



Official CompTIA learning resources

CompTIA A+ Core 2

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

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Lesson 1: Supporting Operating Systems Topic A: Identify Common Operating Systems Topic B: Use Windows Features and Tools Topic C: Manage Files in Windows Topic E: Manage Disks in Windows Topic E: Manage Devices in Windows	Lesson 2: 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 OS	Lesson 3: Maintaining and Troubleshooting Microsoft Windows Topic A: Install and Manage Windows Applications Topic B: Manage Windows Performance Topic C: Troubleshoot Windows
Lesson 4: 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	Lesson 5: Managing Users, Workstations, and Shared Resources Topic A: Manage Users Topic B: Configure Shared Resources Topic C: Configure Active Directory Accounts and Policies	Lesson 6: Security Concepts Topic A: Logical Security Concepts Topic B: Threats and Vulnerabilities Topic C: Physical Security Measures
Lesson 7: Securing Workstations and Data Topic A: Implement Security Best Practices Topic B: Implement Data Protection Policies Topic C: Protect Data During Incident Response	Lesson 8: Troubleshooting Workstation Security Issues Topic A: Detect, Remove, and Prevent Malware Topic B: Troubleshoot Common Workstation Security Issues	Lesson 9: Supporting and Troubleshooting Mobile Devices Topic A: Secure Mobile Devices Topic B: Troubleshoot Mobile Device Issues
Lesson 10: Implementing Operational Procedures Topic A: Environmental Impacts and Controls Topic B: Create and Maintain Documentation Topic C: Use Basic Change Management Best Practices Topic D: Implement Disaster Prevention and Recovery Methods Topic E: Basic Scripting Concepts Topic F: Professionalism and Communication		

LABS AVAILABLE (CORE 2 ONLY)

- ACTIVITY 1-4: Using Windows Features and Tools
- ACTIVITY 1-7: Managing Files, Folders, and Disks in Windows
- ACTIVITY 2-2: Configuring and Using Linux
- ACTIVITY 2-5: Deploying a Windows Image
- ACTIVITY 3-2: Configuring Windows Applications and Services
- ACTIVITY 3-5: Using Windows Troubleshooting Tools
- ACTIVITY 4-2: Configuring Network Connection Settings
- ACTIVITY 4-8: Troubleshooting Network Connections
- ACTIVITY 5-3: Configuring Shared Resources
- ACTIVITY 5-5: Configuring Active Directory Accounts and Policies
- ACTIVITY 7-3: Configuring Data Protection
- ACTIVITY 8-2: Using Anti-Virus Software
- ACTIVITY 10-5: Configuring Windows Backup
- ACTIVITY 10-7: Using Windows PowerShell