizons.
- B. release iterations.
- C. customer.
- D. business requirements.

Answer: C

Explanation:
Product planning cycles focus on the customer to ensure that product decisions, priorities, and development efforts are aligned with customer needs and deliver maximum value.

NEW QUESTION # 40
Empathy with stakeholders is built by:

- A. accepting the use of ambiguous words.
- B. delivering the solution under budget.
- C. relying on prior personal experiences.
- D. clarifying assumptions.

Answer: D

Explanation:
Clarifying assumptions builds empathy with stakeholders by ensuring mutual understanding, reducing misinterpretations, and fostering trust through transparent communication.

NEW QUESTION # 41
Which creative questioning technique is used to get deeper answers?

- A. Module analysis
- B. Rhetorical
- C. Closed
- D. 5 Why's

Answer: D

Explanation:
The 5 Why's technique involves repeatedly asking "why" to drill down into the root cause of an issue, enabling deeper understanding and more effective problem-solving.

NEW QUESTION # 42
What steps are used in kano analysis to help prioritize customers' needs?

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

Answer: B

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 # 43
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