



**CCBA<sup>®</sup>**

**CERTIFIED**



# **CERTIFICATION OF CAPABILITY IN BUSINESS ANALYSIS<sup>™</sup>**

**CCBA<sup>®</sup> HANDBOOK**

**APRIL 2024**

## Contents

1.0 Introduction .....	3
2.0 Nine Steps to Certification .....	4
1. Fulfill Your Eligibility Requirements .....	4
2. Purchase the CCBA Application.....	5
3. Enter Your Eligibility Details into the BA Development Log.....	5
4. Submit your Application and Agree to the Attestations .....	6
5. Purchase the Exam .....	6
6. Study and Prepare for the Exam.....	7
7a. Review Rules and System Requirements: Online Remote Proctored Exams .....	8
7b. Review Rules and System Requirements: Exams at PSI Test Centers.....	10
8. Schedule Your Exam .....	12
9a. Get Certified: Online Remote Proctored Exams .....	13
9b. Get Certified: Exams at PSI Test Centers .....	13
3.0 Your Badge and Certificate .....	14
4.0 Maintaining Your Certification .....	14

## 1.0 Introduction

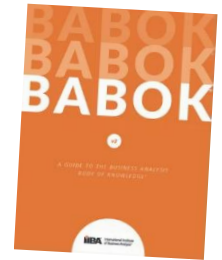
Candidates pursuing the Certification of Capability in Business Analysis™ (CCBA®) designation have access to two helpful resources for the candidate journey:

	The <a href="#">CCBA Handbook</a> (this document)	The <a href="#">CCBA Step-by-Step Application Process Guide</a>
Purpose	Provides detailed information and requirements for candidate eligibility, exam preparation, identification, security, technology (specific to your exam format) and taking the exam.	Provides step-by-step support on how to complete and submit the CCBA Application in the My IIBA portal.

As a candidate, you are:

- Required to read this [CCBA Handbook](#) in its entirety
- Encouraged to refer to the [Step-by-Step Guide](#) throughout the application process

The CCBA certification is the globally recognized credential for business analysis professionals who are skilled in working effectively with stakeholders, modeling business processes, and identifying and evaluating opportunities for better business outcomes.



IIBA is committed to providing full access to its credentialing products and services and complying with applicable laws and regulations, including the Americans with Disabilities Act (ADA) and Accessibility for Ontarians with Disabilities Act (AODA).

Information about **testing accommodations** is available on the [Exam Information](#) page, under Candidate Frequently Asked Questions. To request accommodations, please contact [certification@iiba.org](mailto:certification@iiba.org).

IIBA’s credentialing policies and practices are guided by the International Standards Organization, ISO/IEC 17024, and the National Commission for Certifying Agencies.

## 2.0 Nine Steps to Certification



### 1. Fulfill Your Eligibility Requirements

CCBA is for business analysis professionals with 2-3 years of experience in business analysis. To be eligible for this certification, you must have completed the following requirements:

- 21 professional development hours (within the last 4 years)
- 3,750 work history hours (within the last 7 years)
- 2 references

#### Professional Development

- The 21 hours must align with A Guide to the Business Analysis Body of Knowledge® ([BABOK® Guide Knowledge Areas](#)) and follow these [education and training standards](#) that enable the transfer of learning and assessment:
  - A moderator or facilitator for the session who leads the group/individual through the material.
  - Measurable learning objectives directly applicable to the role of the business analysis professional.
  - Opportunities for students to interact with the material and ask questions.
  - Opportunities for students to practice the task or objective being presented and be assessed by the facilitator/moderator.
- [IIBA Endorsed Education Providers and Academic Members](#) offer a variety of learning options. You can search this database for CCBA and filter for location, virtual, in class, etc. These courses have been assessed and validated by IIBA and automatically qualify towards the professional development requirements.

#### Work History

The 3,750 hours of work experience is approximately 2-3 years of business analysis work that must align with the [BABOK Guide Knowledge Areas](#) and include:

A minimum of 900 hours in each of 2 Knowledge Areas

or

A minimum of 500 hours in each of 4 Knowledge Areas

#### References

The two required references should know you for at least 6 months. They can be a credentialed CCBA®/ CBAP®, a career manager, or an internal or external client. References must provide a work email, not Gmail, Hotmail etc.

#### Not Eligible?

You may qualify for the [Entry Certificate in Business Analysis™ \(ECBA™\)](#).



## 2. Purchase the CCBA Application

[Login with your IIBA credentials](#) or [create a new account](#).

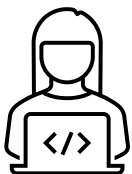
From your profile page, open the Certification menu.

Select My Certifications, CCBA and

[Get Started](#)

### Important Information About Your Application

- The application fee is non-refundable and non-transferable.
- You have 1 year from the time your application is approved to take and pass your exam. You will receive an email confirming this.
- You can take the exam a total of 3 times during that one-year time frame. We encourage applicants to take the first exam early enough to provide time for (up to 2) retakes if necessary. There is a cost associated with each exam attempt.
- It is your responsibility to ensure you do not let your application lapse.
- If your application lapses, you will need to repay the application fee, re-verify that you meet the requirements, and pay the exam fee.



## 3. Enter Your Eligibility Details into the BA Development Log

Review the [CCBA Step-by-Step Application Process Guide](#) for detailed steps on how to enter your information into IIBA's BA Development Log. The guide will take you through the details to track your hours.



## 4. Submit your Application and Agree to the Attestations

Complete this step when your application is ready.

[Login with your IIBA credentials.](#)

From your profile page, open the Certification menu.

Select My Certifications, CCBA and

[Get Started](#)

You will be asked to read and abide by:

- [Code of Ethical Conduct and Professional Standards](#)
- [IIBA Certification and Recertification Terms and Conditions](#)
- [CCBA Certification Handbook](#)

Upon submission, if your application is "approved pending audit", you must complete the audit process. You will be required to submit your Professional Development documents for validation, and your personal and work history references will be contacted.

When your application passes the audit, you will receive an email confirming the approval and next steps on how to purchase the exam.



## 5. Purchase the Exam

[Login with your IIBA credentials.](#)

From your profile page, open the Certification menu.

Select My Certifications, CCBA and

[Get Started](#)

Purchase your exam and go to the next step.

From the day IIBA receives payment for your exam, you will have **12 months** to schedule and take your exam. It is only within that time that you can request a refund.

There will be no refunds after 12 months and you will forfeit the exam fee payment. There is a fee associated with each exam attempt. The [exam rewrite fees](#) are not included with the initial exam fee.



## 6. Study and Prepare for the Exam

### Exam Structure

Duration:	180 minutes
Questions:	130 multiple-choice, scenario-based questions
Format Options:	1) Online Remote Proctored or 2) PSI® Test Center
Type:	Competency-based

Read more about the [Exam Format and Navigation](#).

### Knowledge Areas

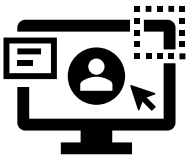
The exam covers 6 Knowledge Areas (KAs) that align to the BABOK Guide. They are further categorized into competencies and proficiency levels. Study the [BABOK Guide](#) and the [Competency & Proficiency Levels](#).

### CCBA Exam Blueprint

Knowledge Areas (KA)	% of Questions per KA
1. Business analysis planning and monitoring	12%
2. Elicitation and collaboration	20%
3. Requirements life cycle management	18%
4. Strategy Analysis	12%
5. Requirements analysis and design definition	32%
6. Solution Evaluation	6%

### Study and Learning Options

- IIBA Endorsed Education and Training: [Endorsed Education Providers and Academic Members](#) offer a variety of learning options. You can search this database for CCBA and filter for location, virtual, in class, etc. Also, see the current list of EEP [Exam Prep Course](#) offerings.
- Self-Directed Learning: The [BABOK Guide](#) and the [Business Analysis Standard](#) are study resources. [IIBA’s Knowledge Hub](#) provides online, searchable access to these and other supporting materials. [IIBA Members](#) have free access to these materials.
- IIBA Chapter Study Groups: [IIBA Members](#) can participate by searching for “Study Group” within [Chapter Events](#).



## 7a. Review Rules and System Requirements: Online Remote Proctored Exams

The CCBA exam administration is managed by IIBA's exam delivery partner PSI®.

The CCBA exam is offered in two ways:

1. As an online remote proctored exam  
Or
2. At PSI Test Centers around the world.

**This section describes the rules and system requirements for online remote proctored exams. If you prefer to take your exam at a PSI Test Center, please review the next section of this handbook, step 7b.**

### Candidate Responsibility

If you do not meet the requirements on your exam day, you will not be able to take the exam and will forfeit your exam fee.

### You Must Have the Following:

#### Government-issued Photo Identification (ID)

The ID must be the original document, current, signed and in western characters.

Your **first name** and **last name** must match exactly in three places: your identification, IIBA and PSI. There can be no differences. If your name does not match your identification, you must notify IIBA. **Only IIBA can make the required update for you** and can be contacted at [certification@iiba.org](mailto:certification@iiba.org). All updates must be done at least **1 week before** your scheduled exam, or you will not be able to take the exam.

### The following identification is **ACCEPTED**:

- Government-issued Driver's License
- U.S. Department of State Driver's License
- National/State/Country Identification Card
- Government-issued Passport
- Passport Card

### Photo ID Capture for Check-In

Taking a picture of the Photo ID is part of the check-in process for online remote proctored exams. Test takers can take this picture using their webcam OR mobile device. Mobile device is the default option. Refer to the [IIBA Guide to Online Proctored Exams](#) for more information.



## **For Online Remote Proctored Exams, You Must Also Have the Following:**

### **1. Internet and Technology Requirements**

A reliable internet connection and a compatible personal computer, laptop, microphone, camera, and operating system are required. Do the [System Compatibility Check](#) and read the [IIBA Guide to Online Proctored Exams](#) for specifications.

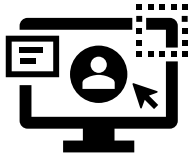
DO NOT use company office or company laptop/computer to sit for an online remote proctored exam as work environments and company computers often have firewalls and restrictions.

### **2. Room and Workspace Requirements**

A quiet room and clear workspace are required. Read the [IIBA Guide to Online Proctored Exams](#) for full details and rules on what is allowed and not allowed during the exam.

## **Review These Resources Before Your Online Remote Proctored Exam:**

- [IIBA Guide to Online Proctored Exams](#)
- [IIBA Exam Information](#)
- [PSI Online Proctoring Experience](#) video outlining exam day protocol
- [Certification FAQs](#) for refunds, reschedules, and requests for exam accommodation



## 7b. Review Rules and System Requirements: Exams at PSI Test Centers

The CCBA exam administration is managed by IIBA's exam delivery partner PSI®.

The CCBA exam is offered in two ways:

1. As an online remote proctored exam
- Or
2. At PSI Test Centers around the world.

**This section describes the rules and system requirements for exams taken at PSI Test Centers. If you prefer to take your exam online with a remote proctor, please review the previous section of this handbook, step 7a.**

### Candidate Responsibility

If you do not meet the requirements on your exam day, you will not be able to take the exam and will forfeit your exam fee.

### You Must Have the Following:

#### Government-issued Photo Identification (ID)

The ID must be the original document, current, signed and in western characters.

Your **first name** and **last name** must match exactly in three places: your identification, IIBA and PSI. There can be no differences. If your name does not match your identification, you must notify IIBA. **Only IIBA can make the required update for you** and can be contacted at [certification@iiba.org](mailto:certification@iiba.org). All updates must be done at least **1 week before** your scheduled exam, or you will not be able to take the exam.

#### The following identification is **ACCEPTED**:

- Government-issued Driver's License
- U.S. Department of State Driver's License
- National/State/Country Identification Card
- Government-issued Passport
- Passport Card

### Security Wanding Protocol at Test Centers

Check-in at Test Centers includes a required metal detection wanding inspection by trained Test Center Administrators (TCAs). This protocol is designed to ensure that no unauthorized devices or items enter the testing area. Those who decline the

wanding protocol (and have not been granted an exemption) will be required to reschedule their exam.

For those with metal implants the wand may indicate an alert, and a standard physical security check will follow. If there is an alert upon rescan, and there is no item to disclose, testing can proceed with close monitoring. If a prohibited device is found and the test taker does not provide an explanation, PSI's security team will determine whether the test taker can sit for the exam.

The wands are American Heart Act Certified. Per PSI, they will not interfere with or harm the operation of any medical device. If test takers opt for an exemption, they must bring documentation from a healthcare provider to the Test Center.

**Review These Resources Before Your Exam at a PSI Test Center:**

- [IIBA Exam Information](#)
- [PSI Test Center Experience](#)
- [Certification FAQs](#) for refunds, reschedules, and requests for exam accommodation




## 8. Schedule Your Exam

The “Schedule and Pass Exam” goal allows you to Schedule, Reschedule, Cancel, and Launch your exam.

PSI requires **48 hours** to schedule, reschedule or cancel.

Use the information below to schedule your online remote proctored exam or for scheduling at a PSI Test Center.

1. [Login with your IIBA credentials.](#)
2. From your profile page, open the Certification menu.
3. Select My Certifications, CCBA and 
4. You will be redirected to the PSI Scheduling Page.
5. Select “**View Available Tests**”.
6. Complete the scheduling process as per the onscreen prompts.  
[IIBA Guide to Online Proctored Exams](#) contains helpful screenshots.
7. For online remote proctored exams ONLY, Complete the **PSI Tutorial Test** at least 1 time (and up to 3 times) prior to your scheduled exam.

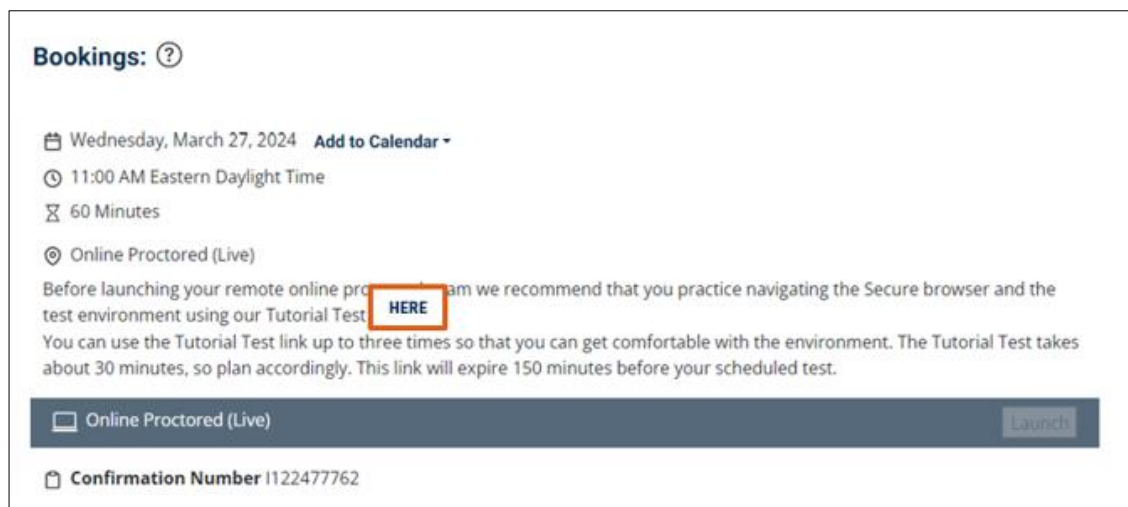
Benefits of the Tutorial:

- Ensure you meet security requirements for exam launch
- Practice the room scan
- Experience the exam format

Read more about the PSI Tutorial Test [here](#).

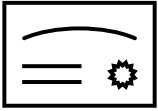
How to Access:

- Use the individual link provided by PSI in your booking confirmation



The screenshot shows a booking confirmation for an exam. It includes the following details:


- Bookings:** (with a help icon)
- Date:** Wednesday, March 27, 2024 (with an "Add to Calendar" button)
- Time:** 11:00 AM Eastern Daylight Time
- Duration:** 60 Minutes
- Exam Type:** Online Proctored (Live)
- Instructions:** Before launching your remote online proctored exam we recommend that you practice navigating the Secure browser and the test environment using our Tutorial Test [HERE](#). You can use the Tutorial Test link up to three times so that you can get comfortable with the environment. The Tutorial Test takes about 30 minutes, so plan accordingly. This link will expire 150 minutes before your scheduled test.
- Exam Type:** Online Proctored (Live) (with a "Launch" button)
- Confirmation Number:** I122477762



## 9a. Get Certified: Online Remote Proctored Exams

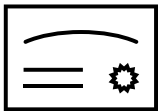
### For Online Remote Proctored Exams

The **“Schedule and Pass Exam”** goal is where you will launch your exam on your scheduled exam date and time. You can log into your exam a half hour (30 minutes) before the exam start time.

1. [Login with your IIBA credentials.](#)
2. From your profile page, open the Certification menu.
3. Select My Certifications, CCBA and
4. You will be redirected to the PSI Sch 
5. Select **“Launch Exam”**.
6. Follow the check-in procedure and connect with your proctor.
7. Complete the exam.

### Exam Completion

When your exam is completed, you will receive a pass or fail result on the screen. A confirmation of your result will be emailed to you from IIBA within 48 hours.



## 9b. Get Certified: Exams at PSI Test Centers

### For PSI Test Centers

Arrive at the PSI Test Center you registered with, at least a half hour (30 minutes) before the exam start time.

The Test Center supervisor will check your identification, do a security check, guide you through the process and help you launch the exam.

### Exam Completion

When your exam is completed, you will receive a pass or fail result on the screen. A confirmation of your result will be emailed to you from IIBA within 48 hours.

### 3.0 Your Badge and Certificate

Once you have successfully passed the exam, your name will appear within the [Digital Badge Program & Certified Professional Directory](#) unless you have opted out. You can access your certificate and badge directly from this page to download a copy or share on LinkedIn.

IIBA reserves the right to revoke the certification at its discretion and to conduct random audits.

### 4.0 Maintaining Your Certification

Individuals who have attained the CCBA designation must demonstrate an ongoing professional commitment to maintain their certification by satisfying the Recertification Program requirements.

Review the [CCBA Recertification Handbook](#) for requirements on how to record your 60 Continuing Development Units (CDUs) online in the BA Development Log every 3 years.

For over 20 years, International Institute of Business Analysis™ (IIBA®) has shaped the practice of business analysis to achieve better enterprise outcomes. A professional association with 30,000 members, 120 chapters, 1,500 volunteers, and 500 partners worldwide, IIBA supports the recognition of business analysis within organizations. It enables networking and community engagement, provides foundational standards and resources, and offers internationally recognized certification programs for career advancement. For more information, visit [iiba.org](https://iiba.org).