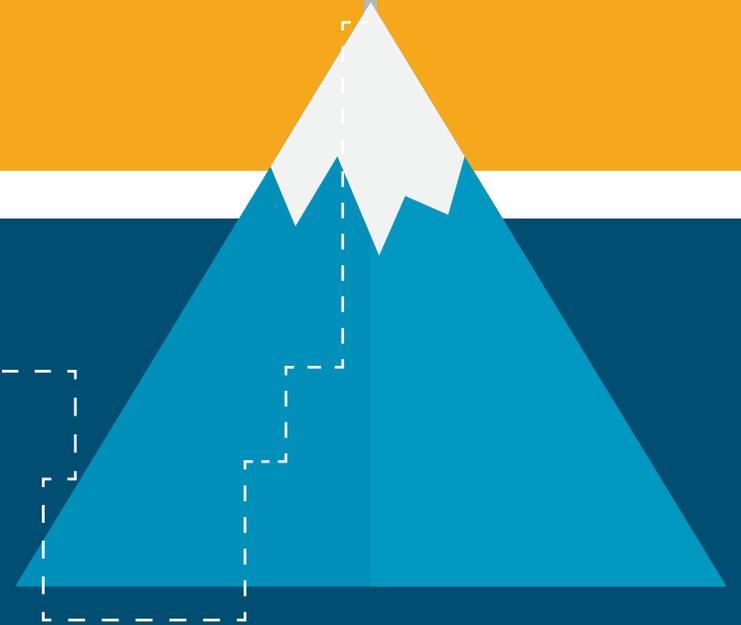


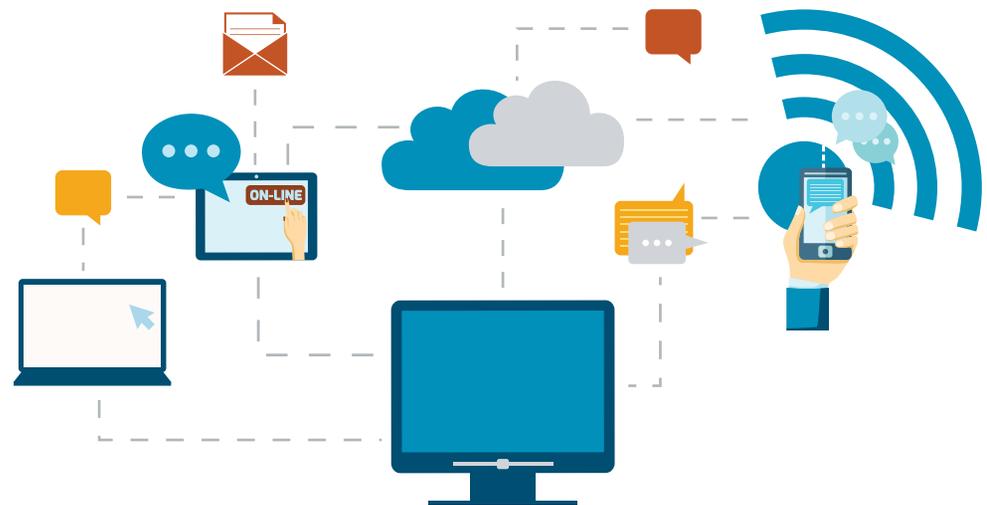


# Impact of CompTIA Certifications on Performance



# Introduction

Information technology (IT) is increasingly essential to successful business operations. Maintaining and increasing IT organizational performance in key areas such as IT support and IT security are important goals for all CIOs and IT leaders.



IT leaders are under constant pressure to attract and retain highly skilled IT professionals. These leaders need IT staff who can provide them with a performance advantage.



New research by IDC shows that candidates and staff with **CompTIA A+** and **CompTIA Security+** perform better than staff who are not certified.



**International Data Corporation (IDC)** is the premier global provider of market intelligence for the information technology, telecommunications and consumer technology markets.

# CompTIA Certifications Improve Performance

The performance of an IT organization is often critical to enterprise success.

Organizations of all sizes and in all industries increasingly rely on IT staff to provide essential services, maintain critical infrastructure and tools, and safeguard vital business systems and information.

CompTIA A+ and CompTIA Security+ certified professionals deliver performance advantages to organizations worldwide.



# Certified employees:



1 Are more **confident**



2 Are more **knowledgeable**



3 Reach job **proficiency more quickly**

4 Are more **reliable**



5 Perform at a **higher level**



# 1 Certified employees are more confident.

When IT professionals are confident in their abilities, they are more likely to be forward thinking, proactively anticipate issues and solve problems before they impact performance.

Having the right skills gives IT professionals the confidence to believe they can achieve their assigned responsibilities.



- CompTIA Security+ certified professionals are **85%** more likely to believe they have the knowledge and skills needed to successfully fulfill their jobs.

This confidence helps certified security professionals:

- **Properly assess risks**
- **Design and implement interventions**
- **Correct policy weakness**

Preparing for and getting certified adds significantly to their comfort with technology and confidence in their abilities.

## Overall, how do you rate your own ability related to IT security compared with your responsibilities?

CompTIA  
Security+  
Certified

60%

No  
CompTIA  
Security+

<40%

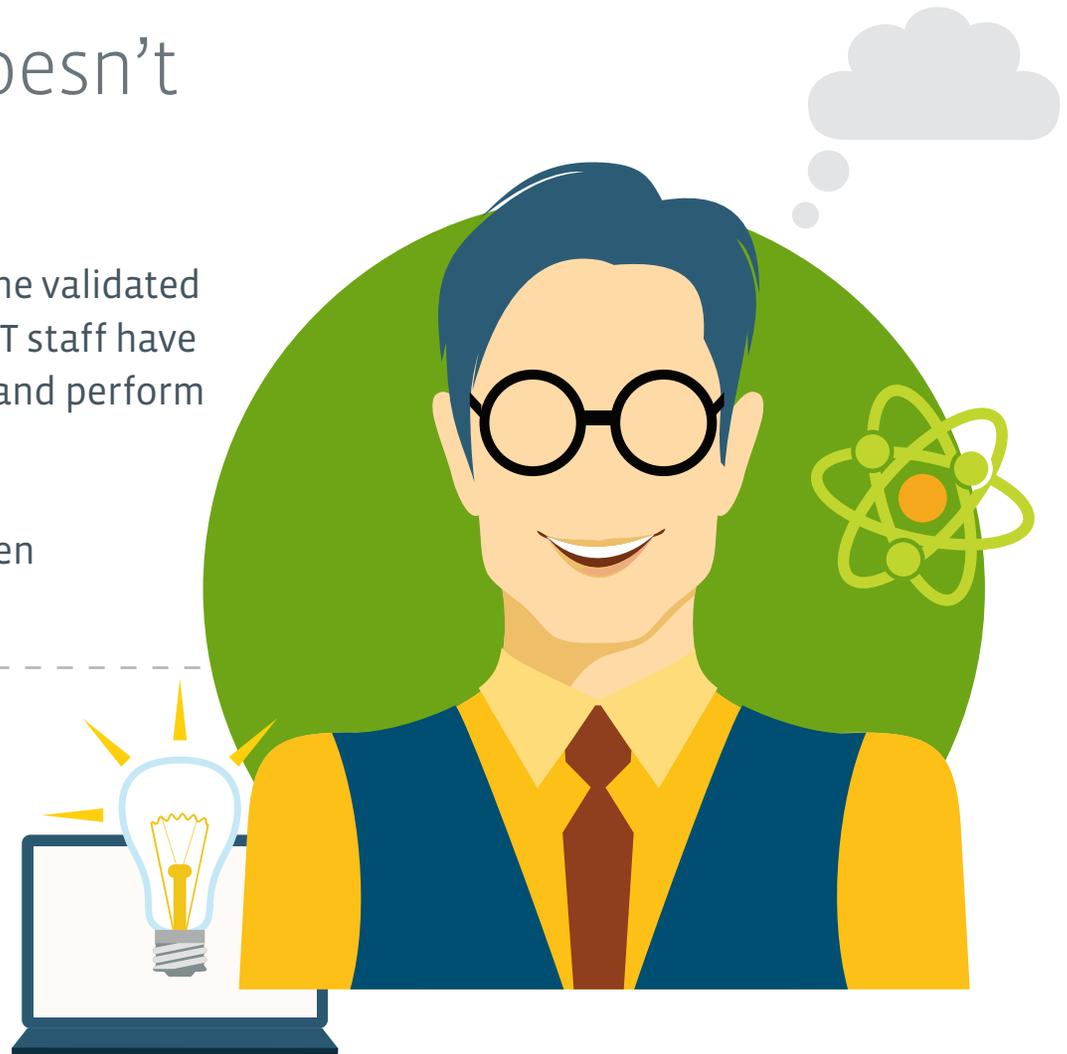
Note : Data represents the percentage of respondents who described their ability as “exactly or very close to where I need to be.”

# 2 Certified employees are more knowledgeable.

Confidence by itself doesn't mean competence.

Experienced IT managers and CIOs rely on the validated knowledge of certifications to ensure their IT staff have the insight needed to make good decisions and perform essential tasks correctly.

The difference in domain knowledge between those with CompTIA certification and those without certification can be striking.



- **Certification beats experience: CompTIA A+ and Security+ staff have more core domain knowledge than uncertified staff with the same amount of experience.** In addition, CompTIA certified staff with less than 1 year experience even demonstrate more domain knowledge than uncertified staff with 3 years experience.



# 3

## Certified employees reach job proficiency more quickly.

IT leaders face many challenges when hiring new employees. Of primary concern is how quickly new employees will become proficient in their roles.

The knowledge advantage CompTIA-certified professionals have over uncertified staff allows them to:

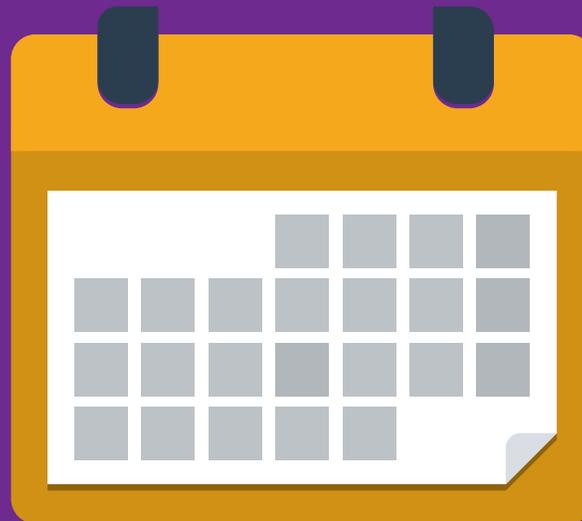
- Better understand the environment
- More clearly identify and communicate issues and opportunities
- Add value more quickly



# And it sticks with them!

20%

After 10 years of security experience, CompTIA Security+ certified staff have **20% more core domain knowledge** than those with the same experience but without a CompTIA certification.



25%

After 10 years of support experience, CompTIA A+ certified staff have **25% more core domain knowledge** than those with the same experience but without a CompTIA certification.

# 4

## Certified employees are more reliable.

CompTIA-certified IT employees generally provide better levels of performance across a range of activities compared with employees who have not achieved a CompTIA certification.

When looking at a range of IT support and IT security job roles and a set of specific, objectively measurable tasks, certified employees more reliably and consistently completed the tasks.



# CompTIA-certified professionals outperform those without certification in critical, job-related activities.

 Up to **53%** better

## IT SUPPORT

|  |      |
|--|------|
| PCs/notebooks configured for automatic patch/update management           | +30% |
| PCs/notebooks configured with continuous backup                          | +24% |
| Network device malfunctions isolated or repaired within four hours       | +21% |
| Operating system administration activities performed by a device manager | +17% |
| Networking devices deployed in less than two hours                       | +9%  |

## IT SECURITY

|   |      |
|---|------|
| Security attacks evaluated and responded to within 24 hours of awareness  | +53% |
| The use of single sign-on access to network resources                     | +44% |
| Vulnerability of wireless networks or mobile devices                      | +43% |
| PCs, notebooks and mobile devices in compliance with security policy      | +16% |
| Security incidents investigated/evaluated using basic forensic procedures | +16% |
| PCs, notebooks and mobile devices with secure access to network resources | +9%  |



# 5

## Certified employees perform at a higher level.

The process of preparing for and achieving CompTIA certification leads IT staff to perform at higher levels in important IT support and IT security activities.

However, without sufficient and ongoing training, staff performance on key tasks consistently declines. In the IT support and IT security tasks measured, performance degraded by **25%** over 4 years without ongoing training.

On the other hand, with ongoing training and certification, IT staff maintain their higher levels of performance.



# Conclusion

As IT systems become even more essential to business operations, IT organizational performance is increasingly critical to overall IT success.

IT managers must maximize the performance of all of their IT resources, including their IT support and IT security staff.

A critical component of that performance is hiring skilled candidates and ensuring staff are continually trained and certified.



# IDC white paper recommends that IT leaders:

- Hire staff with validated, certified skills for key roles.
- Provide relevant, ongoing training for all staff.
- Monitor performance levels and address declining performance quickly.





**“Validating skills through well-designed certifications like CompTIA A+ and CompTIA Security+ provides employers and their employees with the knowledge, confidence, and ongoing performance that are essential to the growing importance of IT in business success.”**

– CUSHING ANDERSON, IDC

[Certification.CompTIA.org](https://Certification.CompTIA.org)