CNO’s Use of IIBA’s Competency Assessment
Vision: To establish a Centralized Professional IT BA Team

Timeline

– July 2011 Centralized 4 BA Teams into 1
– November 2011 Baselined BA Competencies & Practice
  • IIBA Competency Assessment
  • IIBA Practice Assessment
– December 2011 Created a 3 Year Roadmap for BA Transformation at CNO
– July 2012 – “Raising the Bar” Introduced
– December 2012 – 2nd IIBA Competency Assessment
– January 2014 – Work on Plans to “Raise the Bar” further
2011 Competency Assessment

➢ Used the results of the Competency Assessment to identify opportunities for improvement for the entire team

– Need for standardization of processes and documentation

– Formal training for entire team

* Included in the Roadmap for BA Transformation
The objective of the BA Practice Assessment was to analyze the current state of the BA processes and communicate recommendations for change.

Used the results of the Practice Assessment to identify opportunities for improvement in:

– Processes
– Relationships
– Knowledge

* Included in the Roadmap for BA Transformation
## Competency Assessment Level as of November 2011:

<table>
<thead>
<tr>
<th>Category</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requirements Planning &amp; Monitoring</td>
<td>Competent (3.5)</td>
</tr>
<tr>
<td>Elicitation</td>
<td>Proficient (4.0)</td>
</tr>
<tr>
<td>Requirements Management &amp; Communication</td>
<td>Competent (3.6)</td>
</tr>
<tr>
<td>Enterprise Analysis</td>
<td>Competent (3.3)</td>
</tr>
<tr>
<td>Requirements Analysis</td>
<td>Competent (3.3)</td>
</tr>
<tr>
<td>Solution Assessment &amp; Validation</td>
<td>Competent (3.1)</td>
</tr>
</tbody>
</table>

**Target – Proficient in all areas**

Used the results of the competency assessment to target individual development plans in line with Raising the Bar.
2012 Competency Assessment

➢ Used the results of the Competency Assessment to assess progress in Raising The Bar.
  – Modified individual development plans accordingly.