# COURSE OVERVIEW

**Course Name:**
(220-1101/220-1102)
CompTIA A+ Bootcamp
(Core 1 & Core 2)

**COURSE DURATION:** 5 Day

**Gauteng:**
3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

**Gauteng:**
192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

**Cape Town:**
3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

**Durban:**
9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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## INTRODUCTION

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace. The Official CompTIA® A+® Core 1 and Core 2 (Exams 220-1001 and 220-1002) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examinations (exam numbers 220-1001 and 220-1002), in order to become a CompTIA A+ Certified Professional.

## DELIVERY METHOD

Our courses have flexible delivery options:
- In-person classroom training at the Impactful training facilities
  - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

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## INTENDED AUDIENCE

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 1 220-1101 Certification Exam and the CompTIA A+ Core 2 220-1102 Certification Exam

## PREREQUISITES

To ensure your success in this course, you should have experience with basic computer user skills, be able to complete tasks in a Microsoft® Windows® environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts.

You can obtain this level of skills and knowledge by taking the following official CompTIA courses:

• The Official CompTIA® IT Fundamentals+

## COURSE OBJECTIVES

This course
In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

You will:
• Support operating systems.
• Install and configure PC system unit components and peripheral devices.
• Install, configure, and troubleshoot display and multimedia devices.
• Install, configure, and troubleshoot storage devices.
• Install, configure, and troubleshoot internal system components.
• Install, configure, and maintain operating systems.
• Maintain and troubleshoot Microsoft Windows.
• Explain network infrastructure concepts.
• Configure and troubleshoot network connections.
• Manage users, workstations, and shared resources.
• Implement client virtualization and cloud computing.
• Implement physical security.
• Secure workstations and data.
• Troubleshoot workstation security issues.
• Support and troubleshoot laptops.
• Support and troubleshoot mobile devices.
• Install, configure, and troubleshoot print devices.
• Implement operational procedures.

## COURSE CONTENT

Lesson 1: Supporting Operating Systems
Topic A: Identify Common Operating Systems
Topic B: Troubleshooting Methodology
Topic C: Use Windows Features and Tools
Topic D: Manage Files in Windows
Topic E: Manage Disks in Windows
Topic F: Manage Devices in Windows

Lesson 2: Installing and Configuring PC Components
Topic A: Use Appropriate Safety Procedures
Topic B: PC Components
Topic C: Common Connection Interfaces
Topic D: Install Peripheral Devices

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Lesson 3: Installing, Configuring, and Troubleshooting Display and Multimedia Devices
Topic A: Install and Configure Display Devices
Topic B: Troubleshoot Display Devices
Topic C: Install and Configure Multimedia Devices

Lesson 4: Installing, Configuring, and Troubleshooting Storage Devices
Topic A: Install System Memory
Topic B: Install and Configure Mass Storage Devices
Topic C: Install and Configure Removable Storage
Topic D: Configure RAID
Topic E: Troubleshoot Storage Devices

Lesson 5: Installing, Configuring, and Troubleshooting Internal System Components
Topic A: Install and Upgrade CPUs
Topic B: Configure and Update BIOS/UEFI
Topic C: Install Power Supplies
Topic D: Troubleshoot Internal System Components
Topic E: Configure a Custom PC

Lesson 6: Installing, Configuring, and Maintaining Operating Systems
Topic A: Configure and Use Linux
Topic B: Configure and Use macOS
Topic C: Install and Upgrade Operating Systems
Topic D: Maintain OSs

Lesson 7: Maintaining and Troubleshooting Microsoft Windows
Topic A: Install and Manage Windows Applications
Topic B: Manage Windows Performance
Topic C: Troubleshoot Windows

Lesson 8: Network Infrastructure Concepts
Topic A: Wired Networks
Topic B: Network Hardware Devices
Topic C: Wireless Networks
Topic D: Internet Connection Types
Topic E: Network Configuration Concepts
Topic F: Network Services

Lesson 9: Configuring and Troubleshooting Networks
Topic A: Configure Network Connection Settings
Topic B: Install and Configure SOHO Networks
Topic C: Configure SOHO Network Security
Topic D: Configure Remote Access
Topic E: Troubleshoot Network Connections
Topic F: Install and Configure IoT Devices

Lesson 10: Managing Users, Workstations, and Shared Resources
Topic A: Manage Users
Topic B: Configure Shared Resources
Topic C: Configure Active Directory Accounts and Policies

This course will prepare delegates to write the CompTIA Exams (220-1101and 220-1102)

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