CompTIA A+ Certification: A Comprehensive Approach (Exams 220-1001 and 220-1002) (Comptia-A) (Flex)

Modality: Virtual Classroom

Duration: 20 Days (2 hrs/day)

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher (excluding purchases using Training Vouchers / SATV) for 220-1001 and 220-1002 Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately."

About the Course:

It is a widely held belief that the CompTIA certified A+ professionals are amazing problem solvers. They support the core technologies in play today, such as security, data management, cloud, and much more. If you wish to launch your career in the IT industry then CompTIA A+ is the way to go. It helps build the foundation for a successful career. It is the only performance based credential which is recognized by the industry to showcase the ability of a professional to think of his or her feet and perform critical support tasks undertaken by IT in a jiffy. The credential has a trust factor which catches the eyes of the employers, all over the world, and brands the individual to be the problem solver in technical and end-point management support roles. The certification is regularly updated to keep pace with the evolving times.

Course Objective:

The course will enable the student to learn how to configure, install, troubleshoot, optimize, upgrade and repair, as well as perform preventive maintenance on digital devices, personal computers, and operating systems. Those enrolled in this course, will learn how to:

- Support operating systems.
- Install, configure, and troubleshoot storage devices.
- Install and configure PC system unit components and peripheral devices.
- Install, configure, and maintain operating systems.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and troubleshoot display and multimedia devices.
- Configure and troubleshoot network connections.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Implement physical security.
- Implement client virtualization and cloud computing.
- Manage users, workstations, and shared resources.
- Support and troubleshoot mobile devices.
- Troubleshoot workstation security issues.
- Secure workstations and data.

- Support and troubleshoot laptops.
- Implement operational procedures.
- Install, configure, and troubleshoot print devices.

Audience:

The course is intended to be undertaken by those professional who have basic knowledge about computers and skillfully know how to use it, as well as those who aim to get an entry level position as an IT technician. It can also be opted for by those students who wish to have the CompTIA A+ certification, and want to take the CompTIA A+ Core 1 220-1001 Certification Exam and the CompTIA A+ Core 2 220-1002 Certification Exam.

Job Roles:

Those candidates who obtain this certification may occupy one of the following job roles;

- Support Specialist; On average, they earn $54,500/- per year
- Field Service Technician; The average salary of such a professional is $46,000/- per year
- Help Desk Tier 2 Support; These professionals earn up to $45,000/- per year, on average.
- Desktop Support Analyst; Individuals occupying this role can earn $60,000/- per year, on average.

Practice Exams:

- [Practice Exam - CompTIA A+ (220-1001)](#)
- [Practice Exam - CompTIA A+ (220-1002)](#)

Pre-requisites:

In order to enroll in this course and eventually clear the exams, you must have basic knowledge about computer and its usage, and you should be able to perform tasks in Microsoft® Windows® environment. In addition, you should also be able to access and browse for information via the Internet and have basic knowledge and understanding of various computing concepts. In order to obtain these basic level skills, you can take the CompTIA® IT Fundamental+ Certification (Exam FC0-U61), which builds the foundation for advanced level courses.

Note: The pre-requisites for this course may significantly differ from the pre-requisites of the CompTIA Certification exams.

Course Outline:

Lesson 1: Supporting Operating Systems

- **Topic A:** Identify Common Operating Systems
- **Topic B:** Troubleshooting Methodology

- **Topic C:** Use Windows Features and Tools
- **Topic D:** Manage Files in Windows
- **Topic E:** Manage Disks in Windows
- **Topic F:** Manage Devices in Windows

Lesson 2: Installing and Configuring PC Components

- **Topic A:** Use Appropriate Safety Procedures
- **Topic B:** PC Components
- **Topic C:** Common Connection Interfaces
- **Topic D:** Install Peripheral Devices

Lesson 3: Installing, Configuring, and Troubleshooting Display and Multimedia Devices

- **Topic A:** Install and Configure Display Devices
- **Topic B:** Troubleshoot Display Devices
- **Topic C:** Install and Configure Multimedia Devices

Lesson 4: Installing, Configuring, and Troubleshooting Storage Devices

- **Topic A:** Install System Memory
- **Topic B:** Install and Configure Mass Storage Devices
- **Topic C:** Install and Configure Removable Storage
- **Topic D:** Configure RAID
- **Topic E:** Troubleshoot Storage Devices

Lesson 5: Installing, Configuring, and Troubleshooting Internal System Components

- **Topic A:** Install and Upgrade CPUs
- **Topic B:** Configure and Update BIOS/UEFI
- **Topic C:** Install Power Supplies
- **Topic D:** Troubleshoot Internal System Components
- **Topic E:** Configure a Custom PC

Lesson 6: Installing, Configuring, and Maintaining Operating Systems

- **Topic A:** Configure and Use Linux
- **Topic B:** Configure and Use macOS
- **Topic C:** Install and Upgrade Operating Systems
- **Topic D:** Maintain OSs

Lesson 7: Maintaining and Troubleshooting Microsoft Windows

- **Topic A:** Install and Manage Windows Applications
- **Topic B:** Manage Windows Performance
- **Topic C:** Troubleshoot Windows

Lesson 8: Network Infrastructure Concepts

- **Topic A:** Wired Networks
- **Topic B:** Network Hardware Devices
- **Topic C:** Wireless Networks
- **Topic D:** Internet Connection Types
- **Topic E:** Network Configuration Concepts
- **Topic F:** Network Services

Lesson 9: Configuring and Troubleshooting Networks

- **Topic A:** Configure Network Connection Settings
- **Topic B:** Install and Configure SOHO Networks
- **Topic C:** Configure SOHO Network Security
- **Topic D:** Configure Remote Access
- **Topic E:** Troubleshoot Network Connections
- **Topic F:** Install and Configure IoT Devices

Lesson 10: Managing Users, Workstations, and Shared Resources

- **Topic A:** Manage Users
- **Topic B:** Configure Shared Resources
- **Topic C:** Configure Active Directory Accounts and Policies

Lesson 11: Implementing Client Virtualization and Cloud Computing

- **Topic A:** Configure Client-Side Virtualization
- **Topic B:** Cloud Computing Concepts

Lesson 12: Security Concepts

- **Topic A:** Logical Security Concepts
- **Topic B:** Threats and Vulnerabilities
- **Topic C:** Physical Security Measures

Lesson 13: Securing Workstations and Data

- **Topic A:** Implement Security Best Practices
- **Topic B:** Implement Data Protection Policies
- **Topic C:** Protect Data During Incident Response

Lesson 14: Troubleshooting Workstation Security Issues

- **Topic A:** Detect, Remove, and Prevent Malware
- **Topic B:** Troubleshoot Common Workstation Security Issues

Lesson 15: Supporting and Troubleshooting Laptops

- **Topic A:** Use Laptop Features
- **Topic B:** Install and Configure Laptop Hardware

- **Topic C:** Troubleshoot Common Laptop Issues

Lesson 16: Supporting and Troubleshooting Mobile Devices

- **Topic A:** Mobile Device Types
- **Topic B:** Connect and Configure Mobile Device Accessories
- **Topic C:** Configure Mobile Device Network Connectivity
- **Topic D:** Support Mobile Apps
- **Topic E:** Secure Mobile Devices
- **Topic F:** Troubleshoot Mobile Device Issues

Lesson 17: Installing, Configuring, and Troubleshooting Print Devices

- **Topic A:** Maintain Laser Printers
- **Topic B:** Maintain Inkjet Printers
- **Topic C:** Maintain Impact, Thermal, and 3D Printers
- **Topic D:** Install and Configure Printers
- **Topic E:** Troubleshoot Print Device Issues
- **Topic F:** Install and Configure Imaging Devices

Lesson 18: Implementing Operational Procedures

- **Topic A:** Environmental Impacts and Controls
- **Topic B:** Create and Maintain Documentation
- **Topic C:** Use Basic Change Management Best Practices
- **Topic D:** Implement Disaster Prevention and Recovery Methods
- **Topic E:** Basic Scripting Concepts
- **Topic F:** Professionalism and Communication

Appendix A: Mapping Course Content to CompTIA® A+® Core 1 (Exam 220-1001)

Appendix B: Mapping Course Content to CompTIA® A+® Core 2 (Exam 220-1002)