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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">• 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 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"> • 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.
Topic 4	<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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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q15-Q20):

NEW QUESTION # 15

What is an output of good financial viability analysis?

- **A. Identification of which proposed new features are feasible to implement**
- B. Estimation of financial impact of the product on the market
- C. Calculation of the final cost of releasing a feature
- D. Estimation of the financials that will create customer value

Answer: A

Explanation:

Good financial viability analysis results in identifying which proposed new features are feasible to implement, ensuring that development efforts focus on initiatives that can be supported within available financial resources.

NEW QUESTION # 16

A large difference between higher lead time and cycle time may be indicative of an issue with:

- A. project scope.
- B. delivery team skillset.
- **C. prioritization process.**
- D. backlog grooming practices.

Answer: C

Explanation:

A large gap between lead time and cycle time often indicates issues with the prioritization process, as work may be waiting too long before starting, delaying overall delivery.

NEW QUESTION # 17

Keeping the stakeholder analysis assessment up-to-date as the work progresses, helps the product ownership analysis (POA) practitioner to maintain:

- A. methodical stakeholder assignment.
- B. efficient stakeholder naming.
- **C. beneficial stakeholder engagement.**
- D. optimal stakeholder replacement.

Answer: C

Explanation:

An up-to-date stakeholder analysis helps the POA practitioner maintain beneficial stakeholder engagement by ensuring the right people are involved at the right time with relevant information for decision-making and feedback.

NEW QUESTION # 18

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. observation, product roadmap, product fit.
- D. value analysis, product analysis, goal orientation.

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 # 19

Who is responsible for tracking the changes to delivery metrics?

- **A. Product owner**
- B. Scrum master
- C. Developer
- D. Product manager

Answer: A

Explanation:

The product owner is responsible for tracking changes to delivery metrics to ensure progress aligns with product goals and to make informed prioritization and planning decisions.

NEW QUESTION # 20

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