

CompTIA: A+ Certification

102 Hours of Instruction
\$3,495



Earn certification and real world experience through a hands on course that will prepare you for a career in computer support

Prerequisite: A basic PC knowledge which includes IC3, CompTIA Strata or 6-12 months of professional computer support experience. Proficiency in Windows, Windows Advanced and Internet.

Includes: CompTIA A+ required Essentials and Practical Applications exams (220-701 & 220-702)

Course Content

Troubleshooting Methodology

- Troubleshooting Models
- Professionalism

Operating Systems

- OS Fundamentals
- Directory Management
- File Management
- File and Folder Permissions

The Basic Input/Output System

- BIOS/CMOS Basics
- The POST
- Boot Process

Memory

- Memory Packaging
- Installing
- Monitoring
- Troubleshooting Memory

Portable Computers

- Notebook Basics
- Configuration
- Components
- Notebook Issues

Windows Management

- System Management
- Task Scheduler
- Resource Management
- Remote Management

Windows Monitoring

- System Monitoring
- System Performance
- Backup and Restore

Operating System Troubleshooting

- Startup Issues
- System Troubleshooting

Windows Versions

- Installation
- Upgrades

Bus Structures

- Understanding Buses
- The PCI Bus
- Video Buses

Expansion Cards

- Video cards
- Sound Cards
- Internal Modems
- Troubleshooting Expansion devices

Peripheral Connection Types

- Serial and Parallel connections
- PS/2 Connections
- USB Connections
- FireWire Connections
- Multimedia Connections
- Troubleshooting Connections

Data Storage Devices

- Drive Adapters
- Hard drives
- Optical Drives
- Removable Storage Devices
- Drive Maintenance
- Troubleshooting Storage Devices

Video Output and Image Input Devices

- Monitors
- Scanners
- Cameras

Printers

- Printing Technologies
- Printer Installation
- Optimization and Maintenance

Connecting Computers

- Network Concepts
- Wired Network Connections
- Basic Internetworking Devices

Network Troubleshooting

- Diagnostics
- Troubleshooting Methods

Networking Computers

- Addressing
- Client Configuration

Security Concepts

- Security Fundamentals
- Understanding EFS
- Security Hardware
- Security Protection Measures
- Common Threats

Safety and Maintenance

- Safety Hazards
- Computer Maintenance
- Safe Work Practices
- Disposing of computer equipment

