

# CompTIA PDI+™



 **CompTIA®**  
PDI+™ Certification Program

THE LEADING VENDOR-NEUTRAL CERTIFICATION FOR PRINT AND DOCUMENT IMAGING TECHNICIANS.

## What is CompTIA PDI+™?

CompTIA Printing and Document Imaging (PDI+) certification is a vendor-neutral credential that certifies an individual has the baseline knowledge and skills to service and support print and document imaging devices. These devices include printers, copiers, scanners, multi-functional devices (MFDs) and fax machines. The CompTIA PDI+ exam validates core knowledge of basic electromechanical components and tools, print engine and scan processes and components, color theory, connectivity/networking, professionalism and communication, and safety and environment.

## Why CompTIA PDI+?

Servicing and supporting printing and document imaging devices requires qualified technicians. CompTIA PDI+ eliminates redundancy of core training and validates the core knowledge and skills required for entry-level technicians. Because of the recent emergence and ongoing developments of more sophisticated networked multi-functional devices (MFDs), the service and support of these MFDs requires more knowledge and skills than ever before.

CompTIA PDI+ serves as a solid foundation for entry into a career involving the service and support of printing and document imaging devices. It also provides a stepping-stone for Original Equipment Manufacturer (OEM) training for authorization on specific devices.

Certification can be used as a hiring criteria and to evaluate performance of existing staff. CompTIA PDI+ also supports and promotes a career as a printing and document imaging technician, helping to address the growing skills shortage in this area.

## Exam Focus

CompTIA PDI+ is a vendor-neutral examination that covers the broad area of knowledge required to perform installation, connectivity, maintenance, troubleshooting, and repair services on digital print and document imaging devices.

The exam tests eight domain areas. The extent to which they are represented in the exam is shown in parentheses:

- Print Engine Process and Components (21%)
- Scan Process and Components (10%)
- General Troubleshooting (23%)
- Basic Electromechanical Components and Tools (13%)
- Connectivity (11%)
- Color Theory (8%)
- Professionalism and Communication (8%)
- Safety and Environment (6%)

## CompTIA PDI+™ Certification Benefits Everyone

CompTIA PDI+ certification is valuable to manufacturers and their authorized service providers, employees and customers.

### Employer benefits

- Reduced training costs and shorter learning curves
- Increased technical skill and productivity
- Decreased cost of repairs
- Fewer repeat service calls
- Trustmark potential for warranty service authorization criteria

### Employee benefits

- Proof of printing and document imaging expertise
- Validation of knowledge and skills for seasoned technicians
- Entry-point into printing and document imaging career
- Stepping-stone to higher-level certifications

## Preparing to Take the CompTIA PDI+ Exam

Visit <http://certification.comptia.org/pdi+> to find out more about CompTIA PDI+ certification. The following information is available at that site:

- Test objectives
- CompTIA Authorized Quality Curriculum™ (CAQC) and CompTIA Learning Alliance™ (CLA) training resources
- Frequently asked questions (FAQs)

## Exam Delivery

The CompTIA PDI+ exam is published in a format for the computer desktop environment and is available at CompTIA authorized testing centers.

The exam consists of 85 questions with a maximum allowable time of 90 minutes.

## How to Register

CompTIA has two authorized testing partners. To locate the nearest testing location or to register for the exam, visit [certification.comptia.org/register](http://certification.comptia.org/register).

## CORNERSTONES

The following companies provide support, direction and financial assistance for CompTIA PDI+:

Brother International

Canon

DataVault

HP

Konica Minolta

Lexmark

Parts Now!

Pitney Bowes

Ricoh

Sharp Electronics Corporation

Sharp Electronics of Canada

Specialized Solutions

Xerox

*“The skill set required to be successful in our industry has never been as vast as it is today. CompTIA PDI+ positively identifies individuals who exhibit not only the electromechanical and connectivity skills to maintain our network multi-function devices, but also the soft skills necessary to retain our customer base.”*

**Stan Godard**  
Manager, Direct Service Education  
Ricoh

## About CompTIA

The Computing Technology Industry Association (CompTIA) is the voice of the world’s \$3 trillion information technology industry. CompTIA membership extends into more than 100 countries and includes companies at the forefront of innovation; the channel partners and solution providers they rely on to bring their products to market; and the professionals responsible for maximizing the benefits organizations receive from their technology investments. For more information, please visit [www.comptia.org](http://www.comptia.org).



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