

# Test CPOA Online - Exam CPOA Score

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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 (Q37-Q42):

### NEW QUESTION # 37

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 confirm the timing of the delivery metrics
- C. To ensure the metrics are clearly described
- 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 # 38

Which type of goal keeps the focus on the customer and the product?

- A. Agreed
- B. Planned
- C. Common
- D. Shared

**Answer: D**

Explanation:

Shared goals keep the focus on the customer and the product by aligning all stakeholders and team members toward a common vision of delivering value.

### NEW QUESTION # 39

A product ownership analysis (POA) practitioner should consider performing which of the following in response to a changing target market?

- A. Applying human-centered design principles
- B. Revising the minimal viable product (MVP)
- C. Grooming the product backlog
- D. Storyboarding the solution

**Answer: B**

Explanation:

When the target market changes, revising the MVP ensures that the product's initial deliverable remains aligned with the new market needs, allowing the team to focus on delivering the most relevant and valuable features.

### NEW QUESTION # 40

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

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

**Answer: D**

Explanation:

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

#### NEW QUESTION # 41

The results of a market assessment could prompt a change in the:

- **A. product scope.**
- B. budget spend.
- C. metrics being measured.
- D. targeted customer.

**Answer: A**

Explanation:

Market assessment results can lead to changes in the product scope to ensure the product remains aligned with market demands, competitive conditions, and customer needs.

#### NEW QUESTION # 42

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The IIBA CPOA exam questions pdf is properly formatted to give candidates the authentic and unformatted information they need to succeed in the CPOA exam. In addition to the comprehensive material, a few basic and important questions are highlighted and discussed in the CPOA Exam Material file. These questions are repeatedly seen in past Certificate in Product Ownership Analysis (IIBA-CPOA) exam papers. The Certificate in Product Ownership Analysis (IIBA-CPOA) practice questions are easy to access and can be downloaded anytime on your mobile, laptop, or MacBook.

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