



IIBA Ottawa-Outaouais Chapter

ECBA[®] / CBAP[®] / CCBA[®] Study Group

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Agenda

- Introductions
- Chapter 8 – Solution Evaluation
- Chapter 9 – Underlying Competencies
- Pop Quiz



Introductions

- Name
- Current projects
- Exam preparation



Chapter 8 Solution Evaluation

Refer to BACCM™

8.1 Measure Solution Performance

- To define performance measures and use the data collected to evaluate the effectiveness of a solution
- Discuss quantitative measures and qualitative measures

8.2 Analyze Performance Measures

- To provide insights into the performance of a solution
- If the measures are not sufficient to help stakeholders determine solution value, business analysts either collect more measurements or treat the lack of measures as a solution risk

8.3 Assess Solution Limitations

- To determine the factors internal to the solution that restrict the full realization of value
- Some techniques: Root Cause Analysis, Risk Analysis and Management

8.4 Assess Enterprise Limitations

- To determine how factors external to the solution are restricting value realization
- Stakeholder Impact Analysis: consider Functions, Locations, Concerns

8.5 Recommend Actions to Increase Solution Value

- To understand the factors that create differences between potential value and actual value, and to recommend a course of action to align them

Chapter 9 Underlying Competencies

- New Competency Model (v4) aligns with BABOK v3.
- Go to iiba.org → Careers → Business Analysis Competency Model

9.1 Analytical Thinking and Problem Solving

Core competencies include:

- Creative Thinking
- Decision Making
- Learning
- Problem Solving
- Systems Thinking
- Conceptual Thinking
- Visual Thinking

9.2 Behavioural Characteristics

Core competencies include:

- Ethics
- Personal Accountability
- Trustworthiness
- Organization and Time Management
- Adaptability

9.3 Business Knowledge

Competencies include:

- Business Acumen
- Industry Knowledge
- Organization Knowledge
- Solution Knowledge
- Methodology Knowledge



9.4 Communication Skills

Core competencies include:

- Verbal Communication
- Non-Verbal Communication
- Written Communication
- Listening

9.5 Interaction Skills

Core competencies include:

- Facilitation
- Leadership and Influencing
- Teamwork
- Negotiation and Conflict Resolution
- Teaching

9.6 Tools and Technology

Core competencies include:

- Office Productivity Tools and Technology
- Business Analysis Tools and Technology
- Communication Tools and Technology



- Pop Quiz



- Study group materials are available for download at the Ottawa-Outaouais Chapter website (under Certification → ECBA / CBAP / CCBA Study Groups.
 - <https://ottawa-outaouais.iiba.org/ecbar-cbar-cbapr-study-groups>



- Upcoming Events:
 - June 20 – Annual General Meeting
 - June 27 – Next Study Group Session – Ch 10, 11, game

- More info is available at:
 - www.ottawa-outaouais.iiba.org



Next Study Group Session – June 27

Chapter 10 – Techniques

Chapter 11 – Perspectives

Game

Homework – Prepare 5 questions from above
BABOK® chapters and submit in advance to
certification@ottawa-outaouais.iiba.org



Get on the Chapter mailing list:

(From the homepage, go to Chapter Membership.)

<https://ottawa-outaouais.iiba.org/membership-subscription>



Questions?

Contact certification@ottawa-outaouais.iiba.org