



Complete Computing, Inc.

SERVING OUR CUSTOMERS SINCE 1982

CompTIA® A+® Certification Bootcamp (Exams 220-901 and 220-902)

Course length: 5 day(s)

Course Overview:

If you are getting ready for a career as an entry-level information technology (IT) professional or personal computer (PC) service technician, the CompTIA® A+® Certification course is the first step in your preparation. The course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job. In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

The CompTIA A+ Certification course can benefit you in two ways. Whether you work or plan to work in a mobile or corporate environment where you have a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills you will require to be a successful A+ technician. It can also assist you if you are preparing to take the CompTIA A+ certification examinations, 2016 objectives (exam numbers 220-901, 220-902), in order to become a CompTIA A+ Certified Professional.

This class is taught in bootcamp style, and lunch will be provided to maximize instruction time.

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.



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Course Content

Lesson 1: Hardware Fundamentals

- Topic A: Personal Computer Components
- Topic B: Storage Devices
- Topic C: Mobile Digital Devices
- Topic C: Connections and Interfaces

Lesson 2: Operating System Fundamentals

- Topic A: PC and Mobile Operating Systems
- Topic B: PC Operating System Tools and Utilities

Lesson 3: Operational Procedures

- Topic A: Basic Maintenance Tools and Techniques
- Topic B: Electrical Safety
- Topic C: Environmental Safety and Materials Handling
- Topic D: Professionalism and Communication

Lesson 4: Peripheral Components

- Topic A: Install and Configure Display Devices
- Topic B: Install and Configure Input Devices
- Topic C: Install and Configure Expansion Cards
- Topic D: Install and Configure Multimedia Devices

Lesson 5: Managing System Components

- Topic A: Motherboards
- Topic B: CPUs and Cooling Systems
- Topic C: Select and Install Power Supplies
- Topic D: RAM Types and Features
- Topic E: Install and Configure Storage Devices
- Topic F: Configure the System BIOS

Lesson 6: Installing and Configuring Operating Systems

- Topic A: Implement Virtualization
- Topic B: Install Microsoft Windows
- Topic C: Windows Upgrades
- Topic D: Windows Preventive Maintenance

Lesson 7: Customized Client Environments

- Topic A: Standard Clients
- Topic B: Custom Client Environments

Lesson 8: Networking Technologies

- Topic A: Physical Network Connections
- Topic B: TCP/IP
- Topic C: Network Connectivity
- Topic D: Ports and Protocols
- Topic E: Set Up and Configure Windows Networking
- Topic F: Networking Tools



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Lesson 9: Installing, Configuring, and Maintaining SOHO Networks

Topic A: Install and Configure SOHO Networks

Topic B: SOHO Network Security

Lesson 10: Supporting Laptops

Topic A: Laptop Hardware and Components

Topic B: Install and Configure Laptop Hardware Components

Lesson 11: Mobile Computing

Topic A: Mobile Device Technologies

Topic B: Configure Mobile Devices

Lesson 12: Supporting Printers

Topic A: Printer Technologies

Topic B: Install, Configure, and Maintain Printers

Lesson 13: Security

Topic A: Security Fundamentals

Topic B: Security Threats and Vulnerabilities

Topic C: Security Protection Measures

Topic D: Workstation Security

Lesson 14: Troubleshooting Hardware Components

Topic A: Troubleshooting Theory

Topic B: Troubleshoot Video and Display Devices

Topic C: Troubleshoot Hard Drives and RAID Arrays

Topic D: Troubleshoot System Components

Topic E: Troubleshoot Laptops

Topic F: Troubleshoot Printers

Lesson 15: Troubleshooting System-Wide Issues

Topic A: Troubleshoot Operating Systems

Topic B: Troubleshoot Wired and Wireless Networks

Topic C: Troubleshoot Common Security Issues