



CCBA[®]

CERTIFIED



CERTIFICATION OF CAPABILITY IN BUSINESS ANALYSIS[™]

CCBA[®] HANDBOOK

APRIL 2023

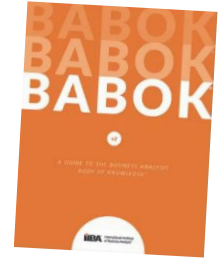
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1.0 Introduction

This document provides the necessary information for candidates pursuing the Certification of Capability in Business Analysis™ (CCBA®). Where information is already on our website, it will direct you to review the specific webpage through links.

CCBA is the globally recognized credential for business analysis professionals who are skilled in working effectively with stakeholders, to model business processes, and identify and evaluate opportunities for better business outcomes.



CCBA® recipients demonstrate their ongoing professional commitment to the business analysis profession by maintaining their credential and satisfying recertification requirements to renew their credential every three years. See [Recertification Handbook](#) for details.

Review this handbook in full detail and then review the [CCBA Step-by-Step Application Process Guide](#).

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 and Accessibility for Ontarians with Disabilities Act (AODA).

Refer to the [Certification FAQs](#) on testing accommodation and contact certification@iiba.org to discuss and request the accommodation you need.

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 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 the [BABOK® Guide Knowledge Areas](#) and follow [education and training standards](#) that enable the transfer of learning and assessment.
- [IIBA Endorsed Education Providers and Academic Members](#) offer a variety of learning options. You can search this data base 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.
- EEP Exam Prep & Study Groups: [Exam Prep Courses](#) provide preparation and group study.
- IIBA Chapter Study Groups: [IIBA Members](#) can participate in Study Groups offered by various Chapters globally. Review [Chapter Events](#) and search for “Study Groups”.

Supplemental Resources: The [Business Analysis Body of Knowledge® \(BABOK®\) Guide](#), the [Business Analysis Standard](#) and [IIBA’s Knowledge Hub](#) offer online, searchable access to additional learning to boost your study. [IIBA Members](#) have free access to these materials

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 each, in each of 2 Knowledge Areas
- or
- A minimum of 500 hours each, in each of 4 Knowledge Areas

References

The two references required 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*
- Choose your certification
- Select the "Get Started" Button

Note: The application fee is non-refundable and non-transferable.

Once your application is approved, you will receive an email confirming this. You have 1 year from the date on your approval email to take your exam. 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.

You may request for an application extension if you have an [extenuating circumstance](#).

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 IIBAs *BA Development Log*. The guide will take you through the details to track your hours.

4. Review the Exam Blueprint

Exam Structure

- Duration: 3 hours
- Questions: 130 multiple-choice, scenario-based questions
- Format Options: 1) A computer-based exam taken Online Remote Proctored or
2) A computer-based exam taken at a PSI Test Center
- Type: Competency-based

Knowledge Areas

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

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%

5. 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*
- Choose your certification
- Select the "Get Started" Button

You will be asked to agree to abide by the [Code of Ethical Conduct and Professional Standards](#) and the [Certification Terms and Conditions](#).

Upon submission, should your application be "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 audit passes, you will receive an email confirming the approval and next steps on how to purchase the exam.

6. Review Exam Rules and System Requirements

PSI® is the exam vendor that offers the exam services on behalf of IIBA.

The CCBA exam is offered in two ways:

1. As an [Online Remote Proctored exam](#) experience taken from the security and comfort of your home;
2. Or from [PSI Test Centers](#) around the world.

As work environments and company computers may have firewalls or other restrictions, DO NOT use your work office or computer to sit for your exam.

It is *your responsibility* to prepare in detail for your exam logistics whether you take your exam in the Online Remote Proctored format or from a PSI Test Center.

You must meet the requirements on your exam day, or you will not be able to take the exam and will forfeit your exam fee.

Prepare the Correct Identification

Government-issued Photo Identification is required. It must be the original document, be current, signed and in western characters. You must ensure the first name and last name that you used to register with IIBA, is the same first name and last name on your identification. There can be no differences.

If there are any differences, contact certification@iiba.org at least 1 week before you take your exam. Only IIBA can make the required update for you. Read the [IIBA Exam Information](#) for details.

A careful review of the following information will provide the details you need to prepare your technology and internet, system and room set-up, and rules for the exam. It will also provide details about the security check and what is allowed and not allowed during the exam.

For Online Remote Proctored Exams

- [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

For PSI Test Centres

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

7. Purchase the CCBA Exam

[Login with your IIBA® credentials.](#)

- From your profile page open the Certification menu
- Select *My Certifications*
- Choose your certification
- Select the "Get Started" Button

From the day IIBA receives payment for your exam, you will have **12 months** to schedule and take your exam or request any 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.

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 this to schedule for your Online Remote Proctored Exam or for scheduling the exam at a PSI Testing Center.

Login with your IIBA® credentials.

- From your profile page open the Certification menu
- Select *My Certifications*
- Choose your certification
- Select the "Get Started" Button beside the goal *Schedule and Pass Exam*

You will be redirected to the PSI Scheduling page.

- Select “Schedule Exam”
- Select date and time and complete the scheduling process
- When done, read “*View Details*”

9. Get Certified

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 in half an hour early.

Login with your IIBA® credentials.

- From your profile page open the Certification menu
- Select *My Certifications*
- Choose your certification
- Select the "Get Started" Button beside the goal *Schedule and Pass Exam*

You will be redirected to the PSI Scheduling page.

- Select “Launch Exam”
- Follow the check-in procedure and connect with your proctor.
- Complete the exam

For PSI Test Centres

Arrive at the PSI Testing Center you registered with, at least half an hour early.

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

When you have successfully passed the exam, your name will appear in the [IIBA Directory](#) (unless you have opted out).

Your Certificate and Badge

View the [Accredible](#) page to access your Certificate and Badge.

To download a copy or share on LinkedIn, go to the [Accredible login page](#). Login to view your Accredible page and click on PDF or Badge to download or share.

[Set up a password here](#), if you have not yet set one up. Use the same email address as registered with IIBA.