



## FC0-TS1

### INTRODUCTION

The CompTIA Strata IT for Sales Exam is designed to show that the successful candidate has the knowledge to engage a customer on a professional basis using proper communication skills, qualify the type of technology user, provide appropriate solutions based on the customer's needs and coordinate with technical staff throughout the sales process. This test will further assess the candidate's knowledge in the areas related to on-going customer case and engagement, and ensure proper customer satisfaction. This test is intended for candidates' considering or currently in a technical sales role, with the potential for future sales, project management or technical training.

Domain	% of Examination
1.0 Technology and Computer Hardware Basics	48%
2.0 Compatibility Issues and Software Compliance	16%
3.0 Preventative Maintenance and Green IT	18%
4.0 Sales and Communication Skills	18%
<b>Total</b>	<b>100%</b>

\*\*Note: The bulleted lists below each objective are not exhaustive lists. Even though they are not included in this document, other examples of technologies, processes or tasks pertaining to each objective may also be included on the exam.

(A list of acronyms used in these objectives appears at the end of this document.)

# 1.0 Technology and Computer Hardware Basics

## 1.1 Identify basic IT vocabulary.

- Processor speed/cores
  - Single/Multi-core
  - Intel based / Cell based/AMD based
  - GHz vs. MHz
  - Processor cache size
  - Front side bus speed
- RAM
  - DDR, DDR2, DDR3
  - DIMMS vs. SODIMMS
- Hard drives
  - RPMs
  - Cache size
  - Solid state vs. magnetic hard drives
  - SATA, SCSI, IDE, SAS
  - Internal vs. external
- Networking
  - Wireless networking terms
    - 802.11a/b/g/n
    - Bluetooth
    - RF (Radio Frequency)
    - Interference
    - WAP (Wireless Access Point)
    - SSID
    - Wireless router
  - Ethernet technologies
    - Cable solutions
    - Straight through vs. crossover cable
    - Auto-negotiating (speed and duplex)
  - Broadband and dialup
    - DSL
    - Cable
    - Satellite
    - ISDN

## 1.2 Demonstrate the features of the following devices:

- Monitors
  - Adjust monitor settings (brightness, contrast, etc)
  - Use auto adjust settings
- Desktop PC
- Workstation
- Server
- Portable
  - Laptop
  - Tablet
  - PDA
  - Smartphone
  - Netbook

## 1.3 Explain the characteristics and functions of internal and external storage solutions

- CD/CD-RW drives and media
- DVD/DVD-RW drives and media
- Blu-Ray disc drive

- Tape drives and media
- USB storage (solid state vs. magnetic disk)
- Multi-card reader and writer
- Hard drives (solid state vs. magnetic disk)
- Mobile media devices (e.g. MP3 player or PDAs)
- Backup services (e.g. online storage, offsite storage, tape archival)

#### 1.4 Explain the characteristics and functions of peripheral devices

- Digital camera
- Web camera
- Speaker
- TV Tuner
- Microphone
- Printer
  - Dot matrix
  - Inkjet
  - Laser (color vs. black/white)
  - Thermal
- Multifunction device
- Scanner
- Digital Video Recorder (DVR)

#### 1.5 Explain the characteristics and functions of core input devices

- Keyboard and mouse
  - Wireless vs. wired
- Drawing Tablet (Digitizer)
- Touch screen
- Numeric keypad
- Gamepad/ joystick /other gaming controllers

#### 1.6 Demonstrate the ability to set up a basic personal computer

- Identify differences between connection types
  - DVI, VGA, HDMI
  - USB, PS/2
  - FireWire
  - Bluetooth and Wireless
  - Serial
  - Parallel
  - Network connectors
  - PCMCIA
  - ExpressCard
  - 3.5mm audio jack
  - Power connectors
- Monitor types
- Computer (desktop, tower, laptop, custom cases)
- Keyboard (keyboard layout: regionalization)
- Mouse (touchpad, optical, trackball)
- Printer (USB, wireless, networked)
- Voltage and power requirements
- Turn on and use the PC and peripherals

#### 1.7 Describe basic types of network architecture and relevant hardware.

- Peer to peer (SOHO) and client server
- Router (Wireless)

- Switch
- Print server
- Firewall
- Wireless access points
- Patch panel

## 2.0 Compatibility Issues and Software Compliance

2.1 Identify basic hardware compatibility issues between:

- Processor performance
- RAM
- USB (1.1, 2.0)
- FireWire (IEEE 1394)
- PS/2
- Ethernet
- Wireless networks

2.2 Identify basic software compatibility issues

- Compatibility between operating systems
  - Windows
  - Linux
  - Mac
- Issues between application and operating systems
- Issues using operating systems in various networking environments
- Minimum software and hardware requirements for applications and operating systems

2.3 Explain the different licensing types and their implementation

- Documentation
  - Licensing (Commercial, Freeware, Shareware, Open Source, GPL)
  - Software registration
- Digital Rights Management

## 3.0 Green IT and Preventative Maintenance

3.1 Identify environmentally sound techniques to preserve power and dispose of materials.

- Environmentally hazardous substance disposal
  - Battery disposal
  - CRT disposal-replace with LCDs
  - Responsible disposal of computer equipment
  - Toner recycling
  - Cleaning supply disposal
  - Materials that meet RoHS guidelines
- Energy Star rating
- Duplex printing and use lower cost per page network printers
- Solid State drives

3.2 Identify preventative maintenance products, techniques, and how to use them.

- Liquid cleaning compounds
- Compressed air
- Cleaning monitors
- Cleaning removable media devices
- Surge suppressors

- ESD equipment

### 3.3 Recognize basic security risks and identify preventative solutions.

- Identify Risks
  - Malware
  - Theft
- Identify prevention methods
  - User awareness/education
  - Anti-malware software
  - Wireless encryption (WPA/WEK)
  - Firewalls

### 3.4 Given a scenario, identify solutions to minimize data loss

- Redundant components and services
- Surge suppressors and UPS
- Backup solutions
  - Tape
  - DVD
  - External hard drive
  - Offsite

## 4.0 Sales and Communication Skills

### 4.1 Given a scenario, identify proper communication skills in a sales environment

- Avoid jargon, acronyms, slang
- Maintain a positive attitude
- Listen and do not interrupt a customer
- Be culturally sensitive
- Respond in a timely fashion
  - Keep customer updated of any changes
- Maintain customer focus
  - Avoid personal calls
- Dealing with a difficult customer or situation
  - Avoid arguing with customer and/or being defensive
  - Do not minimize customers' problem
  - Avoid being judgmental
- Set and meet expectations / timeline and communicate status with the customer
  - Offer different service options if applicable
  - Provide proper documentation on the services provided
  - Follow up with customer at a later date to verify satisfaction

### 4.2 Given a scenario, identify general steps to complete a solution offering

- Engage customer
- Qualify the customer
  - Mobile user (e.g. laptop)
  - Graphic artist (e.g. high performance workstation)
  - Office user (e.g. desktop PC)
  - Gamer (e.g. high performance desktop PC)
  - Programmer/Developer (e.g. high performance workstation)
  - Basic Internet User (e.g. desktop PC, netbook)
- Identify the need
  - Narrow the scope of the need
  - Ask open ended questions to confirm the need
  - Hardware location and requirements (home vs. business)

- Software requirements (home vs. business)
- Match need to product or service
  - Consider customer return on investment (ROI)
  - Price vs. performance
- Sell value added solutions/services
- Close the sale
- Follow-up

# CompTIA Strata Acronyms

## Introduction

The following is a list of acronyms which appear on the CompTIA Strata tests. Candidates are encouraged to review the complete list and attain a working knowledge of all listed acronyms as a part of a comprehensive test preparation program.

<b>ACRONYM</b>	<b>SPELLED OUT</b>
AC	alternating current
AGP	accelerated graphics port
BIOS	basic input/output system
CD	compact disc
CD-ROM	compact disc-read-only memory
CD-RW	compact disc-rewritable
CPU	central processing unit
CRT	cathode-ray tube
DC	direct current
DDR	double data-rate
DDR RAM	double data-rate random access memory
DDR SDRAM	double data-rate synchronous dynamic random access memory
DHCP	dynamic host configuration protocol
DIMM	dual inline memory module
DNS	domain name service or domain name server
DSL	digital subscriber line
DVD	digital video disc or digital versatile disc
DVD-RAM	digital video disc-random access memory
DVD-ROM	digital video disc-read only memory
DVD-R	digital video disc-recordable
DVD-RW	digital video disc-rewritable
DVI	digital visual interface
EMI	electromagnetic interference
EMP	electromagnetic pulse
ESD	electrostatic discharge
FAT	file allocation table
FAT32	32-bit file allocation table
FDD	floppy disk drive
Gb	gigabit
GB	gigabyte
GHz	gigahertz
HDD	hard disk drive
HDMI	high definition media interface
HTML	hypertext markup language
HTTP	hypertext transfer protocol
HTTPS	hypertext transfer protocol over secure sockets layer

IDE	integrated drive electronics
IP	internet protocol
IR	infrared
ISDN	integrated services digital network
Kb	kilobit
KB	Kilobyte or knowledge base
LAN	local area network
Mb	megabit
MB	megabyte
MHz	megahertz
MP3	Moving Picture Experts Group Layer 3 Audio
MP4	Moving Picture Experts Group Layer 4
MPEG	Moving Picture Experts Group
NIC	network interface card
OS	operating system
PC	personal computer
PCI	peripheral component interconnect
PCIe	peripheral component interconnect express
PCIX	peripheral component interconnect extended
PCMCIA	Personal Computer Memory Card International Association
PDA	personal digital assistant
RAM	random access memory
RJ	registered jack
RJ-11	registered jack function 11
RJ-45	registered jack function 45
SATA	serial advanced technology attachment
SCSI	small computer system interface
SD card	secure digital card
SOHO	small office/home office
SSID	service set identifier
SSL	secure sockets layer
TB	terabyte
TCP	transmission control protocol
TCP/IP	transmission control protocol/internet protocol
UPS	uninterruptible power supply
URL	uniform resource locator
USB	universal serial bus
VGA	video graphics array
VoIP	voice over internet protocol
WAP	wireless application protocol
WEP	wired equivalent privacy
WIFI	wireless fidelity
WPA	wireless protected access