



**CTREC
HILTON**
IT ACADEMY

BUILDING TRAINING SOLUTIONS
FOR THE IT WORLD

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

Number of Days: 5

Format: Instructor-Led

Recommended Course Sequence

Knowledge of prerequisites
noted below.

*Course content is subject to change
without notice.*

Course Description:

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

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: Create a Site Collection.■ Topic 1B: Brand a Site Collection.■ Topic 1C: Manage a Web Part Gallery.
Lesson 2: Operating System Fundamentals
<ul style="list-style-type: none">■ Topic 2A: Create a Custom List.■ Topic 2B: Customize List Settings.■ Topic 2C: Create a Project Task List.
Lesson 3: PC Technician Professional Best Practices
<ul style="list-style-type: none">■ Topic 3A: Create a Discussion Board.■ Topic 3B: Customize Existing Discussion Boards.■ Topic 3C: Set Email Feedback to Discussion Boards.
Lesson 4: Installing and Configuring Peripheral Components
<ul style="list-style-type: none">■ Topic 4A: Create a Document Library.■ Topic 4B: Create Library Templates.■ Topic 4C: Monitor Library Usage.■ Topic 4D: Organize Documents in a Library.■ Topic 4E: Apply Document Versioning.■ Topic 4F: Share Documents.
Lesson 5: Installing and Configuring System Components
<ul style="list-style-type: none">■ Topic 5A: Create a Form Library.■ Topic 5B: Modify Form Libraries.■ Topic 5C: Customize Form Templates Using InfoPath.■ Topic 5D: Add Forms to a Form Library.
Lesson 6: Maintaining and Troubleshooting Peripheral Components
<ul style="list-style-type: none">■ Topic 6A: Assign Group Permissions.■ Topic 6B: Manage User Permissions.■ Topic 6C: Identify Authentication Modes.■ Topic 6D: Set Site Level Security.
Lesson 7: Troubleshooting System Components
<ul style="list-style-type: none">■ Topic 7A: Create a Content Type.■ Topic 7B: Apply Content Types in a List.■ Topic 7C: Use Formulas and Functions.
Lesson 8: Installing and Configuring Operating Systems
<ul style="list-style-type: none">■ Topic 8A: Add a Workflow.■ Topic 8B: Run a Workflow.
Lesson 9: Maintaining and Troubleshooting Microsoft Windows
<ul style="list-style-type: none">■ Topic 9A: Index List Content.■ Topic 9B: Enable Search Options.
Lesson 10: Network Technologies
<ul style="list-style-type: none">■ Topic 10A: Use Central Administration.■ Topic 10B: Add Administrative Tasks.

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Lesson 11: Installing and Managing Network Connections
<ul style="list-style-type: none">■ Topic 11A: Set Web Part Security.■ Topic 11B: Set Antivirus Options.■ Topic 11C: Manage Blocked File Types.
Lesson 12: Supporting Laptops and Portable Computing Devices
<ul style="list-style-type: none">■ Topic 12A: Set Site Collection Quotas and Locks.■ Topic 12B: Monitor Site Usage.
Lesson 13: Supporting Printers
<ul style="list-style-type: none">■ Topic 13A: Recover Lost Information.■ Topic 13B: Perform a Backup.■ Topic 13C: Restore a Backup.
Lesson 14: Personal Computer Security Concepts
<ul style="list-style-type: none">■ Appendix A: Permission Categories■ Appendix B: Managing External Service Connections■ Appendix C: File Types That Cannot be Added to a List or a Library■ Appendix D: Keyboard Shortcuts■ Appendix E: Accessibility Features
Lesson 15: Supporting Personal Computer Security
<ul style="list-style-type: none">■ Appendix A: Permission Categories■ Appendix B: Managing External Service Connections■ Appendix C: File Types That Cannot be Added to a List or a Library■ Appendix D: Keyboard Shortcuts■ Appendix E: Accessibility Features
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