



CompTIA A+ Certification - Comprehensive for All A+ Exams

Course CT-01G Five Days - Instructor-led - Hands-on

Introduction

CompTIA A+ Certification Prep (Exam 220-1201 & 220-1202) course equips participants with essential skills to install, configure, and maintain computer systems, mobile devices, and software. It covers troubleshooting, cybersecurity, and customer support, along with an understanding of cloud technologies, virtualization, and multi-OS environments in corporate settings.

What Is Included

- Authorized CompTIA Courseware aligned with current exam objectives
- Expert-led instruction from certified trainers
- Hands-on labs with 180-day access
- 90-day access to class recordings
- Guaranteed-to-run schedule

Who Should Attend?

- PC Support Specialist
- IT Support Specialist

At Course Completion

Upon successful completion of this course, students will gain the following skills and knowledge:

- Install, configure, and maintain computers, mobile devices, and software
- Troubleshoot and resolve common hardware, OS, and network issues
- Apply basic cybersecurity measures and understand threat vectors
- Support Windows, Linux, macOS, and cloud-based operating systems
- Use remote tools to diagnose and fix hybrid workforce issues
- Understand scripting, cloud computing, and virtualization concepts

Prerequisites

Students taking this course should have the following skills: end-user skills with Windows-based personal computers, including the ability to: browse and search for information on the Internet; start up, shut down, and log on to a computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and

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software; the functions of software components, such as the operating system, applications, and file systems; and the function of a computer network.

An introductory course in a Windows operating system, or equivalent skills and knowledge, is required.

CompTIA Certified Professional Exams

This course will help the student prepare for the CompTIA Certified Professional exams. You can set up testing directly with Pearson VUE when you're ready and you can arrange to take your exams at ISInc, an authorized Pearson VUE testing center

Follow-On Course

CompTIA Network+ - Fundamentals of Networking

Course Outline

Module 1: What Does an IT Specialist Do

- The Hero of Problem Solving
- The Troubleshooting Methodology
- Additional Resources
- Module Quiz

Module 2: Installing Motherboards and Connectors

- Cables and Connectors
- Motherboards
- Legacy Cables
- Additional Resources
- Module Quiz

Module 3: Installing System Devices

- Power Supplies and Cooling
- Storage Devices
- System Memory
- CPUs
- Challenge Lab: Troubleshoot Memory
- Additional Resources
- Module Quiz

Module 4: Troubleshooting PC Hardware

- BIOS and UEFI
- Power and Disk Issues
- System and Display Issues

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- Lab: Troubleshoot GPU
- Additional Resources
- Module Quiz
- Checkpoint Review

Module 5: Comparing Local Networking Hardware

- Network Types
- Networking Hardware
- Lab: Connect Patch Panel Cables
- Network Cable Types
- Wireless Networking Types
- Additional Resources
- Module Quiz

Module 6: Configuring Network Addressing and Internet Connections

- Internet Connection Types
- TCP/IP Concepts
- Network Communications
- Network Configuration Concepts
- Challenge Lab: Install a SOHO Network
- Additional Resources
- Module Quiz

Module 7: Supporting Network Services

- Networked Host Services
- Internet and Embedded Appliances
- Troubleshoot Networks
- Additional Resources
- Module Quiz
- Checkpoint Review

Module 8: Summarizing Virtualization and Cloud Concepts

- Client-Side Virtualization
- Cloud Concepts
- Additional Resources
- Module Quiz

Module 9: Supporting Mobile Devices

- Mobile Devices and Peripherals
- Mobile Apps and Data
- Laptop Hardware

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- Troubleshoot Mobile Devices
- Challenge Lab: Mobile Hardware Support
- Additional Resources
- Module Quiz

Module 10: Supporting Print Devices

- Printers and Multifunction Devices
- Print Device Maintenance
- Troubleshoot Print Devices
- Additional Resources
- Module Quiz
- Checkpoint Review

Module 11: Managing Support Procedures

- Documentation
- Professional Communication
- Types of Operating Systems
- Additional Resources
- Module Quiz

Module 12: Configuring Windows

- Windows User Settings
- Windows System Settings
- Install and Configure Applications
- Cloud-Based Applications
- Additional Resources
- Module Quiz

Module 13: Managing Windows

- Use Management Consoles
- Command-Line Tools
- Windows Networking
- Additional Resources
- Module Quiz

Module 14: Supporting Windows

- Troubleshoot Windows Networking
- Remote Access Technologies
- Performance and Troubleshooting Tools
- Troubleshoot Windows OS Problems
- Additional Resources
- Module Quiz

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Module 15: Securing Windows

- Logical Security Concepts
- Windows Security Settings
- Windows Shares
- Additional Resources
- Module Quiz

Module 16: Installing Operating Systems

- Windows Editions
- OS Installations and Upgrades
- Additional Resources
- Module Quiz

Module 17: Supporting Other OS

- Linux Features
- Package and Network Management
- macOS Features
- Additional Resources
- Module Quiz
- Checkpoint Review

Module 18: Configuring SOHO Network Security

- Attacks, Threats, and Vulnerabilities
- Wireless Security Protocols
- SOHO Router Security
- Additional Security Measures
- Additional Resources
- Module Quiz

Module 19: Managing Security Settings

- Account Security
- Workstation Security
- Browser Security
- Troubleshoot Workstation Security
- Additional Resources
- Module Quiz

Module 20: Supporting Mobile Software

- Mobile OS Security
- Troubleshoot Mobile OS and App Software
- Troubleshoot Mobile OS and App Security



- Additional Resources
- Module Quiz
- Checkpoint Review

Module 21: Using Data Security

- Data Backup and Recovery
- Data Handling Best Practices
- Artificial Intelligence
- Additional Resources
- Module Quiz

Module 22: Implementing Operational Procedures

- Change and Inventory Management
- Common Safety and Environmental Procedures
- Scripting Basics
- Additional Resources
- Module Quiz
- Checkpoint Review