



CERTIFICATE IN PRODUCT OWNERSHIP ANALYSIS

IIBA®-CPOA HANDBOOK

APRIL 2024

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1.0 Introduction

This document provides the necessary information for candidates pursuing the Certificate in Product Ownership Analysis (IIBA-CPOA). Direct links are provided to the IIBA® website where applicable.



IIBA's Product Ownership Analysis Certification Program provides the opportunity to acquire essential product ownership analysis concepts needed to create successful products. Earning this certificate informs employers of your competence and expertise in navigating challenges and driving the delivery of high-value products.

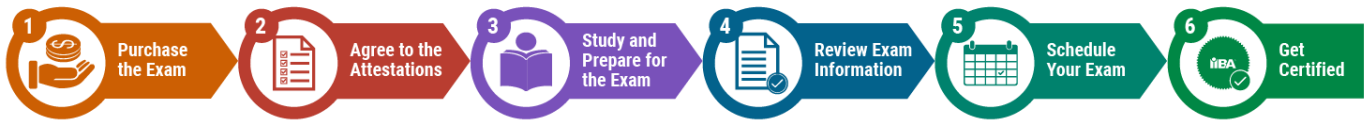
While there is no work experience requirement, this certification is recommended for business analysis professionals with two years' experience integrating Business Analysis and Product Ownership with an Agile mindset to maximizing value.

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.

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 Six Steps to Certification



1. Purchase the Exam or Bundle



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

From your profile page, open the Certification menu.

Select My Certifications, CPOA and

Get Started

You have the option to purchase the exam by itself or the exam and learning materials in a bundle. The system defaults to the exam only. Click on Publications to view the Guide to POA PDF and POA Digital Access Resources.



Click on Certifications to view the Guide to Product Ownership Bundled Exam and Learning Materials.



Purchase your selection 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 fee.

2. Agree to the Attestations



[Login with your IIBA credentials](#).

From your profile page, open the Certification menu.

Select My Certifications, CPOA and

Submit my Attestations

You will be asked to read and abide by:

- [Code of Ethical Conduct and Professional Standards](#)
- [IIBA Certification and Recertification Terms and Conditions](#)
- [CPOA Certification Handbook](#)
- [IIBA Guide to Online Proctored Exams](#)

3. Study and Prepare for the Exam



Exam Structure

Duration: 90 minutes
 Questions: 60 multiple-choice, knowledge-based questions
 Format: Online remote proctored
 Type: Competency-based

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

Knowledge Areas

The exam covers 7 Knowledge Areas based on the Domains discussed in the Guide to Product Ownership Analysis®. They are further categorized into competencies and proficiency levels. Study the [Guide](#) and the [Competency & Proficiency Levels](#).

IIBA-CPOA Exam Blueprint

Knowledge Areas (KAs)	% Questions per KA
KA1: Apply Foundational Concepts	10%
KA2: Cultivate Customer Intimacy	15%
KA3: Engage the Whole Team	15%
KA4: Make an Impact	15%
KA5: Deliver Often	15%
KA6: Learn Fast	15%
KA7: Obsess About Value	15%

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 CPOA and filter for location, virtual, in class, etc. Also, see the current list of EEP [Exam Prep Course](#) offerings.
- Self-Directed Learning: The [Guide to Product Ownership Analysis PDF](#) and [POA Digital Access Resources](#) are study resources. [IIBA Members](#) have free access to the PDF and to [IIBA’s Knowledge Hub](#), which provides online, searchable access to supporting materials.
- IIBA Chapter Study Groups: [IIBA Members](#) can participate by searching for “Study Group” within [Chapter Events](#).



4. Review Exam Information

The CPOA exam is offered as an online remote proctored exam managed by IIBA's exam delivery partner PSI®. DO NOT use company office or company laptop/computer to sit for your exam as work environments and company computers often have firewalls and restrictions.

You Must Have the Following:

1. 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. 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.

2. 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.

3. 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 Exam:

- [PSI Online Proctoring Experience](#) video outlining exam day
- [Certification FAQs](#) for refunds, reschedules, and requests for exam accommodation

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.



5. 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.

1. [Login with your IIBA credentials.](#)
2. From your profile page, open the Certification menu.
3. Select My Certifications, CPOA and Schedule and Pass Exam
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. 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

Bookings: ?

📅 Wednesday, March 27, 2024 Add to Calendar ▾

🕒 11:00 AM Eastern Daylight Time

🕒 60 Minutes

📍 Online Proctored (Live)

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.


📄 Online Proctored (Live)
Launch

📄 Confirmation Number I122477762



6. Get Certified

The “**Schedule and Pass Exam**” goal is where you will launch your exam on your scheduled exam date and time. You can log in to 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, CPOA and 
4. You will be redirected to the PSI Scheduling Page.
5. Select “**Launch Exam**”.
6. Follow the check-in procedure and connect with your proctor.
7. Complete the exam.

When your exam is completed, you will receive a pass or fail result on your 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.

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.