

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

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## Class Length

5 Days

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## Overview

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.

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## Prerequisite Comments

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

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## Target Audience

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.

### Dignitae Formación SAU

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## 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.

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## Course Outline

### 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

#### **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

## **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