
COMPTIA A PLUS (220-901 AND 220-902)

Who Should Attend

CompTIA A+ is the industry standard for establishing a career in IT. A+ is the preferred qualifying credential for technical support and IT operational roles. If you are getting ready for a career as an entry-level information technology (IT) professional or computer service technician, the CompTIA® A+® course is the first step in your preparation.

Jobs that use A+ include: Support Specialist, Field Service Technician, Help Desk Tier 2 Support, and Desktop Support Analyst.

Course Objectives

In this course, you will learn to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

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

- Candidates are better prepared to troubleshoot and problem solve.
- Technicians understand a wide variety of issues ranging from networking and operating systems to mobile devices and security.
- A+ supports the ability to connect users to the data they need to do their jobs regardless of the devices being used.

CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues.

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.

Course Outline

Examination 220-901

Objective 1.0 Hardware

1.1 BIOS

1.2 Motherboards and Motherboard Components.

1.3 RAM. Random Access Memory, w/ troubleshooting

1.4 PC Expansion Cards.

1.5 Storage w/troubleshooting

1.6 The CPU

1.7 Including 1.11: PC Connections and Connectors

1.8 Power & Power Supplies w/troubleshooting

1.9 The Right PC: Home Assignment with Exam.

1.10 Video and Sound

1.11 Completed with 1.7 above.

1.12 Install and configure common peripheral devices.

1.13 Printers: Install & Configure

1.14 Printers: Different Technologies

1.15 Printers: Maintenance.

Objective 2.0 Networking

2.1 Cables & Connectors

2.2 Cable Characteristics.

2.3 TCP/IP

2.4 TCP/IP & UDP Ports

2.5 WIFI Networking.

2.6 SOHO Networking, Install and Configure.

2.7 Connection Types

2.8 Connection Devices.

2.9 Networking Tools of the Trade.

Objective 3.0 Mobile Devices

3.1 Laptop Hardware & Components

3.2 Laptop Components

3.3 Laptop Features.

3.4 Other Mobile Devices: Tablets, Phones, etc.

3.5 Accessories and Ports'

Objective 4.0 Hardware and Network Troubleshooting.

4.1 This objective covered in 1.0 above

4.2 This objective covered in 1.0 above

4.3 This objective covered in 1.0 above

4.4 This objective covered in 2.0 above

4.5 This objective covered in 1.0, 2.0, or 3.0 above.

4.6 This objective covered in 1.0 above.

Examination 220-902

Objective 1.0 Windows Operating Systems

- 1.1 Compare Operating Systems Windows Vista, 7, 8, & 8.1
- 1.2 Operating System Installation
- 1.3 Command Line Tools.
- 1.4 OS Features and Tools.
- 1.5 The Control Panel
- 1.6 Install Networking on a Desktop.
- 1.7 Preventative Maintenance and Tools

Objective 2.0 Other Operating Systems

- 2.1 MAC OS and Linux
- 2.2 Virtualization
- 2.3 The Cloud
- 2.4 Network Hosts
- 2.5 Mobile Operating Systems: Android, IOS, etc.
- 2.6 Install and Configure Mobile OS systems.
- 2.7 Mobile Data synchronization

Objective 3.0 Security

- 3.1 Common Threats and Vulnerabilities
- 3.2 Prevention
- 3.3 OS Security Settings.
- 3.4 Deploy Security Best Practices per Workstation
- 3.5 Securing the mobile device
- 3.6 Data Disposal and Destruction
- 3.7 Secure a SOHO wired and wireless network.

Objective 4.0 Software Troubleshooting

Most objectives covered in Objective 1.0 above.

Objective 5.0 Operational Procedures.

All objectives covered in other Objectives.