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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.

IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q59-Q64):

NEW QUESTION # 59

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

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

Answer: A

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 # 60

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

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

Answer: C

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 # 61

Iteration planning:

- A. may evolve through the learn and adapt cycle.
- B. requires the delivery team to align goals to support the product vision.
- C. is required to complete release planning.

- D. demonstrates commitment to the team.

Answer: A

Explanation:

Iteration planning may evolve through the learn and adapt cycle, allowing the team to refine plans based on new insights, feedback, and changing priorities to improve delivery effectiveness.

NEW QUESTION # 62

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

Answer: D

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 # 63

Having validated that the team is solving the 'right' problem, enables the product ownership analysis (POA) practitioner to help plan:

- **A. minimal viable product (MVP), guide development and maximize value.**
- B. releases, guide the testing and maximize desirability.
- C. the training, guide the customer and maximize development.
- D. retrospectives, guide the releases and maximize benefit.

Answer: A

Explanation:


Once the POA practitioner confirms the team is solving the right problem, they can plan the MVP, guide development, and focus on maximizing value to ensure the solution effectively addresses the validated need.

NEW QUESTION # 64

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