



CompTIA A+ (Accelerated)

Duration: 5 Days **Course Code: G004**

Overview:

CompTIA's A+ Certification is the industry standard for validating the foundational skills needed by support technicians in today's digital world. A technical support professional does much more than fix a PC, they now have to understand how applications work across systems and be capable of solving problems that help to keep the business running smoothly. The CompTIA A+ Certification has recently been updated to reflect the growing focus on topics such as cybersecurity, Privacy, IoT, Scripting, Virtualisation and Cloud. This globally recognised vendor-neutral certification requires that you pass two exams: CompTIA A+ Core 1 Exam 220-1101 and Core 2 Exam 220-1102.

Target Audience:

Entry-level IT Professionals in a technical support role

Objectives:

- **After completing this course you should be able to:**
 - 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
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Prerequisites:

Attendees should meet the following prerequisites:

- Recognize the main components of a PC and different data media such as USB drives and DVD.
- Start the computer and navigate the desktop.
- Use Windows Explorer to create directories and subdirectories and manage files.
- Use a web browser such as Internet Explorer to view websites.

Testing and Certification

Recommended as preparation for the following exams:

- **220-1101** - CompTIA A+ Core 1 Exam
 - **220-1102** - CompTIA A+ Core 2 Exam
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Follow-on-Courses:

The following courses are recommended for those students looking to develop a career in networking or cyber security.

- **G005** - CompTia Network +
 - **G013** - CompTIA Security +
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Content:

Supporting Operating Systems

- Identify Common Operating Systems
- Troubleshooting Methodology
- Use Windows Features and Tools
- Manage Files in Windows
- Manage Disks in Windows
- Manage Devices in Windows

Installing and Configuring PC Components

- Use Appropriate Safety Procedures
- PC Components
- Common Connection Interfaces
- Install Peripheral Devices

Installing, Configuring and Troubleshooting Display and Multimedia Devices

- Install and Configure Display Devices
- Troubleshoot Display Devices
- Install and Configure Multimedia Devices

Installing, Configuring and Troubleshooting Storage Devices

- Install System Memory
- Install and Configure Mass Storage Devices
- Install and Configure Removable Storage
- Configure RAID
- Troubleshoot Storage Devices

Installing, Configuring and Troubleshooting Internal System Components

- Install and Upgrade CPUs
- Configure and Update BIOS/UEFI
- Install Power Supplies
- Troubleshoot Internal System Components
- Configure a Custom PC

Installing, Configuring and Maintaining Operating Systems

- Configure and Use Linux
- Configure and Use macOS
- Install and Upgrade Operating Systems
- Maintain OSs

Maintaining and Troubleshooting Microsoft Windows

- Install and Manage Windows Applications
- Manage Windows Performance
- Troubleshoot Windows

Network Infrastructure Concepts

- Wired Networks
- Network Hardware Devices
- Wireless Networks
- Internet Connection Types
- Network Configuration Concepts
- Network Services

Configuring and Troubleshooting Networks

- Configure Network Connection Settings
- Install and Configure SOHO Networks
- Configure SOHO Network Security
- Configure Remote Access
- Troubleshoot Network Connections
- Install and configure IoT Devices

Managing Users, Workstations and Shared Resources

- Manage Users
- Configure Shared Resources
- Configure Active Directory Accounts and Policies

Implementing Client Virtualization and Cloud Computing

- Configure Client-Side Virtualization
- Cloud Computing Concepts

Security Concepts

- Logical Security Concepts
- Threat and Vulnerabilities
- Physical Security Measures

Securing Workstations and Data

- Implement Security Best Practices
- Implement Data Protection Policies
- Protect Data During Incident Response

Troubleshooting Workstation Security Issues

- Detect, Remove and Prevent Malware
- Troubleshoot Common Workstation Security Issues

Supporting and Troubleshooting Laptops

- Use Laptop Features
- Install and Configure Laptop Hardware
- Troubleshoot Common Laptop Issues

Supporting and Troubleshooting Mobile Devices

- Mobile Device Types
- Connect and Configure Mobile Device Accessories
- Configure Mobile Device Network Connectivity
- Support Mobile Apps
- Secure Mobile Devices
- Troubleshoot Mobile Device Issues

Installing, Configuring and Troubleshooting Print Devices

- Maintain Laser Printers
- Maintain Inkjet Printers
- Maintain Impact, Thermal and 3D Printers
- Install and Configure Printers
- Troubleshoot Print Device Issues
- Install and Configure Imaging Devices

Implementing Operational Procedures

- Environmental Impacts and Controls
- Create and Maintain Documentation
- Use Basic Change Management Best Practices
- Implement Disaster Prevention and Recovery Methods
- Basic Scripting Concepts
- Professionalism and Communication

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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