

# CompTIA A+ Certification Training

150 hours

## Course Overview/Description

CompTIA is the Computing Technology Industry Association, and CompTIA A+ certification program is the industry standard for validating the skills expected of entry-level computer technicians. CompTIA A+ certification opens the door to an exciting career in computer technology, and ed2go's online program makes training convenient, interactive, and enjoyable. Program

This program will prepare you for CompTIA A+ certification. You can earn this certification after you pass two exams. The A+ Essentials exam, 220-701, covers the foundational knowledge a PC support technician should know. The Practical Application exam, 220-702, tests practical knowledge and troubleshooting skills.

### **CompTIA A+ Certification: Essentials**

The CompTIA A+ Certification: Essentials section of the program prepares you for the CompTIA A+ Essentials certification exam and builds practical job skills for computer hardware and operating systems. These skills include the installation, maintenance, and troubleshooting of common devices such as desktops, laptops, network and wireless devices, printers, and monitors. You'll master the installation and troubleshooting of common components such as CPUs, memory, disks, power supplies, and expansion cards, as well as gain valuable practical knowledge of security concepts, customer service, and business processes.

### **CompTIA A+ Certification: Practical Application**

The CompTIA A+ Certification: Practical Application section of the program will prepare you for the CompTIA A+ Practical Application exam. You'll learn to troubleshoot hardware, operating systems, and networks, as well as implement security procedures and protocols. These are the skills expected of an entry-level IT technician who will have a high level of interaction with clients.

## Course Objectives

- I. Upon successful completion of this program, you'll:
- II. Master hardware installation
- III. Be able to perform routine computer troubleshooting, repair, and maintenance
- IV. Be familiar with various operating systems and software
- V. Understand networking requirements and procedures
- VI. Implement effective security protocols
- VII. Understand operational procedures

After successfully completing this program, you'll be prepared to sit for the CompTIA A+ Essentials and Practical Application exams and earn your CompTIA A+ Certification.

## Course Outline

- I. ESD, Tools, Cases, and Motherboards
- II. Hardware Maintenance and Safety
- III. Memory and Data Storage
- IV. Devices, Peripherals, Ports, Cables, Connectors
- V. Processors
- VI. Memory
- VII. Power and Power Supplies
- VIII. BIOS, CMOS, and the Boot Process
- IX. Disks, Storage, and Removable Media
- X. Operating System Overview and Installation
- XI. OS Navigation and Upgrade
- XII. Windows Command Line Interface
- XIII. OS Maintenance, Monitoring, and Troubleshooting
- XIV. Video
- XV. Sound
- XVI. Portable Computing and Power Management
- XVII. Wired Networking and TCP/IP
- XVIII. Wireless Networking
- XIX. Printers and Scanners
- XX. The Internet
- XXI. Patch Management and Security
- XXII. Customer Service and Professionalism

## Prerequisites/Audience

To enroll in this program you should have a basic knowledge of computer hardware and operating systems--for example, how to power up and log on to a machine, how to use a mouse and keyboard, and basic Microsoft Windows navigation skills.

This program is for you if you're interested in pursuing a career in information technology, specifically related to PC technology. This program will help you obtain a CompTIA A+ Certification designation.

## PC Requirements/Materials

This program is compatible with Windows Vista operating system.

This program can be taken on either a Mac or a PC. You'll need to have an Internet connection and e-mail capabilities.

Adobe Flash Player and Adobe Acrobat Reader are required for this course.

Acrobat Reader can be downloaded at <http://get.adobe.com/reader/>

Flash Player can be downloaded at <http://get.adobe.com/flashplayer/>



You'll receive a copy of *CompTIA A+ Complete Study Guide: Exams 220-701(Essentials) and 220-702 (Practical Application)* upon registration.

## **Instructor Bio**

**Wade Lindenberger** is a CPA with 20 years of financial, accounting, and management experience in public accounting and private industry. He is currently director of the corporate governance service line for RoseRyan, Inc., a regional professional services firm. Prior to that, Wade was director of the finance and accounting service line for the San Diego office of a global, publicly held professional services firm.

Before becoming a consultant, Wade was divisional controller for one of the leading health and fitness club chains in the world. He's also been internal audit manager and divisional controller for a division of a Fortune 500 global energy project management company. He began his career with Coopers & Lybrand, one of the "big four" CPA firms.

Wade is the author of the Certified Bookkeeper Online Training Program as well as an instructor for it. He's previously served as an instructor for programs at Coopers & Lybrand and, more recently, at the University of California at San Diego for the Extension Program. He is a member of the American Institute of Certified Bookkeepers' Advisory Board, the American Institute of CPAs, and the California Society of CPAs.

**Marlissa Phillips, CPA, MBA**, is proprietor of MJ Phillips Company. For over 12 years, Marlissa has serviced many small businesses in various industries. She partners with her clients to help them reach their goals. Her firm has also launched Heart2Heart Services. This service focuses on the needs and concerns of nonprofit organizations. Heart2Heart combines stewardship and mission. Marlissa provides training to clients as well as accounting professionals. Her Web site, [www.mjphillipscpa.com](http://www.mjphillipscpa.com), has a host of accounting, tax, and QuickBooks information.

Marlissa graduated from the University of West Georgia with a B.B.A. in finance. She received an M.B.A. in accounting from DePaul University. Marlissa is a member of the Intuit Accounting Professionals Trainer Network and is an instructor for CPELink.com.