CompTIA® A+® Core 1 and Core 2

Duration: 10 Days
Method: Instructor-Led Training (ILT) | Live Online Training

Certification: CompTIA A+ — *Exams:* 220-1201 & 220-1202

Course Description

This course will build on participants' 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, participants 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, candidates should have:

- Twelve (12) months of hands-on experience working in a help desk technician, desktop support technician, or field service technician job role.
- Achieved the CompTIA ITF+ certification or possess equivalent knowledge.

Microsoft Partner

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Exam Details

Exam Code:	• 220-1201 & 220-1202
Length of Exam:	• 90 Minutes Per Exam
Number of Questions:	• 90
Passing Score:	• 675 (on a scale of 900) & 700 (on a scale of 900)
Question Format:	• Multiple Choice (Single and Multiple Response), Drag and Drops and Performance-Based

Course Objectives

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

- Install, configure, and troubleshoot PC motherboards, system components, and peripheral devices.
- Compare networking hardware types and configure local addressing and Internet connections.
- Summarize uses for network services, virtualization, and cloud computing.
- Support the use of mobile devices and print devices.
- Configure and troubleshoot the Windows operating system.
- Support the Linux and macOS operating systems.
- Configure SOHO network security and manage PC security settings.
- Support the use of mobile apps.
- Use remote support and scripting tools.
- Implement operational procedures.

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Course Topics

Module 1: Installing Motherboards and Connectors
- Explain Cable Types and Connectors
- Install and Configure Motherboards7
- Explain Legacy Cable Types4

Module 2: Installing System Devices
- Install and Configure Power Supplies and Cooling
- Select and Install Storage Devices
- Install and Configure System Memory
- Install and Configure CPUs

Module 3: Troubleshooting PC Hardware
- Apply Troubleshooting Methodology
- Configure BIOS/UEFI
- Troubleshoot Power and Disk Issues
- Troubleshoot System and Display Issues

Module 4: Comparing Local Networking Hardware
- Compare Network Types
- Compare Networking Hardware
- Explain Network Cable Types
- Compare Wireless Networking Types

Module 5: Configuring Network Addressing and Internet Connections
- Compare Internet Connection Types
- Use Basic TCP/IP Concepts
- Compare Protocols and Ports
- Compare Network Configuration Concepts

Module 6: Supporting Network Services
- Summarize Services Provided by Networked Hosts 200
- Compare Internet and Embedded Appliances
- Troubleshoot Networks

Module 7: Summarizing Virtualization and Cloud Concepts
- Summarize Client-Side Virtualization
- Summarize Cloud Concepts

Module 8: Supporting Mobile Devices
- Set Up Mobile Devices and Peripherals
- Configure Mobile Device Apps
- Install and Configure Laptop Hardware
- Troubleshoot Mobile Device Issues

Module 9: Supporting Print Devices
- Deploy Printer and Multifunction Devices
- Replace Print Device Consumables
- Troubleshoot Print Device Issues

Module 10: Configuring Windows
- Configure Windows User Settings
- Configure Windows System Settings

Module 11: Managing Windows
- Use Management Consoles
- Use Performance and Troubleshooting Tools
- Use Command-line Tools

Course Topics *Continued*

Module 12: Identifying OS Types and Features
- Explain OS Types
- Compare Windows Editions

Module 13: Supporting Windows
- Perform OS Installations and Upgrades
- Install and Configure Applications
- Troubleshoot Windows OS Problems

Module 14: Managing Windows Networking
- Manage Windows Networking
- Troubleshoot Windows Networking
- Configure Windows Security Settings
- Manage Windows Shares

Module 15: Managing Linux and macOS
- Identify Features of Linux
- Identify Features of macOS

Module 16: Configuring SOHO Network Security
- Explain Attacks, Threats, and Vulnerabilities
- Compare Wireless Security Protocols
- Configure SOHO Router Security
- Summarize Security Measures

Module 17: Managing Security Settings
- Configure Workstation Security
- Configure Browser Security
- Troubleshoot Workstation Security Issues

Module 18: Supporting Mobile Software
- Configure Mobile OS Security
- Troubleshoot Mobile OS and App Software
- Troubleshoot Mobile OS and App Security

Module 19: Using Support and Scripting Tools
- Use Remote Access Technologies
- Implement Backup and Recovery
- Explain Data Handling Best Practices
- Identify Basics of Scripting

Module 20: Implementing Operational Procedures
- Implement Best Practice Documentation
- Use Proper Communication Techniques
- Use Common Safety and Environmental Procedures

LABS INCLUDED

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