**Quality Plus Technologies and 4SUM Partners present**

# Certified Scope Management (CSM) training
## based on northernSCOPE™

*Three cornerstones of northernSCOPE™*

1.  *Software project sizing using Functional Size Measurement (where appropriate)*
2.  *Unit pricing in cost per function point*
3.  *Independent Certified Scope Manager (CSM) provides scope transparency and governance*

## What is northernSCOPE™?

nothernSCOPE™ is a management concept that describes the Scope Manager's work with twelve steps, covering the development life cycle from feasibility study and initial requirements to program closure and collecting lessons learned.

## Immediate benefits of northernSCOPE™ projects

The northernSCOPE™ concept guarantees the success of software intensive development projects. While the public sector more readily embraces northernSCOPE™ concepts, more and more private sector companies are also enjoying its success. The proven benefits (as cited by project team members) on northernSCOPE™ projects include:

*   Projects finish successfully and are based on a mutually agreeable schedule, budget, and scope
*   Customers receive software solutions that meet their specific needs
*   The average project cost overrun is less than 10 percent
*   Project return on investment equals the top 25% of successful software projects
*   Development processes leverage industry best practices (managed, controlled, innovative, flexible to change)
*   Suppliers awarded high customer satisfaction
*   Customer testimonials increase because of the highly positive customer and supplier relationships

## What is a Certified Scope Manager (CSM)?

A Certified Scope Manager (CSM) is a technology-savvy management and measurement expert experienced with northernSCOPE™ projects. S/he has a solid understanding of ICT programs, software requirements, software measurement and project estimating.  S/he can assess the scope and impact of requirements on the project effort and cost, and effectively communicate the "big picture" to customers and developer representatives during the project. The CSM is like a conductor who keeps all parties to the development program working collaboratively and keeps them informed of the current progress of their development work. A CSM is like an octopus that is one part negotiator, one part business analyst, one part project manager, one part metrics expert, one part project estimator, one part change agent, and two parts project coordinator. **CSM =** Certified Scope Manager

*northernSCOPE provides a fresh approach*
*to software procurement*
*by embracing*
*principles of the world's leading*
*project management*
*institutions*

## Participants are provided a full set of workshop materials:

- **Program Management Toolkit** (Forselius, Dekkers, Karvinen, Kosonen), ISBN: 9789521413384. Published by Talentum 2008, 125 pages.
- **The IT Measurement Compendium** (Bundschuh, Dekkers), ISBN: 3540681876. Published by Springer 2008, over 600 pages.
- **Practical Project Estimation** (ISBSG), ISBN: 978-0957720114. Published by ISBSG 2005, over 100 pages.
- **Experience®Pro software.** Licensed copy of the full commercial software
- **Certified Scope Manager briefcase** including all presentation **handouts,** two wall posters, and information about the CSM designation and opportunities.

## CSM Cirriculum

CSM participants attend four days of workshop lectures that cover the mandatory training modules of the Certified Scope Manager education as prescribed by the European Certificates Association. The workshop content mirrors the 12 steps of the northernSCOPE™ concept progressing from day 1 through day 4. If CSM candidates are unable to take all four workshop days at once, the training can be progressively spread across several training sessions as long as they attend the workshop days in order. Local training opportunities are intended to be held every three or four months.

## Day 1: Scope manager engagement and software program scoping

Topics covered:
- What is a Scope Manager? Introduction to the CSM job role as defined on the European Certification and Qualification Association's skills card.
- The Program Management Toolkit: a useful collection of northernSCOPE™ theory and best practices as covered by the book, CD, and a set of practical, MS Office® based tools.
- How to split a large development program into manageable and measurable projects and sub-projects.
- Methods, standards, and best practices employed by northernSCOPE™ to ensure successful ICT project execution.

## Day 2: Project scope management and early estimation techniques

Topics covered:
- How to identify, manage, and conduct preliminary project sizing during the feasibility phase, prior to full requirements exploration.
- How to gain confidence in early project sizing, and how to produce realistic effort estimates and manage user expectations.
- How to ensure that the set of functional, non-functional, and technical requirements is substantiated enough to initiate sensible discussions with potential suppliers.
- "Shortcut" functional size measurement methods.
- "ND21" situation analysis methodology for assessing projects, and how it differs from alternative methods.

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## Day 3:   Effective project execution a& collaboration

Topics covered:
- Product requirement artifacts for documentation, scope baseline, and negotiated change.
- Baseline 0: assessing functional & quality user requirements, and technical requirements.
- Quantitative change management and control processes.
- Monitoring and control of non-functional project changes.
- Earned value management and reporting based on functional delivery.
- Progress reporting with northernSCOPE™.

## Day 4:  CSM tools: Experience®Pro

Topics covered**:**
- Automated and manual tool support for CSM.
- Experience®Pro software for CSM's.
- northernSCOPE™ processes— step by step tool support.
- Role of Experience data quality.
- Reports, interfaces, and communication management.

## Day 5:   Scope Manager exam & review

Topics covered:
- 4 hour Certified Scope Manager (CSM) examination provided by the European Certification and Qualification Association (ECQA).
- Introduction to CSM international network.
- How to create sustainable northernSCOPE™ change worldwide: Process maturity, PI Map, critical PI success factors.

**4SUM Partners** is a privately held company specialized in providing CSM training and support services.  Our goal is to act as a catalyst to increase the global success of both customer and software supplier companies in delivering mission-critical software intensive development solutions. 4SUM Partners' services are anchored in industry best practices for measurement, requirements elicitation, scope management and knowledge sharing.

## Who should attend CSM training?

- Experienced project managers, business analysts, metrics specialists, quality assurance specialists, and other project team members who seek to leverage and increase their skills as a Certified Scope Manager;
- oftware professionals working for software development organization desiring to improve software delivery will benefit from this training by improving their competitive ability with CSM skills and tools.
- Independent consultants seeking a new career path as a CSM and leverage their existing expertise through effective scope management methods and tools.

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