

CompTIA A+ Comprehensive (Exams 220 – 1001 and 220 – 1002)



Days: 6

Prerequisites: To ensure your success in this course, you should have basic computer user skills, be able to complete tasks in a Microsoft® Windows® environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts.

Audience: This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ 220-1001 Certification Exam and the CompTIA 220-1002 Certification Exam.

Description: Utilizing our courseware partner, 30 Bird Media, this instructor-led course, Comprehensive Computer Technician, provides the basic knowledge needed to install, configure, and support computer hardware and operating systems. This includes:

- Assembling components based on customer requirements
- Installing, configuring, and maintaining devices, PCs, and software for end users
- Understanding the basics of networking and security/forensics
- Properly and safely diagnosing, resolving, and documenting common hardware and software issues
- Applying troubleshooting skills
- Providing appropriate customer support
- Understanding the basics of virtualization, desktop imaging, and deployment

This course maps to the CompTIA A+ 220-1001 and 220-1002 certification exams. Objective coverage is marked throughout the course.

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OUTLINE Week 1 (3 days):

Introduction

- Course setup
- Hardware technician skills inventory

Chapter 1: Troubleshooting

- Module A: Troubleshooting theory

Chapter 2: Motherboards and CPUs

- Module A: Motherboards
- Module B: CPUs

Chapter 3: Computer power supplies

- Module A: Power supply connectors
- Module B: Power supply installation
- Module C: Power supply troubleshooting

Chapter 4: Memory

- Module A: Read-only memory
- Module B: Random access memory

Chapter 5: Computer expansion

- Module A: Expansion interfaces
- Module B: Expansion card installation
- Module C: Connectors and cables

Chapter 6: Physical storage

- Module A: Disk drives
- Module B: RAID storage
- Module C: Optical drives
- Module D: Other storage methods

Chapter 7: Input-output devices

- Module A: Input devices
- Module B: Output devices
- Module C: Dual input-output devices

Chapter 8: Display Devices

- Module A: Display technologies
- Module B: Display management

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Chapter 9: Network basics

Module A: Classifying networks

Module B: Network devices

Module C: Internet connections

Chapter 10: Network cables and connectors

Module A: Twisted-pair connections

Module B: Coaxial connections

Module C: Optical media

Chapter 11: Network protocols

Module A: TCP/IP settings

Module B: Transport protocols

Module C: Application protocols

Chapter 12: Wireless networking

Module A: Wireless technology

Module B: Wi-Fi standards

Module C: SOHO router features

Chapter 13: Virtualization and cloud computing

Module A: Virtualization

Module B: Cloud computing

Chapter 14: Mobile devices

Module A: Mobile device types

Module B: Mobile device configuration

Module C: Mobile device troubleshooting

Chapter 15 Printers and multi-function print devices

Module A: Printer technologies

Module B: Printer installation and maintenance

Module C: Printer troubleshooting

Chapter 16 Custom computers

Module A: Custom computer considerations

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OUTLINE Week 2 (3 days):

Chapter 1: Operating systems

Module A: Windows versions and features

Module B: Non-Windows operating systems

Module C: Operating system installation and upgrades

Module D: Applications and scripting

Chapter 2: Windows management

Module A: Operating system features and tools

Module B: Control Panel utilities

Module C: Command-line tools

Module D: Operating system troubleshooting

Chapter 3: Windows networking

Module A: Network shares

Module B: Network connections

Module C: Connection troubleshooting

Chapter 4: Security principles

Module A: Threats and vulnerabilities

Module B: Security controls

Chapter 5: Security technologies

Module A: Operating system security

Module B: Security hardware and software

Chapter 6: Securing devices and data

Module A: Workstation security

Module B: Mobile device security

Module C: Network security

Module D: Security troubleshooting

Chapter 7: Operational procedures

Module A: IT operations

Module B: Incident response

Module C: Backup and recovery

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Chapter 8: Safety and professionalism

Module A: Safety

Module B: Environmental factors

Module C: Professionalism