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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	<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.
Topic 4	<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 5	<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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100% Pass Quiz 2026 CPOA: Certificate in Product Ownership Analysis (IIBA-CPOA) Newest Valid Exam Questions

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q55-Q60):

NEW QUESTION # 55

Which stakeholder groups are responsible to resolve all issues and limitations and, to ensure building a viable and high value solution?

- A. Customers
- **B. Key stakeholders**
- C. Supporting stakeholders
- D. Delivery team

Answer: B

Explanation:

Key stakeholders are responsible for resolving issues and limitations while ensuring the solution being built is viable and delivers high value, as they have decision-making authority and vested interest in the outcome.

NEW QUESTION # 56

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

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

Answer: D

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 # 57

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 determine whether delivery goals are being met
- B. To ensure the metrics are clearly described
- C. To verify that they are measurable
- D. To confirm the timing of the delivery metrics

Answer: A

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 # 58

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

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

Answer: A

NEW QUESTION # 59

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

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

Answer: B

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 # 60

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