



CompTIA A+ Certification: A Comprehensive Approach for All Exam (2009 Objectives)

Number of Days: 5
Format: Instructor-Led
Class Code: A+
Certification Exams: 220-701
Certification Track: A+

Recommended Course Sequence

Knowledge of prerequisites noted below.

Course content is subject to change

Course Description:

This 5-day practical "hands-on" course is the essential foundation for newcomers to PC support. It provides students with the necessary training to ensure proficiency in PC installation and troubleshooting skills. The course has been developed to produce competent PC support engineers who are capable of taking and passing CompTIA's A+ Certification exams or other similar qualifications. Students will learn the fundamental principles of supporting desktop and portable computers and operating systems plus network and print devices and applications.

Target Student:

You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems

Prerequisites:

Students taking this course should have the following skills: end-user skills with Windows-based personal computers, including the ability to: browse and search for information on the Internet; start up, shut down, and log on to a computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and software; the functions of software components, such as the operating system, applications, and file systems; and the function of a computer network.

An introductory course in a Windows operating system, or equivalent skills and knowledge, is required.

Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

After Course Completion:

After completing this course, students will be able to:

- Windows Vista Business with appropriate licenses.
- Classroom Internet access. Please configure Internet access and TCP/IP settings as appropriate for your classroom environment.
- Windows Vista Business Service Pack 1 or later and all current security patches. The setup instructions assume that you will obtain these through an Internet connection. Otherwise, you must download all current Windows Vista Business critical updates prior to installation.
- Device drivers and software manuals for each device the students will install. You should be able to obtain this live from the Internet during class; if not, you can download the drivers and burn them to a CD-ROM or place them on a network share, or provide the manufacturers' original disks.

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Course Outline

Lesson 1: Personal Computer Components
<ul style="list-style-type: none">■ Topic 1A: Personal Computer Components■ Topic 1B: System Unit Components■ Topic 1C: Storage Devices■ Topic 1D: Personal Computer Connection Methods
Lesson 2: Operating System Fundamentals
<ul style="list-style-type: none">■ Topic 2A: Personal Computer Operating Systems■ Topic 2B: Windows User Interface Components■ Topic 2C: Windows File System Management■ Topic 2D: Windows System Management Tools
Lesson 3: PC Technician Professional Best Practices
<ul style="list-style-type: none">■ Topic 3A: Tools of the Trade■ Topic 3B: Electrical Safety■ Topic 3C: Environmental Safety and Materials Handling■ Topic 3D: Perform Preventative Maintenance■ Topic 3E: Diagnostics and Troubleshooting■ Topic 3F: Professionalism and Communication
Lesson 4: Installing and Configuring Peripheral Components
<ul style="list-style-type: none">■ Topic 4A: Install and Configure Display Devices■ Topic 4B: Install and Configure Input Devices■ Topic 4C: Install and Configure Adapter Cards■ Topic 4D: Install and Configure Multimedia Devices
Lesson 5: Installing and Configuring System Components
<ul style="list-style-type: none">■ Topic 5A: Install and Configure Storage Devices■ Topic 5B: Select and Install Power Supplies■ Topic 5C: Select and Install Memory■ Topic 5D: Select, Install, and Configure CPUs and Cooling System Units■ Topic 5E: Install and Configure System Boards
Lesson 6: Maintaining and Troubleshooting Peripheral Components
<ul style="list-style-type: none">■ Topic 6A: Troubleshoot Display Devices■ Topic 6B: Maintain and Troubleshoot Input Devices■ Topic 6C: Troubleshoot Adapter Cards■ Topic 6D: Troubleshoot Multimedia Devices
Lesson 7: Troubleshooting System Components
<ul style="list-style-type: none">■ Topic 7A: Troubleshoot Storage Devices■ Topic 7B: Troubleshoot Power Supplies■ Topic 7C: Troubleshoot Memory■ Topic 7D: Troubleshoot CPUs and Cooling Systems■ Topic 7E: Troubleshoot System Boards
Lesson 8: Installing and Configuring Operating Systems
<ul style="list-style-type: none">■ Topic 8A: Install Microsoft Windows■ Topic 8B: Upgrade Windows■ Topic 8C: Add Devices to Windows■ Topic 8D: Optimize Windows

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Lesson 9: Maintaining and Troubleshooting Microsoft Windows
<ul style="list-style-type: none">■ Topic 9A: Operating System Utilities■ Topic 9B: Back Up Microsoft Windows■ Topic 9C: Troubleshoot Microsoft Windows■ Topic 9D: Recover Microsoft Windows
Lesson 10: Network Technologies
<ul style="list-style-type: none">■ Topic 10A: Network Concepts■ Topic 10B: Network Communications■ Topic 10C: Network Connectivity■ Topic 10D: Internet Technologies
Lesson 11: Installing and Managing Network Connections
<ul style="list-style-type: none">■ Topic 11A: Create Network Connections■ Topic 11B: Install and Configure Web Browsers■ Topic 11C: Maintain and Troubleshoot Network Connections
Lesson 12: Supporting Laptops and Portable Computing Devices
<ul style="list-style-type: none">■ Topic 12A: Laptop and Portable Computing Device Components■ Topic 12B: Install and Configure Laptops and Portable Computing Devices■ Topic 12C: Maintain and Troubleshoot Laptops and Portable Computing Devices
Lesson 13: Supporting Printers
<ul style="list-style-type: none">■ Topic 13A: Printer Technologies■ Topic 13B: Printer Components■ Topic 13C: Printer Processes■ Topic 13D: Install and Configure Printers■ Topic 13E: Maintain and Troubleshoot Printers
Lesson 14: Personal Computer Security Concepts
<ul style="list-style-type: none">■ Topic 14A: Security Fundamentals■ Topic 14B: Security Protection Measures■ Topic 14C: Data and Physical Security■ Topic 14D: Wireless Security■ Topic 14E: Social Engineering
Lesson 15: Supporting Personal Computer Security
<ul style="list-style-type: none">■ Topic 15A: Install and Configure Security Measures■ Topic 15B: Maintain and Troubleshoot Security Measures
Appendix :
<ul style="list-style-type: none">■ Appendix A: Mapping Course Content to the CompTIA A+ Essentials 220-701 Exam Objectives■ Appendix B: Mapping Course Content to the CompTIA A+ Practical Application 220-702 Exam Objectives■ Appendix C: CompTIA A+ Acronyms■ Appendix D: A Brief History of Personal Computers