

# CompTIA A+ - Part 2

## Course Overview

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This is a 5-day class

The CompTIA A+ course can benefit you in two ways. Whether you work or plan to work in a mobile or corporate environment where you have a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills you will require to be a successful A+ technician. It can also assist you if you are preparing to take the CompTIA A+ certification examination, exam numbers 220-1002, in order to become a CompTIA A+ Certified Professional.



## Who Should Attend

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+ 220-1002 Certification Exam.

## Course Objectives

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. You will:

- 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

### 1 Supporting Operating Systems

Identify Common Operating Systems  
Use Windows Features and Tools  
Manage Files in Windows  
Manage Disks in Windows  
Manage Devices in Windows

### 2 Installing, Configuring, and Maintaining Operating Systems

Configure and Use Linux  
Configure and Use macOS  
Install and Upgrade Operating Systems  
Maintain Oss

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## 3 Maintaining and Troubleshooting Microsoft Windows

Install and Manage Windows Applications  
Manage Windows Performance  
Troubleshoot Windows

## 4 Configuring and Troubleshooting Networks

Configure Network Connection Settings  
Install and Configure SOHO Networks  
Configure SOHO Network Security  
Configure Remote Access  
Troubleshoot Network Connections

## 5 Managing Users, Workstations, and Shared Resources

Manage Users  
Configure Shared Resources  
Configure Active Directory Accounts and Policies

## 6 Security Concepts

Logical Security Concepts  
Threats and Vulnerabilities  
Physical Security Measures

## 7 Securing Workstations and Data

Implement Security Best Practices  
Implement Data Protection Policies  
Protect Data During Incident Response

## 8 Troubleshooting Workstation Security Issues

Detect, Remove, and Prevent Malware  
Troubleshoot Common Workstation Security Issues

## 9 Supporting and Troubleshooting Mobile Devices

Secure Mobile Devices  
Troubleshoot Mobile Device Issues

## 10 Implementing Operational Procedures

Use Appropriate Safety Procedures  
Environmental Impacts and Controls  
Create and Maintain Documentation  
Use Basic Change Management Best Practices  
Implement Disaster Prevention and Recovery Methods  
Basic Scripting Concepts  
Professionalism and Communication

## 11 Appendix A

Mapping Course Content to CompTIA® A+® Core 2 (Exam 220-1102)