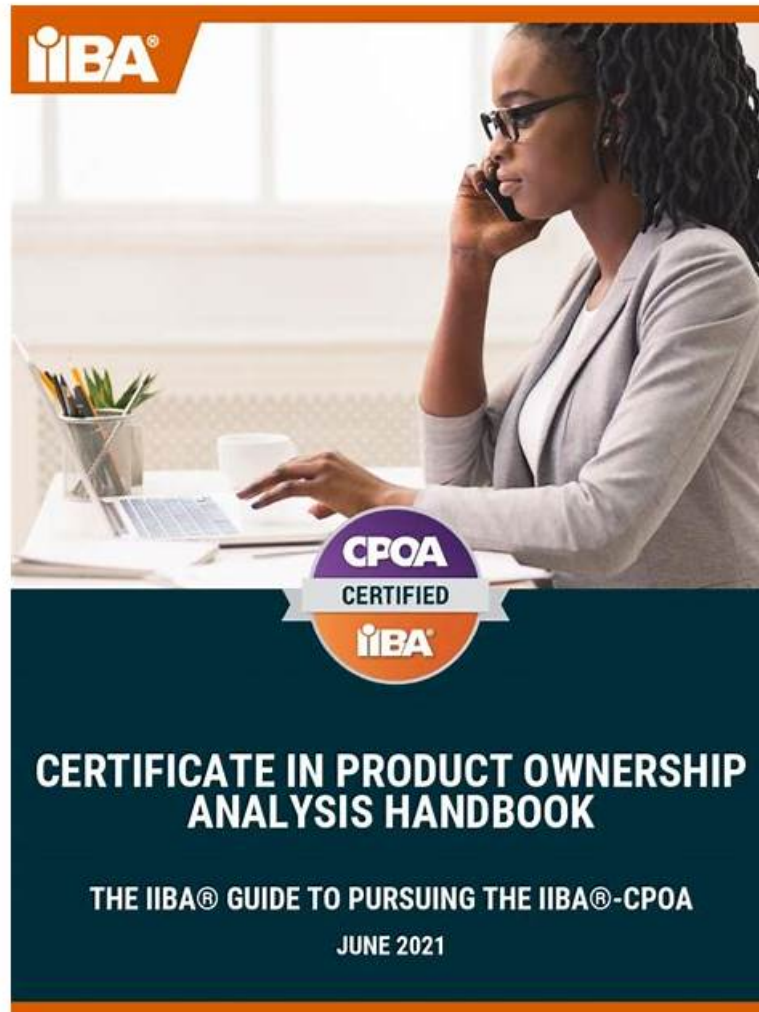


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## IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Deliver Often:</b> This section of the exam measures the skills of Scrum Practitioners and evaluates knowledge of delivering value iteratively and frequently through agile release cycles.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Cultivate Customer Intimacy:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Learn Fast:</b> 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Engage the Whole Team:</b> 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.</li></ul>

## IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q39-Q44):

### NEW QUESTION # 39

What happens when the product ownership analysis (POA) practitioner rejects a product backlog item (PBI) that has been marked done and the team decides the work cannot be completed?

- A. The change is added to the product backlog for revision work to change the road map
- B. The change is added to the product backlog for revision work to update the stakeholders
- **C. The change is added to the product backlog for revision work in the next iteration**
- D. The change is added to the product backlog for revision work in the next release

**Answer: C**

Explanation:

If a PBI marked as done is rejected and the team cannot complete the work, the POA practitioner adds it back to the product backlog for revision in the next iteration, ensuring the issue is addressed promptly without delaying ongoing delivery cycles.

### NEW QUESTION # 40

Which technique is used to analyze customers' perspective on the product experience across all touchpoints?

- A. Personas
- B. Focus groups
- **C. Customer journey maps**
- D. Interviews

**Answer: C**

Explanation:

Customer journey maps analyze the customer's perspective on the product experience across all touchpoints, highlighting pain points, opportunities, and moments of delight to improve overall satisfaction.

### NEW QUESTION # 41

Engaging in observation uses the following to gain insights:

- A. planned and unplanned observation.
- **B. passive and active observation.**
- C. visible and hidden observation.
- D. disguised and undisguised observation.

**Answer: B**

Explanation:

Observation can be passive or active, enabling the POA practitioner to gather insights by either unobtrusively monitoring behavior or actively engaging with the situation being observed.

#### NEW QUESTION # 42

What type of connection is required to create a support system and a culture of teamwork across the organization?

- A. Influential
- **B. Emotional**
- C. Social
- D. Personal

**Answer: B**

Explanation:

An emotional connection fosters trust, empathy, and mutual respect, creating a strong support system and a culture of teamwork across the organization.

#### NEW QUESTION # 43

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

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

**Answer: A**

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 # 44

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