



CompTIA A+ Certification 220-1001 Support Skills Duration 5 Days

Overview

The CompTIA A+ Core 1 (Exam 220-1001) course covers primarily the **hardware** components of the A+ Certification, the course itself is geared towards preparing the delegates to take and hopefully pass the associated exam.

Target Audience

The course is designed for delegates who have basic computer skills and who are interested in starting an IT career. The course is also designed for students who are seeking the CompTIA A+ certification.

Delegates will learn how to:

- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Implement client virtualisation and cloud computing.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.

Course Outline

The course is a five day, ten lesson, multiple topic course, and includes both theoretical and lab based tasks.

Lesson 1 Installing and Configuring PC Components

A very large percentage of the work an IT technician performs is working with hardware. This includes installing, upgrading, repairing, configuring, maintaining, optimising, and troubleshooting computer components. This lesson covers the computer's system components and peripheral devices.

- Topic A - Use Appropriate Safety Procedures
- Topic B - PC Components
- Topic C - Common Connection Interfaces
- Topic D - Install Peripheral Devices
- Topic E - Troubleshooting Methodology



Lesson 2: Installing, Configuring, and Troubleshooting Display and Multimedia Devices

This lesson focuses on 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 3: Installing, Configuring, and Troubleshooting Storage Devices

As an IT technician, responsibilities are likely to include installing and maintaining many different types of computer components, including storage devices. This lesson covers the various technologies used to store data, including RAM, ROM, HDD, SSD, removable and optical media

- 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 4: Installing, Configuring, and Troubleshooting Internal System Components

As an IT technician you may be called upon to maintain and install internal components within the system case. This lesson covers the function of the internal components of a PC based system, and how to manage them effectively.

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

Lesson 5: Network Infrastructure Concepts

In this lesson we cover the technologies that create a network infrastructure, such as cabling technologies, wireless standards, switches, routers, and protocols.

- 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 6: Configuring and Troubleshooting Networks

In this lesson we cover the installation, configuration, and management of network devices.

- 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 7: Implementing Client Virtualisation and Cloud Computing

This lesson covers the basics of Cloud computing and then moves onto the concepts of Virtualisation.

- Topic A - Configure Client-Side Virtualisation
- Topic B - Cloud Computing Concepts

Lesson 8: Supporting and Troubleshooting Laptops

In this lesson we cover the difference between desktop and laptop technologies.

- Topic A - Use Laptop Features
- Topic B - Install and Configure Laptop Hardware
- Topic C - Troubleshoot Common Laptop Issues

Lesson 9: Supporting and Troubleshooting Mobile Devices

In this lesson we look at the types of mobile devices available. We also look at managing and maintaining 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

Lesson 10: Installing, Configuring and Troubleshooting Print Devices

In this lesson we cover the various technologies used for printing.

- 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



CompTIA A+ Certification 220-1002 Support Skills Duration 5 Days

Overview

The CompTIA A+ Core 2 (exam 220-1002) course covers primarily the **software** components of the A+ Certification, the course itself is geared towards preparing the delegates to take and pass the associated exam.

Target Audience

The course is designed for delegates who have basic computer skills and have completed the CompTIA A+ Core 1 course. The course is also designed for students who are seeking the CompTIA A+ certification.

Delegates will learn how to:

- Support operating systems.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement physical security.
- Secure workstations and data..
- Troubleshoot workstation security issues.
- Support and troubleshoot mobile devices.
- Implement operational procedures.

Course Outline

This course is a five day, ten lesson multiple topic course and includes both theoretical and lab based tasks.

Lesson 1: Supporting Operating Systems

In this lesson we learn about installing, configuring, maintaining, and troubleshooting personal computer operating systems.

- Topic A - Identifying Common Operating Systems
- Topic B - Use Windows Features and Tools
- Topic C - Manage Files in Windows
- Topic D - Manage Disks in Windows
- Topic E - Manage Devices in Windows

Lesson 2: Installing, Configuring, and Maintaining Operating Systems

In this lesson, we examine some of the other popular operating systems, we also look at the installation and upgrade of operating systems

- Topic A - Configure and use Linux
- Topic B - Configure and use MacOS
- Topic C - Install and Upgrade Operating Systems
- Topic D - Maintain Operating Systems

Lesson 3: Maintaining and Troubleshooting Microsoft Windows

In this lesson, we look at using various tools and features to install and configure devices and software within the Windows operating system.

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

Lesson 4: Configuring and Troubleshooting Networks

In this lesson, we look at installing, configuring, and troubleshooting network connectivity within an operating system.

- 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

Lesson 5: Managing Users, Workstations, and Shared Resources

In this lesson, we will cover creating, and managing the security principals used for authentication to an operating system.

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

Lesson 6: Security Concepts

In this lesson, we cover the duties involved in protecting organisational computing assets from attacks, we will identify security threats and vulnerabilities,

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



Lesson 7: Securing Workstations and Data

In this lesson, we cover sources of vulnerabilities and weaknesses, we then look at methods to protect the organisational data.

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

Lesson 8: Troubleshooting Workstation Security Issues

In this lesson, we look at securing user accounts and also installing antivirus software, updating with patches, and encrypting data.

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

Lesson 9: Supporting and Troubleshooting Mobile Devices

In this lesson, we look at the skills required to support the mobile devices in an organisation

- Topic A - Secure Mobile Devices
- Topic B - Troubleshoot Mobile Device Issues

Lesson 10: Implementing Operational Procedures

In this lesson, we look at the soft skills and some automation skills required in order to become professional IT support technicians

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