CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Introduction

CompTIA's CDIA+ certification is an internationally recognized credential acknowledging competency and professionalism in the document imaging / document management industry. CDIA+ candidates possess critical knowledge of all major areas and technologies used to plan, design and specify an imaging system.

To achieve CDIA+ certification, the examinee must take and pass the exam within the specified time (90 minutes). The skills and knowledge measured by this examination are derived from an industry-wide and worldwide job task analysis, which was validated through a survey. The results of the survey are used in weighting the domains and ensuring that the weighting is representative of the relative importance of that content to the job requirements of a document imaging professional with twelve to eighteen months on-the-job experience.

NOTE: This examination blueprint for the CDIA+ examination includes the weighting and test objectives. Example topics and concepts are included to clarify the test objectives and should not be construed as a comprehensive list of all the content of this examination.

Following the exam blueprint is a list of acronyms used on the CDIA+ exam.

The table below lists the domains measured by this examination and the extent to which they are represented in the examination.

Domain	% of Examination
1.0 Gather Business Requirements	25%
2.0 Analyze Business Process	22%
3.0 Recommend Solution	16%
4.0 Design Solution	24%
5.0 Plan for the Implementation	13%
TOTAL	100%

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Response Limits

The examinee selects from four (4) or more response options, the option that best completes the statement or answers the question. Distracters or wrong answers are response options that examinees with incomplete knowledge or skill would likely choose, but are generally plausible responses fitting into the content area. Test item formats used in this examination are:

Multiple-choice: The examinee selects one option that best answers the question or completes a statement. The option can be embedded in a graphic where the examinee "points and clicks' on their selection choice to complete the test item.

Sample Directions: Read the statement or question and from the response options, select only the option(s) that represent the most correct or best answer(s).

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Domain 1.0 Gather Business Requirements

Content Limits

1.1 Define the problem and determine the goal of the solution

1.2 Determine the internal groups that will work with the solution and assess their skill levels

1.3 Determine the external groups that will work with the solution

1.4 Determine where will people access the system, in which locations, using what type of connections

1.5 Determine the regional and organizational compliance, legal, and standardization requirements (e.g., document retention rules and laws)

1.6 Determine the security needs (e.g., access, document security)

1.7 Determine the project timeline

1.8 Identify integration requirements (e.g., with legacy systems)

1.9 Determine the capacity requirements for server processing and storage (e.g., peak processing)

1.10 Document quantities of documents (both electronic and paper if applicable)

1.11 Determine the long-term storage capacity requirements

1.12 Define query requirements (e.g., number per day, number of query users)

1.13 Analyze the input requirements (resolution, image size, volume, scanner performance) to select the appropriate input devices and interfaces based on the characteristics of the source documents (e.g., color, weight, finish)

1.14 Calculate the amount of image and indexing data (database or file system) to be stored based on the document life cycle requirements

1.15 Determine the needed capacity, response times, and throughput rates

1.16 Collect all detailed information required for solution design (e.g., technological environment, infrastructure, types of operating systems, databases)

1.17 Determine growth needs and plan for scalability

1.18 Determine the required service levels for maintenance

1.19 Identify the company's vision and mission, goals, characteristics of the business (e.g., business vision, current and future business challenges, business standards, IT infrastructure)

1.20 Determine and confirm capacity, quantities and types of data to validate the storage requirements and growth estimates

1.21 Determine the need for back file or data conversion/migration is required

1.22 Create specific requirements document

1.23 Document the current records storage management requirements and how the new solution addresses these

1.24 Determine workflow rules (e.g., flow diagrams)

1.25 Develop an acceptance criteria for the imaging solution

1.26 Determine user modifications to image (e.g. annotations, user stamps, electronic signing, highlighting)

1.27 Determine manual workflow (e.g., ad hoc or non-rules based)

1.28 Determine manual integration needs.

1.29 Determine output requirements (fax, email, printing)

1.30 Determine documents preparation requirements, user interactions, (e.g., sorting requirements, batch sizes, document separators)

1.31 Determine paper handling and disposal process

1.32 Recommend alternatives for document preparation

1.33 Define specific retrieval needs and system requirements to support retrieval

1.34 Document all the information collected during requirements-gathering phase, obtaining user's acceptance sign-off and validation towards them

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Domain 2.0 Analyze Business Process

Content Limits

2.1 Gather the business requirements and expectations (e.g., ROI, work improvements, customer service, access to data) by interviewing the project owner and key persons to determine which processes will benefit from DMS/DIS and by reviewing the company's documents (e.g., Web, company brochures, RFP)

2.2 Scope the different aspects of the current business process (e.g., individual tasks, processes, process owners, interaction with people and processes, outside influences)

2.3 Analyze all factors that have to do with current business processes (e.g., human factors (what, how, when, who, and why the tasks are performed), environmental factors, technical factors) (i.e., Transformation Life Cycle)

2.4 Determine the volumes (input/output) for the selected business process

2.5 Perform a Simulation of the current process to determine the baseline

2.6 Identify the cost structure and budget (e.g., project and company)

2.7 Analyze the current document process and determine the document characteristics (e.g., form of documents, current document management, volume, sources, locations, physical characteristics)

2.8 Define the methodology of the business analysis (e.g., using a holistic approach) and the necessary tools

2.9 Perform continuous monitoring to track the current process evolution, additional new processes, and confirm capacity, quantity and type of data to confirm storage requirements and growth estimates

2.10 Use the information gathered to determine whether a document imaging/document management solution is viable

2.11 Create a communication plan (e.g., types, content, and media) in order to disseminate project goals and benefits at strategic and operational levels

2.12 Define informal aspects of the business process

2.13 Identify the business culture and organizational hierarchy (e.g., Team vs. Individual, Micro vs. Macro management, Politics, Change Management, Quality controls, Unions, Morale, Boundaries of Change, exception handling)

2.14 Determine the current document security process

2.15 Identify the current technology (e.g., scanners, PCs, servers, software) and determine whether a record storage management process/solution currently exists

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Domain 3.0 Recommend Solution

Content Limits

3.1 Identify the possible business scenarios to determine a variety of solutions (e.g., minimal solution, comfort zone solution, best practice solution)

3.2 Review and validate the requirements with all parties affected by the proposed solution (e.g., end users, IT, CIO, administrators, help desk, support)

3.3 Quantify the alternative solutions by identifying the features, benefits, ROI

3.4 Identify the consequences of each of the alternative solutions

3.5 Identify the impact of proposed solution to the end user (e.g., revisions to job roles, departmental organization, training, physical document security)

3.6 Identify, verify, and document assumptions, risks, and issues related to the project

3.7 Propose the optimal solution

3.8 Present proposed solution design to client for review (e.g., prototype/mock-up screens or flow diagram of requirements process)

3.9 Compare the proposed solution to the current process

3.10 Gather feedback from presentations in an interactive session and get commitment from the client

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Domain 4.0 Design Solution

Content Limits

4.1 Select and configure hardware, software, and define the infrastructure

4.2 Select required image enhancement tools (e.g., de-skew, de-speckle, rotate, scale to gray, border removal)

4.3 Determine the appropriate types of storage (e.g., RAID, WORM, microform, SAN) based upon document life cycle and the record retention guidelines

4.4 Determine server/client/network/ web operating systems and databases

4.5 Define components of the solution and identify the reuse of existing components

4.6 Calculate image size and volume of both input and output to estimate the impact on network performance based upon solution requirements (e.g., intranet and Internet)

4.7 Identify the impact of proposed solution on the network

4.8 Define the indexing structure (indices, document classes, attributes)

4.9 Define integration aspects (e.g., legacy systems, desktop applications, CRM/ERP/B2B/B2C/B2All)

4.10 Define the database management solution

4.11 Define the user interface

4.12 Select the required retrieval devices (e.g., monitors: size, resolution and refresh rate) based upon the characteristics of the source documents and on the characteristics of use (e.g., multiple exhibition)

4.13 Design the input environment

4.14 Document the capture process (e.g., format transformation or conversion, image import, scanning, faxes, email, or combination, exception process)

4.15 Design how automated techniques such as OCR/ICR/OMR/MICR Barcodes/Forms Recognition, will be utilized to reduce data entry while extracting data from the documents is carried out

4.16 Design the output environment

4.17 Select the required interfaces based upon the characteristics of both the source documents and the output devices

4.18 Design the document management environment (e.g., security, authorization, versioning)

4.19 Design the storage architecture based on the storage performance issues (e.g., physical location, cost, speed, retrieval time, environment)

4.20 Test the design (e.g., convert (scan etc.) a suitable quantity and types of documents)

4.21 Design the backlog conversion strategy and methodology

4.22 Define and design the roles and responsibilities to maintain and administer the solution

4.23 Design the appropriate levels of system security (i.e., document integrity, tracking and log file, access levels

4.24 Design the rules for the business processes that apply to the documents managed via workflow tools integrated to the DM/DI system (e.g., ad hoc or structured)

4.25 Design the backup/disaster recovery methodology

4.26 Define the types of users and the associated user profile

4.27 Obtain and document client's agreement towards the results accomplished during this phase

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

Domain 5.0 Plan for the Implementation

Content Limits

5.1 Develop the implementation plan (e.g., timeline, objectives, quality assurance)

5.2 Determine the need for change management

5.3 Explain the responsibilities and plan for implementing the solution

5.4 Develop a cultural change management plan

5.5 Assess entry level skills and develop a training plan for selected groups and individuals

5.6 Obtain and document client's agreement towards the results accomplished during this phase

CompTIA CDIA+ Certification Examination Objectives

Version Date: 05/01/2005

ACRONYMS USED IN CompTIA CDIA+ EXAM

ADF	Automatic Document Feeder
ADO	ActiveX Data Objects
ADU	Automatic Duplexing Unit
AP	Accounts Payable
API	Application Programming Interface
AVI	Audio Video Interleave
B2AII	Business to All
B2B	Business to Business
B2C	Business to customer
BMP	Bit Map
CAR	Computer Assisted Retrieval
CD	Compact Disc
CD -R	Compact Disc Recordable
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CIO	Chief Information Officer
CMYK	Cyan, Magenta, Yellow, Black
COLD	Computer Output to Laser Disk
CRM	Customer Relationship Management
CSS	Cascading Style Sheets
DDS	Digital Data Storage
DIS	Document Imaging Solution
DLT	Digital Linear Tape
DM / DI	Document Management / Document Imaging
DMS	Document Management System
DMS / DIS	Document Management System/Document Imaging System
dpi	dots per inch
DRM	Digital Rights Management
DSL	Digital Subscriber Line
DVD	Digital Video Disc
DVD +R	Digital Video Disc-Recordable
DVD -R	Digital Video Disc+Recordable
ECC	Error Correction Control
EDM	Electronic Document Management
EDMS	Electronic Document Management System

EDS	Electronic Document System
ERP	Enterprise Resource Planning
FTP	File Transfer Protocol
GB	Gigabyte
GIF	Graphics Interchange Format
HSM	Hierarchical Storage Management
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
ICR	Intelligent Character Recognition
IDE	Integrated Drive Electronics
IMS	Image Management System
ISDN	Integrated Services Digital Network
ISIS	Image and Scanner Interface Specification
IT	Information Technology
JDBC	JAVA Database Connect
JPEG	Joint Photographic Expert Group
JSP	JavaServer Pages
K	Thousand
KB	Kilobyte
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
MAC	MacIntosh
MBps	Megabytes per second
MFD	Multi-functional Device
MICR	Magnetic Ink Character Recognition
MO	Magneto-Optical
NAS	Network Attached Storage
NT	New Technology
OCR	Optical Character Recognition
ODBC	Open Database Connectivity
ODMA	Open Document Management API
OMR	Optical Mark Recognition
OS	Operating System
PC	Personal Computer
PCL	Printer Control Language
PDF	Portable Document Format

PDL	Page Description Language
PKI	Public Key Infrastructure
POP3	Post Office Protocol version 3
ppm	pages per minute
PS	Postscript
RAID	Redundant Array of Independent Disks
RFI	Request For Information
RFP	Request For Proposal
RGB	Red, Green, Blue
ROI	Return on Investment
SAN	Storage Area Network
SCSI	Small Computer System Interface
SGML	Standard Generalized Markup Language
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SQL	Structured Query Language
SSL	Secure Sockets Layer
TCP / IP	Transfer Control Protocol / Internet Protocol
TFTP	Trivial File Transfer Protocol
TIFF	Tagged Image File Format
TWAIN	The TWAIN Working Group provides a specification that helps scanner and camera vendors write drivers for their devices.
USB	Universal Serial Bus
VPN	Virtual Private Network
WAN	Wide Area Network
WCMS	Web Content Management System
WORM	Write Once, Read Many
XML	Extensible Markup Language