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**Learning Style: On Demand**

**Provider:**

**Difficulty: Beginner**

**Course Duration: 7 Hours**

## **CompTIA A+ On Demand (Exams 220-1101 and 220-1102)**



### **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 Objectives:**

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 1 220-1101 Certification Exam and the CompTIA A+ Core 2 220-1102 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.

## **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 Fundamentals+ Certification (Exam FC0-U61), which builds the foundation for advanced level courses.

## **Course Outline:**

- 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
- 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
- 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
- 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
- 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
- Lesson 6: Supporting Network Services
  - Topic 6A: Summarize Services Provided by Networked Hosts
  - Topic 6B: Compare Internet and Embedded Appliances
  - Topic 6C: Troubleshoot Networks
- Lesson 7: Summarizing Virtualization and Cloud Concepts
  - Topic 7A: Summarize Client-side Virtualization
  - Topic 7B: Summarize Cloud Concepts
- 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
- Lesson 9: Supporting Print Devices
  - Topic 9A: Deploy Printer and Multifunction Devices
  - Topic 9B: Replace Print Device Consumables
  - Topic 9C: Troubleshoot Print Device Issues
- Lesson 10: Configuring Windows
  - Topic 10A: Configure Windows User Settings
  - Topic 10B: Configure Windows System Settings
- Lesson 11: Managing Windows
  - Topic 11A: Use Management Consoles
  - Topic 11B: Use Performance and Troubleshooting Tools
  - Topic 11C: Use Command-line Tools
- Lesson 12: Identifying OS Types and Features
  - Topic 12A: Explain OS Types
  - Topic 12B: Compare Windows Editions
- Lesson 13: Installing and Troubleshooting Operating System
  - Topic 13A: Perform OS Installations and Upgrades
  - Topic 13B: Install and Configure Applications
  - Topic 13C: Troubleshoot Windows OS Problems
- Lesson 14: Managing Windows Networking
  - Topic 14A: Configuring Windows Networking
  - Topic 14B: Troubleshoot Windows Networking
  - Topic 14C: Configure Windows Security Settings

- Topic 14D: Manage Windows Shares
- Lesson 15: Managing Linux and macOS
  - Topic 15A: Identify Features of Linux
  - Topic 15B: Identify Features of macOS
- 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
- Lesson 17: Managing Security Settings
  - Topic 17A: Configure Workstation Security
  - Topic 17B: Configure Browser Security
  - Topic 17C: Troubleshoot Workstation Security Issues
- 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
- 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
- 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