



PFU Limited

Yokohama i-Mark Place
4-4-5 Minatomirai, Nishi-ku,
Yokohama-shi
<http://www.pfu.fujitsu.com/en/>

“CompTIA certification is used not only as a tool to acquire basic knowledge in various fields, its acquisition is also an effective selling point to customers.”

Mr. Kazuya Yamamoto,
Education Center Chief,
Quality Assurance Depts,
Service Support Division

Certification in USE

- CompTIA A+
- CompTIA Network+
- CompTIA Server+
- CompTIA Security+
- CompTIA Project+

CompTIA WORLDWIDE HEADQUARTERS

CompTIA Certifications, LLC
3500 Lacey Road, Suite 100
Downers Grove, IL
60515-5439
CompTIA.org

Standing as a reliable and inspiring partner, PFU delivers clients maintenance and operation services nationwide.

In the evolving ICT industry, CompTIA certification builds engineers abilities to meet diversified needs.

TARGET

Customer engineer, Infrastructure systems engineer,
Sales/Call center/SOC personnel in customer service depts

Background of Efforts

- **Addressing the rapidly expanding information security** - It is said that every 10 seconds one is affected from a cyber attack in the country. At PFU, it is necessary to train engineers and analysts capable of responding to security incidents corresponding to trends against complex threats.
- **Building strong HR development and skill paths for multi-vendor maintenance and operation services, which PFU has been working on early in the industry** - To continuously provide secure services, PFU works on devising a method to acquire base skills and identifying learning systems for the purpose of engineers' career progression.

The adoption of CompTIA certifications



CompTIA Security+ designates knowledgeable professionals in the field of security. The exam covers the most important foundational principles for securing a network and managing risk.



CompTIA Project+ is designed for business professionals who coordinate or manage small-to-medium-size projects, inside and outside of IT. It covers essential project management concepts beyond the scope of just one methodology or framework.

ACTION

- **Skills standardization in the security field**
CompTIA Security+ is identified as the base skills for engineers corresponding to on-site services provided nationwide. We additionally provide training to analysts by incident level.
- **Motivational training for new employees**
CompTIA A+ and CompTIA Network+ are mandatory for all newly hired employees in the customer service departments. We have in-house instructors conducting learning sessions for the exam. An established support system provides texts, vouchers, and incentives. We clarify the next certification to be targeted for acquisition, encouraging motivation.
- **The “ITSS” compliant learning scheme**
We use CompTIA certifications to define technical levels which conforms to the “ITSS - IT Skill Standard” provided by the Information-technology Promotion Agency, Japan. We determine a suitable certification for each job role and technical level, and help in clarifying the skill path to be a personal goal.

For the basic knowledge for new employees

CompTIA A+ CompTIA Network+



For the specialized skills by job role

CompTIA Server+ CompTIA Security+ CompTIA Project+

- Current number of certified as of September 2018

A+: 344	Network+: 294	
Server+: 167	Security+: 384	Project+: 146

“Acquisition of CompTIA certification has become indispensable as it is a visible proof of technical capability and a step toward career enhancement. We believe it is the most relevant certification to provide clients secure services. We promote the certification not only to systems engineers, but also to sales, support and SOC staff in the customer service departments who provide solution as well.”

Mr. Kazuya Yamamoto, Education Center Chief,
Quality Assurance Depts, Service Support Div.

CompTIA®