



# CompTIA A+ Certification - Comprehensive for All A+ Exams

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

## Introduction

If you're an entry-level computer technician or are looking to start a career in the IT industry, CompTIA A+ Certification is designed for you. This training provides a comprehensive education of the hardware and software that you will encounter in the field as an IT professional. Not only is this certification highly regarded as foundational for a career in IT, A+ is often required for employment and it is an approved baseline certification for the U.S. Department of Defense Directive 8570 / 8140.

The range of technologies you will encounter as an IT professional is incredibly broad, and for this reason, we utilize a vendor-neutral approach in our courses. This approach means no one vendor or manufacturer is promoted over another, and we offer as many real-world examples as possible in the course material. Ultimately, the courses and certification will prepare you to support a variety of competing products and understand how to make them work together seamlessly to provide functional solutions for your clients.

This is not a seminar style course. Students will work with computer hardware during the class

The CompTIA A+ Certification 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 examinations, (exam numbers 220-1001 and 220-1002) in order to become a CompTIA A+ Certified Professional.

## At Course Completion

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

- Master the basics of hardware, software and peripherals
- Understand and troubleshoot network connectivity issues
- Install and configure Windows, iOS, Android, Apple OSX and Linux operating systems
- This course will help you prepare, practice, and pass with minimal burden and maximum results.

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>



## **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 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

## **Student Materials**

The student kit includes the following:

- Comprehensive workbook
- Professional toolkit

## **Course Outline**

### **Module 1: Motherboards, Processors, and Memory 3**

- Understanding Motherboards
- Understanding Processors
- Understanding Memory
- Understanding Cooling Systems

### **Module 2: Internal Expansion, Storage Devices, and Power Supplies**

- Installing and Configuring Expansion Cards
- Understanding Storage Devices
- Understanding Power Supplies

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### **Module 3: Peripherals and Connectors**

- Understanding Cables and Connectors
- Understanding Uses of Peripheral Devices

### **Module 4: Custom PC Configurations**

- Exploring Custom Configurations
- Thin Clients

### **Module 5: Installing and Configuring Printers**

- Understanding Print Technologies and Imaging Processes
- Installing and Maintaining Printers

### **Module 6: Networking Fundamentals**

- Understanding Networking Principles
- Identifying Common Network Hardware

### **Module 7: Introduction to TCP/IP**

- Understanding TCP/IP

### **Module 8: Installing Wireless and SOHO Networks**

- Understanding Wireless Networking Technologies
- Installing and Configuring SOHO Networks

### **Module 9: Network Services, Virtualization, and Cloud Computing**

- Understanding Network Services
- Understanding Virtualization and Cloud Computing

### **Module 10: Understanding Laptops**

- Working with Laptops
- Input Devices
- Internal Expansion
- Laptop Displays
- External Peripherals

### **Module 11: Understanding Mobile Devices**

- Understanding Mobile Devices

### **Module 12: Mobile Device Connectivity and Synchronization**

- Understanding Network Connectivity and Email

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- Configuring Mobile Device Synchronization

## **Module 13: Troubleshooting Methodology and Resolving Core Hardware Problems**

- Using the Troubleshooting Best Practice Methodology
- Troubleshooting Core Hardware Issues

## **Module 14: Hardware and Network Troubleshooting**

- Troubleshooting Storage and Video Problems
- Troubleshooting Common Mobile Device Issues
- Troubleshooting Printer Problems
- Troubleshooting Networking Problems

## **Module 15: Operating System Basics**

- Understanding Operating Systems

## **Module 16: Operating System Administration**

- Interacting with Operating Systems
- Administrative Tools
- Disk Management

## **Module 17: Working with Windows 10**

- Introduction to Windows 10
- Installing Windows 10
- Booting the Windows 10 Operating System
- Windows Applications
- Networking in Windows 10

## **Module 18: Working with Windows 8/8.1**

- Windows Editions
- Installing Windows 8
- Windows 8 Boot Methods

## **Module 19: Working with macOS and Linux**

- Best Practices
- Tools
- Features
- Basic Linux Commands

## **Module 20: Scripting and Remote Access**

- Scripting

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- Remote Access

## **Module 21: Security Concepts**

- Physical Security Concepts
- Logical Security
- Network Policies
- Common Security Threats
- Common Software Threats
- Mitigating Software Threats
- Destruction and Disposal Methods
- Securing a SOHO Network (Wireless)
- Securing a SOHO Network (Wired)

## **Module 22: Securing Operating Systems**

- Workstation Security Best Practices
- Working with Windows OS Security Settings
- Mobile Device Security

## **Module 23: Troubleshooting Operating Systems and Security**

- Troubleshooting Microsoft Windows OS Problems
- Troubleshooting Security Issues
- Best Practices for Malware Removal
- Troubleshooting Mobile Issues
- Troubleshooting Mobile Security Issues

## **Module 24: Documentation and Professionalism**

- Documentation and Change Management
- Disaster Prevention and Recovery
- Demonstrating Professionalism

## **Module 25: Safety and Environmental Concerns**

- Understanding Safety Procedures
- Understanding Environmental Controls
- Understanding Policies, Licensing, and Privacy
- Concerns