

CompTIA A+ 220-1102

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 the student to take the corresponding exam. The CompTIA A+ Core 1 exam (220-1102) covers four areas:

- Operating Systems
- Security • Software Troubleshooting
- Operational Procedures

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, and virtualization.

Course outline

Lesson 1: Configuring Windows

- Configuring Windows User Settings
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Configuring Windows System Settings

Lesson 2: Managing Windows

- Using Management Consoles
- Using Performance and Troubleshooting Tools
- Using Command-Line Tools

Lesson 3: Identifying Operating System Types and Their Features

- Explaining Operating System Types
- Comparing Windows Editions

Lesson 4: Windows Support

- Perform operating system installations and upgrades
- Install and configure applications
- Troubleshoot Windows operating system

Lesson 5: Managing the Windows network

- Managing the Windows network
- Troubleshooting the Windows network
- Configuring Windows security settings
- Managing Windows shares

Lesson 6: Managing Linux and macOS

- Identifying Linux features
- Identifying macOS features

Lesson 7 : Configure SOHO Network Security

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

- Summarize Security Measures

Lesson 8: Managing Security Settings

- Configure Desktop Security
- Configure Browser Security
- Troubleshoot Desktop Security Issues

Lesson 9: Mobile Software Support

- Configure Mobile Operating System Security
- Troubleshoot Mobile Operating System and Application Software
- Troubleshoot Mobile Operating System and Application Security

Lesson 10: Using Assistive Tools and Scripts

- Using Remote Access Technologies
- Implement Backup and Recovery
- Explain Data Processing Best Practices
- Identify Basics of Scripting

Lesson 11: Implementing Operational Procedures

- Setting up documentation on best practices
- Using good communication techniques
- Using common safety and environmental procedures

Approach and methodology

Operational approach, focused on operating system management, basic security, and software troubleshooting, using hands-on exercises and user support scenarios.

Recommendations

It is recommended that participants possess:

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knowledge equivalent to the content of CompTIA A+ Core 1 (220-1101) or comparable experience in an IT environment

- 9 to 12 months of hands-on experience in computer support, help desk, or professional use of computer systems (CompTIA recommendation)
- A basic understanding of operating systems, simple networking, computer security, and troubleshooting procedures.

Certifications

Related Exam: CompTIA A+ Core 2 (220-1102) Certification Earned: Part of CompTIA A+ ® Certification (must be combined with Core 1) Course Link: [Direct Exam 220-1102 Prep](#).

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