



CompTIA A+ (Accelerated)

Duration: 5 Days **Course Code: G004** **Delivery Method: Virtual Learning**

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 220-1001 and Core 2 Exam 220-1002.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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:

- **220-1001** - CompTIA A+ Core 1 Exam
 - **220-1002** - 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 +

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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