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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 Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q34-Q39):

NEW QUESTION # 34

Details needed in the acceptance criteria of the product backlog item (PBI) should be:

- **A. achievable and testable.**
- B. about business benefits.
- C. functional and non-functional requirements.
- D. very short and condensed.

Answer: A

Explanation:

Acceptance criteria must be achievable and testable to clearly define the conditions for completion, ensuring the PBI can be validated objectively during development and testing.

NEW QUESTION # 35

Which visual technique can be used to understand the relationship between stakeholders and their influence on product decisions?

- A. Brainstorming
- **B. Mind mapping**
- C. Market analysis
- D. Roadmap analysis

Answer: B

Explanation:

Mind mapping visually illustrates the relationships between stakeholders and their influence on product decisions, helping identify key influencers and communication priorities.

NEW QUESTION # 36

A balanced scorecard is used as part of assessing financial viability by:

- A. assessing whether new features or modifications to the product can be met given the currently available finances.
- B. giving alternatives to the current financial strategy through an analysis of the various cost-benefit alternatives.
- C. understanding the financial aspects of the product with specific attributes.
- **D. contrasting financial decisions by managing performance in any business model, organizational structure, or business process.**

Answer: D

Explanation:

A balanced scorecard helps assess financial viability by contrasting financial decisions with performance management across various business models, structures, or processes, ensuring alignment between financial goals and overall strategic objectives.

NEW QUESTION # 37

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

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

Answer: C

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 # 38

A high performance team can be created by:

- A. giving the team a shared goal.
- B. engaging and empowering the team.
- C. providing the team with psychological safety.
- D. coaching the team to be self-organizing.

Answer: C

Explanation:

Providing psychological safety enables team members to take risks, share ideas, and collaborate openly without fear of blame, which is essential for creating and sustaining a high-performance team.

NEW QUESTION # 39

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