

CPOA Valid Test Sims & CPOA Test Topics Pdf

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">• 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 | <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"> • 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. |
|---------|---|

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q20-Q25):

NEW QUESTION # 20

Automated tools allow teams to:

- A. track everyone's work more carefully and assess who needs to be replaced.
- B. communicate less often thus saving time.
- C. minimize the amount of customer feedback they need to collect.
- D. focus on customers and business value much more effectively.

Answer: D

Explanation:

Automated tools help teams streamline routine tasks and processes, enabling them to focus more effectively on delivering customer value and achieving business objectives.

NEW QUESTION # 21

Communication, collaboration and planning across the product team, facilitate product:

- A. Implementation.
- B. alignment.
- C. vision.
- D. ownership.

Answer: B

Explanation:

Communication, collaboration, and planning across the product team facilitate product alignment, ensuring everyone works toward the same objectives and priorities.

NEW QUESTION # 22

The product ownership analysis (POA) practitioner analyzes delivery measures to conduct a:

- A. workshop review on the organization's delivery and retrospective behaviour.
- B. retrospective on the product backlog and evaluate the team's performance.
- C. meeting on the product road map and evaluate the team's headcount.
- D. stakeholder review on the product and evaluate the delivery performance.

Answer: D

Explanation:

Analyzing delivery measures enables the POA practitioner to conduct a stakeholder review on the product and evaluate delivery

performance, ensuring that outcomes are meeting expectations and aligning with agreed objectives.

NEW QUESTION # 23

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

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

Answer: B

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 # 24

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 verify that they are measurable
- B. To ensure the metrics are clearly described
- C. To confirm the timing of the delivery metrics
- **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 # 25

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