



CompTIA A+ Certification (Exams 220-1101 and 220-1102)

Summary

Length: 40 hours Level: Foundational

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. This course, prepares you for the CompTIA A+ Certification exams 220-1101 and 220-1102. This course may earn a Credly Badge.

Learning Objectives

At completion of this course, you will be able to:

- Install and configure end-user devices and software
- Address connectivity problems
- Perform basic cybersecurity mitigations
- Troubleshoot common problems to diagnose and resolve issues
- Demonstrate basic knowledge of scripting, the cloud, and virtualization

Course Outline

1. Lesson 1: Installing Motherboards and Connectors

- Topic 1A: Explain Cable Types and Connectors
- Topic 1B: Install and Configure Motherboards
- Topic 1C: Explain Legacy Cable Types

2. Lesson 2: Installing System Devices

- Topic 2A: Install and Configure Power Supplies and Cooling
- Topic 2B: Select and Install Storage Devices
- Topic 2C: Install and Configure System Memory
- Topic 2D: Install and Configure CPUs

3. Lesson 3: Troubleshooting PC Hardware

- Topic 3A: Apply Troubleshooting Methodology
- Topic 3B: Configure BIOS/UEFI
- Topic 3C: Troubleshoot Power and Disk Issues
- Topic 3D: Troubleshoot System and Display Issues

4. Lesson 4: Comparing Local Networking Hardware

- Topic 4A: Compare Network Types
- Topic 4B: Compare Networking Hardware
- Topic 4C: Explain Network Cable Types
- Topic 4D: Compare Wireless Networking Types

5. Lesson 5: Configuring Network Addressing and Internet Connections

- Topic 5A: Compare Internet Connection Types
- Topic 5B: Use Basic TCP/IP Concepts
- Topic 5C: Compare Protocols and Ports
- Topic 5D: Compare Network Configuration Concepts

6. **Lesson 6: Supporting Network Services**
 - Topic 6A: Summarize Services Provided by Networked Hosts
 - Topic 6B: Compare Internet and Embedded Appliances
 - Topic 6C: Troubleshoot Networks

7. **Lesson 7: Summarizing Virtualization and Cloud Concepts**
 - Topic 7A: Summarize Client-Side Virtualization
 - Topic 7B: Summarize Cloud Concepts

8. **Lesson 8: Supporting Mobile Devices**
 - Topic 8A: Set Up Mobile Devices and Peripherals
 - Topic 8B: Configure Mobile Device Apps
 - Topic 8C: Install and Configure Laptop Hardware
 - Topic 8D: Troubleshoot Mobile Device Issues

9. **Lesson 9: Supporting Print Devices**
 - Topic 9A: Deploy Printer and Multifunction Devices
 - Topic 9B: Replace Print Device Consumables
 - Topic 9C: Troubleshoot Print Device Issues

10. **Lesson 10: Configuring Windows**
 - Topic 10A: Configure Windows User Settings
 - Topic 10B: Configure Windows System Settings

11. **Lesson 11: Managing Windows**
 - Topic 11A: Use Management Consoles
 - Topic 11B: Use Performance and Troubleshooting Tools
 - Topic 11C: Use Command-line Tools

12. **Lesson 12: Identifying OS Types and Features**
 - Topic 12A: Explain OS Types
 - Topic 12B: Compare Windows Editions

13. **Lesson 13: Supporting Windows**
 - Topic 13A: Perform OS Installations and Upgrades
 - Topic 13B: Install and Configure Applications
 - Topic 13C: Troubleshoot Windows OS Problems

14. **Lesson 14: Managing Windows Networking**
 - Topic 14A: Manage Windows Networking
 - Topic 14B: Troubleshoot Windows Networking
 - Topic 14C: Configure Windows Security Settings
 - Topic 14D: Manage Windows Shares

15. **Lesson 15: Managing Linux and macOS**
 - Topic 15A: Identify Features of Linux
 - Topic 15B: Identify Features of macOS

16. **Lesson 16: Configuring SOHO Network Security**

Topic 16A: Explain Attacks, Threats, and Vulnerabilities
Topic 16B: Compare Wireless Security Protocols
Topic 16C: Configure SOHO Router Security
Topic 16D: Summarize Security Measures

17. **Lesson 17: Managing Security Settings**

Topic 17A: Configure Workstation Security
Topic 17B: Configure Browser Security
Topic 17C: Troubleshoot Workstation Security Issues

18. **Lesson 18: Supporting Mobile Software**

Topic 18A: Configure Mobile OS Security
Topic 18B: Troubleshoot Mobile OS and App Software
Topic 18C: Troubleshoot Mobile OS and App Security

19. **Lesson 19: Using Support and Scripting Tools**

Topic 19A: Use Remote Access Technologies
Topic 19B: Implement Backup and Recovery
Topic 19C: Explain Data Handling Best Practices
Topic 19D: Identify Basics of Scripting

20. **Lesson 20: Implementing Operational Procedures**

Topic 20A: Implement Best Practice Documentation
Topic 20B: Use Proper Communication Techniques
Topic 20C: Use Common Safety and Environmental Procedures

Audience

This course is targeted to those seeking A+ Certification and anyone whose role might be IT Support Specialist, Helpdesk Technician, Field Technician, Tier I Support Specialist, Desktop Support Specialist, Associate Network Engineer, Systems Support Technician, or Junior Systems Administrator.

Prerequisites

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