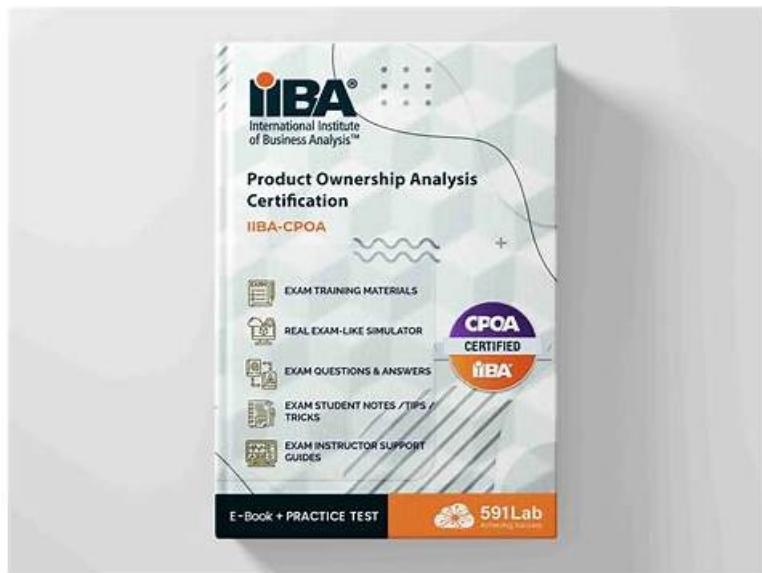


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IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 5	<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 6	<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.
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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q31-Q36):

NEW QUESTION # 31

The product ownership analysis (POA) practitioner has worked with the team to determine the value proposition and desired outcome for an initiative. This information enables the team to deliver often and:

- A. release the product to identify changes.
- B. test the product with external stakeholders.
- **C. test the product against the original vision.**
- D. compare the delivery cost with the previous product.

Answer: C

Explanation:

Knowing the value proposition and desired outcome allows the team to frequently test the product against the original vision, ensuring that ongoing work remains aligned with the intended goals and delivers the expected value.

NEW QUESTION # 32

Which of the following is a technique used with users or customers to validate understanding of the value and priority of features of a product?

- **A. \$100 test**
- B. Product roadmap
- C. Value proposition canvas
- D. Empathy map

Answer: A

Explanation:

The \$100 test is a prioritization technique where users or customers allocate a hypothetical budget (e.g., \$100) across features, helping validate their perceived value and priority for the product.

NEW QUESTION # 33

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

- A. deferring feedback, providing constructive criticism and responding with improvements.
- B. correcting responses, providing judgement and questioning appropriately.
- 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 # 34

A product ownership analysis (POA) practitioner can use which of the following metrics to determine the customer acceptance of a product?

- A. Monthly or annually recurring revenue per user (MRR/ARR)
- B. Internal rate of return (IRR)
- C. Net promoter score (NPS)
- D. Return on investment (ROI)

Answer: C

Explanation:

Net Promoter Score (NPS) measures customer loyalty and satisfaction by gauging how likely customers are to recommend the product, making it a key metric for determining customer acceptance.

NEW QUESTION # 35

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. understanding the financial aspects of the product with specific attributes.
- C. giving alternatives to the current financial strategy through an analysis of the various cost-benefit alternatives.
- 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 # 36

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