CompTIA A+ Certification Accelerated

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

Overview:

CompTIA's A+ certification is the industry standard for validating the foundational skills needed by today's computer support. This international vendor-neutral certification requires that you pass two exams: CompTIA A+ Essentials Exam 220-1101 and Practical Application Exam 220-1102.
You will gain the knowledge needed on basic computer hardware and operating systems. You will cover the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, and preventative maintenance on desktop and laptop computers. You will also learn elements of customer service and communication skills necessary to work with clients. Instructor-led practice exams and quizzes help reinforce course concepts and exam readiness.

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:

- **After completing this course you should be able to:**
- Install Motherboards and Connectors
- Install System Devices
- Troubleshoot PC Hardware
- Comparing Local Networking Hardware
- Configure Network Addressing and Internet Connections
- Support Network Services
- Summarise Virtualisation and Cloud Concepts
- Support Mobile Devices
- Support Print Devices
- Configure Microsoft Windows

- Manage Microsoft Windows
- Identify operating system (OS) types and Features
- Perform OS installations and upgrades
- Manage Microsoft Windows networking
- Manage Linux and macOS
- Configure Small Office Home Office (SOHO) security
- Manage security settings
- Support mobile software
- Use support and scripting tools
- Implement operational procedures

Prerequisites:

Attendees should meet the following pre-requisites:

- End-user skills with Windows-based PCs

Testing and Certification

Recommended as preparation for the following exams:

- CompTIA A+ 220-1101

- Basic knowledge of computing concepts

- 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

- Explain Cable Types and Connectors
- Install and Configure Motherboards
- Explain Legacy Cable Types

Lesson 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

Lesson 3: Troubleshooting PC Hardware

- Apply Troubleshooting Methodology
- Configure BIOS/UEFI
- Troubleshoot Power and Disk Issues
- Troubleshoot System and Display Issues

Lesson 4: Comparing Local Networking Hardware

- Compare Network Types
- Compare Networking Hardware
- Explain Network Cable Types
- Compare Wireless Networking Types

Lesson 5: Configuring Network Addressing and Internet Connections

- Compare Internet Connection Types
- Use Basic TCP/IP Concepts
- Compare Protocols and Ports
- Compare Network Configuration Concepts

Lesson 6: Supporting Network Services

- Summarise Services Provided by Networked Hosts
- Compare Internet and Embedded Appliances
- Troubleshoot Networks

Lesson 7: Summarizing Virtualization and Cloud Concepts

- Summarise Client-Side Virtualisation
- Summarise Cloud Concepts

Lesson 8: Supporting Mobile Devices

- Set Up Mobile Devices and Peripherals
- Configure Mobile Device Apps
- Install and Configure Laptop Hardware
- Troubleshoot Mobile Device Issues

Lesson 9: Supporting Print Devices

- Deploy Printer and Multifunction Devices
- Replace Print Device Consumables
- Troubleshoot Print Device Issues

Lesson 10: Configuring Windows

- Configure Windows User Settings
- Configure Windows System Settings

Lesson 11: Managing Windows

- Use Management Consoles
- Use Performance and Troubleshooting Tools
- Use Command-line Tools

Lesson 12: Identifying OS Types and Features

- Explain OS Types
- Compare Windows Editions

Lesson 13: Supporting Windows

- Perform OS Installations and Upgrades
- Install and Configure Applications
- Troubleshoot Windows OS Problems

Lesson 14: Managing Windows Networking

- Manage Windows Networking
- Troubleshoot Windows Networking
- Configure Windows Security Settings
- Manage Windows Shares

Lesson 15: Managing Linux and macOS

- Identify Features of Linux
- Identify Features of macOS

Lesson 16: Configuring SOHO Network Security

- Explain Attacks, Threats, and Vulnerabilities
- Compare Wireless Security Protocols
- Configure SOHO Router Security
- Summarize Security Measures

Lesson 17: Managing Security Settings

- Configure Workstation Security
- Configure Browser Security
- Troubleshoot Workstation Security Issues

Lesson 18: Supporting Mobile Software

- Configure Mobile OS Security
- Troubleshoot Mobile OS and App Software
- Troubleshoot Mobile OS and App Security

Lesson 19: Using Support and Scripting Tools

- Use Remote Access Technologies
- Implement Backup and Recovery
- Explain Data Handling Best Practices
- Identify Basics of Scripting

Lesson 20: Implementing Operational Procedures

- Implement Best Practice Documentation
- Use Proper Communication Techniques
- Use Common Safety and Environmental Procedures

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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