

Training: CompTIA
CompTIA A+ Prep Course

TRAINING GOALS:

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to networking to virtualization and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

CompTIA A+ is the only industry recognized credential with performance testing to prove pros can think on their feet to perform critical IT support tasks. It is trusted by employers around the world to identify the go-to person in end point management & technical support roles. CompTIA A+ appears in more tech support job listings than any other IT credential.

The CompTIA A+ Core Series requires candidates to pass two exams: Core 1 (220-1101) and Core 2 (220-1102) covering the following new content, emphasizing the technologies and skills IT pros need to support a hybrid workforce.

- Increased reliance on SaaS applications for remote work
- More on troubleshooting and how to remotely diagnose and correct common software, hardware, or connectivity problems
- Changing core technologies from cloud virtualization and IoT device security to data management and scripting
- Multiple operating systems now encountered by technicians on a regular basis, including the major systems, their use cases, and how to keep them running properly
- Reflects the changing nature of the job role, where many tasks are sent to specialized providers as certified personnel need to assess whether it's best to fix something on site, or to save time and money by sending proprietary technologies directly to vendors

The CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) exam is accredited by ANSI to show compliance with the ISO 17024 standard and, as such, undergoes regular reviews and updates to the exam objectives.

Each participant in an authorized training CompTIA A+ Prep Course held in Compendium CE will receive a free 220-1101 & 220-1102 CompTIA A+ Certification Exam vouchers.

Who Should Attend

- Help Desk Tech
- Desktop Support Specialist
- Field Service Technician

- Help Desk Technician
- Associate Network Engineer
- System Support Technician
- Junior Systems Administrator

CONSPECT:

- Mobile Devices
 - Given a scenario, install and configure laptop hardware and components
 - Compare and contrast the display components of mobile devices
 - Given a scenario, set up and configure accessories and ports of mobile devices
 - Given a scenario, configure basic mobile-device network connectivity and application support
- Networking
 - Compare and contrast Transmission Control Protocol (TCP) and User Datagram Protocol (UDP) ports, protocols, and their purposes
 - Compare and contrast common networking hardware
 - Compare and contrast protocols for wireless networking
 - Summarize services provided by networked hosts
 - Given a scenario, install and configure basic wired/wireless small office/home office (SOHO) networks
 - Compare and contrast common network configuration concepts
 - Compare and contrast Internet connection types, network types and their features
 - Given a scenario, use networking tools
- Hardware
 - Explain basic cable types and their connectors, features and purposes
 - Given a scenario, install the appropriate RAM
 - Given a scenario, select and install storage devices
 - Given a scenario, install and configure motherboards, central processing units (CPUs), and add-on cards
 - Given a scenario, install or replace the appropriate power supply
 - Given a scenario, deploy and configure multifunction devices/printers and settings
 - Given a scenario, install and replace printer consumables
- Virtualization and Cloud Computing
 - Summarize cloud-computing concepts
 - Summarize aspects of client-side virtualization
- Hardware and Network Troubleshooting

- Given a scenario, apply the best practice methodology to resolve problems
- Given a scenario, troubleshoot problems related to motherboards, RAM, CPU, and power
- Given a scenario, troubleshoot and diagnose problems with storage drives and RAID arrays
- Given a scenario, troubleshoot video, projector and display issues
- Given a scenario, troubleshoot common issues with mobile devices
- Given a scenario, troubleshoot and resolve printer issues
- Given a scenario, troubleshoot problems with wired and wireless networks
- Operating Systems
 - Identify basic features of Microsoft Windows editions
 - Given a scenario, use the appropriate Microsoft command-line tool
 - Given a scenario, use features and tools of the Microsoft Windows 10 operating system (OS)
 - Given a scenario, use the appropriate Microsoft Windows 10 Control Panel utility
 - Given a scenario, use the appropriate Windows settings
 - Given a scenario, configure Microsoft Windows networking features on a client/desktop
 - Given a scenario, apply application installation and configuration concepts
 - Explain common OS types and their purposes
 - Given a scenario, perform OS installations and upgrades in a diverse OS environment
 - Identify common features and tools of the macOS/desktop OS
 - Identify common features and tools of the Linux client/desktop OS
- Security
 - Summarize various security measures and their purposes
 - Compare and contrast wireless security protocols and authentication methods
 - Given a scenario, detect, remove, and prevent malware using the appropriate tools and methods
 - Explain common social-engineering attacks, threats, and vulnerabilities
 - Given a scenario, manage and configure basic security settings in the Microsoft Windows OS
 - Given a scenario, configure a workstation to meet best practices for security
 - Explain common methods for securing mobile and embedded devices
 - Given a scenario, use common data destruction and disposal methods
 - Given a scenario, configure appropriate security settings on small office/home office (SOHO) wireless and wired networks
 - Given a scenario, install and configure browsers and relevant security settings
- Software Troubleshooting
 - Given a scenario, troubleshoot common Windows OS problems

- Given a scenario, troubleshoot common personal computer (PC) security issues
- Given a scenario, use best practice procedures for malware removal
- Given a scenario, troubleshoot common mobile OS and application issues
- Given a scenario, troubleshoot common mobile OS and application security issues
- Operational Procedures
 - Given a scenario, implement best practices associated with documentation and support systems information management
 - Explain basic change-management best practices
 - Given a scenario, implement workstation backup and recovery methods
 - Given a scenario, use common safety procedures
 - Summarize environmental impacts and local environmental controls
 - Explain the importance of prohibited content/activity and privacy, licensing, and policy concepts
 - Given a scenario, use proper communication techniques and professionalism
 - Identify the basics of scripting
 - Given a scenario, use remote access technologies

REQUIREMENTS:

- Basic knowledge of computing concepts
- End user skills with Windows operation system

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by CompTIA (course completion). This course will help prepare you for the CompTIA A+ certification exams, which is available through the Pearson VUE test centers.

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TRAINER:

Authorized CompTIA Trainer