CERTIFIED SCRUM MASTER® (CSM) CERTIFICATION TRAINING

Introductory course for those who want to explore opportunities as a Scrum Master or Scrum team member.

Benefits of CSM® Certification

- Learn the Scrum framework and gain an understanding of team roles, events, and artifacts.
- Expand the scope of your career with opportunities across all industry sectors adopting Agile practices.
- Learn the foundation of Scrum and the scope of the role-
- Showcase your Scrum knowledge.
- Engage with Agile practitioners committed to continuous improvement.
- Increased employability.
- Career advancement.
- Higher salaries.

Key Features

- 2-day full-time intensive CSM® training classroom course at a location near you
- Earn 16 PMI PDUs
- 2 full-length CSM® simulation tests
- CSM® Exam Fee and Scrum Alliance® membership included
- Course Completion Certificate
- Learn from Scrum Alliance® Certified Scrum Trainer®
- Live Online Training also available on demand

Modes of Engagement

Instructor-Led Classroom Training

2-Day CSM® Certification exam prep classroom training workshops conducted worldwide.

Instructor-Led Live Online Training

Provided to your company's employees across global locations through Citrix GoToMeeting or Cisco WebEx.

Self-Paced E-Learning

Anywhere, anytime access to E-Learning through a Learning Management System for employees across the globe.

Enterprise Training

In-House certified instructor-led 2-day CSM® certification training in your office across global locations.

CSM® - Course Agenda

1. INTRODUCTION TO AGILE AND SCRUM

- Why Agile?
- Traditional Development.
- Problems with traditional software development.
- Usage of features in a system.
- Makings of a new approach.
- Agile Manifesto.
- Principles behind the Agile Manifesto.
- Authors of the Agile Manifesto.
- Agile Project Management.
- Agile Project Management Life-cycle.
- Agile Project Management Framework.
- APM Framework.
- What is Scrum?
- Certified Scrum Master.
- Professional Scrum Master.
- PMI-ACP.

2. AGILE METHODOLOGIES

- Agile Methodologies.
- Crystal.
- 7 Project Properties in Crystal.
- Samples of Crystal.
- Feature-Driven-Development.
- Roles in FDD.
- Processes in FDD.
- Project tracking in FDD.
- Project tracking methodology.
- FDD usage guidelines.
- Dynamic Systems Development Methodology (DSDM).
- Planning in DSDM-Atern.
- DSDM Principles and techniques.
- eXtreme Programming.
- XP Values.
- XP Practices.
- XP Benefits.

2. AGILE METHODOLOGIES

- Agile Unified Process.
- Agile Unified Process (AUP).
- Agile Unified Process – System Development.
- Scrum.
- Scrum Life-cycle.

3. SCRUM ROLES

- Stakeholders.
- Chicken and Pig roles.
- Management of stakeholders.
- Scrum life-cycle.
- Product Owner.
- Product Owner's role.
- Prioritization.
- Cost-Benefit Analysis.
- Prioritization based on Value and Risk.
- Prioritizing requirements - MoSCoW.
- Prioritizing requirements – Kano Model.
- Prioritizing requirements – Relative weighting method.
- Scrum life-cycle.
- Scrum Master.
- What does a Scrum Master Do.
- What the Scrum Master Should NOT do.
- Scrum life-cycle.
- The team – aka Developers.
- Building a Scrum team.
- Building empowered teams.
- Role of a Manager.
- Manager 2.0: A new role for a Manager.
- Some specialist roles you may want.

4. SCRUM CEREMONIES

- Time-boxing.
- Advantages of time-boxing.
- Time-boxing.
- Release.
- High-level view of a release.
- Sprints.
- Factors in selecting a Sprint duration.
- Intensity of work.
- No changes in a Sprint.
- Daily Scrum.
- Sprint Review.
- Also check during a review.
- Sprint Retrospective.
- What is a Sprint Retrospective.
- Making retrospectives effective.
- Making retrospectives effective.

5. SCRUM ARTIFACTS

- Product backlog.
- Product, release and sprint backlog.
- User story.
- Story card information.
- Multiple stories may be required to complete a feature.
- Epics.
- Writing good stories.
- Splitting user stories.
- Splitting user stories (big picture)
- Splitting user stories (user experience)
- Splitting user stories (Others)

6. SCRUM BEST PRACTICES

- Refactoring.
- Pair programming.
- Continuous integration.
- Practices of continuous integration.
- Configuration management.

CSM® - Course Agenda

6. SCRUM BEST PRACTICES

- Quality in Agile.
- Scrum Quality – Home truths.
- Planning for a Sprint.
- Test-driven development.
- Advantages of TDD.
- Definition of "Done".

7. SCRUM PLANNING

- Principles behind Agile planning.
- Iterations allow for mid-course corrections.
- Multiple levels of planning.
- Release planning.
- Steps to planning a release.
- Release Planning.
- Velocity.
- Sprint planning.
- Velocity driven sprint planning.
- Commitment driven sprint planning.
- Planning for each story.
- Keep in mind before finalizing the plan.

8. SCRUM ESTIMATION

- Principles behind Scrum estimation.
- Estimation techniques.
- Types of estimates.
- Uncertainty in estimates.
- Over-estimation and under-estimation.
- What contributes to size.
- Measures of size.
- Ideal days.
- Story points.
- Estimation techniques – Planning poker.
- Affinity estimation.
- Affinity estimation - process.

9. MONITORING SCRUM PROJECTS

- Monitoring Scrum Projects.
- Definition - Metrics.
- Types of metrics.
- Metrics do's and don'ts.
- Charts in Scrum.
- Burn-down chart: Iteration level.
- Burndown chart: Project level.
- Burndown chart: Bar style.
- Burn-up and Burn-down chart.
- Cumulative Flow Diagram.
- Parking lot diagram.
- Escaped defects found.
- Velocity chart.
- Progress Chart.
- Niko Niko calendar.
- Information radiators.
- Information radiators: Big visible charts.

10. SCRUM – ADVANCED CONCEPTS

- Scrum on large projects.
- Scrum-of-Scrum.
- Product coordination teams.
- Scrum on maintenance projects.
- Distributed scrum teams.
- Best practices in distributed scrum.
- Structure-1: Team in India; PO in US.
- Structure-2: Team split in two locations.
- People practices in distributed Scrum.
- Scrum-Contracting.
- Fixed Price/fixed scope.
- Scrum in fixed price projects.
- Transitioning a team/project to Scrum.

CSM® - Learning Objectives

The CSM Learning Objectives fall into the following categories

1. **LEAN, AGILE, AND SCRUM**
   - Scrum Theory.
   - Scrum Roles.
   - Scrum Events and Artifact Transparency.
   - Sprint and Increment.
   - Sprint Planning.
   - Daily Scrum.
   - Sprint Review.
   - Sprint Retrospective.
   - Product Backlog.
   - Sprint Backlog.
   - Definition of "Done".

2. **SCRUM MASTER CORE COMPETENCIES**
   - Facilitation.
   - Coaching.

3. **SERVICE TO THE DEVELOPMENT TEAM**
   - Scrum Master as Servant-Leader.
   - Value of Development Practices.

4. **SERVICE TO THE PRODUCT OWNER**

5. **SERVICE TO THE ORGANIZATION**
   - Impediment Removal.
   - Coaching the Organization.

CSM® - Eligibility Requirements

- No Pre-requisites
- Attend an in-person, 16-hour course taught by a Certified Scrum Trainer® (CST®).
- After successfully completing the course, attempt the CSM test.
- After you pass the CSM test, you will be asked to accept the CSM License Agreement and complete your Scrum Alliance membership profile.

Source: https://www.scrumalliance.org/get-certified/scrum-master-track/certified-scrummaster

CSM® - Exam Format

Our training course will prepare you to clear the Certified ScrumMaster CSM Exam.

- Questions: 50 question
- Duration: 60 minutes
- 74% required to pass the CSM Exam
- Answer 37 out of the 50 questions correctly within the 60 minute time limit.

Visit https://www.scrumalliance.org/login to take the Scrum Alliance® Certified ScrumMaster® (CSM®) test.

CSM® - Test Content Outline

CSM Domains	CSM should demonstrate knowledge of	% of CSM test
A. SCRUM AND AGILE	Four values of the Agile Manifesto	6%
	Twelve principles of the Agile Manifesto	
	Definition of Scrum	
	Relationship of Scrum to Agile	
B. SCRUM THEORY	Empirical process control as it relates to Scrum	6%
	The 3 pillars of empirical process control and their importance	
	How and why "incremental" is an important characteristic of Scrum	
	How and why "iterative" is an important characteristic of Scrum	
	Applicability of Scrum (addresses complex adaptive problems across multiple industries)	
C. SCRUM VALUES	Identify the five Scrum values	6%
	How and why commitment is an important Scrum value	
	How and why courage is an important Scrum value	
	How and why focus is an important Scrum value	
	How and why openness is an important Scrum value	
	How and why respect is an important Scrum value	
D. SCRUM TEAM	Why self-organizing is an important characteristic of Scrum Teams	20%
	Why cross-functional is an important characteristic of Scrum Teams	
	Identify the roles on the Scrum Team	
	Identify the responsibilities and characteristics of the Scrum Master	
	Identify the responsibilities and characteristics of the Scrum Product Owner	
	Identify the responsibilities and characteristics of the Scrum Development Team	
E. SCRUM MASTER	Understanding responsibilities and characteristics of the Scrum Master - servant leader for the Scrum Team	22%
	Scrum Master service to the Organization - coaching, facilitation, removing impediments	
	Scrum Master service to the Development Team -coaching, facilitation, removing impediments	
	Scrum Master service to the Product Owner - coaching, facilitation, removing impediments	
F. SCRUM EVENTS	Characteristics, value and/or purpose of the Sprint	20%
	Sprint Planning -- characteristics, value, purpose and/or role of participants	
	Daily Scrum -- characteristics, value, purpose and/or role of participants	
	Sprint Review -- characteristics, value, purpose and/or role of participants	
	Retrospective -- characteristics, value, purpose and/or role of participants	
G. SCRUM ARTIFACTS	Understand the purpose and value of Scrum artifacts	20%
	Identify Scrum artifacts	
	Product Backlog - characteristics, value and purpose	
	Sprint Backlog -- characteristics, value and purpose	
	Increment -- characteristics, value and purpose	
	Understanding importance of transparency of artifacts to evaluate value and risk	
	Identify the downsides of lack of transparency	
	Importance of establishing the Definition of Done	
	Characteristics of Product Backlog items	

Source: www.scrumalliance.org - CSM Test Specifications

Salary Survey of Scrum Professionals

Average annual base salary by standardized education level

Master's degree

$104.572

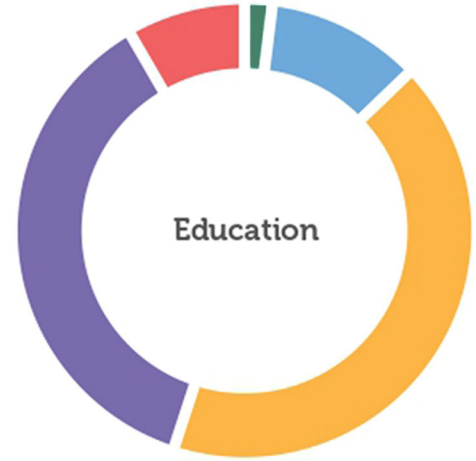**Bachelor's degree**

$98,734

Some college or associate's degree

$98,418

Post-graduate degree

$95,015

Less than / completed high school

$92,216

Education

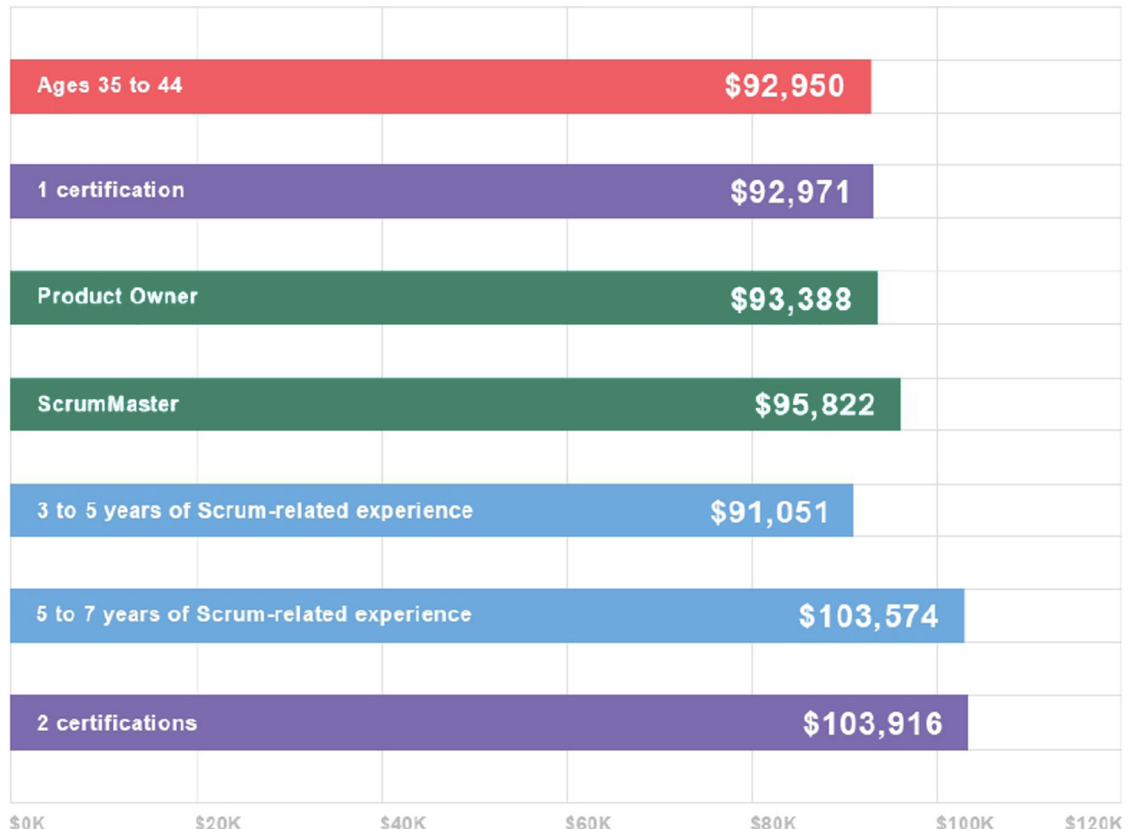| Less than / completed high school	Some college or associate's degree	Bachelor's degree
2%	11%	42%

Master's degree	Post-graduate degree
37%	8%

Average annual base salary

Category	Salary
Ages 35 to 44	$92,950
1 certification	$92,971
Product Owner	$93,388
ScrumMaster	$95,822
3 to 5 years of Scrum-related experience	$91,051
5 to 7 years of Scrum-related experience	$103,574
2 certifications	$103,916

$0K $20K $40K $60K $80K $100K $120K

Salary Survey of Scrum Professionals

Source: SALARY SURVEY OF SCRUM PROFESSIONALS - 2017-2018 - https://www.scrumalliance.org/resources/ebooks

Average annual base salaries by industry

Telecommunications
$88,074

Software development
$89,629

IT
$91,608

Education
$91,850

Media & entertainment
$103,181

Retail
$102,516

Oil, gas & energy
$101,703

Finance & banking
$105,135

Manufacturing
$107,770

Insurance
$107,954

Healthcare
$114,132

Government
$114,338

Consulting
$114,561

Average annual base salaries by department

Product development
$99,376

IT/software
$98,195

Finance
$105,217

Sales/marketing
$105,959

Consulting
$119,946

C-level
$140,535

Average annual base salaries regionally

South America
$56,751

Asia
$70,254

Europe
$83,245

North America
$116,544

Australia and Oceania
$123,305

Average annual base salaries by company size

1 to 99 employees
$96,655

100 to 499 employees
$93,201

500 to 4999 employees
$95,582

5000 to 19,999 employees
$109,860

20,000+ employees
$106,701

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