On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address for GSA Advantage® is: GSAAdvantage.gov.

Multiple Award Schedule

Federal Supply Group: Professional Services, Miscellaneous
FSC/PSC Codes: U012, D399

**Contract No. 47QTCA20D00C5**

For more information on ordering from Federal Supply Schedules click on the FSS schedules button at fss.gsa.gov.

**Contract Period: July 8, 2020 through July 7, 2025**

Platinum Edge, LLC

**Address:** 1810 E Sahara Avenue, Suite 1581
Las Vegas, NV 89104

**Phone:** Toll Free (866) 652-9866

**Fax:** (866) 682-2715

**Email:** operations@platinumedge.com

**Website:** https://www.platinumedge.com

**Contact for Contract Administration:** Mark Layton

**Email:** mark.layton@platinumedge.com

**Phone:** Toll Free (866) 652-9866

**Business Size:** Veteran Owned Small Business (VOSB)
CUSTOMER INFORMATION:

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>Special Item Number (SIN)</th>
<th>Description</th>
<th>Description Page</th>
<th>Awarded Price Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Professional Services</td>
<td>4 - 7</td>
<td>8</td>
</tr>
<tr>
<td>611420</td>
<td>Training Courses</td>
<td>9 - 26</td>
<td>23</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

* Not Applicable

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

Please see the Bilateral Approved Price and Out-Year Pricing Matrices and the Schedule Pricelist.

2. Maximum order: SIN 611420 $250,000, SIN 54151S $500,000

3. Minimum order: $100

4. Geographic coverage (delivery area): Domestic Only

5. Point(s) of production (city, county, and State or foreign country): Not Applicable

6. Discount from list prices or statement of net price: All prices shown are net prices

7. Quantity discounts:

Training courses based on stated minimum student requirement for SIN 611420

Labor categories: None

8. Prompt payment terms: None

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Platinum Edge will accept Government purchase cards for all orders and amounts.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Platinum Edge will accept Government purchase cards for all orders and amounts.

10. Foreign items (list items by country of origin): Not Applicable

11a. Time of delivery: Specified on the Task Order

11b. Expedited Delivery: To be negotiated with the ordering activity.
11c. **Overnight and 2-day delivery**: To be negotiated with the ordering activity.

11d. **Urgent Requirements**: To be negotiated with the ordering activity.

12. **F.O.B. point(s)**: Destination

13a. **Ordering address(es)**:

Platinum Edge, LLC  
1810 E Sahara Avenue  
Suite 1581  
Las Vegas, NV 89104  
Telephone: +1.866.652.9866

13b. **Ordering procedures**: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment address(es)**:

Platinum Edge, LLC  
1810 E Sahara Avenue  
Suite 1581  
Las Vegas, NV 89104

15. **Warranty provision**: Not Applicable

16. **Export packing charges, if applicable**: Not Applicable

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)**: Contact Contractor

18. **Terms and conditions of rental, maintenance, and repair (if applicable)**: Not Applicable

19. **Terms and conditions of installation (if applicable)**: Not Applicable

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**: Not Applicable

20a. **Terms and conditions for any other services (if applicable)**: Not Applicable

21. **List of service and distribution points (if applicable)**: Not Applicable

22. **List of participating dealers (if applicable)**: Not Applicable

23. **Preventive maintenance (if applicable)**: Not Applicable

24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)**: Not Applicable

24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.)** The EIT standards can be found at: www.Section508.gov/

25. **Data Universal Number System (DUNS) number**: 969531859
Notification regarding registration in System for Award Management (SAM) database:
Platinum Edge is registered in the System for Award Management (SAM) database.

LABOR CATEGORY DESCRIPTION FOR SPECIAL ITEM NUMBER 54151S - IT PROFESSIONAL SERVICES

Scrum Master

*Functional Responsibilities*: Proven experience coaching (not directing) scrum teams and stakeholders to enact agile principles and scrum values in IT projects during the agile process life cycle. The scrum master demonstrates solid scrum knowledge while creating an environment for the development team’s success. Facilitates scrum events, including sprint planning, daily scrum, sprint review and sprint retrospective. Collaborates with other scrum masters and functional management to ensure the organization structurally provides tools, environment and processes that enable agility. Enables product owners to be decisive and accessible for priority and clarification. Strategically prevents (not just tactically removing) impediments. Facilitation of both intra-team and external stakeholder interactions while maintaining consensus and enabling successful product delivery.

<table>
<thead>
<tr>
<th>Scrum Master I</th>
<th>3 Years, BA/BS, CSM certification</th>
</tr>
</thead>
</table>

*Minimum Experience:*

Three (3) years’ experience enabling agile principles and scrum values for scrum teams for information technology (IT) projects.

*Minimum Education*

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certification: Certified ScrumMaster (CSM) or Professional ScrumMaster I (PSM I)

<table>
<thead>
<tr>
<th>Scrum Master II</th>
<th>5 Years, BA/BS, CSM certification</th>
</tr>
</thead>
</table>

*Minimum Experience:*

Five (5) years’ experience enabling agile principles and scrum values for scrum teams for information technology (IT) projects.

*Minimum Education*

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certification: Certified ScrumMaster (CSM) or Professional ScrumMaster I (PSM I).

Agile Coach

*Functional Responsibilities*: Drive organizational change both at the team and executive level. Proven track record of leading and contributing to successful agile transformations while overcoming organizational resistance. Experienced in providing feedback and advice to new agile project teams, and to teams who want to perform at a higher level. Multiple years of coaching organizations (not just team level as a scrum master) with exposure to multiple industries helping various business functions adopt...
agile approaches (e.g. engineering, finance, HR). Experience in multiple scrum roles, which may include development team member, scrum master, or product owner. Experience with various agile lifecycle management tools, both physical and electronic systems. Coaches scrum masters helping with sprint planning, daily scrum meetings, sprint reviews, and sprint retrospectives.

**Agile Coach I**

*Minimum Experience:*

Three (3) years' experience providing coaching services to teams, enabling agile principles and scrum values. Significant delivery experience with agile lifecycle management tools.

*Minimum Education:*

Bachelor’s degree in business, computer science or related field. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.

**Agile Coach II**

*Minimum Experience:*

Five (5) years' experience providing coaching services to teams and mid-level managers, enabling agile principles and scrum values. Significant delivery and leadership experience with agile lifecycle management tools and demonstrated experience with organizational change and DevOps for information technology (IT) projects.

*Minimum Education:*

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.

**Agile Coach III**

*Minimum Experience:*

Eight (8) years' experience providing coaching services to organizational leadership, mid-level management and teams, enabling agile principles and scrum values. Significant delivery and leadership experience with agile lifecycle management tools and demonstrated success with organizational change and DevOps for information technology (IT) projects.

*Minimum Education:*

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.

**Agile Developer**

*Functional Responsibilities:*

Technology generalist or full-stack contributors who have served in software development, design, programming, testing and architecture roles. Proven experience developing and demonstrating potentially shippable functionality (elaborated, designed, developed, tested, integrated, documented) at the end of every sprint. Experience building quality in upfront
through extreme programming (XP) practices, including test-driven development, pair programming, and continuous integration. Demonstrated experience swarming with other development team members on one requirement at a time. Strong willingness to collaborate daily with other developers, the product owner, and stakeholders to elaborate requirements and iterate through execution.

**Agile Developer**

**5 Years, BA/BS or equivalent experience**

**Minimum Experience:**

Five (5) years’ experience in a software development, design, programmer, testing or architect role delivering products using agile principles, extreme programming (XP) practices, within the scrum framework.

**Minimum Education**

Bachelor’s degree in information technology, computer science or related field, or equivalent experience. Certification: TBD, according to specific project technology stack.

**Agile SME**

**Functional Responsibilities:** Provides technical consulting services to help organizations assess their existing agile state and increase levels of lean and agile practice adoption and value delivery. Services provided by the Agile SME include agile audits, delivery process definition and improvement, and recommendations regarding change management, scaling strategies, talent allocation, technical excellence, training, and organizational design. By collaborating with stakeholders, the Agile SME audits the organization’s existing structures, processes, tools and teams, performs assessment and analysis, and delivers artifacts including but not limited to agile maturity roadmap, implementation strategy, and training recommendations as required. The Agile SME delivers actionable recommendations for all levels of the organization to move to the next level of agile maturity.

**Agile SME I**

**3 Years, BA/BS or equivalent experience, CSP**

**Minimum Experience:**

Three (3) years’ experience providing coaching services to teams, enabling agile principles and scrum values. Significant delivery experience with agile lifecycle management tools.

**Minimum Education:**

Bachelor’s degree in business, computer science or related field. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.

**Agile SME II**

**5 Years, BA/BS or equivalent experience, CSP**

**Minimum Experience:**

Five (5) years’ experience providing coaching services to teams and mid-level managers, enabling agile principles and scrum values. Significant delivery and leadership experience with agile lifecycle management tools and demonstrated experience with organizational change and DevOps for information technology (IT) projects.
Minimum Education:

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.

Agile SME III

8 Years, BA/BS or equivalent experience, CSP

Minimum Experience:

Eight (8) years’ experience providing coaching services to organizational leadership, mid-level management and teams, enabling agile principles and scrum values. Significant delivery and leadership experience with agile lifecycle management tools and demonstrated success with organizational change and DevOps for information technology (IT) projects.

Minimum Education:

Bachelor’s degree in business, behavioral science, computer science or related field, or equivalent experience. Certified Scrum Professional (CSP, CSP-SM or CSP-PO) or ICAgile equivalents.
## Labor Category Pricing (with IFF)

<table>
<thead>
<tr>
<th></th>
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<td>$248.43</td>
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<td>Agile Developer</td>
<td>$238.04</td>
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<td>$259.28</td>
</tr>
</tbody>
</table>
DESCRIPTIONS FOR SPECIAL ITEM Number 611420 TRAINING COURSES

Training Categories

Certified Scrum Master® (CSM) ®  

Product IDs: CSM-PVT-20, CSM-PVT-30 CSM-PVT-50 (2 days)

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

The Certified ScrumMaster® course provides an in-depth understanding of the Scrum team-based approach to iterative development. This highly-interactive course trains participants in the full range of Scrum topics, from basic theory to organizational implementation, including practical applications, roles, and scaling.

Scrum supports responsible product development that:

- Adapts to volatile business needs and ongoing refinement of business solutions
- Ensures closer adherence to customers’ real-world needs through streamlined planning and close ongoing collaboration
- Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value

Audience

- Executive, client and IT management
- Project and product managers
- Software designers and developers
- Quality assurance testing staff
- Any professional who needs to understand Scrum, or any team that will be (or is currently) assigned to a Scrum project

Our instructors include Certified Scrum Trainers who have demonstrated experience building, teaching and consulting. They are established thought-leaders with extensive credentials and real-world experience in business, behavioral science and in-the-trenches project success. You will be learning from the best.

Course Highlights

- Post-course assessment and certification registration for each participant with the Scrum Alliance.
- Sixteen (16) SEUs towards Certified Scrum Professional (CSP) certification with Scrum Alliance.
- Sixteen (16) PDUs towards PMI’s Project Management Professional (PMP) and PMI-ACP certifications.
- Two-year membership for each class participant with the Scrum Alliance.
- Platinum Edge will register participants as having completed the CSM course.
- Upon passing of the CSM assessment administered through Scrum Alliance, students will become Certified ScrumMasters.
Through immersive interactive learning activities, when this certification course has been completed, attendees will have gained in-depth practical knowledge of agile project management and product development, specifically applied through the Scrum framework.

CSM Course topics include:

- Scrum concepts
  - Theory and principles
  - How the Scrum framework supports agile development techniques
  - Planning and tracking progress with
  - Scrum
  - Shippable functionality

- Scrum roles and responsibilities
  - Product owner
  - Scrum master
  - Development team

- Scrum artifacts
  - Product backlog
  - Sprint backlog
  - Product Increment

- Scrum events
  - Sprint
  - Sprint planning
  - Daily scrum
  - Sprint review
  - Sprint retrospective

- Requirements analysis

- Estimating and prioritizing product backlog items

- Technical debt

- Scaling across multiple teams and multiple geographies

- Tips on, techniques for, and benefits of helping clients and management understand the Scrum framework

- How to transition to Scrum, with a review of management and team challenges associated with the transition, along with strategies to respond to those challenges

- Preparation for the CSM certification test

**Logistics**

- Class duration is 16 hours of training, spread over 2 days
- Hours are 8:00 a.m. to 5:00 p.m.
• Instructional materials are provided

**Advanced Certified Scrum Master® (A-CSM) ®**

**Prerequisites**

• Attendees must hold a Certified ScrumMaster (CSM) certification.
• Attendees must validate at least 12 months of work experience specific to the role of Scrum Master (within the past five years).

**Course Description**

In working toward creating an agile culture, it’s about finding the right path and support. This Advanced Certified ScrumMaster® (A-CSM®) course provides an in-depth understanding of the scrum master role. Learn how to challenge the status quo, while expanding your skills, surpassing the generic scrum master role.

Explore the details of the scrum master role beyond what is taught in the CSM® course. Our experienced instructors will deliver invaluable information and engage you with interactive learning activities. By deep diving into all the components of scrum, you will be able to achieve goals fast and frequent alongside your team.

**Audience**

• Scrum masters
• Agile coaches
• Facilitators
• Project managers transitioning to scrum
• Leaders expanding their servant-leader skillset

Our instructors include certified scrum trainers and agile coaches. All have extensive experience in building, teaching, and consulting. As thought leaders in the industry, they have top credentials and real-world experience. You will be learning from the best.

**What You’ll Learn**

After course completion, you’ll gain detailed, hands-on knowledge of scrum, including:

• Demonstrate scrum mastery
• Teach scrum to various audiences
• Map scrum to agile values and principles

**Course Highlights**

• Post-course assessment and certification registration for each participant with the Scrum Alliance.
• Sixteen (16) Scrum Alliance Scrum Education Units (SEU)
• Sixteen (16) PDUs towards PMI’s Project Management Professional (PMP) and PMI-ACP certifications.
• Two-year membership for each class participant with the Scrum Alliance.
• Platinum Edge will register participants as having completed the A-CSM course.
• Upon passing of the A-CSM assessment administered through Scrum Alliance, students will become Advanced Certified Scrum Masters.
• Understand scrum’s historical context
• Dive into team dynamics: team vs. working groups, remove obstacles to communication, and navigate team development
• Facilitation: effectively define collaboration, explore consensus-building techniques and liberating structures, and deal appropriately with conflict
• Practice scrum and common agile techniques: establish team agreements and strategic direction, run sprint simulations, and apply them to the real world
• Explore coaching as a skill
• Address impediments at team member, scrum team, and organizational levels
• Break down dependencies between groups: evaluate the meaning of dependencies, learn the first rule of scaling, explore scaling techniques
• Become a servant leader: analyze your personal alignment and discover your effectiveness
• Create an action plan for improving yourself, your team, and your organization

Logistics
• 16 hours of training - either two full days (in-person classes) or four half days (online)
• Instruction materials provided
Certified Scrum Product Owner® (CSPO) ®

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved. This Certified Scrum Product Owner® course provides a thorough overview of the product owner’s role within a scrum team, within an organization, with customers, product discovery and stakeholders for maximizing business value.

Scrum supports responsible product development that:

- Adapts to volatile business needs and ongoing refinement of business solutions
- Ensures closer adherence to customers’ real-world needs through streamlined planning and close ongoing collaboration
- Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value
- Reduces project risk through rapid iterations of development that inform opportunity assessments
- Drives efficient and effective production

Through immersive interactive learning activities, when this certification course has been completed, attendees will have gained in-depth practical knowledge of the product owner’s role in agile product development, specifically applied through the Scrum framework.

This course assumes basic understanding of agile development principles and practices. Attending Certified ScrumMaster® (CSM®) or Agile Essentials prior to this course is recommended, but not necessary.

Topics included:

- Overview of agile principles, as well as scrum roles, artifacts and events
- Establish a business case, product strategy and product goals
- Vet ideas based on feasibility, usability and value
- Understand the customer and users through journey maps, empathy maps and personas
- Discover customer and user needs through effective interviewing techniques

Course Highlights

- Post-course assessment and certification registration for each participant with the Scrum Alliance.
- Sixteen (16) SEUs towards Certified Scrum Professional (CSP) certification with Scrum Alliance.
- Sixteen (16) PDUs towards PMI’s Project Management Professional (PMP) and PMI-ACP certifications.
- Two-year membership for each class participant with the Scrum Alliance.
- Platinum Edge will register participants as having completed the CSPO course.
- Upon registration and passing of the CSPO assessment administered through Scrum Alliance, students will become Certified Scrum Product Owners.
• Apply the scientific method to product discovery & testing assumptions
• Visualize a product roadmap to enable customer collaboration, identification of dependencies and gaps
• Optimize value delivered and return on investment through managing and prioritizing the product backlog
• Map user experiences with the product through user story mapping
• Elaborate product requirements in customer-centric and purpose-driven user stories
• Explore how to respond to challenges associated with transitioning to Scrum
• Prepare for CSPO registration

Audience
• Executive, client and IT management
• Project and product managers
• Software designers and developers
• Quality assurance testing staff
• Any professional who needs to understand Scrum, or any team that will be (or is currently) assigned to a Scrum project

Logistics
• Class duration is 16 hours of training, spread over 2 days
• Hours are 8:00 a.m. to 5:00 p.m.
• Instructional materials are provided
Certified Scrum Developer® (CSD)®

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases.

Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

This certification course trains participants in product foundation planning, architecture and design patterns that build quality into the product with fewer testing cycles and increased quality. When this course has been completed, attendees will gain the ability to:

- Apply Agile testing strategies based on Scrum’s Definition of Done concept
- Create a bottom-up confirmation cycle to verify that your software works correctly every day
- Support continuous integration of software, automated builds, self-testing and self-reporting build processes
- Maintain high levels of product quality and code integrity

Topics included in this course:

- How to identify the most appropriate architecture and design practices to suit your product, team and organization
- How to apply the principles of test-driven development to build products that have shorter testing cycles
- Why investing in continuous refactoring creates products that are cheaper to maintain, require less feature recycling and experience less downtime
- How to adapt to your customer’s changing requirements without adversely affecting delivery
- Ways to minimize the handoffs between development silos that result in longer cycle times
- Leverage continuous integration and testing automation software packages that enable shorter product development cycle times
- Techniques of source code management that don’t hinder collaboration
- Using empirical data to improve subsequent design and development decisions

Course Highlights

- Post-course assessment and certification registration for each participant with the Scrum Alliance.
- Twenty-four (24) SEUs towards Certified Scrum Professional (CSP) certification with Scrum Alliance.
- Twenty-four (24) PDUs towards PMI’s Project Management Professional (PMP) and PMI-ACP certifications.
- Two-year membership for each class participant with the Scrum Alliance.
- Platinum Edge will register participants as having completed the CSD course.
- Upon passing of the CSD assessment administered through the REP/trainer, students will become Certified Scrum Developers.
Audience

- Software designers and engineers
- Quality assurance testing staff

Logistics

- Class duration is 24 hours of training, spread across 3 days
- Hours are 8:00 a.m. to 5:00 p.m.
- Instructional materials are provided. Students will need access to their own laptop for simulation exercises

CSD Certification Requirements

This 3-day course satisfies the technical track requirements for certification. At least 5 days of formal training by a Scrum Alliance REP is required to earn the CSD certification.

- At least 3 days must be technical training through a CSD technical skills course (this course)
- At least 1 day must be dedicated to learning Scrum (this is usually satisfied by a 2-day Certified ScrumMaster (CSM) or other Scrum-related introductory course).
- You must also demonstrate an understanding of agile engineering practices by passing a CSD assessment provided by the REP/trainer.
Team Kanban Practitioner (TKP)

Pre-Requisites

- All experience levels are welcome. No previous Kanban training is required.

Objectives

Lean Kanban University's certified training curriculum and teaching methods were created through collaboration of leading Kanban experts and validated in hundreds of training classes around the world. You get pragmatic, actionable guidance you can implement in your organization next week - because it doesn't require permission, budget or getting others to change. You get trainers who are long-time users and world class coaches of the method.

Topics included in this course

- Understand core concepts of the Kanban Method
- Learn the 4 types of Team Kanban systems and when each is appropriate
- How to run daily Kanban meetings
- How to proceed to the next level with Kanban

Benefits

- Become faster and more responsive, with better risk management and governance

Audience

Workers and managers in professional service industries, considering or pursuing an alternative path to agility. Applying Kanban at the team level gets the team's invisible work organized, gives people relief from overburdening so that they can get things done with quality and pride of workmanship.

Curriculum

- Sustainability agenda, Kanban principles and practices
- Basic Kanban concepts, such as the visual board, WIP, and local cycle time metric
- Conducting Kanban-style standup meetings and replenishment
- Kanban board designs, WIP limits and risks
- Proto-Kanban patterns and their benefits
- Limitations of team-level Kanban, understanding full Kanban systems, service-orientation
- The class is taught with interactive exercises, games and simulations

Certification

This training class is certified by Lean Kanban University (LKU) as TKP-level training. Participants receive standard LKU certificates of class completion. LKU awards the Team Kanban Practitioner (TKP) credential to those who have successfully completed this class.

Logistics

- 1-day class
Kanban Basics for Teams (Non-Certified)

(This course is NOT for certification)

Prerequisites

- All experience levels are welcome. No previous Kanban training or experience is required.

Objectives

This course provides an in-depth understanding of the Kanban based approach to development. The course trains participants in the full range of Kanban topics from basic theory to organizational implementation and practical applications. Kanban methods support responsive development that:

- Adapts to volatile business needs and ongoing refinement of business solutions
- Drives efficient production by visualizing workflow and reducing bottlenecks
- Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value

Topics included in this course:

- Lean Foundation:
  - Lean Management and its key principles
  - Value Stream Map and its context
- Kanban method overview including:
  - Kanban’s origins
  - Enabling concepts, practices and values
  - Kanban’s evolutionary approach to change
- Context (what you do now):
  - Demand analysis qualitative, quantitative
  - Work item types and their respective customer expectations and workflows
  - Basic Classes of Service (CoS) and cost of delay
- Initial Kanban system:
  - The knowledge discovery process
  - Ticket design
  - Board design
  - Policies
- Operations
  - Frequency (or Cadence) of replenishment and delivery
  - Standup meetings and other regular meetings (their existence and purpose)
  - Kanban simulation with the board game.
- Metrics:
  - Construction and interpretation of CFDs, run charts and distribution graphs, lead time
  - Little’s law
Benefits

At course completion, attendees will have gained in depth practical knowledge of the Kanban system and its benefits, specifically in understanding:

- Key concepts such as pull and commitment
- What measures are used for, and which ones to use to understand how the team is working
- Your team’s capability (sources & types of demand, failure & value demand, completion time and rate for each demand type & source)

Audience

- Executive, Client, and I.T. Management
- Project and Product Managers
- Software Designers and Developers
- Quality Assurance Testing Staff
- Any professional who needs to understand Kanban systems, or any team that will be (or is currently) assigned to a project using Kanban methods

Logistics

2-day course

Scrum Master (Non-Certified)  
Product IDs: NC-SM-PVT-20, NC-SM-PVT-50 (2 days)

(This course is NOT for certification)

Objective

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

This Non-certified Scrum Master course provides an in-depth understanding of the Scrum team-based approach to iterative development. This highly-interactive course trains participants in the full range of Scrum topics, from basic theory to organizational implementation, including practical applications, roles, and scaling.

Scrum supports responsible product development that:

- Adapts to volatile business needs and ongoing refinement of business solutions
- Ensures closer adherence to customers’ real-world needs through streamlined planning and close ongoing collaboration
• Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value
• Reduces project risk through rapid iterations of development that inform opportunity assessments
• Drives efficient and effective production

Through immersive interactive learning activities, when this course has been completed, attendees will have gained in-depth practical knowledge of agile project management and product development, specifically applied through the Scrum framework.

Topics in this course include:
• Scrum concepts
  - Theory and principles
  - How the Scrum framework supports agile development techniques
  - Planning and tracking progress with
    - Scrum
    - Shippable functionality
• Scrum roles and responsibilities
  - Product owner
  - Scrum master
  - Development team
• Scrum artifacts
  - Product backlog
  - Sprint backlog
  - Product Increment
• Scrum events
  - Sprint
  - Sprint planning
  - Daily scrum
  - Sprint review
  - Sprint retrospective
• Requirements analysis
• Estimating and prioritizing product backlog items
• Technical debt
• Scaling across multiple teams and multiple geographies
• Tips on, techniques for, and benefits of helping clients and management understand the Scrum framework
• How to transition to Scrum, with a review of management and team challenges associated with the transition, along with strategies to respond to those challenges

(This course is NOT for certification.)

Audience
• Executive, client and IT management
• Project and product managers
• Software designers and developers
• Quality assurance testing staff
• Any professional who needs to understand Scrum, or any team that will be (or is currently) assigned to a Scrum project

Logistics

• Class duration is 16 hours of training, spread over 2 days
• Hours are 8:00 a.m. to 5:00 p.m.
• Instructional materials are provided

**Scrum Product Owner (Non-Certified)**

(Product IDs: NC-SPO-PVT-20, NC-SPO-PVT-50 (2 days))

(This course is NOT for certification)

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

This non-certified product owner course provides a thorough overview of the product owner’s role within a scrum team, within an organization, with customers, product discovery and stakeholders for maximizing business value.

Scrum supports responsible product development that:

• Adapts to volatile business needs and ongoing refinement of business solutions
• Ensures closer adherence to customers’ real-world needs through streamlined planning and close ongoing collaboration
• Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value
• Reduces project risk through rapid iterations of development that inform opportunity assessments
• Drives efficient and effective production

Through immersive interactive learning activities, when this course has been completed, attendees will have gained in-depth practical knowledge of the product owner’s role in agile product development, specifically applied through the Scrum framework.

This course assumes basic understanding of agile development principles and practices. Attending Certified ScrumMaster® (CSM®) or Agile Essentials prior to this course is recommended, but not necessary.

Topics included:

• Overview of agile principles, as well as scrum roles, artifacts and events
• Establish a business case, product strategy and product goals
• Vet ideas based on feasibility, usability and value
• Understand the customer and users through journey maps, empathy maps and personas
• Discover customer and user needs through effective interviewing techniques
• Apply the scientific method to product discovery & testing assumptions
• Visualize a product roadmap to enable customer collaboration, identification of dependencies and gaps
• Optimize value delivered and return on investment through managing and prioritizing the product backlog
• Map user experiences with the product through user story mapping
• Elaborate product requirements in customer-centric and purpose-driven user stories
• Explore how to respond to challenges associated with transitioning to Scrum

(This is NOT a certification course.)

Audience

• Executive, client and IT management
• Project and product managers
• Software designers and developers
• Quality assurance testing staff
• Any professional who needs to understand Scrum, or any team that will be (or is currently) assigned to a Scrum project

Logistics

• Class duration is 16 hours of training, spread over 2 days
• Hours are 8:00 a.m. to 5:00 p.m.
• Instructional materials are provided

Agile Essentials

(This course is NOT for certification)

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

Agile project management approaches are helping teams meet these pressures, changing the success paradigm for businesses today.

This course provides an overview of agile values, principles, frameworks and common practices. The course also introduces participants to both foundational concepts as well as practical applications.
Agile methods support responsible product development that:

- Adapt to volatile business needs and ongoing refinement of business solutions
- Ensure closer adherence to customers’ real-world needs through streamlined planning and close ongoing collaboration
- Support faster deployment of production-grade solutions so your organization can gain market advantage and business value
- Reduces project risk through rapid iterations of development that inform opportunity assessments
- Drive efficient and effective production

Through interactive learning activities, when this course has been completed, attendees will have gained in-depth practical knowledge of agile project management and product development, specifically applied through the scrum framework.

Overview

This course introduces you to the agile values and principles that support common frameworks like scrum. In this class, you will find an overview of the core agile principles, the most common agile practices, and how agile approaches are revolutionizing project management today. You will also explore the fundamental differences between traditional methods of project management and product development and gain an understanding of what is necessary to make the transition.

Topics included in this course:

- The Agile Manifesto and 12 Principles
- Why agile project management provides better results than traditional approaches
- How an agile mindset can inspire innovative, self-managing teams
- Tips on, techniques for and benefits of helping clients and management understand an agile approach.
- Establishing a foundation of purpose and direction at the start of a project or product development
- Scrum framework
  - How scrum supports agile development increments
  - Scrum roles and responsibilities
  - Scrum artifacts
  - Scrum events
- Lean concepts, such as visualizing workflow and limiting work in progress
- Extreme programming (XP) practices, such as pair programming and test-driven development
- Review of management and team challenges associated with transitioning from traditional to agile approaches, with strategies to respond to those challenges

Audience

- Executive, client and IT management
- Project and product managers
- Software designers and developers
- Quality assurance testing staff
- Any professional who needs to understand agile methods, or any team that will be (or is currently) assigned to an agile project
Logistics

- Class duration is 8 hours of training
- Hours are 8:00 a.m. to 5:00 p.m.
- Instructional materials are provided

Agile Leadership

(This course is NOT for certification)

Product ID: NC-AL-PVT-20

(2 hrs.)

Objectives

To deliver critical business value, today’s technology projects require flexibility, quality, and a commitment to meeting aggressive product releases. Competitive pressures demand that project teams use development methods that enable early achievement of value rather than the traditional approach that may require months or years before expected benefits are achieved.

Agile project management methodologies are helping teams meet these pressures, changing the success paradigm for businesses today.

This immersion course provides an overview of the agile framework and its most popular methodologies. The course trains participants in agile concepts and practices, providing both foundational information and practical applications.

Agile methods support responsible development that:

- Adapts to volatile business needs and ongoing refinement of business solutions
- Drives efficient and effective production
- Ensures closer adherence to customers’ real-world needs through streamlined planning
- Supports faster deployment of production-grade solutions so your organization can gain market advantage and business value
- Reduces project risk through rapid iterations of development that inform opportunity assessments.

When this course has been completed, attendees will have gained in-depth practical knowledge of agile project management.

Overview

This course introduces you to the agile framework. In this class, you will find an overview of the core principles, the most common methodologies, and how agile approaches are revolutionizing project management today.

Topics included in this course are:

- The Agile Manifesto and 12 Principals
- Why agile project management provides better results than traditional approaches
- How agile can inspire innovative, self-managing teams
• Tips on, techniques for and benefits of helping clients and management understand the agile approach.

• Scrum concepts
  - How scrum supports agile development increments
  - Scrum roles and responsibilities
  - Scrum meetings
  - Scrum artifacts

• Lean concepts
  - An overview of lean principles for project management
  - How lean principles help teams develop the right product features first
  - How Kanban boards work

• Extreme programming (XP) concepts
  - XP principals
  - XP practices
  - How XP development and testing approaches are influencing agile project management overall

• How to transition into use of an agile methodology, with a review of management and team challenges associated with the transition, along with strategies to respond to those challenges

**Audience**

• Executive, client and IT management
• Project and product managers
• Software designers and developers
• Quality assurance testing staff
• Any professional who needs to understand agile methods, or any team that will be (or is currently) assigned to an agile project

**Logistics**

• Class duration is 2 hours of training
• Course will be presented as scheduled by client
• Instructional materials are provided
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