CompTIA / DMTF Work Register
Version 1.1
Date Initiated: 08/17/2006

Alliance Organizations

CompTIA (www.comptia.org) and the Distributed Management Task Force (DMTF)

Background

CompTIA has been working with the DMTF since early 2002 when its service and support section identified improved diagnostics as a goal for the service and support industry. CompTIA participated in some early CDM workgroup discussions and has had the DMTF speak at CompTIA service and support forums in 2002 and 2006.

The purpose of this Work Register is to provide a channel for the DMTF to receive requirements and design input, as well as implementation feedback from CompTIA -regarding managing and invoking diagnostics, exchanging help desk information, and processing service incidents. Initial work efforts are focused on: a.) producing a common diagnostic tool and/or common diagnostic output that will allow PC service providers to correctly identify a single failed part and be able to distinguish hardware vs. software errors. b.) a common set of error codes and a common platform for the exchange of service information between PC OEM's, their related service channel and their associated customer helpdesks/call centers.

Alliance Partner Mission

Representing over 18,000 member companies within the international technology community, CompTIA's goal is to provide a unified voice, global advocacy and leadership for its members, and to advance industry growth through standards, professional competence, education and business solutions. The mission of CompTIA's services & service section is to help its members stay competitive and profitable by providing vendor-neutral standards in certification, ecommerce, customer service and workforce development to meet industry wide challenges.

Alliance Benefits

• Reference to DMTF Diagnostics and Support standards in CompTIA recommendations and standards. This currently includes two specific CompTIA initiatives: Reduction of No Problem Found Parts (of which improved diagnostic tools is a stated objective) and Standard Error Coding.
• For new work, alignment of DMTF and CompTIA standards (where this is applicable, new work registers will be generated)
• Increased visibility, implementation and review of DMTF standards
• CompTIA requirements and design inputs to DMTF Diagnostics and Support standards
• CompTIA participation at DMTF Developers Conference / DMTF participation at CompTIA conferences

Milestones / Dates

- CompTIA participation in CDM System Health Management Initiative Launch Event – September, 2006
- DMTF CDM update presentation to CompTIA – Spring 2007
- Map further details of DMTF/CompTIA coordinated activities – Based on events

Work Register Review Date

The next review date for the work register will be August 2008

Resources Identified / Points of Contact:

• Within CompTIA
- o Paul Bittorf, Services Program Manager – Primary Contact
- o Richard Rysiewicz, VP of Services
- o David Sommer, Director of Electronic Commerce
- E-mails: pbittorf@comptia.org, rrysiewicz@comptia.org, dsommer@comptia.org

• Within DMTF
- Jeff Rose, PG Diagnostic Architecture; Dell
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