

## CompTIA A+ Certification (Accelerated)

Duration: 5 Days Course Code: G004 Version: 220-1101 & 220-1102

### Overview:

CompTIA A+ is the industry standard for establishing a career in IT and the preferred qualifying credential for technical support and IT operational roles. It is about much more than PC repair. Candidates are better prepared to troubleshoot, and problem solve, and technicians better 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.

### Target Audience:

Job Roles: IT Support Specialist, Helpdesk Technician, Field Technician, Tier I Support Specialist, Desktop Support Specialist, Associate Network Engineer, Systems Support Technician, Junior Systems Administrator  
Individuals seeking CompTIA A+ certification (220-1101 and 220-1102)

### Objectives:

- Prepare for the latest A+ certification exams.
- Support basic IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and basic networking.
- Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals.
- Implement basic data backup and recovery methods and apply data storage and management best practices.
- Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening.
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software.
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and the use of scripting in IT support.

### Prerequisites:

- End-user skills with Windows-based PCs
- Basic knowledge of computing concepts

### Testing and Certification

#### This course prepares you for:

- CompTIA A+ 220-1101
- CompTIA A+ 220-1102

**Please note:** In order to obtain the CompTIA A+ Certification, you must take and pass both 220-1101 and 220-1102 exams.

## Content:

Lesson 1: Installing Motherboards and Connectors

Lesson 2: Installing System Devices

Lesson 3: Troubleshooting PC Hardware

Lesson 4: Comparing Local Networking Hardware

Lesson 5: Configuring Network Addressing and Internet Connections

Lesson 6: Supporting Network Services

Lesson 7: Summarizing Virtualization and Cloud Concepts

Lesson 8: Supporting Mobile Devices

Lesson 9: Supporting Print Devices

Lesson 10: Configuring Windows

Lesson 11: Managing Windows

Lesson 12: Identifying OS Types and Features

Lesson 13: Supporting Windows

Lesson 14: Managing Windows Networking

Lesson 15: Managing Linux and macOS

Lesson 16: Configuring SOHO Network Security

Lesson 17: Managing Security Settings

Lesson 18: Supporting Mobile Software

Lesson 19: Using Support and Scripting Tools

Lesson 20: Implementing Operational Procedures

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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