

## CompTIA A+ Instructor-Led (Classroom) - Five Days

### Course Description

CompTIA's A+ certification is the industry standard for validating the foundational skills needed by today's computer support technicians. This international vendor-neutral certification requires that you pass two exams: CompTIA A+ Essentials Exam 220-701 and Practical Application Exam 220-702.

In this lecture-only course with a particular focus on CompTIA A+ certification exam preparation, you'll gain the needed knowledge of basic computer hardware and operating systems. You'll cover the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing, and preventive maintenance, and you'll learn elements of customer service and communication skills necessary to work with clients. Instructor-led practice exams and quizzes help reinforce course concepts and exam readiness.

### Who Needs To Attend

Individuals seeking CompTIA A+ Certification (2009 Edition)

### Prerequisites

End-user skills with Windows-based personal computers  
Basic knowledge of computing concepts

### Course Content

#### Troubleshooting Methodology

- Troubleshooting stages
- Professionalism

#### Operating Systems

- Operating system fundamentals
- Directory management
- File management
- File and folder permissions

#### Electricity and Power Supplies

- Electrical safety
- Power supplies
- Power supply troubleshooting

#### CPUs and Motherboards

- Central processing units
- Cooling techniques
- Motherboards
- Motherboard and CPU troubleshooting

## Course Content - CompTIA A+ (Continued)

### The Basic Input/Output System

- The BIOS and CMOS
- The POST and boot processes

### Memory Systems

- Memory
- Memory packaging
- Memory installation
- Memory monitoring
- Memory troubleshooting

### Bus Structures

- Buses
- The PCI bus

### Expansion Cards

- Video cards
- Sound cards
- Internal modems
- Expansion card troubleshooting

### Peripheral Connection Types

- Serial and parallel connections
- PS/2 connections
- USB connections
- FireWire connections
- Multimedia connections
- Port, cable, and connector troubleshooting

### Data Storage Devices

- Drive adapters
- Hard drives
- Optical drives
- Removable storage devices
- Drive maintenance
- Storage device troubleshooting

### Video Output and Image Input Devices

- Monitors
- Cameras

### Printers

- Printing technologies
- Printer installation
- Printer optimization and maintenance
- Printer troubleshooting

### Connecting Computers

- Networking concepts
- Wired network connections
- Basic internetworking devices

## Course Content - CompTIA A+ (Continued)

### Networking Computers

- Addressing
- Client configuration

### Network Troubleshooting

- Troubleshooting basics
- Troubleshooting the network

### Portable Computers

- Notebook computers
- Configuration
- Component replacement
- Notebook issues

### Windows Management

- System management
- Task Scheduler
- Resource management
- Remote management

### Windows Monitoring

- System monitoring
- System performance
- Backup and restore

### Operating System Troubleshooting

- Windows startup
- System troubleshooting

### Security

- Operating system security
- Windows Encrypting File System
- Security hardware
- Common security threats
- The human aspects of security

### Windows Installation and Upgrades

- Windows installation
- Upgrades

### Safety and Maintenance

- Safety and hazards
- Computer maintenance
- Safe work practices
- Disposing of computer equipment

### Practices, Quizzes, and Examination Preparation

- CompTIA A+ exam objectives
- Exam structure
- Daily practice and quizzes

## Course Fee

\$ 2,425

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