

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 8: Supporting Mobile Devices	Lesson 15: Managing Linux and macOS
Lesson 2: Installing System Devices	Lesson 9: Supporting Print Devices	Lesson 16: Configuring SOHO Network Security
Lesson 3: Troubleshooting PC Hardware	Lesson 10: Configuring Windows	Lesson 17: Managing Security Settings
Lesson 4: Comparing Local Networking Hardware	Lesson 11: Managing Windows	Lesson 18: Supporting Mobile Software
Lesson 5: Configuring Network Addressing and Internet Connections	Lesson 12: Identifying OS Types and Features	Lesson 19: Using Support and Scripting Tools
Lesson 6: Supporting Network Services	Lesson 13: Supporting Windows	Lesson 20: Implementing Operational Procedures
Lesson 7: Summarizing Virtualization and Cloud Concepts	Lesson 14: Managing Windows Networking	

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

training@globalknowledge.qa

www.globalknowledge.com/en-qa/

Global Knowledge, Qatar Financial Center, Burj Doha, Level 21, P.O.Box 27110, West Bay, Doha, Qatar