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IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 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.
Topic 4	<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 5	<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 6	<ul style="list-style-type: none"> Make an Impact: This section of the exam measures the skills of Product Owners and emphasizes aligning product initiatives with business outcomes and ensuring that the work done creates measurable impact for the organization.

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q49-Q54):

NEW QUESTION # 49

In parallel to the team's iteration work in building product features, a product ownership analysis (POA) practitioner will:

- A. provide information, report to management, analyze user feedback, create backlog, define definition of done.
- B. resolve conflicts, reduce technical debt, arrange for testing, write test scenarios, bridge the technical gap.
- C. define metrics, talk to stakeholders, complete testing, provide demo to management, prepare presentations.
- D. refine the product backlog, provide clarity to any questions, communicate with customers, participate in PBI reviews, prepare for upcoming iteration review.**

Answer: D

NEW QUESTION # 50

How does a product ownership analysis (POA) practitioner help a product owner optimize the product development process?

- A. Anticipate and accept changes**
- B. Deliver as many things that were originally planned as possible
- C. Assess every change from a cost perspective
- D. Refuse all changes once the backlog is complete

Answer: A

Explanation:

A POA practitioner helps optimize the product development process by anticipating and accepting changes, enabling the team to adapt quickly to evolving needs while maintaining focus on delivering value.

NEW QUESTION # 51

Active listening is used to clarify what the customer is expressing by paying attention and:

- A. correcting responses, providing judgement and questioning appropriately.
- B. deferring feedback, providing constructive criticism and responding with improvements.
- C. clarifying actions, deferring questions and providing appropriate improvements.
- D. paraphrasing feedback, deferring judgement and responding appropriately.**

Answer: D

Explanation:

Active listening involves paraphrasing feedback, deferring judgment, and responding appropriately to ensure the customer's message is accurately understood and acknowledged before forming conclusions or solutions.

NEW QUESTION # 52

The product backlog is:

- A. a placeholder for pieces of work that may be considered for a product.
- B. a prioritized list of requests.
- C. an issue log for every submission.
- D. a list of items needed to build the product.

Answer: A

Explanation:

The product backlog is a dynamic placeholder for pieces of work that may be considered for a product, evolving over time as ideas, requirements, and priorities change.

NEW QUESTION # 53

Empathy with stakeholders is built by:

- A. clarifying assumptions.
- B. delivering the solution under budget.
- C. relying on prior personal experiences.
- D. accepting the use of ambiguous words.

Answer: A

Explanation:

Clarifying assumptions builds empathy with stakeholders by ensuring mutual understanding, reducing misinterpretations, and fostering trust through transparent communication.

NEW QUESTION # 54

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