

# CompTIA A+ Certification (Exams 220-1001 and 220-1002)

## Course Overview

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This is a 5-day class

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.



The Official CompTIA® A+® Core 1 and Core 2 (Exams 220-1001 and 220-1002) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examinations (exam numbers 220-1001 and 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+ Core 1 220-1001 Certification Exam and the CompTIA A+ Core 2 220-1002 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 and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement client virtualization and cloud computing.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.
- Implement operational procedures.

## Course Outline



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## 1 INSTALLING AND CONFIGURING PC COMPONENTS

Use Appropriate Safety Procedures  
PC Components  
Common Connection Interfaces  
Install Peripheral Devices

## 2 INSTALLING, CONFIGURING, AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES

Install and Configure Display Devices  
Troubleshoot Display Devices  
Install and Configure Multimedia Devices

## 3 INSTALLING, CONFIGURING, AND TROUBLESHOOTING STORAGE DEVICES

Install System Memory  
Install and Configure Mass Storage Devices  
Install and Configure Removable Storage  
Configure RAID  
Troubleshoot Storage Devices

## 4 INSTALLING, CONFIGURING, AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS

Install and Upgrade CPUs  
Configure and Update BIOS/UEFI  
Install Power Supplies  
Troubleshoot Internal System Components  
Configure a Custom PC

## 5 INSTALLING, CONFIGURING, AND TROUBLESHOOTING PRINT DEVICES

Maintain Laser Printers  
Maintain Inkjet Printers  
Maintain Impact, Thermal, and 3D Printers  
Install and Configure Printers  
Troubleshoot Print Device Issues  
Install and Configure Imaging Devices

## 6 NETWORK INFRASTRUCTURE CONCEPTS

Wired Networks  
Network Hardware Devices  
Wireless Networks  
Internet Connection Types  
Network Configuration Concepts  
Network Services

## 7 CONFIGURING AND TROUBLESHOOTING NETWORKS

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

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## 8 SUPPORTING AND TROUBLESHOOTING LAPTOPS

Use Laptop Features  
Install and Configure Laptop Hardware  
Troubleshoot Common Laptop Issues

## 9 SUPPORTING AND TROUBLESHOOTING MOBILE DEVICES

Mobile Device Types  
Connect and Configure Mobile Device Accessories  
Configure Mobile Device Network Connectivity  
Support Mobile Apps  
Secure Mobile Devices  
Troubleshoot Mobile Device Issues

## 10 IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING

Configure Client-Side Virtualization  
Cloud Computing Concepts

## 11 SUPPORTING OPERATING SYSTEMS

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

## 12 MAINTAINING AND TROUBLESHOOTING MICROSOFT WINDOWS

Install and Manage Windows Applications  
Manage Windows Performance  
Troubleshoot Windows

## 13 INSTALLING, CONFIGURING, AND MAINTAINING OPERATING SYSTEMS

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

## 14 MANAGING USERS, WORKSTATIONS, AND SHARED RESOURCES

Manage Users  
Configure Shared Resources  
Configure Active Directory Accounts and Policies

## 15 SECURITY CONCEPTS

Logical Security Concepts  
Threats and Vulnerabilities  
Physical Security Measures

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## 16 SECURING WORKSTATIONS AND DATA

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

## 17 TROUBLESHOOTING WORKSTATION SECURITY ISSUES

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

## 18 IMPLEMENTING OPERATIONAL 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