



HEROTEC
NETWORK PROFESSIONAL TRAINING

CompTIA A+ Core 1 and Core 2 Course Outline

Target Audience & Job Roles:

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

CompTIA A+ Core 1 and Core 2

- A+ demonstrates comprehension of hardware, software, operating systems, system troubleshooting, technology repair, networking, mobility, security and operational procedures.
- 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: The CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) certification.

Technical Areas Covered:

- Hardware
- Networking
- Windows Operating Systems
- Software Troubleshooting
- Hardware & Network Troubleshooting
- Security
- Mobile Devices
- Other OS & Technologies
- Operational Procedures

Skills and Knowledge:

- **Security:** Supporting and securing access to data by properly using authentication, access control and encryption for an organization.
- **Networking:** Applying core concepts and protocols such as IPv4, IPv6, DHCP, and subnet mask to set up and support wired and wireless networks.
- **Operating Systems:** Working with mobile, server and traditional operating systems, from Android and iOS to Windows and Linux.
- **IT Operations:** Utilizing the basics of virtualization, cloud computing, and desktop imaging and deployment to support today's IT infrastructures.
- **Troubleshooting:** Following and using decision trees for diagnosing, resolving and documenting common hardware and software issues across a variety of devices.
- **Technical Support:** Applying principles of customer service in IT issue resolution.

A + Course Benefits:

- CompTIA A+ vendor-neutral certification is the preferred qualifying credential for technical support and IT operational roles.
- CompTIA A+ maps to the Customer Service and Technical Support specialty area of the framework developed as part of the National Initiative for Cybersecurity Education (NICE).
- The U.S. Department of Defense (DoD) recognizes CompTIA A+ certification for information assurance technicians under DoD Directive 8140/8570.
- The CompTIA A+ is accredited by ANSI to show compliance with the ISO 17024 standard and, as such, undergoes regular reviews and updates to the exam objectives.
- A + proves hands-on skills as official CompTIA content is not only study material but includes CertMaster, CompTIA Labs & CertMaster Practice to ensure you have the ability to apply knowledge learned.

Herotec Training Key Features

- Certified Trainers
- Official Courseware
- Course Knowledge setup to ensure “Learn by Doing”
- Downloadable files, links and checklists & more resources
- Affordable prices
- Flexibility

About the exam:

- Required exam: Core 1 (220-1001) and Core 2 (220-1002).
- Number of questions per exam: Maximum of 90
- Types of questions: Multiple-choice
- Exam duration per exam: 90 minutes
- Recommended experience: 12 months of hands-on experience in a help desk support technician, desktop support technician, or field service technician job role or equivalent knowledge
- Passing score per exam: 700 (on a scale of 100-900)

Course Outlines:

Lesson 1: Supporting Operating Systems

Lesson 2: Installing and Configuring PC Components

Lesson 3: Installing, Configuring, and Troubleshooting Display and Multimedia Devices

Lesson 4: Installing, Configuring, and Troubleshooting Storage Devices

Lesson 5: Installing, Configuring, and Troubleshooting Internal System Components

Lesson 6: Installing, Configuring, and Maintaining Operating Systems

Lesson 7: Maintaining and Troubleshooting Microsoft Windows

Lesson 8: Network Infrastructure Concepts

Lesson 9: Configuring and Troubleshooting Networks

Lesson 10: Managing Users, Workstations, and Shared Resources

Lesson 11: Implementing Client Virtualization and Cloud Computing

Lesson 12: Security Concepts

Lesson 13: Securing Workstations and Data

Lesson 14: Troubleshooting Workstation Security Issues

Lesson 15: Supporting and Troubleshooting Laptops

Lesson 16: Supporting and Troubleshooting Mobile Devices

Lesson 17: Installing, Configuring, and Troubleshooting Print Devices

Lesson 18: Implementing Operational Procedures

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