

CPOA Exam Questions And Answers | Reliable CPOA Exam Questions

CPOA chapter 1 questions and answers

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
which of the following would NOT be considered an appropriate telephone technique? - letting the phone ring several times to give the impression that the 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 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 just estimates
the AOA set of principles that include the statement, "To keep the visual welfare of the patient uppermost at all times" is called - code of Ethics
the practice of keeping keep medical records out of view of patients is compliant with - HIPPA
when a patient presents with a complaint, the paraoptometric should - express concern and understanding
when making appointments, the paraoptometric should NOT - rely on memory
if in doubt as to whether a patient requires a emergency appointment, the paraoptometric should - consult with the doctor
which of the following would NOT be considered an emergency situation requiring immediate attention? - loss of contact lens
If the office is extremely behind schedule, the paraoptometric should - indicate your best estimate time of how long it will be before the patient will be seen
when discussing medical record documentation, EMR stands for - electronic medical record
how often should the paraoptometric check supplies? - once a month
the paraoptometric should maintain how much of a reserve of examination room supplies? - 1 months worth
extra care must be exercised when ordering drugs and solutions because most of them will - have an expiration date
a purchasing notebook for frames should indicate all of the following EXCEPT - name of the patients who have purchased the frame
cash paid out can be recorded in - a cash disbursement book
when an employee is added to the staff, what form must be filled out - W-4
which of the following info does not need to be included on a payroll check stub? - number of dependents
when reconciling bank statements, the canceled checks should be arranged by - numerical order

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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	• 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.
Topic 4	• 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	• 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 6	• 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.

IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q27-Q32):

NEW QUESTION # 27

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

Answer: B

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 # 28

Which technique helps to ensure that a product or service is positioned around what the customer needs?

- A. Story mapping
- B. Value proposition canvas

- C. Brainstorming
- D. Opportunity scoring

Answer: B

Explanation:

The value proposition canvas ensures a product or service is positioned around what the customer needs by aligning product features with customer pains, gains, and desired outcomes.

NEW QUESTION # 29

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

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

Answer: B

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 # 30

Iteration planning:

- A. demonstrates commitment to the team.
- B. is required to complete release planning.
- **C. may evolve through the learn and adapt cycle.**
- D. requires the delivery team to align goals to support the product vision.

Answer: C

Explanation:

Iteration planning may evolve through the learn and adapt cycle, allowing the team to refine plans based on new insights, feedback, and changing priorities to improve delivery effectiveness.

NEW QUESTION # 31

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

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

Answer: C

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 # 32

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