



## **Certified Scrum Professional (CSP)**

### **Beta Candidate Handbook**



Thank you for choosing to join a select group of Scrum practitioners to prepare for and take the beta version of what will become the first psychometrically valid and reliable CSP examination. True success with the Scrum framework comes from teams and organizations that understand the values and the principles that form the foundation of all agile processes. The Scrum Alliance has partnered with Castle Worldwide, Inc. (Castle), a leading certification and licensure firm, to develop the Certified Scrum Professional (CSP) certification beta examination.

Please use this handbook to understand our processes of application and registration. If you have questions about the processes described here, please contact the Scrum Alliance at [CSPBeta@scrumalliance.org](mailto:CSPBeta@scrumalliance.org) or contact Castle at (919) 572-6880 or [ibt@castleworldwide.com](mailto:ibt@castleworldwide.com).

## Registration

The August 2011 SCRUM ALLIANCE newsletter contains a link to a [registration form](#). Fill out your first name, last name, mailing address, phone number, and email address. This information as well as your certification status will be reviewed by Scrum Alliance staff. You must have an active membership plus CSM or CSPO certification.

**Note:** You must provide your full name as it appears on your government-issued photo identification (required for admission to your beta exam location). Also, in order to receive important electronic correspondence about scheduling your testing session, please ensure that your email program will accept emails from [ibt@castleworldwide.com](mailto:ibt@castleworldwide.com).

## Fees

Upon approval of your CSP application, you will be required to pay a \$250 certification fee. For beta testers, there is a one-time incentive of \$50 off the certification fee.

## Payment Process

The first 200 approved applications will receive a formal invitation with a payment link. You will have five (5) calendar days to make your payment.

## Post-Application and Payment: Test Scheduling

1. Post-application and payment, you will receive a "Notice to Schedule" email from Castle Worldwide. This email will include a User name and Password, a link to the Castle test scheduling system, and directions on how to schedule a testing session.
2. Review these policies prior to scheduling your examination. Failure to follow these instructions can cause a delay of your examination registration.
3. Schedule a testing session. You will select preferred day/time/location for exam from that link. Castle will do its best to accommodate the requested test site and date. Seats

are filled on a first-come, first-served basis, based on test center availability. Candidates must submit their testing scheduling request at least seven (7) days prior their preferred test date. [Castle's internet-based testing sites](#) are located all over the world.

4. You will be notified of the exact test location, date, and time via email. You must bring your printed confirmation with you to the test site.

You must also bring a current photo identification with signature to the test site.

Acceptable forms of identification include a driver's license, passport, and government-issued identification card. Unacceptable forms of identification include a gym membership, warehouse membership, school identification card, credit card, and identification with signature only (no photo).

5. Please plan to arrive at the testing center at least 15 minutes prior to the start of the testing session. Those who arrive late for testing sessions may not be permitted to test.
6. Sit for the examination. The examination consists of 150 multiple-choice questions. You will be given three (3) hours to complete the examination.
7. For the beta test, examination results will be delayed approximately one month in order to collect scores from all test-takers and determine the examination's passing score. This is a one-time process that involves "testing the test" as well as testing the test-takers.
8. There will be no re-takes allowed during the beta period. Anyone failing to meet the minimum requirements may register to take the examination again after January 1, 2012.

## **REASONABLE ACCOMMODATIONS**

Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skills in the essential functions being measured by the examination. Reasonable accommodations are decided based on the individual's specific request, disability, documentation submitted, and appropriateness of the request. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination.

Reasonable accommodations generally are provided for candidates who have a physical or mental impairment that substantially limits that person in one or more major life activities (e.g., walking, talking, hearing, and performing manual tasks); have a record of such physical or mental impairment; or are regarded as having a physical or mental impairment.

To apply for reasonable accommodations, the candidate must request the accommodations in the application process and provide documentation that supports reasonable accommodations provided by an appropriate licensed professional on the professional's letterhead. The documentation must include a diagnosis of the disability and specific recommendations for accommodations.

Requests for accommodations must be submitted no later than 45 days prior to opening of the candidate's preferred testing window and candidates must submit their scheduling request at least 30 days prior to their preferred test date within the testing window. It is recommended that this documentation be submitted at least 45 days prior to the preferred testing date.

For more information regarding reasonable accommodations, please contact Castle or the Scrum Alliance.

## **EXAMINATION INFORMATION**

There are 150 questions on the beta examination. Of these, 125 are scored questions and 25 are pretest questions that are not scored. Pretest questions are used to determine how well these questions will perform before they are used on the scored portion of the examination. The pretest questions cannot be distinguished from those that will be scored, so it is important for a candidate to answer all questions. A candidate's score, however, is based solely on the 125 scored questions. Performance on pretest questions does not affect a candidate's score.

The content outline below identifies the areas that are included on the examination. The number of questions in each of the major categories of the scored portion of the examination is also shown.

### **Examination Content**

#### Assumptions

The CSP is an effective practitioner of Scrum and knowledgeable about other Agile frameworks. The CSP has responsibility for challenging a Scrum team to improve the manner in which all aspects of the method are implemented for every product. As a prerequisite, the CSP possesses skill in applying Scrum and other Agile methods to a wide variety of products and services. Candidates for the CSP designation have relevant work experience.

#### Classification System

The content Classification System from which the CSP examination items were developed is available on the Scrum Alliance web site.

#### Examination Items

The content of the examination includes Scrum philosophy and methodology. More specifically, the examination covers seven major activities that CSPs are responsible for, regardless of the

Scrum role played in a given project or work setting. These seven topics were validated in the CSP study conducted in the spring of 2011. Each section of the examination is written so that it is pertinent to CSPs who qualify for the designation by virtue of their qualification as Certified ScrumMasters (CSMs) or Certified Scrum Product Owners (CSPOs). The seven topics and how the 125 scored questions are distributed among them follow:

- **Deliver [Business Value](#) (27 questions):** A CSP guides the team to deliver the highest business value to solve today's problem to inform the selection of tomorrow's top priority.
- **Foster [Collaboration](#) (27 questions):** Teamwork is the heart of Agile development; the productivity of the team as a whole is much greater than that of the individual members.
- **Build [Trust](#) (21 questions):** Product health and project status are readily reported in transparent, honest, and unambiguous terms, based on defined business value and fulfilled commitments.
- **Share the Product Vision (11 questions):** CSPs facilitate a shared overall vision of what the Agile team is working to achieve; this is the context in which the team will be maximizing business value.
- **Demonstrate [Self-Improvement](#) (9 questions):** A CSP engages in self improvement (in a collaborative spirit), ultimately to enhance the team and the product and to build technical excellence.
- **Promote [Supportive Culture](#) (17 questions):** CSPs facilitate understanding among executives, managers, and team members that high productivity only exists in a trusting environment, where learning is expected and mistakes and failure are accepted.
- **Encourage [Technical Excellence](#) (13 questions):** CSPs support team members in making sound technical choices and taking a no-compromise attitude towards quality.

### Demo Test

Castle offers a free online tutorial and un-scored demo test to familiarize candidates with the computer-based testing environment. The questions on this demo test are not Scrum-specific. The online demonstration and tutorial are accessible at any time, anywhere, through any computer with Internet access. Candidates may access the tutorial and demo on Castle's website <https://www.castleworldwide.com/castleweb/candidates/sample-tests/index.aspx>. The demo is not intended to be a review of CSP examination content.

### Scrum-related Resources

A list of recommended resources can be found in Appendix A of this document.

## OTHER EXAMINATION INFORMATION

### Examination Preparation

For tips and strategies to help you prepare for the CSP beta test, see Appendix B of this document.

### Cancellation, Rescheduling, and No-Shows

You may cancel or reschedule a testing session up to five (5) business days before your testing appointment through the online scheduling system. A \$50 nonrefundable fee will apply.

<b>Day of Testing Appointment:</b>	<b>Must Reschedule/Cancel By:</b>
Monday	Monday of the previous week
Tuesday	Tuesday of the previous week
Wednesday	Wednesday of the previous week
Thursday	Thursday of the previous week
Friday	Friday of the previous week
Saturday	Monday of the current week

Not appearing for your testing appointment or rescheduling your exam fewer than five (5) business days before your testing appointment will count as your testing appointment. You will be marked as a no-show candidate, and your testing fees will be forfeited.

### **Examination Rules**

The Scrum Alliance and Castle follow industry standard testing rules as outlined below.

#### **Prohibited Items**

Candidates are expressly prohibited from bringing the following items to the test site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials
- Notes, books, dictionaries, or language dictionaries
- Book bags or luggage
- iPods, MP3 players, headphones, or pagers
- Calculators, computers, PDAs, or other electronic devices with one or more memories
- Personal writing utensils (i.e., pencils, pens, and highlighters)
- Watches
- Food and beverage
- Hats, hoods, or other headgear

If Castle testing personnel determine that you have brought any such items to the test site, they may be demanded and held for an indefinite period of time by Castle testing personnel. We reserve the right to review the memory of any electronic device that may be in your possession at the testing center to determine whether any test materials have been photographed or otherwise copied.

If our review determines that any test materials are in the memory of any such device, we reserve the right to delete such materials and/or retain them for subsequent disciplinary action. Upon completion of our review and any applicable deletions, we will return your device to you, but will not be responsible for the deletion of any materials that may result from our review, whether or not such materials are test materials.

By bringing any such device into the test site in contravention of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device and/or the deletion of any materials. Castle, the examination site, and the test administration staff are not liable for lost or damaged items brought to the examination site.

**Certificates**

After passing the examination, candidates will receive a link to a printable personalized certificate suitable for framing as well as a wallet card.

**Examination Retakes**

When you are notified of your score, if you do not meet the minimum passing requirement, you may re-visit this site after January 1, 2012 to register for the CSP examination again. There will be no retakes during the beta examination period.

## APPENDIX A: Recommended Resources

We've compiled a list of suggested reading to prepare you for the CSP evaluation and give you the background you need to better implement Scrum in your own organization:

**Title:** Succeeding with Agile: Software Development Using Scrum

**Author(s):** Mike Cohn

**Publisher:** Addison-Wesley

**Publication Date:** 2010

**Title:** Agile Coaching

**Author(s):** Rachel Davies, Liz Sedley

**Publisher:** The Pragmatic Programmers

**Publication Date:** 2009

**Title:** Agile Estimating and Planning

**Author(s):** Mike Cohn

**Publisher:** Prentice Hall

**Publication Date:** June 2010

**Title:** Agile Manifesto

**Author(s):** Many

**Publisher:** Web Page: <http://agilemanifesto.org/>

**Publication Date:** 2001 (per source code)

**Title:** Agile Monitoring and Control & Agile Metrics

**Author(s):** Heitor Roriz Filho

**Publisher:** Web Page:

[http://scrumpanda.com/downloads/AgileM&CAgileMetrics\\_Webinar\\_Massimus\\_PTBR.pdf](http://scrumpanda.com/downloads/AgileM&CAgileMetrics_Webinar_Massimus_PTBR.pdf)

**Publication Date:** 2010

**Title:** Agile Product Management with Scrum

**Author(s):** Roman Pichler

**Publisher:** Addison Wesley

**Publication Date:** 2010

**Title:** Agile Retrospectives

**Author(s):** Esther Derby and Diana Larsen

**Publisher:** Pragmatic Programmers

**Publication Date:** 2006

**Title:** Agile Software Development with Scrum

**Author(s):** Ken Schwaber, Mike Beedle

**Publisher:** Prentice Hall

**Publication Date:** 2002

**Title:** Agile Testing: A Practical Guide for Testers and Agile Teams

**Author(s):** Lisa Crispin and Janet Gregory

**Publisher:** Addison-Wesley

**Publication Date:** 2009

**Title:** Clean Code

**Author(s):** Martin

**Publisher:** Prentice Hall

**Publication Date:** 2009

### **Suggested Reading**

Countless books and resources exist that are exceptionally helpful in furthering your knowledge of the Scrum principles, engineering practices, and approaches that help you transform the world of work. We have compiled a reading list that we expect students of Scrum to become familiar with. You can access a bibliography of these resources at the following address: [http://www.scrumalliance.org/pages/scrum\\_student\\_resources](http://www.scrumalliance.org/pages/scrum_student_resources).

## **APPENDIX B: Examination Preparation**

### **How to Study**

The Scrum Alliance encourages candidates to prepare for the examination by using resources such as those listed in this handbook. *(A list of recommended resources can be found in Appendix A.)*

Plan your review methods well in advance of the examination. Think about the study method that is best for you (e.g., individual review, study group, class) and the types of materials that are most helpful (e.g., textbooks, audio or video programs, outlines, memory aids). It may also be helpful to use materials given to you during training activities related to your work.

### **Managing Test Anxiety**

A little anxiety regarding test taking can be helpful because it stimulates and motivates you to perform at your best; however, severe anxiety can hinder test performance. If you know that you frequently experience severe test anxiety, consider preparing yourself for the examination by developing plans and using resources to help reduce your anxiety. In addition, an online demonstration and tutorial are available at [www.castleworldwide.com/tds\\_v5/asp/home.asp](http://www.castleworldwide.com/tds_v5/asp/home.asp). The demonstration and tutorial will familiarize you with the testing environment. They are not intended to be a review of CSP examination content.

Before the day of the examination, visualize and rehearse the testing situation. Imagine yourself taking the examination with a positive attitude and focused, but calm, behavior.

Take measures to reduce your stress during the examination. Use deep-breathing techniques, and be sure to stretch your muscles periodically. Such exercises can reduce both physical and mental stress. If necessary, take a few minutes to imagine a calm, pleasant scene, and repeat positive phrases.

Do not let the comments or behavior of testing personnel or other examinees make you anxious. As examinees are taking different versions of the examination, examinees will finish at different times – some finishing very early, others taking the full allotted time. Examinees who finish more quickly than you may not perform any better than you. Everyone works at his or her own speed. Some of the best test performers routinely use the total allocated time. Remember that (a) there is no limit to the number of examinees who can receive passing scores, (b) there is no bonus for completing the examination early, and (c) you are not competing with anyone else.

Eating well, avoiding too much alcohol, and maintaining a regular sleep pattern for several days before the examination will help you to be physically prepared. Also, on the day before you take the test, collect all the supplies you will need and choose comfortable clothing. Knowing that you are prepared for the test will help to reduce your anxiety.

Finally, your best method for controlling your anxiety is to feel prepared for the test. Designing a study plan well in advance will help you get ready.

### Tips for Taking the Examination

- Budget your time well. **Because you will have three (3) hours to complete 150 questions, you will want to complete more than half (75) in less than half the time.** This is because you will want extra time after completing the full examination to review questions you either skipped or questions you may have marked for review. Also, allow time so that every hour you can take a minute or so to relax your eyes and stretch your neck and hand muscles.
- Read each question carefully, focusing on what is being asked. If you are uncertain about the answer but nevertheless want to give a tentative response at the time, mark the test question to indicate that you want to review the test question and your answer if time allows. Go back to questions marked in this manner after completing the entire test.
- Read all options before selecting your answer. Always select the best choice.
- Do not overanalyze or try to “read into” a question. Questions are not written to be tricky. Do not assume additional information beyond what is given in the test question. All information necessary to answer the question will be given in the text of the question or scenario.
- Remember that this is an international test. The questions will be based upon an accepted knowledge base. Choose options that you know to be correct in any setting.
- If there are questions including the words “not,” “except,” or “least,” answer with particular care because you will be looking for the exception. These questions involve a reversal of your usual thought patterns.
- Pay close attention to key words such as “best,” “most,” “primary,” or “usually.” These words indicate that other options may at times be correct, but given the wording or situation in the test question, you must judge which option is the best.
- Skip difficult questions and come back to them later. Questions on the test are not ordered by difficulty (i.e., they do not go from easiest to hardest). Also, content areas (the domains) and topics are addressed randomly in questions throughout the test.
- When guessing, use the process of elimination. Treat each option as a true or false statement, and eliminate those that you would not select. Narrow your choices and then make an educated guess.

- Answer every question, because there is no penalty for guessing. Go through the entire test, answering the questions you believe you know and skipping the ones you do not. Leave time at the end of the testing period to go back to the questions you skipped or want to review. If you are running out of time, leave a minute or so at the end to complete all of the blank questions randomly. Remember, you have a 25% probability of answering a question correctly by chance alone, so don't leave any blank!
- If reading English is difficult for you because English is not your primary language, maximize your time by reading and answering all the shorter questions first. After completing all of the short questions, go back and attempt to answer the longer questions.
- Review the suggested resources linked from this document.