



**CERTIFICATE IN PRODUCT OWNERSHIP ANALYSIS**

**IIBA®-CPOA HANDBOOK**

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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.

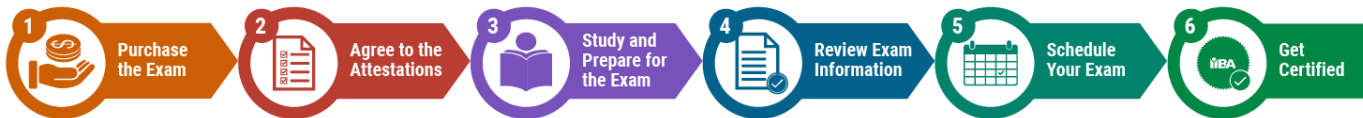
While there is no work experience requirement, this certification is recommended for business analysis professionals with two years' experience integrating Business Analysis and Product Ownership with an Agile mindset to maximizing value.

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](mailto:certification@iiba.org). See the [Extenuating Circumstances Policy](#) for our guidelines on hardship-based extensions.

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.

### 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.**
- There is a fee associated with each exam attempt. The [exam rewrite fees](#) are not included with 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.

### 2. Agree to the Attestations



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

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

### 3. Study and Prepare for the Exam



#### Exam Structure [Exam Format and Navigation](#)

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

#### Knowledge Areas

The exam covers 7 Knowledge Areas, categorized into competencies and proficiency levels. Study 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 Providers and Academic Members](#)  
 IIBA endorses education and training delivered by EEPs and Academic Members to support the ongoing development of business analysis professionals throughout their careers.
- ☐ [IIBA Training Partner Exam Prep Courses](#)  
 IIBA curates a list of Exam Prep Courses, including scheduled, on-demand, virtual, and classroom options. Updated quarterly.
- ☐ Self-Directed Learning: IIBA offers study resources such as the [Guide to Product Ownership Analysis PDF](#), which is free for all members. Premium Members have free, exclusive access to POA Digital Access Resources. These resources can be purchased separately via the [IIBA Store](#) and can be accessed directly from your profile. [IIBA Members](#) also have free access to [IIBA's KnowledgeHub](#), 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:

#### 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 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](mailto:certification@iiba.org). All updates must be done at least **one 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
- ☐ US department of state driver's license
- ☐ National, state, 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 [rules](#).

### Review These Resources Before Your Exam:

- ☐ [PSI Online Proctoring Experience](#) video outlining exam day
- ☐ [Exam Information](#) for refunds, reschedules, and accommodations

### 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

Within your IIBA profile page, 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. **If, at any time you require to cancel or reschedule your exam, you must do so at least 48 hours in advance or you will forfeit the exam fee.**

Follow the steps below to schedule your online remote proctored exam.

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 **View Available Tests**.
6. Complete the scheduling process as per the onscreen prompts. You have the option to upload a picture of your Photo ID to the PSI Booking Platform. This allows for pre-verification of the ID and a smoother check-in experience on test day. For details, follow the information in the [IIBA Guide to Online Proctored Exams](#).
7. Complete the **PSI Tutorial Test** at least 1 time (and up to 3 times) prior to your scheduled exam.

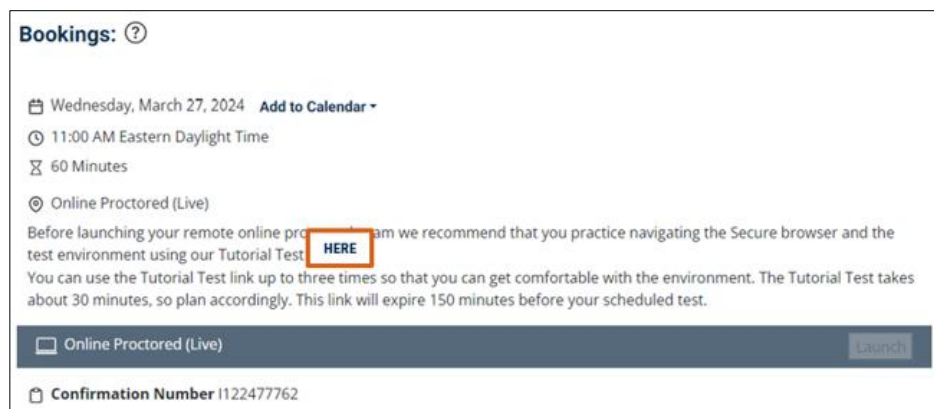
Benefits of the Tutorial:

- 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 link provided by PSI in your booking confirmation





## 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. To launch your exam, you must login 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.**
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 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](https://iiba.org).