ENTRY CERTIFICATE IN BUSINESS ANALYSIS™

ECBA Handbook

IIBA® International Institute of Business Analysis™

Contents

1.0 Introduction

The Entry Certificate in Business Analysis (ECBA) exam serves the IIBA global community's vision for a foundational exam in business analysis. This vision is centred on the practical application of business analysis, equipping certificate holders with job-ready competencies to contribute effectively and produce actionable outcomes.

Global Practice Analysis

The ECBA is a globally recognized certification designed to equip aspiring business analysis professionals with foundational skills and knowledge. The exam development process was guided by a commitment to rigour, relevance, and alignment with the real-world needs of organizations and involved key phases:

1. **Comprehensive research:** Leveraging insights from existing frameworks, professional input, and industry trends
2. **Community engagement:** Actively involving practitioners worldwide to shape the exam content
3. **Expert validation:** Ensuring content quality and accuracy through rigorous review by subject matter experts (SMEs)
4. **Global practice analysis survey:** Gathering feedback from the global business analysis community, emphasizing practical application and alignment with industry standards

A Practical and Situation-Focused Exam

The ECBA exam content is informed by *The Business Analysis Standard* and *A Guide to the Business Analysis Body of Knowledge (BABOK Guide)*, using these foundational resources as a baseline. Designed to assess practical application and analytical thinking through situation-based questions, the exam reflects real-world business analysis tasks and challenges.

Credentialing and Accommodation Policies

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

IIBA is committed to providing full access to its credentialing products and services and complying with regional 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. See the Extenuating Circumstances Policy for our guidelines on hardship-based extensions.

For the web version of this handbook information go to the ECBA Roadmap.

2.0 Six Steps to Certification

Purchase the Exam → Agree to the Attestations → Study and Prepare → Remote Exam Setup → Schedule Your Exam → Exam Day

1. Purchase the Exam

- Log in with your IIBA credentials or create a new account
- From your profile page, open the Certification menu

  Select My Certifications, ECBA then **Get Started**

  You will then be directed to the IIBA store, where you can purchase the "ECBA" product

- Agree to the attestations and complete the purchase

2. Agree to the Attestations

As part of your exam purchase, you will be asked to read and abide by the following:

- IIBA Certification and Recertification Terms and Conditions
- Code of Ethical Conduct and Professional Standards
- The IIBA Guide to Online Remote Proctored Exams
- ECBA Handbook

Special Terms and Conditions

- From the day IIBA receives payment for your exam, you will have six months to schedule and take your exam.
- Candidates have **30 days from the day IIBA receives the exam payment to request a refund.** The amount eligible for the ECBA exam refund is $145.
- There is a fee is associated with each exam attempt.
- The exam rewrite fees are not included in the initial exam fee.
- View exam terms, rescheduling and cancelation policies on IIBA's Exam Information webpage.

Note: Certification terms are subject to change without notice.

3. Study and Prepare for the Exam

Exam Structure and Format

The ECBA exam is focused on the practical application and understanding of job-ready competencies at the foundational level of business analysis.

Duration: 75 minutes
Questions: 50 situation-based and standard multiple-choice questions
Format: Online remote proctored
Exam Format and Navigation

Exam Blueprint

The ECBA Exam Blueprint outlines the exam structure, activity statements, techniques, and underlying competencies.

The Blueprint defines the nine domains covered on the exam and the percentage of questions within each domain.

The first three domains are foundational and are covered in *The Business Analysis Standard*. The next six domains are based on the *BABOK Guide* and address practical application of the Business Analysis Core Concept Model (BACCM).

Domains	Description	Percentage of Questions on the Exam
1	Understanding Business Analysis	20%
2	Mindset for Effective Business Analysis	14%
3	Implementing Business Analysis	6%
4	Change	10%
5	Need	10%
6	Solution	10%
7	Stakeholder	10%
8	Value	10%
9	Context	10%

Reference Map

The ECBA Reference Map shows the connections between exam content, activity statements, and IIBA references: *The Business Analysis Standard* and the *BABOK Guide*.

Education and Study Options

There are many options available to candidates and IIBA members to support the learning journey. Choose an option that supports your life, career stage, availability, and goals.

Guided Learning Resources:

- IIBA Training and Academic Partners
  IIBA endorses education and training delivered by Training and Academic Partners to support the ongoing development of business analysis professionals throughout their careers.

- IIBA Training Partner Exam Prep Courses
  IIBA curates a list of Certification Exam Prep Courses, including scheduled, on-demand, virtual, and classroom options. Updated quarterly.

- IIBA Chapter Events and Study Groups
  IIBA offers a directory of Chapter Events and Study Groups, with the ability to filter for language and virtual format. Candidates are encouraged to form and maintain a connection to their local chapter to engage in a variety of activities and career milestones.

Self-Directed Learning Resources:

- The ECBA Learning Journey is a structured path designed to help you build a strong foundation in business analysis and prepare with confidence for the ECBA exam. Develop your business analysis skills, knowledge, and behaviours as you work toward earning a globally recognized certification. It provides a cohesive, strategic, and trackable learning experience through all of the content in the ECBA Exam Blueprint and Reference Map. IIBA members have free access to these materials.

- The ECBA Exam Blueprint and the ECBA Reference Map show the connections between exam content and IIBA references: *The Business Analysis Standard* and *A Guide to the Business Analysis Body of Knowledge (BABOK Guide)* .

- IIBA's KnowledgeHub provides online, searchable access to *the Standard* and the *BABOK Guide* as well as other supporting materials IIBA members have free access to these materials.

- ECBA Sample Exam Questions
  The sample exam questions help test your knowledge and provide examples of the two question types on the exam - situation-based and standard multiple-choice.

- The ECBA Practice Exam
  An ECBA Practice exam is available for the English ECBA. It is an IIBA resource designed to help you validate your readiness for the ECBA exam, mirroring its structure, question types, and competency level. You can take it **up to two times**, within your six-month purchase term.

  Once completed, you'll see your results as a percentage out of 100, along with explanations for why each answer you selected is correct or incorrect.

  Access the practice exam from your IIBA profile. After selecting "Take Practice Exam", you will be redirected to the PSI secure browser. As soon as you select "Launch", your practice exam will start and will be counted as your first attempt. **Do not select the "Launch" button until you're ready to take the practice exam.**

  See the ECBA Practice Exam FAQs for full details.

  Disclaimer
  The ECBA Practice exam is the property of IIBA and is for individual candidate use only. The practice exam is intended for practice and preparation purposes and doesn't guarantee success on the ECBA exam.

4. Remote Exam Setup

The ECBA exam is an online remote proctored exam administered by IIBA's exam delivery partner, PSI.

You are expected to know the remote exam requirements and prepare ahead of time to meet them.

Please review the following to understand the rules and procedures for taking the exam with online remote proctoring:

- IIBA Guide to Online Proctored Exams for full technical and set-up requirements
- PSI Online Proctoring Experience video showing the exam day experience
- Exam Information for refunds, rescheduling, and accommodation requests

Personal Laptop/Computer

Do not use the company office or company laptop/computer to take your exam, as work environments and company computers often have firewalls and restrictions.

Government-Issued Photo Identification (ID)

The ID must be valid (not expired) and original (not a photocopy). Temporary ID is not accepted. It must be written in Western characters, showing your picture and signature.

Your **first name** and **last name** must match exactly in three places: your ID, IIBA profile name, and PSI name. There can be no differences. If your name does not match your identification, you must notify IIBA at certification@iiba.org . **Only IIBA can make this update.** All updates must be done at least **one week before** your scheduled exam, otherwise you won't be able to take it.

The following identification is accepted:

- Government-issued driver's licence
- US Department of State driver's licence
- National, state, or country-issued identification card
- Government-issued passport
- Passport card

Photo ID Capture for Check-in

For online remote proctored exams, you must take a picture of your photo ID at check-in or when scheduling the exam.

Internet and Technology Requirements

Ensure you have a reliable internet connection and a compatible personal computer, laptop, microphone, and camera.

- Check the PSI System Requirements
- Run the PSI Compatibility Check
- Complete the PSI Tutorial Test once you schedule your exam
- Check and read the IIBA Guide to Online Remote Proctored Exams for all system requirements

Room and Workspace Requirements

A quiet room and clear workspace are required. Review the full details and rules.

IMPORTANT: 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.

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5. Schedule Your Exam

HOW TO SCHEDULE YOUR EXAM

Within your IIBA profile page, the Schedule and Pass Exam goal allows you to schedule, reschedule, cancel, and launch your exam

PSI requires <u>48 hours</u>' notice to schedule, reschedule or cancel an exam

If you need to cancel or reschedule your exam, <u>you must do so at least 48 hours in advance</u> or you will forfeit the exam fee.

1. Log in with your IIBA credentials

2. From your profile page, open the Certification menu

3. Select **My Certifications, ECBA** and [Schedule and Pass Exam]

   you will then be redirected to the PSI Scheduling Page
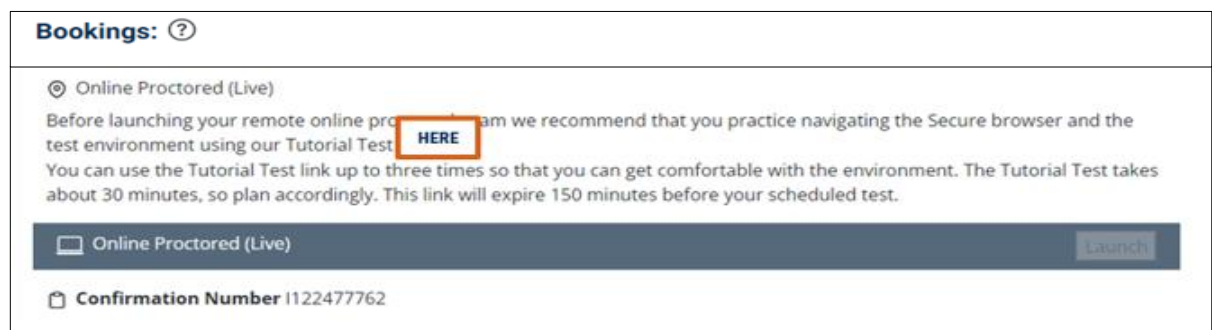
4. Select **View Available Tests**

5. Complete the scheduling process per the onscreen prompts

6. You have the option to upload a picture of your photo ID to the PSI Booking Platform for pre-verification and a smoother check-in experience on exam day. For details, follow the information in the IIBA Guide to Online Remote Proctored Exams.

HOW TO COMPLETE THE PSI TUTORIAL TEST

Complete the **PSI Tutorial Test** at least one time (and up to three times) prior to your scheduled exam to:

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

Read more about the PSI Tutorial Test here. To access it, use the link provided by PSI in your booking confirmation (see image below):

IMPORTANT!

SCHEDULING INFORMATION

⚠ You're responsible for cancelling or rescheduling your exam up to 48 hours before the scheduled time to avoid forfeiting exam fees. See Exam Information for details.

⚠ If you require accommodation to take the exam, you must request it **before** scheduling (requests may take up to 10 days after submission to be completed). Please see section 5.0 of the Guide to Online Remote Proctored Exams.

⚠ If your iiba.org profile name does **not** match the ID you'll be using for your exam, contact IIBA to change it ONE WEEK BEFORE you schedule your exam. If you have already scheduled your exam, refer to section 3.0 of the Guide to Online Remote Proctored Exams.

6. Exam Day

It's go time! You've studied hard, and now it's time to get certified.

Take a deep breadth, you've got this.

EXAM DAY PROCEDURE

1. Set up your testing area and have your ID and cell phone ready
2. Arrive early to handle any technical issues with PSI
3. Launch your exam

On the day of your exam, you will be able to launch your exam from the IIBA portal using the **Schedule and Pass Exam** goal, up to 30 minutes before the start time.

- To launch your exam, you must log in with your IIBA credentials through the IIBA portal, as it follows the single sign-on procedure—

  do not log in directly to PSI at any time

- From your profile page, open the Certification menu

- Select **My Certifications, ECBA**, and [Schedule and Pass Exam]

  you'll be redirected to the PSI Scheduling Page

- Select **Launch Exam**

- Follow the check-in procedure and connect with your proctor

- Contact PSI support for any technical support on the day of your exam

- or call PSI Live Proctoring:

  o within US: 1-844-267-1017

  o outside US: 1-617-564-9052

4. Complete the exam

5. When your exam is completed, you will receive a pass or fail result on the screen. IIBA will email confirmation of your result within 48 hours. Please see the **important information note on results below**:

IMPORTANT!

⚠ Don't log in directly to PSI at any time. You should access your exam through the IIBA portal ONLY.

⚠ To be admitted to the exam, you must provide a piece of government-issued photo-identification (ID). The first name and last name on the ID must match the spelling (in Western characters) of the first name and last name on the email confirmation from PSI and your IIBA contact information. If your name doesn't match, please refer to the instructions in section 3.0 of the Guide to Online Remote Proctored Exams.

⚠ Please contact PSI support for any technical support on the day of your exam.

3.0 Your Badge and Certificate

Congratulations! You passed your ECBA exam, and you're officially certified!

All the studying, planning, and persistence have really paid off—this is a big step forward in your professional journey. Now you might be wondering, "What's next?"

As a newly minted IIBA member, you're joining a global community 30,000 strong—business analysis professionals who are growing, sharing, and shaping the future of the profession. Let's take a look at how to make the most of your certification and IIBA membership.

FIND YOUR BADGE AND CERTIFICATE:

Now that you've successfully passed the exam, your name will appear within the Digital Badge Program and Certified Professional Directory (unless you opted out).

You can access your certificate and badge directly from this page to download a copy or share them on LinkedIn.

HOW IIBA MEMBERSHIP SUPPORTS YOU AS AN ECBA:

- Get tips on updating your resume
- Search job boards
- Pursue continued learning and certifications
- Participate in the IIBA member community
- Join and engage with your local IIBA chapter

> IMPORTANT!
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> ⚠ As IIBA reserves the right to revoke the certification at its discretion and to conduct random audits.

For over 20 years, the International Institute of Business Analysis™ (IIBA®) has helped shape 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.