New Horizons®

CompTIA A+ Part 2 (Exam 220-1102)

Summary

Length: 40 hours Level: Experienced

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. This course follows after the A+ Part 1 course and prepares you for the A+ Core 2 exam 220-1101. This course may earn a Credly Badge.

Learning Objectives

In this course you will learn to:

Identify, install and configure Windows Operating System features
Perform OS installations and upgrades
Identify features and tools of macOS
Identify features and tools of Linux OS
Summarize security measures and protocols
Configure SOHO network security
Manage security settings
Troubleshoot Windows OS problems
Explain change-management best practices
Implement workstation backup and recover methods
Identify the basics of scripting

Course Outline

1. **Lesson 1: Configuring Windows**

    Topic 1A: Configure Windows User Settings
    Topic 1B: Configure Windows System Settings

2. **Lesson 2: Managing Windows**

    Topic 2A: Use Management Consoles
    Topic 2B: Use Performance and Troubleshooting Tools
    Topic 2C: Use Command-line Tools

3. **Lesson 3: Identifying OS Types and Features**

    Topic 3A: Explain OS Types
    Topic 3B: Compare Windows Editions

4. **Lesson 4: Supporting Windows**

    Topic 4A: Perform OS Installations and Upgrades
    Topic 4B: Install and Configure Application
    Topic 4C: Troubleshoot Windows OS Problems

5. **Lesson 5: Managing Windows Networking**

Topic 5A: Manage Windows Networking
Topic 5B: Troubleshoot Windows Networking
Topic 5C: Configure Windows Security Settings
Topic 5D: Manage Windows Shares

6.   **Lesson 6: Managing Linux and macOS**

Topic 6A: Identify Features of Linux
Topic 6B: Identify Features of macOS

7.   **Lesson 7: Configuring SOHO Network Security**

Topic 7A: Explain Attacks, Threats, and Vulnerabilities
Topic 7B: Compare Wireless Security Protocols
Topic 7C: Configure SOHO Router Security
Topic 7D: Summarize Security Measures

8.   **Lesson 8: Managing Security Settings**

Topic 8A: Configure Workstation Security
Topic 8B: Configure Browser Security
Topic 8C: Troubleshoot Workstation Security Issues

9.   **Lesson 9: Supporting Mobile Software**

Topic 9A: Configure Mobile OS Security
Topic 9B: Troubleshoot Mobile OS and App Software
Topic 9C: Troubleshoot Mobile OS and App Security

10.   **Lesson 10: Using Support and Scripting Tools**

Topic 10A: Use Remote Access Technologies
Topic 10B: Implement Backup and Recovery
Topic 10C: Explain Data Handling Best Practices
Topic 10D: Identify Basics of Scripting

11.   **Lesson 11: Implementing Operational Procedures**

Topic 11A: Implement Best Practice Documentation
Topic 11B: Use Proper Communication Techniques
Topic 11C: Use Common Safety and Environmental Procedures

Audience

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.This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 2 220-1102 Certification Exam.

Prerequisites

While there are no prerequisites for this course, please ensure you have the right level of experience to be successful in this training.