

CompTIA A+ Core 1 and Core 2

Duration: 5 days

Audience: Professionnel TI

Who is this training for?

- Helpdesk Technician
- Field Technician
- Level I Support Specialist
- Office Support Specialist
- Associate Network Engineer
- Systems Support Technician
- Junior Systems Administrator

Training objectives

- Prepare for the latest A+ certification exams
- Support core IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and core networking
- Configure and support PC, mobile, and IoT hardware, including components, connectors, and peripherals
- Implement basic data backup and recovery methods and apply best practices from
- Demonstrate basic security skills for IT support professionals, including malware detection and removal, addressing privacy concerns, physical security, and device hardening
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android, and iOS, and administer client-based and cloud-based software (SaaS)
- Troubleshoot and resolve issues related to core services and support while applying best practices for documentation, change management, and scripting in IT support

Summary

The CompTIA A+ Core series requires candidates to take two exams: Core 1 (220-1101) and Core 2 (220-1102) covering the following new content, focusing on the technologies and skills you need to support a hybrid workforce. Increased use of SaaS applications for remote work. Learn more about troubleshooting and how to remotely diagnose and fix common software, hardware, or connectivity issues. Evolution of core technologies, from cloud virtualization and IoT device security to data management and scripting. The multiple operating systems you now encounter on a regular basis, including the major systems, their use cases, and how to keep them in good working order. Reflects the changing nature of the job role, where many tasks are sent to specialized vendors, as you need to evaluate whether it's better to fix something on-site, or save time and money by sending proprietary technology directly to vendors.

Course outline

- Lesson 1: Installing Motherboards and Connectors
- Lesson 2: Installing System Devices
- Lesson 3: Troubleshooting PC Hardware
- Lesson 4: Comparing LAN Hardware
- Lesson 5: Configuring Network Addressing and Internet Connections
- Lesson 6: Supporting Network Services
- Lesson 7: Summary of Virtualization and Cloud Computing Concepts
- Lesson 8: Mobile Device Support
- Lesson 9: Support for Print Devices
- Lesson 10: Set Up Windows
- Lesson 11: Managing Windows
- Lesson 12: Identifying Operating System Types and Features
- Lesson 13: Windows Support
- Lesson 14: Managing Windows Network
- Lesson 15: Managing Linux and macOS
- Lesson 16: Configure SOHO Network Security
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Lesson 17: Managing Security Settings

- Lesson 18: Mobile Software Support
- Lesson 19: Using Support Tools and Scripting
- Lesson 20: Implementing Operational Procedures

Approach and methodology

Comprehensive and competency-based approach, combining practice, problem-solving and support scenarios in a hybrid environment, to reflect real-world labour market conditions.

Recommendations

It is recommended that participants possess:

- Approximately 9 to 12 months of hands-on experience in computer support, help desk, or basic IT environment (asset, not mandatory)
- A general understanding of how computers, peripherals, mobile devices, and simple networks work
- Fluency with common operating systems (Windows, macOS, Linux) and professional digital uses.

Certifications

Exam Preparation 220-1101 and 220-1102

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