



CompTIA Cloud Essentials Certification Exam Objectives

EXAM NUMBER: CLO-001



About the Exam

The CompTIA Cloud Essentials CLO-001 certification exam is a vendor-neutral technical qualification. The exam is relevant to:

- **Business analysts**
- **Business process owners**
- **Technical support staff**
- **Managed service provider personnel**
- **New datacenter staff**
- **Sales/marketing staff in cloud product or service management environments**

The CompTIA Cloud Essentials exam will show that successful candidates:

- **Have the knowledge and understanding of cloud computing principles and concepts**
- **Understand what cloud computing means from a business and technical perspective**
- **Comprehend what is involved in moving to and governing the cloud**

EXAM DEVELOPMENT

CompTIA exams result from subject-matter expert workshops and industry-wide survey results regarding the skills and knowledge required of an entry-level IT professional.

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PLEASE NOTE

The lists of examples provided in bulleted format are not exhaustive lists. Other examples of technologies, processes or tasks pertaining to each objective may also be included on the exam although not listed or covered in this objectives document. CompTIA is constantly reviewing the content of our exams and updating test questions to be sure our exams are current and the security of the questions is protected. When necessary, we will publish updated exams based on existing exam objectives. Please know that all related exam preparation materials will still be valid.

TEST DETAILS

Required exam	CLO-001
Number of questions	50
Length of test	60 minutes
Recommended experience	At least six months of experience working in or associated with an IT environment, with direct involvement in IT-related tasks, responsibilities and/or decision making
Passing score	720 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Characteristics of Cloud Services from a Business Perspective	15%
2.0 Cloud Computing and Business Value	20%
3.0 Technical Perspectives/Cloud Types	20%
4.0 Steps to Successful Adoption of Cloud Computing	15%
5.0 Impact and Changes of Cloud Computing on IT Service Management	15%
6.0 Risks and Consequences of Cloud Computing	15%
Total	100%



1.0 Characteristics of Cloud Services from a Business Perspective

- 1.1 Understand common terms and definitions of cloud computing and provide examples.

- 1.2 Describe the relationship between cloud computing and virtualization.

- 1.3 Name early examples of cloud computing.

- 1.4 Understand several common definitions of cloud computing and their commonalities/differences.

- 1.5 Recognize what types organizations might benefit from cloud computing.

- 1.6 Recognize what types organizations might not benefit from cloud computing.

- 1.7 Distinguish between the different types of clouds, including XaaS, IaaS and PaaS, and give examples of them.



2.0 Cloud Computing and Business Value

2.1 Recognize the similarities and differences between cloud computing and outsourcing.

2.2 Understand the following characteristics of clouds and cloud services from a business perspective:

- Scalability
 - Security
 - Hardware independence
 - Variable costs
 - Time to market
 - Distribution over the Internet
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2.3 Demonstrate how the characteristics of cloud computing enhance business value.



3.0 Technical Perspectives/Cloud Types

3.1 Understand the difference between private and public types of clouds from a technical perspective and provide examples.

3.2 Understand at a high level the following important techniques and methods for cloud computing deployment:

- Networking
 - Automation and self-service
 - Federation
 - The role of standardization
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3.3 Explain technical challenges and risks for cloud computing and methods to mitigate them for:

- Cloud storage
 - Application performance
 - Data integration
 - Security
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3.4 Describe the impact of cloud computing on application architecture and the application development process.



4.0 Steps to Successful Adoption of Cloud Computing

4.1 Explain typical steps that lead to a successful adoption of cloud computing services:

- Understand selection criteria for a pilot
 - Relate SaaS, PaaS and IaaS deployment to organizational goals
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4.2 Understand the roles and capabilities of cloud computing vendors and dependencies on the vendors.

4.3 Understand the following organizational capabilities that are relevant for realizing cloud benefits:

- Skills that are required in an organization that is adopting cloud computing
 - Critical success factors
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4.4 Describe multiple approaches for migrating applications.



5.0 Impact and Changes of Cloud Computing on IT Service Management

5.1 Understand the impact and changes of cloud computing on IT service management in a typical organization:

- Service strategy
- Service design
- Service operation
- Service transition

5.2 Use a structured approach based on ITIL to explore the potential impact of cloud computing in an organization.



6.0 Risks and Consequences of Cloud Computing

6.1 Explain and identify the issues associated with integrating cloud computing into an organization's existing compliance risk and regulatory framework:

- Security, legal, compliance and privacy risks
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6.2 Explain the implications for direct cost and cost allocations.

6.3 Understand how to maintain strategic flexibility.

Cloud Essentials Acronyms

The following is a list of acronyms that appear on the CompTIA Cloud Essentials exam. Candidates are encouraged to review the complete list and attain a working knowledge of all listed acronyms as part of a comprehensive exam preparation program.

ACRONYM	SPELLED OUT	ACRONYM	SPELLED OUT
ANSI	American National Standards Institute	PaaS	Platform as a Service
API	Application Programming Interface	PII	Personally Identifiable Information
ASP	Application Service Provider	PPP	Point-to-Point Protocol
BBS	Bulletin Board System	PPTP	Point-to-Point Tunneling Protocol
BPaaS	Business Process as a Service	QoS	Quality of Service
CaaS	Communications as a Service	ROI	Return on Investment
CAPEX	Capital Expense	RPO	Recovery Point Objective
CIO	Chief Information Officer	RTO	Recovery Time Objective
CMS	Content Management System	SaaS	Software as a Service
CRM	Content Records Management	SAN	Storage Area Network
CSP	Cloud Service Provider	SDLC	Synchronous Data Link Control
DR	Disaster Recovery	SFTP	Secure File Transfer Protocol
ERP	Enterprise Resource Planning	SLA	Service Level Agreement
FTP	File Transfer Protocol	SNMP	Simple Network Management Protocol
GLBA	Gramm Leach Biley Act	SOA	Service Oriented Architecture
GUI	Graphical User Interface	SSL	Secure Sockets Layer
IaaS	Infrastructure as a Service	TaaS	Testing as a Service
iSCSI	Internet Small Computer System Interface	TCO	True Cost to Own
ISDN	Integrated Services Digital Network	TCP/IP	Transmission Core Protocol/Internet Protocol
ISO	International Standards Organization	USB	Universal Serial Bus
ITaaS	Information Technology as a Service	V2P	Virtual to Physical
ITIL	Information Technology Infrastructure Library	V2V	Virtual to Virtual
ITSM	information Technology Service Management	VLAN	Virtual LAN
KVM	Kernel Virtual Machine	VPN	Virtual Private Network
LDAP	Lightweight Directory Access Protocol	VTL	Virtual Tape Library
MaaS	Monitoring as a Service	VTP	VLAN Trunk Protocol
MSP	Managed Service Provider	WAN	Wide Area Network
MTTR	Mean Time to Repair	XaaS	Anything as a Service
NIST	National Institute of Standards and Technology		
OEM	Original Equipment Manufacturer		
OPEX	Operating Expense		
OS	Operating System		
OWASP	Open Web Application Security Project		
P2P	Physical to Physical		
P2V	Physical to Virtual		