

## **CompTIA A+ (220-1001 and 220-1002)**

### **Introduction**

In this course, you will learn to install, configure optimize, troubleshoot, repair, upgrade, and perform preventative maintenance on personal computers, digital devices, and operating systems.

### **Target Audience**

This course is designed for individuals who are considering a career in information technology (IT) and who might be planning CompTIA A+™ certification, or other similar certifications.

### **Prerequisites**

To ensure success in this course, you should have basic computer skills, be able to complete tasks in Microsoft Windows environment, be able to search for, browse, and access information on the internet, and have basic knowledge of computing concepts

### **Course Content**

#### **Introduction**

Course setup

Computer technician skills inventory

## **Chapter 1: Troubleshooting**

Module A: Troubleshooting theory

Module B: Safety

Module C: Professionalism

## **Chapter 2: Motherboards and CPUs**

Module A: Motherboards

Module B: CPUs

## **Chapter 3: Computer power supplies**

Module A: Power supply connectors

Module B: Power supply installation

Module C: Power supply troubleshooting

## **Chapter 4: Memory**

Module A: Read-only memory

Module B: Random access memory

## **Chapter 5: Computer expansion**

Module A: Expansion interfaces

Module B: Expansion card installation

Module C: Connectors and cables

## **Chapter 6: Physical storage**

Module A: Disk drives

Module B: RAID storage

Module C: Optical drives

Module D: Other storage methods

## **Chapter 7: Input-output devices**

Module A: Input devices

Module B: Output devices

Module C: Dual input-output devices

## **Chapter 8: Display Devices**

Module A: Display technologies

Module B: Display management

## **Chapter 9: Operating systems**

Module A: Windows versions and features

Module B: Non-Windows operating systems

Module C: Operating system installation and upgrades

Module D: Applications and scripting

## **Chapter 10: Windows management**

Module A: Operating system features and tools

Module B: Control Panel utilities

Module C: Command-line tools

Module D: Operating system troubleshooting

## **Chapter 11: Network basics**

Module A: Classifying networks

Module B: Network devices

Module C: Internet connections

## **Chapter 12: Network cables and connectors**

Module A: Twisted-pair connections

Module B: Coaxial connections

Module C: Optical media

## **Chapter 13: Network protocols**

Module A: TCP/IP settings

Module B: Transport protocols

Module C: Application protocols

## **Chapter 14: Wireless networking**

Module A: Wireless technology

Module B: Wi-Fi standards

## **Chapter 15: Windows networking**

Module A: Network shares

Module B: Network connections

Module C: Connection troubleshooting

## **Chapter 16: Virtualization and cloud computing**

Module A: Virtualization

Module B: Cloud computing

## **Chapter 17: Mobile devices**

Module A: Mobile device types

Module B: Mobile device configuration

Module C: Mobile device troubleshooting

## **Chapter 18: Security principles**

Module A: Threats and vulnerabilities

Module B: Security controls

## **Chapter 19: Security technologies**

Module A: Operating system security

Module B: Security hardware and software

## **Chapter 20: Securing devices and data**

Module A: Workstation security

Module B: Mobile device security

Module C: Security troubleshooting

## **Chapter 21: SOHO network configuration**

Module A: SOHO router features

Module B: Network security

## **Chapter 22: Printers and multi-function print devices**

Module A: Printer technologies

Module B: Printer installation and maintenance

Module C: Printer troubleshooting

## **Chapter 23: Custom computers**

Module A: Custom computer considerations

## **Chapter 24: Operational procedures**

Module A: IT operations

Module B: Environmental factors

Module C: Incident response

Module D: Backup and recovery

## **Appendix A: Glossary**

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