

**CompTIA® A+® Core 1 and Core 2
1101/1102**



Course Name	CompTIA® A+® Core 1 and Core 2
Course Code	1101/1102
Course Duration	5 Days
Course Structure	Instructor-Led
Course Overview	<p>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.</p> <p>The Official CompTIA® A+® Core 1 and Core 2 (Exams 220-1101 and 220-1102) 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 220-1101 and 220-1102), in order to become a CompTIA A+ Certified Professional.</p>
Audience Profile	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 1 220-1101 Certification Exam and the CompTIA A+ Core 2 220-1102 Certification Exam.
Course Prerequisites	To ensure your success in this course, you should have experience with 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.
Course Outcome	After completing this course, students will be able to:

	<ul style="list-style-type: none"> • Install, configure, and troubleshoot PC motherboards, system components, and peripheral devices. • Compare networking hardware types and configure local addressing and Internet connections. • Summarize uses for network services, virtualization, and cloud computing. • Support the use of mobile devices and print devices. • Configure and troubleshoot the Windows operating system. • Support the Linux and macOS operating systems. • Configure SOHO network security and manage PC security settings. • Support the use of mobile apps. • Use remote support and scripting tools. • Implement operational procedures.
<p>Assessment/Evaluation</p>	<p>This course will prepare delegates to take the CompTIA A+ Core 1 220-1101 Certification Exam and the CompTIA A+ Core 2 220-1102 Certification Exam.</p> <p>Successfully passing this exam will result in the attainment of CompTIA A+ Core 1 220-1101 Certification and the CompTIA A+ Core 2 220-1102 Certification and Certificate of Attendance issued by IT-IQ Botswana</p>

Course Details	
Topic	Topic 1: Installing Motherboards and Connectors Lessons <ul style="list-style-type: none">• Explain Cable Types and Connectors• Install and Configure Motherboards• Explain Legacy Cable Types Topic 2: Installing System Devices Lessons <ul style="list-style-type: none">• Install and Configure Power Supplies and Cooling• Select and Install Storage Devices• Install and Configure System Memory• Install and Configure CPUs Topic 3: Troubleshooting PC Hardware Lessons <ul style="list-style-type: none">• Apply Troubleshooting Methodology• Configure BIOS/UEFI• Troubleshoot Power and Disk Issues• Troubleshoot System and Display Issues Topic 4: Comparing Local Networking Hardware Lessons <ul style="list-style-type: none">• Compare Network Types• Compare Networking Hardware• Explain Network Cable Types• Compare Wireless Networking Types

Topic 5: Configuring Network Addressing and Internet Connections

Lessons

- Compare Internet Connection Types
- Use Basic TCP/IP Concepts
- Compare Protocols and Ports
- Compare Network Configuration Concepts

Topic 6: Supporting Network Services

Lessons

- Summarize Services Provided by Networked Hosts
- Compare Internet and Embedded Appliances
- Troubleshoot Networks

Topic 7: Summarizing Virtualization and Cloud Concepts

Lessons

- Summarize Client-Side Virtualization
- Summarize Cloud Concepts

Topic 8: Supporting Mobile Devices

Lessons

- Set Up Mobile Devices and Peripherals
- Configure Mobile Device Apps
- Install and Configure Laptop Hardware
- Troubleshoot Mobile Device Issues

Topic 9: Supporting Print Devices

Lessons

- Deploy Printer and Multifunction Devices
- Replace Print Device Consumables
- Troubleshoot Print Device Issues

Topic 10: Configuring Windows

Lessons

- Configure Windows User Settings
- Configure Windows System Settings

Topic 11: Managing Windows

Lessons

- Use Management Consoles
- Use Performance and Troubleshooting Tools
- Use Command-line Tools

Topic 12: Identifying OS Types and Features

Lessons

- Explain OS Types
- Compare Windows Editions

Topic 13: Supporting Windows

Lessons

- Perform OS Installations and Upgrades
- Install and Configure Applications
- Troubleshoot Windows OS Problems

Topic 14: Managing Windows Networking

Lessons

- Manage Windows Networking
- Troubleshoot Windows Networking
- Configure Windows Security Settings
- Manage Windows Shares

Topic 15: Managing Linux and macOS

Lessons

- Identify Features of Linux
- Identify Features of macOS

Topic 16: Configuring SOHO Network Security

Lessons

- Explain Attacks, Threats, and Vulnerabilities
- Compare Wireless Security Protocols
- Configure SOHO Router Security
- Summarize Security Measures

Topic 17: Managing Security Settings

Lessons

- Configure Workstation Security
- Configure Browser Security
- Troubleshoot Workstation Security Issues

	<p>Topic 18: Supporting Mobile Software</p> <p>Lessons</p> <ul style="list-style-type: none">• Configure Mobile OS Security• Troubleshoot Mobile OS and App Software• Troubleshoot Mobile OS and App Security <p>Topic 19: Using Support and Scripting Tools</p> <p>Lessons</p> <ul style="list-style-type: none">• Use Remote Access Technologies• Implement Backup and Recovery• Explain Data Handling Best Practices• Identify Basics of Scripting <p>Topic 20: Implementing Operational Procedures</p> <p>Lessons</p> <ul style="list-style-type: none">• Implement Best Practice Documentation• Use Proper Communication Techniques• Use Common Safety and Environmental Procedures
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