

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 classroom training
- CSM exam fee included
- Free Exam Retake and Delivered by CST
- 20 PDUs & 16 SEUs offered
- 2 years membership in Scrum Alliance
- Complimentary access to Microsoft project 2013 & agile scrum foundation self-paced

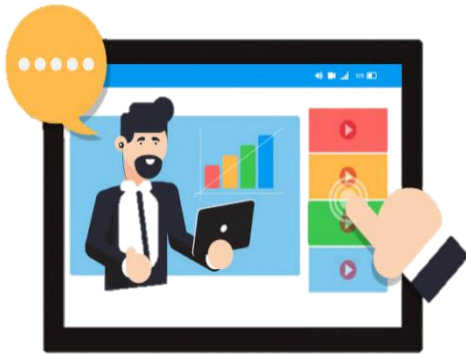


Modes of Engagement



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-Placed 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.

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2. AGILE METHODOLOGIES

- 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.
- Problems with traditional software development.
- 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.
- Prioritization based on Value and Risk.

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3. SCRUM ROLES

- 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.

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4. SCRUM CEREMONIES

- 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)

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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.

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8. SCRUM ESTIMATION

- 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.
- Burn-down chart: Project level.
- Burn-down 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.

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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..

CSMLSSGB Course Agenda ® - 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”.
- Scrum-of-Scrum.

2. SCRUM MASTER CORE COMPETENCIES

- Facilitation.
- Coaching.

3. SERVICE TO THE DEVELOPMENT TEAM

- Scrum Master as Servant-Leader.
- Value of Development Practices.

CSMLSSGB Course Agenda ® - Learning Objectives

4. SERVICE TO THE PRODUCT OWNER

5. SERVICE TO THE ORGANIZATION

- Impediment Removal.
- Coaching the Organization.
- 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.

CSM® - Exam Format

Our training course will prepare you to clear the Certified Scrum Master 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.

CSMLSSGB Course Agenda ® - 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 adaptative problems across multiple industries)	

CSMLSSGB Course Agenda ® - Test Content Outline

CSM Domains	CSM should demonstrate knowledge of	% of CSM test
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	6%
	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	

CSMLSSGB Course Agenda ® - Test Content Outline

CSM Domains	CSM should demonstrate knowledge of	% of CSM test
E. SCRUM MASTER	Understanding responsibilities and characteristics of the Scrum Master - servant leader for the Scrum Team	6%
	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	6%
	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	
	Identify the responsibilities and characteristics of the Scrum Product Owner	
	Retrospective -- characteristics, value, purpose and/or role of participants	

CSMLSSGB Course Agenda ® - Test Content Outline

CSM Domains	CSM should demonstrate knowledge of	% of CSM test
G. SCRUM ARTIFACTS	Understand the purpose and value of Scrum artifacts	6%
	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	

Salary Survey of Scrum Professionals

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

Average annual base salary by
Standardized education level

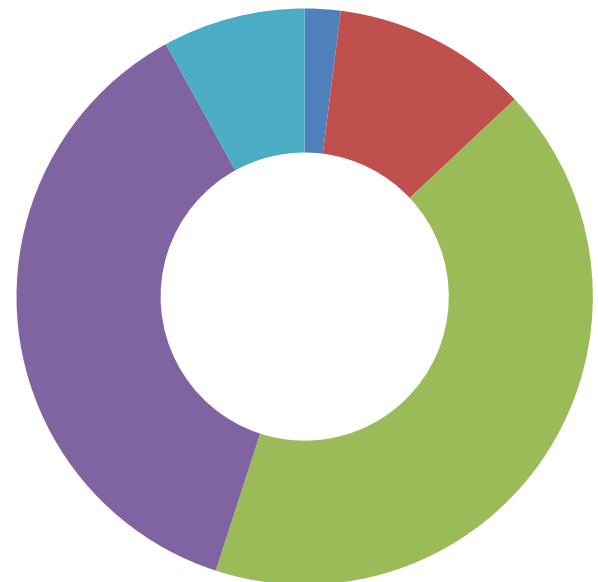
Less than /completed high school **\$92,216**

Some college or associate's degree **\$98,418**

Master's degree **\$104,572**

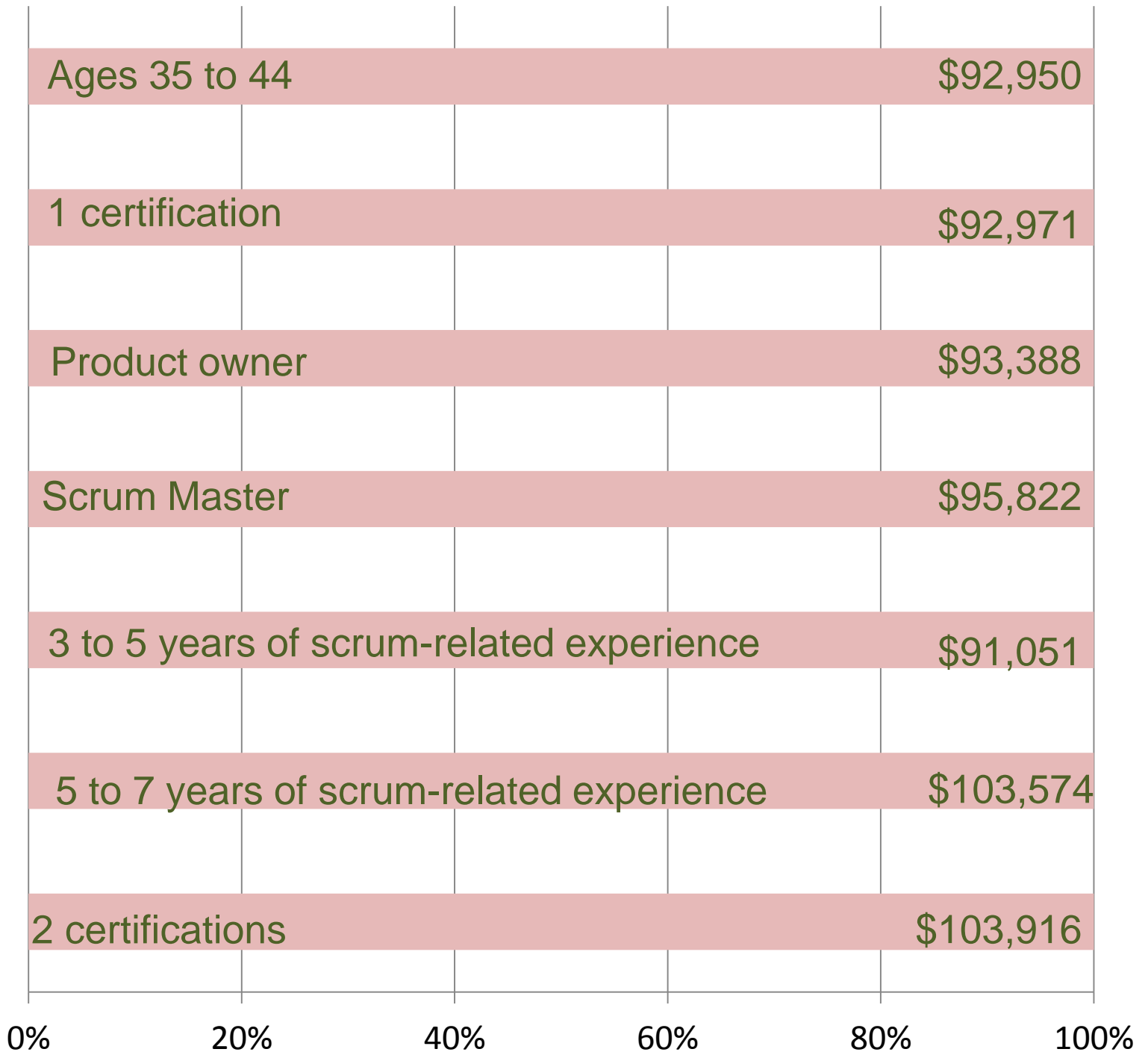
Bachelor's degree **\$98,734**

Post-graduated degree **\$95,015**



- less than /completed high school
- some college or associate's degree
- Bachelor's degree
- Master's degree
- Post-graduated degree

Average annual base salary



Salary Survey of Scrum Professionals

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

Average annual base salaries by industries

Telecommunications	Software development
\$88,074	\$89,629
IT	Education
\$91,608	\$91,850
Media & Entertainment	Retail
\$103,181	\$102,516
Oil , gas & energy	Finance & banking
\$101,703	\$105,135
Manufacturing	Insurance
\$107,770	\$107,954

Average annual base salaries by department

Product development	IT/Software
\$99,376	\$98,195
finance	Sales/marketing
\$105,217	\$105,959
Consulting	C-Level
\$119,946	\$140,535
Average annual base salaries regionally	
South America	Asia
\$56,751	\$70,254
Europe	North America
\$83,245	\$116,544
Australia and Oceania	
\$123,305	

Salary Survey of Scrum Professionals

Healthcare

\$114,132

Government

\$114,338

consulting

\$114,561

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



About PanelcsCourses

- PanelcsCourses is a leading training provider, helping professionals across industries and sectors develop new expertise and bridge their skill gap for recognition and growth in the global corporate world. Developed with the intention of delivering high value training through innovative and practical approaches, PanelcsCourses offers a wide range of services in training, learning and development in the fields of technology and management.
- The founders of the company are zealous young entrepreneurs, who were motivated by the need to fill a niche in the IT Training industry for professionals and they are aided in their goal by industry experts who conduct the workshops; igniting minds and motivating professionals to face on-the-job challenges
- PanelcsCourses is an professional certification training provider catering its services globally across countries including USA , UK, CANADA, Australia, ,India, Middle East, Netherlands, Germany, France etc.
- With over 150 consultants and trainers, we have one of the largest pool of in-house experts in the industry. The training content, course material, and training methodology are developed by in-house subject matter experts and accredited by global certifying authorities to ensure the quality training experience.



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