e-Biz+ Examination Blueprint
Version June 20th, 2003

Introduction

The CompTIA e-Biz+ certification is designed for professional who can describe the fundamental concepts, technologies, standards, infrastructure, and business initiatives in e-Business, e-Commerce, and the Internet marketplace. It is expected that the CompTIA e-Biz+ certified professional will apply the tested e-Business knowledge and skills to his/her profession with limited assistance from peers and vendor support personnel. The CompTIA e-Biz+ candidate will have approximately 12 months of experience with core e-Business knowledge and its application.

The skills and knowledge measured by this examination were derived from an industry-wide job task analysis and validated through an industry-wide survey. The results of this survey were used in weighing the domains and ensuring that the weighting is representative of the relative importance of the content.

The exam is in the conventional linear format. There are about 60 questions on the exam and candidate will have 90 minutes to complete the exam. The exam is available in <u>Japanese ONLY</u>.

<u>Note:</u> Example topics and concepts are included to clarify the test objectives and should not be construed as a comprehensive listing of all the content of this examination.

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) e-business Concepts and Fundamentals	20%
2.0) Business Initiatives for e-business	17%
3.0) e-business Strategy and Planning	35%
4.0) e-business Infrastructure	28%
	100%

Response Limits

The candidate selects from four (4) or more response option(s) that best completes the statement or answers the question. Distracters or wrong answers are response options that a candidate 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 candidate selects one option that best answers the question or completes a statement.

Multiple-Response: The candidate selects more than one option that best answers the question or completes a statement.

Drag and Drop Items: A drag and drop item is an item that requires the candidate to drag a graphic or text to a correct destination

Domain 1.0 e-business Infrastructure

1.1. Identify fundamental terms and concepts used in e-business
- client servers
- protocols
- networking bandwidth
- communication standards
- data warehousing
- data mining

1.2. Translate business needs and objectives into technical requirements

1.3 Describe existing and emerging business models
- storefront
- reverse business auctions
- outsourcing
- ASP
- e-marketplace
- Web services

1.4 Describe the financial transaction options used in e-business
- SET
- EBT

1.5 Identify business concepts related to e-business (e.g., permission marketing, metrics, cross promotions, personalization)
- permission marketing
- metrics
- cross promotions
- personalization

1.6 Describe the classes of applications for e-business
- ERP
- knowledge management
- CRM
- self help
- supply chain

1.7 Identify legal issues and e-business (e.g., copyrights, design rights, business models, patents, legal action)
- copyrights
- design rights
- business models
- patents
- legal action

Domain 2.0: Business Initiatives for e-business

2.1 Describe the e-business technology issues that impact customer adoption
- ERP
- B2B
- low vs. high complexity solutions

2.2 Identify risks for a business implementing an e-business solution

2.3 Identify benefits, opportunities, and competitive advantages for a business implementing an e-business solution
- SWOT analysis
- ROI

2.4 Identify key deployment and support considerations needed for an e-business implementation

Domain 3.0: e-business Strategy and Planning

3.1 Select appropriate technology strategies for an e-business solution
- databases
- Web hosting
- application server
- tiered applications
- client-server

3.2 Identify the primary considerations for a security plan
- infrastructure
- operational security
- PKI

3.3 Identify key concepts and tactical choices in implementing e-business marketing strategy
- demographics
- target market
- localization
- metrics

3.4 Describe the role of trust in e-business
- privacy policies
- ethics
- e-mail permission guidelines

3.5 Describe the importance of continuity and disaster recovery planning for e-business solutions

3.6 Evaluate organization resources, competencies and security for implementing an e-business solution
- vendor viability assessment

3.7 Plan for maintenance
- 7 x 24 environment
- capacity planning

3.8 Identify the key elements of the project life cycle and development
- project initiation
- roll-out
- product release

3.9 Describe the workflow of online order processing and product management

3.10 Identify the key elements of customer support
- help desk
- call center

Domain 4.0: e-business Infrastructure

4.1 Identify server technologies as it relates to e-business infrastructure
- reliability
- scalability
- cost, collocation
- NAS
- SNA
- storage

4.2 Identify applications and databases for e-business infrastructure

4.3 Describe key components in e-business security
- digital certification
- firewalls
- authentication
- proxy server

4.4 Describe hardware components for disaster recovery planning and fault tolerance
- UPS
- RAID
- secure tunneling for B2B transactions
- LCTP

4.5 Identify bandwidth considerations for an e-business solution
- DSL
- T1
- E1

4.6 Identify the types of wireless technologies and related security
- 802.11.x
- WAP

4.7 Describe knowledge management
- Portals
- repository
- email
- other collaborative technology

4.8 Describe key concepts in e-business data communications
- Web services
- XML
- Java

4.9 Identify the types of client side technologies used in e-business solutions.