



**CERTIFIED BUSINESS ANALYSIS
PROFESSIONAL™**

CBAP® HANDBOOK

FEBRUARY 2024

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1.0 Introduction

Candidates pursuing the Certified Business Analysis Professional™ (CBAP®) designation have access to two helpful resources for the candidate journey:

	The CBAP Handbook (this document)	The CBAP Step-by-Step Application Process Guide
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 CBAP Application in the My IIBA portal.

As a candidate, you are:

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

The CBAP certification is the globally recognized credential for seasoned business analysis professionals, including those with a CCBA designation, as well as hybrid business analysis professionals, product managers, trainers, and non-BA consultants.



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).

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 Nine Steps to Certification



1. Fulfill Your Eligibility Requirements

CBAP is for business analysis professionals with 5+ years of experience in business analysis. To be eligible for this certification, you must have completed the following requirements:

- 35 professional development hours (within the last 4 years)
- 7,500 work history hours (within the last 10 years)
- 2 references

Professional Development

- The 35 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 data base for CBAP 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 7,500 hours of work experience is 5+ years of business analysis work that must align with the [BABOK Guide Knowledge Areas](#) and include:

A minimum of 900 hours completed in 4 of the 6 Knowledge Areas, for a total of at least 3,600 of the required 7,500 total.

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™ \(ECBA™\)](#) or the [Certification of Capability in Business Analysis™ \(CCBA®\)](#).



2. Purchase the CBAP Application

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

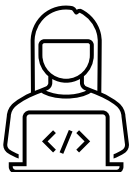
From your profile page, open the Certification menu.

Select My Certifications, CBAP 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 [CBAP 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, CBAP and 

You will be asked to read and abide by:

- [Code of Ethical Conduct and Professional Standards](#)
- [IIBA Certification Terms and Conditions](#)
- [CBAP 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, CBAP and 

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:	210 minutes
Questions:	120 multiple-choice, case-study and scenario-based questions
Format	1) Online Remote Proctored
Options:	or
	2) PSI® Test Center
Type:	Competency-based

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](#)

CBAP Exam Blueprint

Knowledge Areas (KA)	% of Questions per KA
1. Business analysis planning and monitoring	14%
2. Elicitation and collaboration	12%
3. Requirements life cycle management	15%
4. Strategy Analysis	15%
5. Requirements analysis and design definition	30%
6. Solution Evaluation	14%

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 CBAP 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 CBAP exam administration is managed by IIBA’s exam delivery partner PSI®.

The CBAP 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. 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

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.

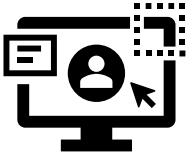
DO NOT use company office or company laptop/computer to sit for an online remote proctored exam as work environments and company computers often have firewalls and restrictions.

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

The CBAP 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.

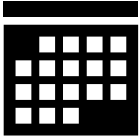
Your **first name** and **last name** must match exactly in three places: your identification, IIBA and PSI. There can be no differences. If your name does not match your identification, you must notify IIBA. **Only IIBA can make the required update for you** and can be contacted at certification@iiba.org. 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

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




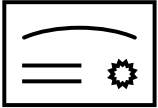
8. Schedule Your Exam

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, CBAP 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.



9a. Get Certified: Online Remote Proctored Exams

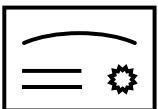
For Online Remote Proctored Exams

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, CBAP 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.

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 Certificate and Badge

Once you have successfully passed the exam, your name will appear within the [Certification Badge & Registry](#), 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 CBAP designation must demonstrate an ongoing professional commitment to maintain their certification by satisfying the Recertification Program requirements.

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