Fifalde
CONSULTING INC.
Leading Your Business Transformation

Certified Scrum Master (CSM)

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1. Course Description:

The Agile Scrum Master certification validates participants' skills and knowledge of the Agile framework and Scrum methodology.

Agile Scrum is about working together to successfully reach a goal. Agile methodologies are popular approaches in software development and are increasingly being used in other areas. Scrum practices include establishing cross-functional and self-managed teams, producing a working deliverable at the end of each iteration or Sprint. This certification focuses on adopting Agile or Scrum in the workplace and taking on the role of Scrum Master.

2. Audience:

The Agile way of thinking is best known in the field of software development but the principles are increasingly being applied in other types of projects. Scrum is the most used Agile methodology and is suitable for all professionals looking to keep their knowledge up to date with the latest developments in the fields of IT and Project Management, particularly those leading or participating in projects. The certification is suitable for professionals working in the areas of:

- Project Management
- Software development
- IT Service Management
- Business Management

3. Learning Objectives:

Individuals certified at this level will have demonstrated their understanding of:

- Agile and Scrum concepts including the "Agile way of thinking"
- What it means to have a Cross-Functional Team
- What self-organization means and how project management is shared
- The limits of a Scrum Team
- How to scale to larger teams using both Scrum-of-Scrums and SAFe framework
- How to use the Product Backlog in a scaled environment
- How to manage issues, bugs and informing people outside of the team
- Commonly used tracking methods (Burn-Down Chart, Velocity,…)
- How to create Information Radiators, how to interpret them and how to act on the results
- Identifying impediments, deviations, roadblocks and other obstacles that influence the progress positively and negatively
- How to calculate the ROI (Return on Investment)
- How to Recognize errors in estimation
- How to guide a planning session, with and without Planning Poker
- When and how to estimate using Story Points, Ideal Hours and Ideal Days
- The role of the Scrum Master in all the planning moments: Roadmap, Release and Sprint planning
- How to maintain the Backlog and how to add Backlog items
- Creating and recognizing good user stories
- Why a good Definition of Done is so important
- All roles within the Scrum Framework
- How to coach and challenge the team

- When and how to mediate through conflict
- Which tools to use to facilitate the team
- Which solutions are suitable for solving problems
- Which tasks and responsibilities belong to the Scrum Master role

4. Prerequisites:

The training EXIN Agile Scrum Master at an EXIN accredited training provider is mandatory. Knowledge of Scrum terminology, for instance through the EXIN Agile Scrum Foundation exam is strongly recommended.

5. Course Materials:

You will receive the following as part of this course:
- Course book, which includes an exam preparation guide, exercises and practical assignments

6. About the Examination:

- Exam Format: Closed Book. Both web- and paper-based
- Questions: 40 multiple choice questions
- Passing Score: 65% (26 out of 40)
- Exam Duration: 90 minutes.
- Proctoring: Live

7. Agenda:

Day 1	Day 2
Introduction	Estimating
Agile	Planning
Agility	Daily
Agile Principles	Review and Retro
Scrum	Adopting Scrum

8. Course Outline:

Module 1: Introduction

Module 2: Agile
- Waterfall
- Why Agile is better

Module 3: Agility
- Development Models
- When to use Agile
- Agile Manifesto

Module 4: Agile Principles
- Principles
- Agile Frameworks
- Other frameworks

Module 5: Scrum
- Pillars
- Definition
- Empiricism
- Roles
- Workspace
- Scaled Scrum
- Scrum Master
- Manager
- Development Model
- Events
- Artifacts
- Ordering
- Backlog Refinement

Module 6: Estimating
- Estimating
- Triangulation
- Affinity Estimating

Module 7: Planning
- Event
- Artifacts
- Planning onion
- Planning/Feedback loop

Module 8: Daily
- Events
- Scrum of scrums
- Artifacts
- Velocity
- Performance Measurement

Module 9: Review and Retro
- Events

Module 10: Adopting Scrum
- Management support
- Agile Practices
- Splitting
- Contract types

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