

CompTIA A+

Overview

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

Course Objectives

In this course, you will learn to:

- Identifying, using, and connecting hardware components and devices
- Install and support Windows OS including command line & client support. Understand Mac OS,
- Linux and mobile OS
- Troubleshoot PC and mobile device issues including application security support
- Explain types of networks and connections including TCP/IP, WIFI and SOHO
- Troubleshoot device and network issues
- Identify and protect against security vulnerabilities for devices and their network connections
- Install & configure laptops and other mobile devices
- Compare & contrast cloud computing concepts & set up client-side virtualization
- Follow best practices for safety, environmental impacts, and communication and professionalism

Duration

5 Days

Who Should Attend

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician.

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Prerequisites

To ensure your success in this course, you should have experience with basic computer user skills, be able to complete tasks in a Microsoft® Windows® environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts. You can obtain this level of skills and knowledge by taking the CompTIA IT Fundamentals+

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Course Topics

Module 1	Installing Motherboard and Connectors • Cable Types and Connectors • Motherboards • Explaining Basic Cable Types • Legacy Cable Types
Module 2	Installing System Devices • Installing a Power Supply Unit • Power Supplies and Coolin • Installing and Configuring Mass Storage Devices • Storage Devices • System Memory • Installing and Upgrading Processors • Installing and Configuring Motherboards, CPUs, and Add-on Cards • CPUs
Module 3	Troubleshooting PC Hardware • Applying Best Practice Methodology to Resolve Problems • Troubleshooting Methodology • BIOS/UEFI • Troubleshooting RAID Issues • Troubleshooting Problems with Storage Drives and RAID Arrays • Power and Disk Issues • Troubleshooting Problems with Motherboards, RAM CPU, and Power • Troubleshooting Video, Projector, and Display Issues • System and Display Issues
Module 4	Comparing Local Networking Hardware • Network Types • Installing and Configuring a Switch • Networking Hardware • Wiring a Patch Panel • Network Cable Types • Wireless Networking Types

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Module 5	Configuring Network Addressing and Internet Connections • Internet Connection Types • Installing and Configuring a Router • Basic TCP/IP Concepts • Protocols and Ports • Network Configuration Concepts
Module 6	Supporting Network Services • Services Provided by Networked Hosts • Summarizing Network Host Services • Internet and Embedded Appliances • Testing and Troubleshooting Twisted-Pair Cabling Solutions • Review Activity: Networks
Module 7	Summarizing Virtualization and Cloud Concepts • Client-Side Virtualization • Summarizing Cloud-Computing Concepts • Implementing Client Virtualization and Cloud Computing • Cloud Concepts
Module 8	Supporting Mobile Devices • Common Mobile Device Accessories • Mobile Devices and Peripherals • Troubleshooting Common Issues with Mobile Devices • Mobile Device Apps • Upgrading Laptop System Components • Laptop Hardware • Troubleshooting Power and Cooling Issues • Troubleshooting Display Issues • Mobile Device Issues

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Module 9	Supporting Print Devices • Deploying and Configuring Multifunction Devices/Printers and Settings • Installing and Configuring Imaging Devices • Printer and Multifunction Devices • Maintaining Inkjet Printers • Maintaining Laser Printers • Print Device Consumables • Laser Printer Print Defects • Print Device Issues
Module 10	Configuring Windows • Creating a User Account in Windows 10 • Windows User Settings • Windows System Settings
Module 11	Managing Windows • Editing the Windows Registry • Creating Custom MMC's in Windows • Management Consoles • Using Features and Tools of the Microsoft Windows 10 operating system • Performance and Troubleshooting Tools • Copying Files and Folders at the Command Prompt • Command-line Tools
Module 12	Identifying OS Types and Features • Common OS Types and Their Purpose • OS Types • Checking Compatibility for OS Installation or Upgrade • Review Activity: Windows Editions
Module 13	Supporting Windows • Deploying a Windows Image • OS Installations and Upgrades • Applying Application Installation and Configuration Concepts • Applications • Troubleshooting Common Windows OS Problems • Windows OS Problems

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Module 14	Managing Windows Networking • Windows Networking • Using the Appropriate Microsoft Command-Line Tool • Windows Networking • Windows Security Settings • Creating Home Folders • Windows Shares
Module 15	Managing Linux and macOS • Supporting Mac Operating Systems • Features of Linux • Features of macOS
Module 16	Configuring SOHO Network Security • Attacks, Threats, and Vulnerabilities • Wireless Security Protocols • Configuring Appropriate Security Settings on SOHO Wireless and Wired Networks • SOHO Router Security • Security Measures
Module 17	Managing Security Settings • Workstation Security • Browser Security • Reducing Malware Effects • Workstation Security Issues
Module 18	Supporting Mobile Software • Troubleshooting Common Mobile OS and Application Issues • Mobile OS Security • Mobile OS and App Software • Mobile OS and App Security

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Module 19	Using Support and Scripting Tools • Remote Access Technologies • Implementing Workstation Backup and Recovery Methods • Backing Up Data and Settings • Backup and Recovery • Data Handling Best Practices • Identifying the Basics of Scripting • Basics of Scripting
Module 20	Implementing Operational Procedures • Implementing Best Practices with Documentation and Support Systems Information Management • Best Practice Documentation • Using Proper Communication Techniques and Professionalism • Proper Communication Techniques • Common Safety and Environmental Procedures