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1.If there are similar questions about performance and security with the ready state product backlog items (PBIs), the product ownership analysis (POA) practitioner can utilize this information to:

- A. refine performance and security related requirements so that the acceptance criteria can be modified accordingly.
- B. inform the delivery team and customers about these PBIs.
- C. keep monitoring the items as the average age of stories has not been crossed by these PBIs yet.
- D. conduct extra sessions with the iteration manager to elaborate on the root cause.

Answer: A

Explanation:

When similar performance and security issues appear in ready state PBIs, the POA practitioner should refine related requirements so acceptance criteria are updated accordingly. This ensures the PBIs address the concerns before development, improving clarity and alignment with quality standards.

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

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

Answer: C

3.What happens when the product ownership analysis (POA) practitioner rejects a product backlog item (PBI) that has been marked done and the team decides the work cannot be completed?

- A. The change is added to the product backlog for revision work to change the road map
- B. The change is added to the product backlog for revision work in the next iteration
- C. The change is added to the product backlog for revision work to update the stakeholders
- D. The change is added to the product backlog for revision work in the next release

Answer: B

Explanation:

If a PBI marked as done is rejected and the team cannot complete the work, the POA practitioner adds it back to the product backlog for revision in the next iteration, ensuring the issue is addressed promptly without delaying ongoing delivery cycles.

4.What steps are used in kano analysis to help prioritize customers' needs?

- A. Choose data sets, develop report procedures, acquire customers, and report results
- B. Select target features, develop customer questions, survey customers, and analyze results
- C. Identify training topics, record customer uptake, train customers, and review results
- D. Determine usage areas track customer operations, test customers, and test results

Answer: B

Explanation:

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q13-Q18):

NEW QUESTION # 13

How does a product ownership analysis (POA) practitioner act as an advocate for customers?

- A. Understands that the team are the true arbitrators of value delivery
- B. Assesses and reviews feedback in isolation
- C. Interacts with the emerging product as the customer would
- **D. Ensures the product being built will delight customers by exceeding their expectations of what they'd reasonably expect**

Answer: D

Explanation:

Acting as a customer advocate means ensuring the product not only meets requirements but also delights customers by exceeding their reasonable expectations, thereby maximizing customer satisfaction and product value.

NEW QUESTION # 14

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

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

Answer: D

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 # 15

A balanced scorecard is used as part of assessing financial viability by:

- A. understanding the financial aspects of the product with specific attributes.
- B. giving alternatives to the current financial strategy through an analysis of the various cost-benefit alternatives.
- C. assessing whether new features or modifications to the product can be met given the currently available finances.
- **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 # 16

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

- **A. Emotional**
- B. Personal

- C. Influential
- D. Social

Answer: A

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 # 17

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

Answer: B

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 # 18

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