

## CO-AA+2



## COMPTIA A+ CORE II

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
5 Days	Foundation	Hardware & Software	Classroom	NA

### INTRODUCTION

The Official CompTIA® A+® Core 2 course provides the background knowledge and skills students will require to become successful A+ technicians. It will help students prepare to take the CompTIA A+ Core 2 certification examination (exam numbers 220-1102), which counts as a credit to attaining the CompTIA A+ certification.

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. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles.

### AUDIENCE PROFILE

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 2 (220-1102) Certification Exam.

### PREREQUISITES

To ensure your success in this course, students should have experience with basic computer user skills, be able to complete tasks in a Microsoft® Windows® environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts. Students can obtain this level of skills and knowledge by taking the following official CompTIA courses: CompTIA A+ Core 1 (220-1101) Certification Exam

### COURSE OBJECTIVES

In this course, students will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. Furthermore, students will:

- Manage users, workstations, and shared resources
- Implement client virtualization and cloud computing
- Implement physical security
- Secure workstations and data
- Troubleshoot workstation security issues
- Support and troubleshoot laptops
- Support and troubleshoot mobile devices
- Install, configure, and troubleshoot print devices
- Implement operational procedures

## COURSE CONTENT

### Lesson 1: Managing Users, Workstations, and Shared Resources

- Manage Users
- Configure Shared Resources
- Configure Active Directory Accounts and Policies

### Lesson 2: Implementing Client Virtualization and Cloud Computing

- Configure Client-Side Virtualization
- Cloud Computing Concepts

### Lesson 3: Security Concepts

- Logical Security Concepts
- Threats and Vulnerabilities
- Physical Security Measures

### Lesson 4: Securing Workstations and Data

- Implement Security Best Practices
- Implement Data Protection Policies
- Protect Data During Incident Response

### Lesson 5: Troubleshooting Workstation Security Issues

- Detect, Remove, and Prevent Malware
- Troubleshoot Common Workstation Security Issues

### Module 6: Supporting and Troubleshooting Laptops

- Install and Configure Laptop Hardware
- Troubleshoot Common Laptop Issues
- Use Laptop Features

### Module 7: Supporting and Troubleshooting Mobile Devices

- Mobile Device Types
- Connect and Configure Mobile Device Accessories
- Configure Mobile Device Network Connectivity
- Support Mobile Apps
- Secure Mobile Devices
- Troubleshoot Mobile Device Issues

### Lesson 8: Installing, Configuring, and Troubleshooting Print Devices

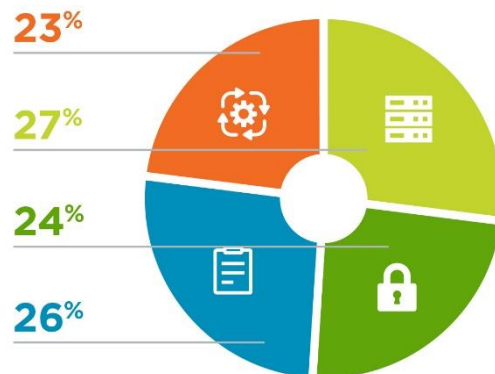
- Maintain Laser Printers
- Maintain Inkjet Printers
- Maintain Impact, Thermal, and 3D Printers
- Install and Configure Printers
- Troubleshoot Print Device Issues
- Install and Configure Imaging Devices

### Lesson 9: Implementing Operational Procedures

- Environmental Impacts and Controls
- Create and Maintain Documentation
- Use Basic Change Management Best Practices
- Implement Disaster Prevention and Recovery Methods
- Basic Scripting Concepts
- Professionalism and Communication

## SKILLS AND COMPETENCIES COVERED

-  [Operational Procedures >](#)
-  [Operating Systems >](#)
-  [Security >](#)
-  [Software Troubleshooting >](#)



## ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to write the CompTIA Core 2 (220-1102) exam. Successfully passing this exam counts as a credit to attaining the CompTIA A+ Core Series certification.