

№	Job Category	Skill Category	Skill Item		Knowledge Item		Specialty Field																																				
							Marketing		Sales		Consultant	IT Architect		Project Management		IT Specialist				Application Specialist	Software Development	Customer Service		IT Service Management		Education																	
			Common Skill Item	Specialty Field Specific Skill Item	Knowledge Item (Middle Item)	Knowledge Item (Minor Item)	Marketing Management	Sales Channel Strategy	Market Communication	Consulting Sales by Visiting Customers	Product Sales by Visiting Customers	Sales via Media	Industry	Business Function	Application Architecture	Integration Architecture	Infrastructure Architecture	Systems Development	IT Outsourcing	Network Service	Software Product Development	Platform	Network	Database	Application Common Infrastructure	Systems Management	Security	Application System	Application Package	Operating System	Middleware	Application Software	Hardware	Software	Facility Management	Operations Management	System Management	Operation	Service Desk	Training Planning	Instructions		
484	Software Development	Technology	Technology		-System Platform Technology	•Utilization and Practice of Operating System Technology (Mainframe, Distributed Computing Systems (Small Business Computers Proprietary OS), UNIX, WINDOWS, Linux, etc.)																							X	X	X												
485	Software Development	Technology	Technology		- Understanding and Utilization of Network Technology	•Protocols and Transmission Control •Encoding and Transmission •Network Related Regulations •Network Security •Communications Equipment •Internet •Network Software •Line-related Technology (ATM, Frame Relay, LAN, WAN, etc.) •TCP/IP																								X	X	X											
486	Software Development	Technology	Technology		-Internet Technology	•Internet History •Web Related Technology •Technology relating to mails •Cryptographic Technology •Digital Media Related Technology (VoIP, Streaming, QoS, etc.)																								X	X	X											
487	Software Development	Technology	Technology		- Programming Languages / Markup Languages	•Various Languages such as C, C++, COBOL, Java, UML, HTML, XML •Characteristics of Notation •Usage of Graphical Development Environment																								X	X	X											
488	Software Development	Technology	Technology		-Parallel Processing Programming Techniques																									X	X	X											
489	Software Development	Technology	Technology		-Middleware Technique	•Understanding and Utilization for Structure of Web and CGI, JSP and EJB																								X	X	X											
490	Software Development	Technology	Technology		-Inter-component Communication	•IIOP •CORBA •Socket, etc.																								X	X	X											
491	Software Development	Technology	Technology		-Application Security	•Design, Development and Installation of Application Security Functions																								X	X	X											
492	Software Development	Technology	Technology		-Relationship of Synchronization Points between Transaction Processes and Databases																									X	X	X											

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517	Software Development	Methodology		Platform-independent Design	- Understanding and Utilization for Architecture of Application Hardware, Related Operating System, and Related Middleware																									X														
518	Software Development	Methodology		Business Application Design	- Understanding and Utilization of Application Software Knowledge																										X													
519	Customer Service	Methodology	System Maintenance Management		-Remote Maintenance	・Utilization and Practice of Remote Maintenance Techniques, Tools and Process																											X	X	X									
520	Customer Service	Methodology	System Maintenance Management		-Social Engineering	・Leakage Countermeasures for Confidential Information (Measurement for Phone Impersonation, Password Theft, Trashing, etc.)																												X	X	X								
521	Customer Service	Technology	Technology		-Latest Trends in IT Market	・Understanding of IT Market Scale and Trends Domestic and Abroad ・Understanding and Utilization of Technology Trends Related to Applications ・Understanding and Utilization of Technology Trends Related to Business Model Patents ・Understanding and Utilization of Next-generation E-business and its Future Growth																												X	X	X								
522	Customer Service	Technology	Technology		-Latest Technology Trends	・Understanding of Latest Hardware Technology Trends ・Understanding of Latest Middleware Technology Trends ・Understanding of Latest Platform Technology Trends ・Understanding of Latest Network Technology Trends ・Understanding of Latest Database Technology Trends ・Understanding of Latest Security Technology Trends ・Understanding of Latest System Management Technology Trends																													X	X	X							
523	Customer Service	Technology	Technology		-Internet Technologies	・Internet History ・Web Related Technology ・Technology relating to E-mails ・Cryptographic Technology ・Digital Media Related Technology (VoIP, Streaming, QoS, etc.)																													X	X	X							
524	Customer Service	Technology	Technology		-Computer Systems	・Hardware ・Operating Systems ・System Structure and Architecture ・System Application																													X	X	X							

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525	Customer Service	Technology	Technology		-Computer Science Fundamentals	•Basic Theory of Information •Data Structures and Algorithms																											X	X	X								
526	Customer Service	Technology	Technology		-System Development Environment	•System Development Methods •Understanding and Utilization of Languages, Tools and Software Packages																											X	X	X								
527	Customer Service	Technology	Technology		-System Platform Technology	•Utilization and Practice of Operating System Technology (Mainframe, Distributed Computing Systems (Small Business Computers Proprietary OS), UNIX, WINDOWS, Linux, etc.)																											X	X	X								
528	Customer Service	Technology	Technology		-Security and Privacy	•Security Measures (Secret Preservation, Measures for Prevention of Falsification, Intrusion Prevention, Computer Virus, Integrity Measures, Availability Measures, Safety Measures, Social Engineering) •Privacy Protection •Risk Management •Guidelines and Relevant Regulations																											X	X	X								
529	Customer Service	Technology	Technology		-Database Technology	•Database Models •Database Languages •Database Control																												X	X	X							
530	Customer Service	Technology	Technology		- Understanding and Utilization of Network Technology	•Protocols and Transmission Control •Encoding and Transmission •Network Related Regulations •Network Security •Communications Equipment •Internet •Network Software •Line-related Technology (ATM, Frame Relay, LAN, WAN, etc.) •TCP/IP																												X	X	X							
531	Customer Service	Technology	Technology		-Platform Technology	•Hardware Architecture •Storage Management •Operating Systems •Communications Control •Transaction Processing •Distributed Processing •Parallel Processing																												X	X	X							
532	Customer Service	Technology	Technology		- Programming Languages / Markup Languages	•Various Languages such as C, C++, COBOL, Java, UML, HTML, XML •Characteristics of Notation •Usage of Graphical Development Environment																												X	X	X							
533	Customer Service	Technology		Hardware Technology	-IT Architecture (Hardware)	•Understanding of Hardware Architecture •Understanding of Hardware Platform •Understanding of Hardware Configuration •Understanding and Utilization for Reliability, Availability and Serviceability of Hardware Systems																												X									

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541	Customer Service	Technology		Software Technology	-Installation of Software Products	•Understanding and Practice of Installation Planning Techniques •Utilization and Practice of Installation Process •Understanding and Utilization of Specifications and Installation Manuals •Practice of Software Product Installation •Practice of Procedure for Installation Completion and Reporting																										X										
542	Customer Service	Technology		Software Technology	-Maintenance of Software Products	•Maintenance Planning •Utilization and Practice of Maintenance Process •Understanding and Utilization of Maintenance Manuals •Practice of Software Product Maintenance •Utilization of Test Tools •Practice of Procedure for Maintenance Completion and Reporting																										X										
543	Customer Service	Technology		Software Technology	-Application Service	•Web Application Services •ERP •E-commerce •Client/Server Architecture •Web Server Technology and Session Management Methods •Server Load Distribution Systems •Cipher Systems for Authentication and Communications Data •Techniques and Products for Linkage of Large Scale Application																											X									
544	Customer Service	Technology		Software Technology	-System Software Products and their Runtime Environments	•Hardware Architecture and Latest Devices such as Multi-processor and Large Amounts of Storage •Caching, Communications Control, Transaction Processing, Distributed Processing, Parallel Processing, and Virtualization and Abstraction of System Resource																											X									
545	Customer Service	Technology		Software Technology	-System Management Products	•Monitoring Techniques for System Resource and Process of Server and Network Watch List •Interface Technology for Management Functions of System Software and Middleware •Performance Measurement Techniques of Application •Configuration Management Functions of Hardware and Software, and Distribution Functions of Software •Job Management, Remote Control Functions, Access Control, User Management, Risk Management, Storage Management																												X								

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553	Customer Service	Technology		Facility Management	-Installation, Moving, Upgrade, and Migration of Computer System																											X										
554	Customer Service	Technology		Facility Management	-Design, Construction, Maintenance, and Operation of Disaster and Crime Prevention Facilities •Formulation for Installation Plan of Disaster and Crime Prevention Facilities •Requirement Formulation for Design and Installation of Disaster and Crime Prevention Facilities •Design and Construction Management of Disaster and Crime Prevention Facilities •Maintenance and Operations of Disaster and Crime Prevention Facilities •Utilization and Practice of Tools for Design, Construction, Maintenance and Operations •Utilization and Practice for Design and Construction Management Techniques of Disaster Control Facilities •Fundamentals for Disaster Control of Facilities, and Fundamentals for Plan, Design and Construction of Fire Fighting Facilities •Risk Management of Disaster and Crime Prevention Security •Plan, Design and Construction of Security Equipment																												X									
555	Customer Service	Technology		Facility Management	- Environmental Measures •Design and Construction of Energy Conservation and Environmental Facilities (Equipment) •Understanding and Utilization of Environment related Regulations (Building Material Recycling Law, Law for Promotion of Effective Utilization of Resources, Waste Disposal and Public Cleaning Law, etc.) •Compliance with Environmental Quality Standards (Reduction and Recycle of Construction By-Product) •Formulation and Utilization of Environment Measures Management Techniques •Utilization of Environment Measures Relevant Facility •Green Purchase																												X									
556	Customer Service	Technology		Facility Management	-Facilities (Equipment) -related accreditation Qualification •Acquisition of official Qualification in Specific Area such as Construction, Electricity, Machine, and Communications Networks, etc.																												X									
557	Customer Service	Technology		Facility Management	-Cost Accumulation •Implementation of Top-down Cost Estimating •Implementation of Bottom-up Cost Estimating •Utilization and Practice of Estimating Tools •Utilization and Practice of Cost Estimating Methodology																												X									

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558	Customer Service	Technology		Facility Management	-Knowledge of Safety Management, such as Crime and Disaster Prevention Measures in Data Center	•Construction Safety •Electrical Safety •Ensuring Safety and Health •Occupational Safety and Health related Laws •Plan and Implementation of Safety and Health Management Structure and Integrated Safety and Health Management																												X									
559	Customer Service	Technology		Facility Management	-Reliability, Availability, and Serviceability of Facilities	•Fundamentals for Reliability, Availability and Serviceability of Facilities and Physical Networks (Communications Networks)																												X									
560	Customer Service	Technology		Facility Management	-Basic Knowledge of Facilities Management Related Regulations and Standards	•Basic Knowledge of Safety and Health Management •Basic Knowledge of Environment Related Laws																													X								
561	Customer Service	Technology		Facility Management	-Problem Solving Methods for Facilities Management Technology	•Utilization and Practice of Various Space Design Methodology •Utilization and Practice of Knowledge for Building Intensity •Utilization and Practice of Knowledge for Piping Design •Knowledge and Utilization of for Electric Wiring																													X								
562	Customer Service	Technology		Facility Management	-Fundamentals for Safety and Health Related Regulations	•Laws relating to Handling, Storage and Treatment of Hazardous Materials •Building Safety and Health Management Laws •Occupational Safety and Health Laws																													X								
563	Customer Service	Technology		Facility Management	-Basic Knowledge of Architecture and Architectural drawing (CAD)	•Basic Knowledge of Construction Knowledge and Operations Techniques of Architectural Drawing, CAD																														X							
564	Customer Service	Technology		Facility Management	-Ensuring Earthquake Proof Safety	•Floor Intensity, Fall Prevention of Office Furniture, Falling Objects Prevention, Fall Prevention of Equipment																														X							

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565	Customer Service	Technology		Facility Management	-Knowledge of Quality Management	•International Standards of Quality Management, TQM (Total Quality Management) •Ensuring Quality Target •Quality Management in Recovery Management •Quality Management in Availability Management •Quality Management in Capacity Management •Quality Management in Reequipping Management •Practice of Quality Management in Disaster Prevention and Security Measurement •Utilization of Statistical Quality Management Techniques •Quality Management of Communications Equipment Techniques (Transmission Media, Transmission Techniques, Distribution Methods, Communications)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
566	IT Service Management	Business/Industry	Relevant Knowledge		-Knowledge of Relevant Regulations	•Relevant Regulations •Accepted Norms																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			

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584	IT Service Management	Methodology	Information Assets Management		-Assets Management	•Creation of Assets Management Procedure •Inventory •Stock Management																													X	X	X	X					
585	IT Service Management	Technology	Technology		-Computer Science Fundamentals	•Basic Theory of Information •Data Structure and Algorithm																														X	X	X	X				
586	IT Service Management	Technology	Technology		-Computer System	•Hardware •Operating Systems •System Structure and Architecture •System Application																														X	X	X	X				
587	IT Service Management	Technology	Technology		-Platform Techniques	•Hardware Architecture •Storage Management •Operating Systems •Communications Control •Transaction Processing •Distribution Processing •Parallel Processing																														X	X	X	X				
588	IT Service Management	Technology	Technology		-Database Technology	•Database Models •Database Languages •Database Control																															X	X	X	X			
589	IT Service Management	Technology	Technology		-Network Technology	•Protocols and Transmission Control •Encoding and Transmission •Network Related Regulations •Network Security •Communications Equipment •Internet •Line-related Technology (ATM, Frame Relay, LAN, WAN, etc.)																															X	X	X	X			
590	IT Service Management	Technology	Technology		-Internet Technology	•Internet History •Web Related Technology •Technology relating to E-mails •Cryptographic Technology •Digital Media Related Technology (VoIP, Streaming, QoS, etc.)																																X	X	X	X		
591	IT Service Management	Technology	Technology		-System Development Technology	•System Development Methods •Understanding and Utilization of Languages, Tools and Software Packages																																X	X	X	X		
592	IT Service Management	Technology	Technology		-Security and Privacy	•Secret Preservation •Measures for Prevention of Falsification •Intrusion Prevention •Computer Virus •Integrity Measures •Availability Measures •Safety Measures •Social Engineering •Privacy Protection •Risk Management •Guidelines and Relevant Regulations																																X	X	X	X		

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