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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	• 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	• 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 3	• 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.

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q16-Q21):

NEW QUESTION # 16
Which of the following can be readily used for release planning?

- A. Product vision
- B. Product idea
- C. Product backlog
- D. Product roadmap

Answer: C

Explanation:
The product backlog can be readily used for release planning because it contains prioritized, well-defined items that can be selected and scheduled for upcoming releases.

NEW QUESTION # 17
In which stage of the product lifecycle would an iteration plan prioritize requirements related to increasing adoption of the product?

- A. Incubation
- B. Build
- C. Growth
- D. Launch

Answer: C

Explanation:
In the growth stage of the product lifecycle, iteration plans prioritize requirements aimed at increasing product adoption, expanding the customer base, and enhancing market presence.

NEW QUESTION # 18
What is a recommended formal or informal approach for resource and outcome sharing across the enterprise called?

- A. Cultural agreement
- B. Working agreement
- C. Inclusion map
- D. Collaborative approach

Answer: D

Explanation:
A collaborative approach is a recommended method, whether formal or informal, for sharing resources and outcomes across the

enterprise to promote transparency, alignment, and collective success.

NEW QUESTION # 19

Which product roadmap provides a picture of what success looks like across stakeholders and the delivery team?

- A. Technology-oriented
- B. Profit-based
- C. Goal-oriented
- D. Success-oriented

Answer: C

Explanation:
A goal-oriented product roadmap aligns stakeholders and the delivery team by showing what success looks like, focusing on desired outcomes rather than just features or technology.

NEW QUESTION # 20

Engaging in observation uses the following to gain insights:

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

Answer: D

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 # 21

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