CompTIA A+ 220-1101

Duration: 5 days
Audience: Professionnel TI

Who is this training for?

- IT Support Specialist
- Help Desk Technician
- Field Technician
- Level I Support Specialist
- Office Support Specialist
- Associate Network Engineer
- Systems Support Technician
- Junior Systems Administrator

Training objectives

This course prepares students to take the corresponding exam. The CompTIA A+ Core 1 exam (220-1101) covers five areas:

- Mobile Devices
- Networking
- Computer Hardware
- Visualization and Cloud Computing
- Hardware and Network Troubleshooting

Summary

CompTIA A+ validates the skills required to install and configure end-user devices and software, connect devices to networks, perform basic cybersecurity mitigations, troubleshoot common issues to diagnose and resolve issues, and demonstrate basic knowledge of scripting, cloud computing, and virtualization.

Course outline

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Lesson 1: Installing Motherboards and Connectors

- Explaining Cable Types and Connectors
- Installing and Configuring Motherboards
- Explaining Legacy Cable Types

Lesson 2: Installing System Devices

- Installing and Configuring Power Supplies and Cooling
- Selecting and Installing Storage Devices
- Installing and Configuring System Memory
- Installing and Configuring CPUs

Lesson 3: Troubleshooting Computer Hardware

- Applying the Troubleshooting Methodology
- Configuring the BIOS/UEFI
- Troubleshooting Power and Disk Problems
- Troubleshooting System and Display Problems

Lesson 4: Comparing LAN Hardware

- Comparing Network Types
- Comparing Network Hardware
- Explaining Network Cable Types
- Comparing Wireless Network Types

Lesson 5: Configuring Network Addressing and Internet Connections

- Comparing Internet Connection Types
- Using TCP/IP Basic Concepts
- Comparing Protocols and Ports
- Comparing Network Configuration Concepts

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Lesson 6: Supporting Network Services

- Summarizing Services Provided by Networked Hosts
- Comparing Internet Devices and Embedded Devices
- Troubleshooting Networks

Lesson 7: Summary of Virtualization and Cloud Concepts

- Summarize Client-Side Virtualization
- Summarize Cloud Concept

Lesson 8: Mobile Device Support

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

Lesson 9: Support for Print Devices

- Deploy Printers and Devices
- Replace printing device supplies
- Troubleshoot printing device issues

Approach and methodology

Hands-on, technical support-oriented approach, promoting learning through hardware manipulation, basic network configuration, and application of troubleshooting methodologies.

Recommendations

- 9 to 12 months of practical experience in computer support or professional use of digital technologies (not mandatory)
- Abasic understanding of the operation of a computer, peripherals and simple networks
- General comfort with technological environments (PCs, mobile devices, common software).

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Certifications

Related Exam: CompTIA A+ Core 1 (220-1101)

Certification Earned: Part of CompTIA A+ ® Certification (must be combined with Core 2)

Course Link: Direct Exam 220-1101 Prep.

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