Achieve CAPM® Exam Success

Course Description

The workshop is designed to help participants prepare for the CAPM® Exam. The material is completely compliant with *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) Fifth Edition* and the *PMI 2011 CAPM Examination Content Outline*. Participants will study the content and topics project managers need to know to pass the CAPM exam. Participants will build competency with case study exercises used throughout. This workshop walks the participant through the *PMBOK® Guide* knowledge areas makes the links between process groups. It also reviews content and topics tested on the CAPM exam that are not directly addressed in the *PMBOK® Guide.*

Who Should Attend?

The workshop is intended for project managers, project leads, subject matter experts, team members, business analysts, technical specialists and others interested in the CAPM credential, no matter where they are in the process.

For those who are just starting out, it offers study guidelines, a framework for understanding how the exam is organized, and help in making plans to prepare for the CAPM® exam.

Those in the middle of preparation will find guidance on project management issues and explanations of topics often tested on the exam.

If participants need that last push before taking the exam, this course provides exam tips and a good reference for key terms and topics that others have found difficult.

Course Materials

For the classroom version of this workshop, materials include both the *Achieve CAPM® Exam Success* textbook and participant guide. The textbook has detailed explanations about performance domains, process groups, knowledge areas, and processes, as well as a comprehensive case study. The participant guide follows the instructor-led presentation.

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Workshop Objectives

In this course participants will be able to:

◆ Define requirements for CAPM® certification and the credentialing process.

◆ Describe the structure and format of the credentialing exam.

◆ List the performance domains, process groups, knowledge areas, and processes described in *PMBOK® Guide* and *Examination Content Outline*.

◆ Identify exam-taking strategies and memorization tips and techniques

◆ Use sample exams to gain an understanding of the types of questions that may be asked.

◆ Assess individual personal study needs and develop a study plan for exam preparation.

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Module Objectives

Module 1: Exam Overview & Study Tips

- Review CAPM credential requirements
- Describe the exam specifics
- List study and exam tips
- Review a list of formulas, equations, and rules
- Assess your own personal study needs

Module 2: Project Management Overview

- Define basic project management terms
- Differentiate between projects, programs, and portfolios
- Identify project constraints
- Describe organizational process assets
- Describe enterprise environmental factors
- Determine the pros and cons of different organizational structures

Module 3: PM Processes and Domains

- List the process groups
- List the knowledge areas
- List the performance domains
- Describe the difference between phases and process groups
- List aspirational and mandatory professional conduct standards

Module 4: Integration

- Define the purpose and contents of the project charter
- Describe the difference between a schedule and the project management plan
- Distinguish between a configuration management system and a change control system
- Identify elements of closing a project

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Module Objectives

Module 5: Scope

- List tools and techniques to collect requirements
- Identify components of a scope statement
- Describe the purpose and uses of a WBS
- Distinguish between scope verification and quality control
- Describe how variance analysis is used to control scope

Module 6: Time

- Describe how an activity differs from a work package
- Define 3 types of dependency relationships
- Create a network diagram
- Differentiate between effort and duration
- Calculate the critical path
- Define free float and total float
- Describe techniques to shorten the project schedule

Module 7: Cost

- Define life cycle costing
- Describe benefits of analogous, parametric, and bottom-up estimating methods
- Calculate an estimate using 3-point ranges
- Define an S-curve
- Distinguish between contingency reserve and management reserve
- List measures of profitability
- Define plan value (PV), actual cost (AC), earned value (EV)
- Calculate cost variance (CV) and cost performance index (CPI)
- Calculate schedule variance (SV) and schedule performance index (SPI)
- Calculate estimate at completion (EAC) using three techniques
- Evaluate earned value measurements to describe where the project stands

Module Objectives

Module 8: Quality

- Distinguish between quality and grade
- Identify who has responsibility for quality and what is management's responsibility
- List 7 basic quality tools
- Give examples of the cost of conformance and the cost of non-conformance
- Define quality audit
- Distinguish between quality assurance and quality control

Module 9: Human Resources

- Describe the elements of a human resource management plan
- Use a responsibility assignment matrix
- Identify a project manager's roles and responsibilities
- Describe motivational theories
- Define types of power
- Describe various interpersonal skills that a project manager should develop
- List techniques to manage conflict

Module 10: Communications

- Define components of a communications requirements analysis
- Calculate the number of communication channels
- Define interactive, push, and pull communication methods
- List potential contents of performance reports

Module Objectives

Module 11: Risk

- Define the difference between risk averse, risk neutral, and risk seeking behavior
- List components of a risk management plan
- Describe risk categories
- Define a risk register
- Use a probability/impact matrix
- Calculate expected monetary value
- Define 4 basic responses to risks

Module 12: Procurement

- Describe elements that may affect a make vs. buy decision
- Differentiate between fixed price and cost reimbursable contracts
- List items that may be included in procurement documents
- Describe the role of the contract administrator
- List 3 reasons for early termination of a contract

Module 13: Stakeholder Management

- Identify stakeholders.
- Select attributes to assess.
- Conduct a stakeholder engagement assessment.
- List techniques to improve engagement of virtual stakeholders.
- Describe the project manager's role in managing a stakeholder engagement.