

CPOA New Learning Materials, Reliable CPOA Test Forum

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">Obsess About Value: This section of the exam measures the skills of Value Delivery Managers and highlights maximizing product value through prioritization, continuous improvement, and focusing on outcomes that matter most to customers and organizations.
Topic 2	<ul style="list-style-type: none">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.

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.
Topic 4	<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 5	<ul style="list-style-type: none"> 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 6	<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.

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Reliable CPOA Test Forum, CPOA Certification Exam

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q46-Q51):

NEW QUESTION # 46

How does a product ownership analysis (POA) practitioner help a product owner optimize the product development process?

- A. Refuse all changes once the backlog is complete
- B. Anticipate and accept changes**
- C. Assess every change from a cost perspective
- D. Deliver as many things that were originally planned as possible

Answer: B

Explanation:

A POA practitioner helps optimize the product development process by anticipating and accepting changes, enabling the team to adapt quickly to evolving needs while maintaining focus on delivering value.

NEW QUESTION # 47

A product ownership analysis (POA) practitioner should consider performing which of the following in response to a changing target market?

- A. Applying human-centered design principles
- B. Grooming the product backlog
- C. Storyboarding the solution
- D. Revising the minimal viable product (MVP)**

Answer: D

Explanation:

When the target market changes, revising the MVP ensures that the product's initial deliverable remains aligned with the new market needs, allowing the team to focus on delivering the most relevant and valuable features.

NEW QUESTION # 48

A high-performance team requires team members to have complementary capabilities so that the product team structure and competencies help:

- A. impart product and domain context.
- B. assess different types of capabilities.
- C. **create a shared vision.**
- D. recognize enterprise context.

Answer: C

Explanation:

Complementary capabilities enable team members to work toward a shared vision, leveraging diverse skills to collaboratively achieve the product's goals and deliver maximum value.

NEW QUESTION # 49

Where are initiatives that deliver desired results identified?

- A. Product vision
- B. Release plan
- C. Product roadmap
- D. **Business strategy**

Answer: D

Explanation:

Initiatives that deliver desired results are identified in the business strategy, as it defines the high-level direction and objectives that guide product planning and development.

NEW QUESTION # 50

Product planning cycles include focused attention on the:

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

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 # 51

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