

Course overview

CompTIA A+ Certification Practical Application Support Skills (2009 Objectives)

(G178eng)



www.gtslearning.com
sales@gtslearning.com

Overview and objectives

This 5-day practical "hands-on" course is the essential foundation for newcomers to PC support. It builds on the skills developed in the companion "CompTIA A+ Certification Essentials Support Skills" course to provide students with the necessary training to ensure proficiency in PC installation and troubleshooting skills. The course has been developed to produce competent PC support engineers who are capable of taking and passing CompTIA's A+ Certification exams or other similar qualifications.

On course completion, students will be able to:

- Identify types and characteristics of PC components, including motherboard, CPU, memory, and storage, input, and output devices.
- Install and configure peripheral devices.
- Identify types and characteristics of portable computers.
- Install and configure Microsoft Windows 2000 / XP / Vista.
- Perform basic PC maintenance and troubleshooting.
- Understand fundamental principles of securing IT systems and working safely.
- Communicate effectively with customers.
- Install and configure print and imaging devices.
- Understand fundamental principles of implementing LANs and internet access.

Certification track

This course will prepare students for the 220-702 CompTIA A+ Certification Practical Application exam for the objectives released in August 2009 and is pending approval under the CompTIA Authorized Quality Curriculum program. A+ Certification is internationally endorsed and recognized as the only benchmark vendor-neutral qualification for PC support and troubleshooting. Indeed, A+ Certification is a prerequisite qualification for employment (and is endorsed) by many leading computer manufacturers and vendors on a global basis.



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Target audience

This course is intended for students wishing to qualify with CompTIA A+ Certification for PC Support professionals. It is also suitable for students wanting to improve their skills in PC support and administration. By completing this course, students will also be assisted with entry into a career in ICT. This course will particularly benefit students pursuing a career in supporting desktop personal computer users, in job roles such as Support Engineer, Maintenance Engineer, Desktop Engineer, Computer Administrator, or PC Support Analyst. Study of the course can also help to prepare for other, similar technical support qualifications and act as groundwork for more advanced training, including CompTIA Network+ or CompTIA Server+, CCNA, and MCSE / MCSA.

Course prerequisites

Students should have successfully completed the gtslearning "CompTIA A+ Essentials Support Skills" course or have equivalent previous experience of PC support. Specifically, it is recommended that students have the following skills and knowledge before starting this course:

- Identify types and characteristics of PC components, including motherboard, CPU, memory, and storage, input, and output devices.
- Install and configure basic peripheral devices.
- Identify types and characteristics of portable computers.
- Install and configure Microsoft Windows 2000 and Microsoft Windows XP.
- Perform basic PC maintenance and troubleshooting.
- Understand fundamental principles of securing IT systems and working safely.
- Communicate effectively with customers.
- Install and configure print and imaging devices.
- Understand fundamental principles of implementing LANs and internet access.

Course contents

The course consists of two volumes, with a study volume, containing indexed notes and review questions, and a companion volume, containing exam objectives mapping, exam information, practical labs, answers to review questions, and a comprehensive glossary. The course also comes with two online practice exams.

An instructor edition of the course is available with margin notes and tips for the trainer. Access to course resources on gtslearning's trainer portal (www.gtstrainer.com) is also available, subject to meeting minimum order requirements. gtstrainer hosts setup guides and data, PowerPoint slides, timetables, and extra exam information.

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Module 1 / Supporting Windows

- Monitoring and Performance Tools • Command Prompt and Text Editors • System Information and Monitoring • Performance Options • Remote Utilities
- Disk and File Management Tools • Disk and Volume Management • Navigating Directories at the Command Prompt • File Management using a Command Prompt
- Troubleshooting Windows • Windows Troubleshooting • Troubleshooting Applications • Windows Printer Troubleshooting
- Viruses and Malware • Malware Symptoms • Anti-virus Software

Module 2 / Supporting Networks

- Installing a SOHO Network • Implementing a LAN • Configuring Network Properties • Implementing Wireless Networks • Configuring Client Options • Configuring Internet Connections • Voice-over-IP
- Network Security • User and Group Accounts • Setting Share Permissions • NTFS Folder and File Permissions • Troubleshooting File System Security • Implementing Other Security Mechanisms
- Troubleshooting Networks • Troubleshooting Networks • Testing TCP/IP • Troubleshooting Client Connectivity • Electronic Mail (Email)

Module 3 / Supporting PC Hardware

- Maintaining PCs • Maintenance Toolkit • Preventive Maintenance
- Upgrading and Troubleshooting PCs • General Installation and Upgrade Advice • Upgrading and Optimizing Hardware • Disassembling a PC • Installing Components on the Motherboard • CMOS Setup • Troubleshooting Motherboard Components
- Upgrading and Troubleshooting Peripherals and Notebooks • Storage Devices • Adding and Removing Peripheral Devices • Upgrading and Troubleshooting Notebooks
- Maintaining and Troubleshooting Printers • Dot Matrix Printers • Inkjet Printers • Laser Printers • Other Printer Types • Maintaining and Upgrading Printers • Printer Troubleshooting