

# CompTIA Overview

**Paul Bittorf**

Global Services Program Manager

CompTIA



# Overview

- ▶ Not-for-profit IT trade association
- ▶ Supports and represents more than 12,000 domestic and international companies in the global IT Industry.
- ▶ Provides a unified voice for the industry in the areas of:
  - ▶ Services & Support
  - ▶ E-commerce (EIDX section)
  - ▶ Public policy
  - ▶ Workforce development
  - ▶ Technical Certifications (A+, Network+, Project +, Security +)
  - ▶ IT Training
  - ▶ Software Services
  - ▶ Convergence
  - ▶ Home Technology

# **Services & Support Forum Mission**

- Provide a forum for IT service industry executives to meet to discuss commonality in the services and support business.
- Objective: to identify the common interests of our members and develop service industry standards/best practises, business initiatives and/or programs to enhance the service industry's quality and productivity.

# **Services & Support Forum Objectives**

- Reduce Costs
- Improve a Process (make more efficient - take time out)
- Increase Customer Satisfaction

# Services & Support Forum Initiatives

- 22 active initiatives worldwide
- Examples:
  - Electronic Warranty Claim Standard
  - Service Benchmarking
  - Service Logistics
  - Service Terminology Glossary
  - Service repair/response time
  - Part Supplier Best Practices
  - RFID Technology Uses and Standards
  - Product/Lifecycle information standard
  - Etc.

# European Initiative

- **Service Incident Data Standardisation**

## **Management Problem:**

- Need to be able to efficiently transfer data for a service incident (HW, SW, Network, etc.) between, end user, help desk or call center, primary and secondary service providers, OEM, component manufacturers.

## **Industry Problem:**

- No standard for what data needs to be transferred
- No standard data transport model (there are companies that survive just by translating this data from one service package to another)
- No standard for how data gets transferred under various situations.

## **Status**

- CompTIA has developed a common set of data properties (elements) to be transferred for a service incident.  
[www.comptia.org/sections/services/standards.asp](http://www.comptia.org/sections/services/standards.asp)
- Looking to break this data down by type of service event and how this data gets transferred between parties.

# US Initiative

- **Diagnostics**

- **Management Problems:**

- Current diagnostics tools are not very effective as they do not always:

- run on multiple Wintel platforms
      - always consistently isolate to the correct problem
      - isolate down to a single solution or failed part.

- Technicians can't translate output reports without added time and effort. Parts returned 'no problem found' cost the industry hundreds of millions of dollars.

- Managers who want to use more remote diagnostic tools are running into some of these same problems and do not know if their tools are compatible with new tools coming on to the market.

- **Industry Problem:**

- No common standard for diagnostic tools
      - No common standard for output of test or the output reports.

- **Status**

- CompTIA has defined some best practice standards they would like to see in this area
      - CompTIA is testing diagnostic tools to these standards.

## **Opportunities for DMTF/CompTIA cooperation**

- Connect developers with managers together within same companies
- Use cases
- Mutual review/input points  
(Quarterly? Bi-monthly?)
- Joint DMTF/CompTIA marketing efforts and cross-promotion



# Opportunities for DMTF/CompTIA cooperation

- vendor extensible failure descriptions
  - both for diagnostics and device drivers
- common FRU information
  - format and software accessible location
- enterprise management diagnostics
- standardized testing and validation methods

