

SoftBank C&S

SoftBank C&S has the value driven goal to produce talented individuals that can exceed standards and expectations.

Through the effective use of CompTIA certifications, CompTIA ensures the essential IT literacy for the distributor.

TARGET SECTION

New Hires

Background of Efforts

SoftBank Commerce & Service Corp.

Shiodome Sumitomo Bldg.,
1-9-2 Higashi-shimbashi,
Minato-ku, Tokyo
<https://cas.softbank.jp/en/>

“As the first step for new hires to become a professional in the ICT field, the IT Fundamentals exam is used as the training material. The achievement of 60 new hires to successfully pass the exam was completed in a short time and promoted both knowledge and confidence.”

Mr. Tsuyoshi Kodera
Corporate control
administration, HR division,
Recruitment department

Certification in USE

- CompTIA IT Fundamentals

CompTIA WORLDWIDE HEADQUARTERS

CompTIA Certifications, LLC
3500 Lacey Road, Suite 100
Downers Grove, IL
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CompTIA.org

The company's vision

The SoftBank Group's aim to contribute to people's happiness through the Information Revolution, and to become “the corporate group needed most by people around the world.”

The concept for new hires training: exceeding exceptions

- Value-driven and can exceed standards and exceptions
- Execute assignments in a self-driven approach
- Acquisition of the minimum IT literacy utilized at the assigned site

Challenge settings: Acquisition of CompTIA IT Fundamentals

- Acquisition of ICT knowledge that can be utilized for actual work
- Have 60 new hires successfully pass the exam

What is the CompTIA IT Fundamentals certification?

CompTIA IT Fundamentals covers foundational IT concepts including identifying and explaining computer components, installing software, establishing network connectivity and preventing security risks.



Domain and % of Examination

1.0 Software	21%	4.0 Networking	16%
2.0 Hardware	18%	5.0 Basic IT literacy	24%
3.0 Security	21%		

ACTION

Group learning and the aim to pass as a team was established.

- Study progression was assessed individually.
- Knowledge based on team member's strengths was shared to improve team knowledge.

Effect 1 : Improved motivation to achieve goals.

Self-study implemented by all as a commitment to pass the exam.
Voluntary workshops during lunch break/after work were observed.

Effect 2 : Improved understanding of the IT literacy.

The environment led to promotion of knowledge through shared training.
Workshops provided for knowledge review.

◆ Certification acquisition increased throughout the company.

ICT Ops Div. ICT Business Div. - With the slogan of “Strong sales, Strong sales organization” they aim to accurately grasp the customers' needs.

Acquired knowledge is achieved through actual practice. Demonstrating to customers the necessary skills to gain their trust leads to professional confidence and business achievement. They also work on getting the following certifications: CompTIA Cloud Essentials, CompTIA Network+, CompTIA Server+, and CompTIA Security+

“By passing the CompTIA exam in the first month of joining the company, I gained confidence and awareness as a member of the IT industry. In everyday operations, I hear many IT technical terms through customer inquiries or diagnosing work tasks and feel that the basic knowledge learned through the CompTIA exam has been very helpful.”

Ms. Hina Nakajyo

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