

Certificate of Capability in Business Analysis (CCBA®)

1. Introduction

- a. Purpose of the BABOK® Guide
- b. What is Business Analysis?
- c. Who is a Business Analyst?
- d. Structure of the BABOK® Guide

2. Business Analysis Key Concepts

- a. The Business Analysis Core Concept Model™
- b. Key Terms
- c. Requirements Classification Schema
- d. Stakeholders
- e. Requirements and Designs

3. Business Analysis Planning and Monitoring

- a. Plan Business Analysis Approach
- b. Plan Stakeholder Engagement
- c. Plan Business Analysis Governance
- d. Plan Business Analysis Information Management
- e. Identify Business Analysis Performance Improvements

4. Elicitation and Collaboration

- a. Prepare for Elicitation
- b. Conduct Elicitation
- c. Confirm Elicitation Results
- d. Communicate Business Analysis Information
- e. Manage Stakeholder Collaboration

5. Requirements Life Cycle Management

- a. Trace Requirements
- b. Maintain Requirements
- c. Prioritize Requirements
- d. Assess Requirements Changes
- e. Approve Requirements

6. Strategy Analysis

- a. Analyse Current State
- b. Define Future State
- c. Assess Risks
- d. Define Change Strategy

7. Requirements Analysis and Design Definition

- a. Specify and Model Requirements
- b. Verify Requirements
- c. Validate Requirements
- d. Define Requirements Architecture 7.5 Define Design Options
- e. Analyse Potential Value and Recommend Solution

8. Solution Evaluation

- a. Measure Solution Performance
- b. Analyse Performance Measures

- c. Assess Solution Limitations
- d. Assess Enterprise Limitations
- e. Recommend Actions to Increase Solution Value

9. Underlying Competencies

- a. Analytical Thinking and Problem Solving
- b. Behavioural Characteristics
- c. Business Knowledge
- d. Communication Skills
- e. Interaction Skills
- f. Tools and Technology

10. Techniques

- a. Acceptance and Evaluation Criteria
- b. Backlog Management
- c. Balanced Scorecard
- d. Benchmarking and Market Analysis
- e. Brainstorming
- f. Business Capability Analysis
- g. Business Cases
- h. Business Model Canvas
- i. Business Rules Analysis
- j. Collaborative Games
- k. Concept Modelling
- l. Data Dictionary
- m. Data Flow Diagrams
- n. Data Mining
- o. Data Modelling
- p. Decision Analysis
- q. Decision Modelling
- r. Document Analysis
- s. Estimation
- t. Financial Analysis
- u. Focus Groups
- v. Functional Decomposition
- w. Glossary
- x. Interface Analysis
- y. Interviews
- z. Item Tracking
- aa. Lessons Learned
- bb. Metrics and Key Performance Indicators (KPIs)
- cc. Mind Mapping
- dd. Non-Functional Requirements Analysis
- ee. Observation
- ff. Organizational Modelling
- gg. Prioritization
- hh. Process Analysis
- ii. Process Modelling
- jj. Prototyping
- kk. Reviews

- ll. Risk Analysis and Management
- mm. Roles and Permissions Matrix
- nn. Root Cause Analysis
- oo. Scope Modelling
- pp. Sequence Diagrams
- qq. Stakeholder List, Map, or Personas
- rr. State Modelling
- ss. Survey or Questionnaire 10.46 SWOT Analysis
- tt. Use Cases and Scenarios
- uu. User Stories
- vv. Vendor Assessment
- ww. Workshops

11. Perspectives

- a. The Agile Perspective
- b. The Business Intelligence Perspective
- c. The Information Technology Perspective
- d. The Business Architecture Perspective
- e. The Business Process Management Perspective