The need for improved and more reliable information transfer calls for Software Business Analyst professionals who can effectively bridge the knowledge and language gap between the business and IT communities. Certification is recommended as a means to define the Common Body of Knowledge for the practice of business analyzation, and evaluate an individual’s ability to apply that knowledge to practice. Acquiring the designation of Certified Software Business Analyst (CSBA) indicates a professional level of competence in the principles and practices associated with the business analyst profession.

Program History
The QAI Global Institute, formerly QAI Worldwide, was established in 1980 as a professional association formed to represent the software quality assurance industry. The first certification began development in 1985 and the first formal examination process was launched in 1990. Today, Software Certifications, administered by QAI Global Institute, has a multinational reach. Since its inception, Software Certifications has certified over 35,000 IT professionals in 43 countries on 6 of the 7 continents in the world.

Objectives and Benefits of Certification
The Certified Software Business Analyst program is intended to establish standards for initial qualification and continuing improvement of professional competence. This certification program helps to:
1. Define the tasks (skill categories) associated with software project management activities in order to evaluate skill mastery.
2. Demonstrate an individual’s willingness to improve professionally.
3. Acknowledge attainment of an acceptable standard of professional competency.
4. Aid organizations in selecting and promoting qualified individuals.
5. Motivate personnel having software project management responsibilities to maintain their professional competency.
6. Assist individuals in improving and enhancing their organization’s software project management programs.

Code of Ethics
A distinguishing mark of a profession is the acceptance of responsibility by its members to the interests of those it serves. Those certified must maintain high standards of conduct in order to effectively discharge their responsibility.

CSBA Certification Objective
The Business Analyst position is uniquely placed in the organization to provide a strong link between the Business and Information Technology communities.

An applicant for certification must subscribe to the Software Certifications Code of Ethics that outlines the ethical behaviors expected of all certified professionals. Software Certifications programs include processes and procedures for monitoring certificant adherence to these policies. Failure to adhere to the requirements of this code is grounds for decertification.
Prerequisites

To qualify for candidacy, each applicant must meet one of these four prerequisites:

1. A 4 year degree from an accredited college-level institution and 2 years experience in the information services field
2. A 3 year degree from an accredited college-level institution and 3 years experience in the information services field
3. A 2 year degree from an accredited college-level institution and 4 years experience in the information services field
4. Six years of experience in the information services field

AND

Are working, or have worked at any time within the prior 18 months, in the field covered by the certification designation

Depending upon a compliance sample selected according to program criteria, the applicant may be required to provide detailed education and/or employment documentation supporting the prerequisite option selected on the application. If selected for verification, the applicant must supply the documentation to the program. Applicants who fail to provide the requested documentation will not be allowed to sit for the exam or, if the exam has been taken and passed, may be subject to de-certification.

Certification Candidacy/Application Process

Individuals applying for the CSBA Certification Candidacy must submit:

2. A $350 (USD) non-refundable, non-transferable fee (payable by check or credit card).

A completed Certification Candidacy Application must be submitted via the Customer Portal on the Software Certifications web site for entrance as a candidate for any particular certification. This application should only be submitted by individuals who:

- Are working, or have worked at any time within the prior 18 months, in the field covered by the certification designation
- Have significant experience and breadth of knowledge to have mastered the basics of the entire Software Business Analyst Common Body of Knowledge
- Have reviewed the Software Business Analyst Common Body of Knowledge

Examination

In 2008, Software Certifications selected Prometric, a world leader in assessment testing services, as its partner for the administration of certification examinations. Prometric's international network of testing centers provides the framework needed to support Software Certifications' global needs. This partnering will allow candidates to easily schedule their exam via the Internet and take it at a Prometric Testing Center in or outside of the United States. However, some global locations will remain paper-based (Sponsored Exams) and delivered on a quarterly basis – please refer to the Software Certifications web site for specific location details.

NOTE: All candidates must first register to take the certification examination through the Software Certifications Customer Portal (www.softwarecertifications.org). Once registered, those in the areas serviced by Prometric will, after a mandatory 72 hour waiting period, receive a Prometric Exam Code. Only then can candidates schedule their exam with Prometric. Candidates cannot schedule their exam at Prometric without first registering with Software Certifications.

Candidates for certification must pass a four-part examination which includes multiple-choice, essay, and short answer items in order to obtain certification. The four hour examination tests the candidate's knowledge and practice of the skill areas defined in the Software Business Analyst Common Body of Knowledge. Candidates must attempt the exam at least once in the first twelve months after applying. Those who do not successfully pass the examination may retake the examination up to two times by submitting the on-line retake application and paying all required fees. Subsequent additional examination efforts require reinitiating the entire application process.

Technical knowledge becomes obsolete quickly; therefore, the board has established these eligibility guidelines. The goal is to test on a consistent and comparable knowledge base worldwide. The eligibility requirements have been developed to encourage candidates to prepare and pass all portions of the examination in the shortest time possible.
Software Business Analyst
Common Body of Knowledge

**Skill Categories**

1. **Business Analyst Principles and Concepts** - In this Skill Category we examine the evolution of quality concepts and practices around the world. Skill Category 1 also provides an introduction to the basic tools of implementing quality processes and procedures.

2. **Management and Communication Skills** - This Skill Category reviews how Theories of Management evolved and the role the attitude of management plays in the successful implementation of improvement initiatives. We have also look at the management and communication skills needed for the Business Analyst to be able to successfully perform their job.

3. **Define, Build, Implement and Improve Work Processes** - This Skill Category is focused on understanding processes as they relate to the role of the Business Analyst. It looks at how various national and international models and awards provide support for process-oriented thinking.

4. **Business Fundamentals** - This section discusses a view of the business part of the organization which is often undiscovered by much of the Information Technology staff. The section lays a firm foundation for learning about the specific instantiations of the business practices within the organization.

5. **Requirements** - This Skill Category addresses the single most important part of the development process, Requirements. The steps taken to move a vaguely understood, poorly articulated want or need to a clearly actionable statement are detailed. Methods for gathering the information, refining it and prioritizing it are presented.

6. **Software Development Processes, Project and Risk Management** - Planning for and executing successful Information Technology projects requires a sound understanding of the various development approaches, their strengths and weaknesses. This Skill category discusses the role of the Business Analyst in identifying business related risks and helping to assess various strategies for effectively managing them.

7. **Acceptance Testing** - Skill Category 7 examines one of the key roles of the Business Analyst in the development of a software product, the successful execution of the acceptance testing needed to verify that the product is ready for production. It examines how creating an effective acceptance test plan that begins in Requirements, and allocates resources to these early life cycle activities, allows the Business Analyst to leverage the total resource contribution and minimize the amount of actual testing time required.

8. **Commercial Off-the-Shelf Software and Performance Based Contracting** - This Skill Category discusses the special issues and approaches needed to work with vendors for the development and acquisition of software products. This may range from completely custom, developed from the customers requirements, to completely off-the-shelf.

9. **Business Partner and Customer Support** - Skill Category 9 examines the support provided directly to the Business Partner and the Customer during the end stages of a project. These activities will leave a lasting impression on their minds and do much to shape the final perception of the product.

*For a more detailed explanation of each category, visit the Software Certifications web site at www.softwarecertifications.org.*
Frequently Asked Questions

What is the fee for certification?
The initial fee for CSBA certification is $350 USD. This includes the application processing fee, administration fee, and your initial sitting fee. The fee also includes a downloadable version of the Software Business Analyst Common Body of Knowledge via the Customer Portal on the Software Certifications web site. If you sit for the exam the first time within twelve months of applying and do not receive passing marks, there is an additional fee of $100 USD for each retake exam (limit two).

What is the exam format?
The four hour exam is made up of four sections; two parts multiple-choice and two parts essay and short answer. You will have forty-five minutes to complete each of the multiple-choice sections and one hour and fifteen minutes to complete each of the essay and short answer sections. There is a ten-minute break between each section.

How do I study for the exam?
There is no specific outline of study curriculum established by Software Certifications. Candidates are responsible for their own study and preparation. The QAI Global Institute, as administrator of Software Certifications, does not infer that attending specific courses or programs will significantly enhance the candidate’s chances of passing the examination. Bibliographic references are included in the Software Business Analyst Common Body of Knowledge description for information purposes however, candidates are expected to know and pursue other resources.

Professional certification is a significant undertaking. Sufficient time and energy should be allocated by the candidate toward preparation. Most of the needed preparation involves reviewing and brushing up on the various skill categories in the certification’s respective Common Body of Knowledge. If candidates have extensive experience in the practices described in the skill categories of the Common Body of Knowledge, the examination should not be difficult. Candidates should avoid last minute cramming, as it is rarely beneficial in the long term.

Recertification

The Software Certifications Board strives to maintain the highest degree of integrity within Software Certifications. To maintain this integrity, a certificant must maintain a current knowledge base of quality principles, practices, and technical knowledge as the information technology industry advances and technologies become obsolete. By requiring that the certificant maintain and increase their level of competency through various avenues of education and activity, the board is assured that the certification standards of integrity are being met and the value of the certification designation is being maintained.

To assure that the certificant is maintaining knowledge and skills that are state-of-the-art in the field, the certificant must demonstrate continuing professional education (CPE) activities. This may be done by:

- Submitting a Recertification Journal of qualified Continuing Professional Education activities
- Taking an Examination for Recertification to demonstrate your competence and skill in the certification competency domains.

Please visit: www.softwarecertifications.org for more information regarding other certifications.

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