

*Certified
SNAP
Practitioner*

CSP Certification Exam Overview and Guideline

IFPUG's Certification program for individuals

Sponsored by the International Function Point Users Group (IFPUG)

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Dear Colleague,

Thank you for your interest in the IFPUG *Certified SNAP Practitioner (CSP)* Program. By requesting information on this program, you have taken the first step in obtaining the well-recognized designation of CSP. This document provides a basic overview of the program and is designed to answer the most commonly asked questions.

As you may know, IFPUG is a user-supported group that has gained worldwide recognition as a top-class organization providing very valuable service to the software industry. The various committees established by IFPUG consist of well-qualified experienced and dedicated professionals who contribute their time and talents on a purely voluntary basis. The Certification Committee is no exception. Its members are committed to developing and implementing a highly professional and sound certification program.

There is great demand in the industry for non-functional sizing and qualified SNAP Practitioners. As such, it will be of great benefit to you to be recognized as an IFPUG *Certified SNAP Practitioner (CSP)*.

I wish you success in the Certification Examination. I am sure that after obtaining the certification you will use it with genuine pride and will provide competent service to the industry.

Please do not hesitate to write to the IFPUG Executive Office at ifpug@ifpug.org if you have any questions.

Sincerely,
Greg Allen
Chair, IFPUG Certification Committee

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About IFPUG

The mission of IFPUG is to be the recognized leader in promoting and encouraging the effective management of application software development and maintenance activities through the use of software sizing standards and other software measurement processes. IFPUG (the International Function Point Users Group) is a non-profit, member-governed organization that endorses two types of industry standard methodology for software sizing.

One of the standards is the recognized industry standard for Function Point Analysis (FPA) as defined in the Function Point Counting Practices Manual (CPM). This standard is ISO Certified.

The other standard is an evolving industry standard defined in the Software Non-functional Assessment Practices Manual (APM) – this standard is also known as SNAP. This standard is IEEE Certified.

IFPUG is the governing body for the Certified Function Point Specialist (CFPS), the Certified Function Point Practitioner (CFPP), and Certified SNAP Practitioner (CSP) certifications.

IFPUG hosts events including the annual International Software Measurement and Analysis (ISMA) Conference, periodic educational workshops and seminars, as well as events together with Partners, which supports the global function point community.

IFPUG serves to facilitate the exchange of knowledge and ideas for improved software measurement techniques and seeks to provide a composite environment that stimulates the personal and professional development of its members.

More information is available on www.IFPUG.org

Why CSP

As the use of Software Non-functional Assessment Process (SNAP) continues to grow, it is essential that individuals with an initial level of knowledge and skills be recognized. The CSP designation is a formal recognition of an initial level of expertise in the area of SNAP, both knowledge and application of the IFPUG counting rules according to the IFPUG Assessment Practices Manual (APM).

As companies use SNAP more and more in their software development measurement programs, IFPUG, as the body who certifies an individual's capability, must make certain that the certified individual does indeed have the required expertise. Therefore, ongoing renewal that includes active testing is required to maintain the current high status of the CSP designation and to maintain IFPUG's reputation as the certifying body.

The CSP Program

When you apply for the CSP Program, you are on your way to demonstrating that you are among the best. You will join a select group of individuals who have made the commitment to excellence, career advancement, and an ongoing pursuit of knowledge...gaining you valuable recognition in the process.

The dictionary defines the word certify as: 1. a. To confirm formally as true, accurate, or genuine; testify to or vouch for in writing. b. To guarantee as meeting a standard; attest. In order to formally confirm this initial level of expertise, IFPUG chartered the Certification Committee (CC) to develop and administer the CSP Exam. This examination is the mechanism for certifying that an individual meets the requirements to qualify as a CSP.

An individual who passes the CSP Exam receives a formal certificate from the IFPUG Office stating “IFPUG certifies that [name] has met the requirements as specified by the standards and guidelines of the International Function Point Users Group to qualify as a Certified SNAP Practitioner (CSP) for the [version/series] of the Assessment Practices Manual.” The certificate indicates the Month and Year the exam was taken, as well as the Month and Year the certification expires and the membership expiration date. The CSP Certificate will be valid for a period of three (3) years provided the individual who has been certified remains an IFPUG Member. An individual may remain certified by taking the CSP exam in the third year of certification.

The CSP Exam is a test of both the knowledge of the counting rules laid out in the current release of the Assessment Practices Manual (APM) and the ability to apply those rules.

The CSP Program does not discriminate on any basis including race, sex, religion, age, national origin, or disability.

Certification Exam Structure

The Certification Exam is a rigorous test of both the knowledge of the counting rules laid out in the current release of the APM and the ability to apply those rules.

The Exam is structured so that both the knowledge and the ability to apply the definitions and rules as published in the current APM are tested. The exam currently is composed of two sections: Definition and Implementation.

- The Definition section consists of 60 multiple-choice questions. The Definition section specifically tests the individual’s knowledge of definitions and rules.
- The Implementation section consists of 40 multiple-choice questions. The Implementation section indirectly tests the individual’s knowledge of definitions and rules, and directly tests the individual’s ability to apply the definitions and rules through small story problems.

The Exam is open book and a copy of the APM may be used during the exam. The exam is designed to not allow more than a few questions to be looked up during the exam. The candidate should prepare as though they will not have time to look up any questions. The IFPUG SNAP Quick Reference Guide may be used during the exam but the APM will be the official reference in case of any discrepancies between the SNAP Quick Reference Guide and the APM.

The duration of the Certification Exam is 2 hours. If you are taking a Certification Exam in a language that is not your native speaking language you will be granted a fifteen (15) minutes extension to the 2 hours – in total 2 hours and 15 minutes to complete the Certification Exam. Currently the English and Brazilian Portuguese versions of the Certification Exam is available as Brightest Green Exams (electronic group exams), Brightest Center Exams (at any of the 5200 Pearson VUE Test Centers) or as Brightest Private exam (remotely).

Countries considered to be English-speaking or that use English as their business language include Australia, Canada, India, Ireland, New Zealand, Puerto Rico, United Kingdom, and United States of America. Any country with English as their recognized business language is considered as English-speaking country.

The Certification, registration, result and certificate will be delivered by IFPUGs Certification partner Brightest. Electronic certification exams can be delivered utilizing Pearson VUE technology in one of three ways:

- Brightest Center Exams - for individuals taking the exam directly at any of the 5200+ Pearson VUE Test Centers across more than 175 countries.
- Brightest Private Exams - for individuals taking the exam at home on in a private office, administered by a Pearson proctor via webcam.
- Brightest Green Exams - for groups of 6 or more participants anywhere in the world, for example directly in your offices or during a conference, supervised live by a local Brightest proctor.
- See Appendix D for more about certification exam options through Brightest.

Scoring to pass the Certification Examination

Your final score will determine your certification result

The Certified SNAP Practitioner (CSP) designations recognize the initial level of knowledge and skills in the Software Non-functional Assessment Process (SNAP).

The CSP designation will be granted if the individual scores at least 80% overall correct with at least 70% correct on each section of the Certification Exam.

The calculation will be based on the following:

(1) Candidate will have at least an 80% overall score, including both the Definition and Implementation sections

Calculation: (Definition questions correctly answered x 1 point) + (Implementation questions correctly answered x 2 points) / 140 total possible points = exam score

AND

(2) Candidate will have at least a 70% score on the Definition section

Calculation: total number of correctly answered questions / total number of questions (60) = Definition section score

AND

(3) Candidate will have at least a 70% score on the Implementation section

Calculation: total number of correctly answered questions / total number of questions (40) = Implementation section score

If you do not reach the scoring required for the CSP you will not obtain any designation. See the section entitled *Alternatives If You Don't Obtain Certification* for the next steps.

Certification Examination Fee

The price of an IFPUG CSP Certification Exam is 170€ (Euro) and is payable upon registration.

Steps to Register for Your CSP Certification Exam

1. It is recommended before the Certification Exam to prepare for the exam by studying the most recent Version and Release of the *IFPUG Assessment Practices Manual (APM)* for example: Version 2, Release 2.4= APM 2.4. See more about preparation for the Certification Exam in the Appendix C

2. Read and understand the CSP Code of Ethics (CoE) and Non-Disclosure Agreement (NDA).

All Participants must agree to abide by the CoE and NDA. By sitting for the Certification Exam and accepting their certificates, the CSP in general terms agree to: (1) hold IFPUG harmless from any and all liability arising out of their professional activities, and (2) abide by and uphold the IFPUG Code of Ethics.

A copy of the CSP CoE & NDA can be found in Appendix A of this document

3. You must have an IFPUG membership in order to register for this Certification Examination. Please [check here](#) for the benefits associated with becoming a member. Ensure that you have a current membership either as an individual or through your company. Have the membership number ready when you register for the exam, as this must be confirmed as part of the registration. If you are using a membership number that is not for you privately, you must use your personal company email address throughout the registration process. For individual members you need to use the email address that was used for ordering the individual membership.
4. If you are taking your exam as a Brightest Green Exam or Brightest Private exam, please ensure prior to your exam that you can accommodate the requirements. Basically, you need to have downloaded the Pearson VUE Browser Lock (<http://bit.ly/PearsonBrowserLock>) and have a sturdy internet connection for the duration of the exam. These requirements will also be detailed in your registration email. Prior to registration you need to create a Brightest Pearson VUE account. Please remember your chosen username and password for this account, as it will be required to start the exam. Creating an account is free and easy via: <https://home.pearsonvue.com/brightest>. **SUPPORT:** if you ever require support (for example you forgot your username), simply go to <http://pearsonvue.com/appsupport/> - there are toll free numbers with support available 24 hours a day 7 days a week. If you forgot your password there is an option to reset it when you try to login, if you can answer your security questions.
5. On the exam day you need to bring a photo ID. The name used to schedule your exam must exactly match the name shown on your photo ID. Your ID must be a valid, government-issued ID that shows your name in the English alphabet and your photograph. Examples of acceptable forms of photo ID include: Passport, driver's license, military ID, Government-issued ID card.
6. If for some reason you have special requirements or if it is not possible to take the CSP exam as a direct result of the registration requirements, utilization of Pearson VUE technology or exam day requirements please contact the Certification Committee for a special request at ifpug@ifpug.org
7. Registration: if you are taking this exam as part of a group after the completion of an accredited course the accredited training provider will support you with this step. If you are taking this exam on your own, you can sign up and purchase your exam directly via [the Brightest Pearson VUE page](#). If you require any assistance, please check the registration guide for Brightest Center Exams and Brightest Private Exams.
 - Brightest Center Exam: English, or Brazilian Portuguese (coming soon)
 - Brightest Paper Exam: English, or Brazilian Portuguese (coming soon)

Please never hesitate to contact our global exam provider via info@brightest.org if you have any questions. They will generally reply to you within one business day.

When registering for a Brightest Center Exam you need to choose a Test Center and available time that is most convenient for you, which will be done as part of the process of registration. When registering for a Brightest Private Exam, you will not require selecting a location, but have to choose an available time when a supervisor is available from a list of options.

You will receive a confirmation immediately after your registration including how to cancel or reschedule your exam. Please remember that if you would like to reschedule or cancel your exam, this is possible for free up to 48 hours before your exam starts by logging into your Brightest-

Pearson VUE profile. Within 48 hours of your exam, you are no longer able to reschedule an exam, and if you cancel it, a refund will not be granted.

Requirements and Conditions on the Certification Exam day

1. **Brightest Center Exam** – ensure that you are at the Pearson VUE Test Center at least 15 minutes before your appointment with a valid form of photo ID.
2. **Brightest Private Exam** – ensure that you have downloaded the Pearson VUE Browser lock and that your computer is set up to run the exam at least 15 minutes in advance and that you know your Brightest-Pearson VUE Username and Password (that you chose while registering). The link to start your exam will be in your registration email. Keep in mind that you need to scan your room with your webcam and present your valid photo ID. Please have the room prepared so the desk is cleared of clutter and there aren't any distractions. Ensure that your laptop or PC is equipped with a microphone and camera. The laptop or PC needs to be able to record the sound using the microphone, scan the room 360-degrees using the camera as well as record you during the Certification Examination. The 360-degree scan will be done as part of the startup process, guided by your supervisor. Your testing area must be quiet and interruption free. Other people speaking to you or present in the room is prohibited. That includes answering the phone or using other forms of communication. Ensure that no electronic devices are available near you. The use of any electronic devices (cellular phones, personal data assistants (PDA), calculators, smart watches, etc.) is prohibited during the exam. It is recommended to close down all programs and turn off any firewalls prior to the exam. The launching of Pearson VUE Browser Lock will stop any other program from running; however, the less you have running on your computer the better.
3. **Brightest Green Exam** – ensure that the computer you will be using has the Pearson VUE Browser Lock downloaded and that you have your valid photo ID with you. Also, be sure that you know your Brightest-Pearson VUE Username and Password (that you chose when registering), as you will need this to start the exam. Please arrive to join your group at least 15 minutes prior to the exam beginning, as the Brightest supervisor would like to explain the rules, check IDs, etc. It is recommended to close down all programs and turn off any firewalls prior to the exam. The launching of Pearson VUE Browser Lock will stop any other program from running, but the less you have running the better.

Important Notes:

Regardless of how you are taking your exam, the use of hardcopy reference materials is not permitted during the exam. As it is however an “open-book” exam the Assessment Practices Manual (APM), Quick Reference Cards (QRG), as well as a calculator and digital scratch pad are incorporated into the electric exam that Brightest offers via Pearson VUE technology. How to access this is covered in a tutorial prior to your exam starting.

If you are taking the exam in a language that is not your native language you may have a translation dictionary from your native language to language used in the certification. The dictionary needs to be an officially published book. Dictionaries will not be possible for Brightest Private Exams but may be accepted at the discretion of the test center for Brightest Center Exams. You will be able to use a language dictionary during Brightest Green Exams (electronic group exams) as the Brightest Supervisor will be able to check through the publication for notes etc.

For Brightest Green Exams and Brightest Center Exams, you are permitted to leave the testing area to get a drink, take medication or visit the bathroom. Simply inform the supervisor of the exam. If you are taking your exam in a group, you won't be able to leave while someone else is already outside of the room. Please note: the amount of time designated for the exam is not stopped when you are away from your computer. Time remaining is always displayed in the

upper right-hand corner of the exam screen. If you are taking your exam as a Brightest Private Exam (monitored via webcam), you will not be able to take a break throughout the duration of the exam. Please ensure that you have taken relevant precautions to make it through the 2 hours (or 2 hours and 15 minutes if you have been granted extra time prior to starting your exam).

Participants taking any of the above-mentioned electronic exams will see their unofficial results immediately after their test is completed.

Recognition

Brightest, IFPUG's global examination body, will officially confirm your exam results within two (2) business days, unless an issue arose during the exam (for example, an accusation of cheating). Your results will be sent from results@brightest.org to the email you used in the registration process (when creating your profile for your Brightest-Pearson account). If 48 hours have passed and you haven't received an email, please contact Brightest via info@brightest.org.

Successful participants will receive their PDF certificate in this email, which can be downloaded at any time, as often as required. You will also receive a digital badge from acclaim badging services (now also known as Credly). This badge can proudly be added to your social media channels and will be available for as long as your certificate is valid.

Brightest will send IFPUG recognition of every individual who achieves the CSP designation so that they can be published by IFPUG, provided they have given permission during their exam. The name of the member having the designation as a CSP, their name, certification date, company name and contract information will also be posted on the IFPUG website and remain available for a general search if you provide permission in the data protection portion during the beginning of your exam.

All other information about CSP participants is strictly confidential and will NOT be released without prior permission of the individual.

Alternatives If You Don't Obtain Certification

You may retake the Certification Exam as many times as you wish by registering for the Certification Exam and paying the standard Certification Exam fee; however, a retake cannot occur within a 14-day period from the last attempt.

How to Re-Certify or Extend Certification

The CSP Certificate will be valid for a period of three (3) years.

You may remain certified by taking the following action:

- Taking the CSP Certification Examination in the third year of certification. To avoid a lapse in your certification you must pass the Certification Exam before your certification expires.

Appendix A – CoE and NDA

Code of Ethics for IFPUG™ Certified SNAP Practitioner

As an IFPUG Certified SNAP Practitioner

1. I will promote the understanding of Software Non-functional Assessment (SNAP) practices, methods and procedures.
2. I have an obligation to the SNAP community to uphold the high ideals of personal knowledge as evidence by the certification held.
3. I have an obligation to serve the interest of my employers and/or clients loyally, diligently and honestly.
4. I will not engage in any conduct or commit any act, which is a discredit to the reputation and/or integrity of the CSP program, IFPUG, or the information system community.
5. I will not imply or otherwise convey that the CSP designation is my sole claim to professional competence. I will continuously strive for professional knowledge and growth.
6. I will not engage in any activity during the administration of the exam, which could provide any of the participants, including myself, with an unfair advantage for successful completion of the exam.

By accepting the IFPUG certificate, as a Certified SNAP Practitioner, I agree to:

- (1) hold IFPUG harmless from any and all liability arising out of their professional activities, and
- (2) abide by and uphold this IFPUG Code of Ethics.

Non-Disclosure Agreement and General Terms of Use

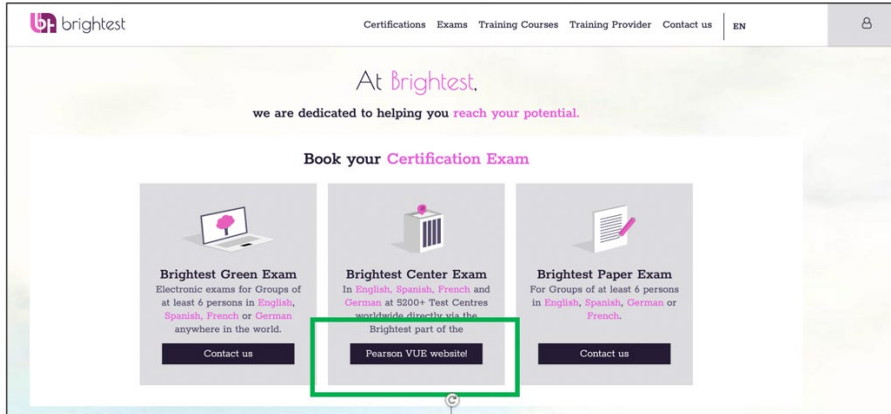
The IFPUG Certification Examination material is confidential. IFPUG owns the rights in the intellectual property, copyright and trademarks used throughout the content of the certification exam and all its material. It is made available to you, the examinee, solely for the purpose of this examination through Brightest. You are explicitly prohibited from disclosing the content, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose. The content loses protection under this provision only if or when it becomes generally known to the public. You hereby confirm that you will answer the questions by yourself without the use of prohibited material.

Your personal information and exam data will be stored in the Pearson VUE data bank and transmitted to Brightest, where it will be stored and processed for general reviewing purposes and for the purpose of issuing, administering and recognizing certificates. Please note that Brightest must disclose your information to the board who created and owns the IP rights to this exam. Brightest adheres to the strict Data Protection regulations of the European Union, so your information will not be used by Brightest for any external purposes, without your previous consent.

When taking your exam, you accept the above the NDA statement and agree not to disclose, under any circumstance, the content of this examination. By accepting this NDA, you also confirm that you meet all the potential requirements and pre-requisites for this exam as stated on the Brightest website www.brightest.org

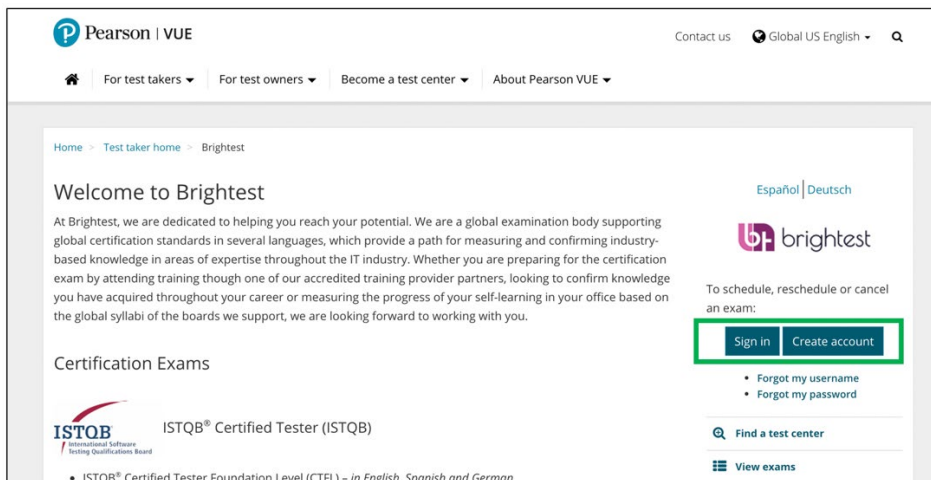
Appendix B – Screen Layout and Navigation

To register for your IFPUG CSP exam you can either go to the Brightest website (www.brightest.org) and click on the button below;



Or go directly to the website: <https://home.pearsonvue.com/brightest>.

If you've taken an exam with Brightest to can "Sign in", otherwise you must "Create an account":



NOTE 1: If you are eligible for extra time and wish to apply, please do so after creating your account, but before registering, as you will require a specific appointment with the extra 15 minutes accommodation. You can request the IFPUG time extension form by sending an email to info@brightest.org.

NOTE 2: You will be required to enter your **valid IFPUG Membership** during registration.

Once you have created your account you will be able to register for your exam.

Simply follow the step by step process of selecting your exam, language etc. and when you are done there will be a payment screen. Payments can be done directly via the Pearson-Brightest platform, or you can request pre-paid vouchers from Brightest to use during your registration. Once you are registered you will receive an email with your registration confirmation and information about how to reschedule and cancel your exam if required. Please note that you can reschedule your exam or cancel (with a full refund) directly through your Pearson-Brightest profile up until 48 hours before your exam. Within 48

hours of your exam the appointment can't be adjusted, so if you can't attend your appointment you will forfeit your registration fee.

Once your exam is complete, you will instantly be able to log into your Pearson-Brightest profile and see your preliminary results. Provided everything went smoothly during your exam, you will have a confirmation of these results within 48 hours including (if successful) your PDF certificate and email from Acclaim giving you access to your digital badge, which you can share on the social media channels at your discretion.

If you have any questions or you haven't received your results within 3 business days of your exam, please send an email to info@brightest.org.

Appendix C - How to Prepare for the Certification Exam

Study Hints:

The following general and/or anecdotal observations may be helpful to candidates preparing for the exam:

- If you have not been counting SNAP points regularly within the last six months, make an effort to do as many real or practice counts as possible – without the aid of a counting tool. Most people find that counting skills and mechanics tend to slow and weaken without regular use.
- The CSP Exam is designed to be passed by those candidates who have practical experience in using SNAP. Candidates taking the introduction class should not expect to be able to pass the exam based on taking the class only.
- Check your answer sheet carefully before finishing the exam. There have been many instances where people have left questions with no answer marked or selected, which must be therefore be counted as an incorrect answer.
- Some people have made “flash cards” by reviewing the APM and writing definitions, rules, etc. on index cards. They reviewed the “flash cards” whenever they had a few free moments – a break during a meeting, sitting in a traffic jam, waiting for the washing machine to finish the spin cycle. They indicated that this technique helped their confidence and recall, as well as their time management during other certification exams.

Appendix D – Detailed about Brightest Electronic Exams

There are 3 options to take Electronic exams with Brightest:



Brightest Center Exam - Electronic exam for individuals with instant results at any of the 5200+ Pearson VUE Test Centres in over 175 countries.

During registration of Brightest Center Exams, you will be selecting a Pearson test center near you which is most convenient for you. The 5 closest to you will be shown and you can search for other locations and find one with time available which best suits your schedule. The test center will be responsible for having all the hardware and have the exam prepared for you on the day. Be sure to be at the test center at least 15 minutes prior to your appointment and have your government issued photo ID with you. Remember that appointments are no longer possible to be rescheduled or cancelled within 48 hours of the scheduled appointment.



Brightest Private Exam - Electronic exam for individuals with instant results administered by a Pearson expert via webcam, anywhere in the world.

During registration of Brightest Private Exams, you will be selecting a time slot which is most convenient for you. It will be your responsibility to ensure that your computer and internet connections meet all the requirements to run the exam. If you are unable to fulfill the requirements at the time of your exam, you will have forfeited your exam registration fees. In order to avoid this, we recommend that you register for this exam with the same device under the same conditions (e.g. same internet/WIFI connection, webcam & speakers) that you plan to have when you take the exam, as a test will be run to ensure that the requirements are met. Be sure to be alone in a quiet room where you would like to take the exam at least 15 minutes prior to your appointment and have your government issued photo ID with you. Be sure to clear any clutter from your desk and put away any books etc. and have your login and password information that you generated when registering for your exam. Please remember to plan for the fact that you will not be able to take a break once the exam starts. If you know you will require a bathroom break during the 3 hour exam, we recommend registering for a Brightest Center Exam or a Brightest Green Exam.



Brightest Green Exam - Electronic exam with instant results for groups of 6 or more participants at the same time, worldwide.

In order to register for a Brightest Green Exams, you are required to enter a PAC (Private Access Code). This PAC will be provided to you and your group either by the training provider (if the exam is following a training) or directly from Brightest. You will not have to choose a time or location, as once you are registered you will be able to take your exam with your group at the planned time where a Brightest exam supervisor is present within the next 6 months. It will be your responsibility to ensure that your computer and internet connections meet all the requirements to run the exam. If you aren't able to take the exam within the 6 months and forget to cancel your registration, you will have forfeited your exam registration fees. Be sure to meet your group to take the exam at least 15 minutes prior to your appointment and have your government issued photo ID with you. The Brightest exam supervisor will be there to support you and provide you with an event code to commence your exam. Be sure to have your login and password information that you generated when registering for your exam.