



CompTIA® A+®

Duration: 10 Days

Method: Instructor-Led (ILT)

Certification: CompTIA® A+® (9000 Series)

Course Description

This course will build on the attendees' existing user-level knowledge and experience with Personal Computer (PC) software and hardware to present fundamental skills and concepts that will be useful on the job. In this course, attendees will acquire the essential skills and information needed to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. It also provides the background knowledge and skills required to be a successful A+ technician.

Target Audience

This course is intended for:

- Persons who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician.
- Persons who are seeking the CompTIA A+ certification and who want to prepare for the certification exams.

Prerequisites

To attend this course, attendees should have:

- Basic experience of:
 - Using a PC, Microsoft Windows.
 - Browsing the Internet.
 - Using a keyboard and mouse.
 - Using Windows Explorer to create directories and subdirectories and manage files.
- Knowledge of the main components of a PC and different data media such as USB drives and DVD.



Exam Details

Exam Codes	CompTIA A+ 220-901 and 220-902
Exam Description	<p>CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues.</p> <p>CompTIA A+ 220-902 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures.</p>
Number of Questions	Maximum of 90 questions per exam
Type of Questions	Multiple choice questions (single and multiple response), drag and drops and performance-based
Length of Test	90 Minutes per exam
Passing Score	220-901: 675 (on a scale of 900) 220-902: 700 (on a scale of 900)
Recommended Experience	9 to 12 months hands-on experience in the lab or field

Course Objectives

Upon successful completion of this course, attendees will be able to:

- Identify the hardware components of personal computers and mobile digital devices.
- Identify the basic components and functions of operating systems.
- Identify networking and security fundamentals.
- Identify the operational procedures that should be followed by professional PC technicians.
- Install, configure, and troubleshoot display devices.
- Install and configure peripheral components.
- Manage system components.
- Manage data storage.
- Install and configure Microsoft Windows.
- Optimize and maintain Microsoft Windows.
- Work with other operating systems.
- Identify the hardware and software requirements for client environment configurations.
- Identify network technologies.
- Install and configure networking capabilities.
- Support mobile digital devices.
- Support printers and multifunction devices.
- Identify security threats, vulnerabilities, and controls.
- Implement security controls.
- Troubleshoot system-wide issues.



Course Content

220-901:

Module 1: Peripherals and Adapters

- Motherboard Components
- Connection Interfaces
- Display Devices
- Audio and Multimedia Devices
- Removable Storage Devices

Module 2: System Components

- Mass Storage Devices
- System Memory
- Processors
- BIOS and UEFI
- Power Supplies
- Custom Configuration

Module 3: Troubleshooting and Mobile Devices

- Troubleshooting System Components
- Laptops
- Mobile Devices
- Troubleshooting Mobile Devices

Module 4: Printer and Network Hardware

- Printers
- Configuring Printers
- Troubleshooting Printers
- Network Architectures
- Ethernet Networks

Module 5: Networks

- Wireless Networks
- Internet Connections
- Internet Protocol
- Routers and Firewalls
- Troubleshooting Networks

220-902:

Module 1: Supporting Windows (1)

- Windows Operating System
- Administration Tools
- Managing Storage
- Managing Files
- Managing Applications

Module 2: Supporting Windows (2)

- Managing Devices
- Managing Performance
- Troubleshooting Windows
- Managing Users
- Installing Windows

Module 3: Supporting Windows (3)

- Troubleshooting Boot Problems
- Maintenance and Backup
- Threats and Vulnerabilities
- Viruses and Malware
- Securing Workstations
- Securing Data

Module 4: Supporting Windows Networks

- Configuring Network Connections
- Securing Network Connections
- Configuring Shared Resources
- Virtualization and Services

Module 5: Linux, OS X, and Mobile OS

- Linux Operating System (OS)
- OS X
- Mobile Operating Systems (OS)
- Mobile OS Security and Troubleshooting
- Safety and Environmental Procedures
- Professionalism and Communication

LABS INCLUDED

