



Official CompTIA learning resources

CompTIA A+ Core 1

OVERVIEW

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. 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.

In order to receive the CompTIA A+ certification, you must pass two exams: Core 1 (220-1001) and Core 2 (220-1002).

JOB ROLES

- Technical Support Specialist
- Field Service Technician
- IT Support Technician
- IT Support Administrator

SUCCESSFUL CANDIDATES WILL HAVE THE KNOWLEDGE REQUIRED FOR:



Hardware

Identifying, using, and connecting hardware components and devices



Networking

Explain types of networks and connections including TCP/IP, WIFI and SOHO



Mobile Devices

Install & configure laptops and other mobile devices



Windows Operating Systems

Install and support Windows OS including command line & client support



Hardware & Network Troubleshooting

Troubleshoot device and network issues



Other OS & Technologies

Understand Mac OS, Linux and mobile OS



Software Troubleshooting

Troubleshoot PC and mobile device issues including application security support



Security

Identify and protect against security vulnerabilities for devices and their network connections



Operational Procedures

Follow best practices for safety, environmental impacts, and communication and professionalism

TABLE OF CONTENTS

Lesson 1: Installing and Configuring PC Components Topic A: PC Components Topic B: Common Connection Interfaces Topic C: Install Peripheral Devices Topic D: Troubleshooting Methodology	Lesson 2: 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 3: 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 4: 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 5: 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 Ports and Services	Lesson 6: 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 7: Implementing Client Virtualization and Cloud Computing Topic A: Configure Client-Side Virtualization Topic B: Cloud Computing Concepts	Lesson 8: Supporting and Troubleshooting Laptops Topic A: Use Laptop Features Topic B: Install and Configure Laptop Hardware Topic C: Troubleshoot Common Laptop Issues	Lesson 9: Supporting and Troubleshooting Mobile Devices Topic A: Mobile Device Types Topic B: Connect and Configure Mobile Device Accessories Topic C: Configure Mobile Device Network Connectivity Topic D: Support Mobile Apps
Lesson 10: Installing, Configuring, and Troubleshooting Print Devices Topic A: Maintain Laser Printers Topic B: Maintain Inkjet Printers Topic C: Maintain, Impact, Thermal, and 3D Printers Topic D: Install and Configure Printers Topic E: Troubleshoot Print Device Issues Topic F: Install and Configure Imaging Devices		