

## **CompTIA A+ 220-1001 - Course Outline**

### **Lesson 1: Installing and Configuring PC Components**

Topic A: Use Appropriate Safety Procedures

Topic B: PC Components

Topic C: Common Connection Interfaces

Topic D: Install Peripheral Devices

Topic E: Troubleshooting Methodology

### **Lesson 2: Installing, Configuring, and Troubleshooting Display and Multimedia Devices**

Topic A: Install and Configure Display Devices

Topic B: Troubleshoot Display Devices

Topic C: Install and Configure Multimedia Devices

### **Lesson 3: Installing, Configuring, and Troubleshooting Storage Devices**

Topic A: Install System Memory

Topic B: Install and Configure Mass Storage Devices

Topic C: Install and Configure Removable Storage

Topic D: Configure RAID

Topic E: Troubleshoot Storage Devices

### **Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components**

Topic A: Install and Upgrade CPUs

Topic B: Configure and Update BIOS/UEFI

Topic C: Install Power Supplies

Topic D: Troubleshoot Internal System Components

Topic E: Configure a Custom PC

### **Lesson 5: Network Infrastructure Concepts**

Topic A: Wired Networks

Topic B: Network Hardware Devices

Topic C: Wireless Networks

Topic D: Internet Connection Types

Topic E: Network Configuration Concepts

Topic F: Network Services

## **Lesson 6: 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

Topic F: Install and Configure IoT Devices

## **Lesson 7: Implementing Client Virtualization and Cloud Computing**

Topic A: Configure Client-Side Virtualization

Topic B: Cloud Computing Concepts

## **Lesson 8: Supporting and Troubleshooting Laptops**

Topic A: Use Laptop Features

Topic B: Install and Configure Laptop Hardware

Topic C: Troubleshoot Common Laptop Issues

## **Lesson 9: Supporting and Troubleshooting Mobile Devices**

Topic A: Mobile Device Types

Topic B: Connect and Configure Mobile Device Accessories

Topic C: Configure Mobile Device Network Connectivity

Topic D: Support Mobile Apps

## **Lesson 10: Installing, Configuring, and Troubleshooting Print Devices**

Topic A: Maintain Laser Printers

Topic B: Maintain Inkjet Printers

Topic C: Maintain Impact, Thermal, and 3D Printers

Topic D: Install and Configure Printers

Topic E: Troubleshoot Print Device Issues

Topic F: Install and Configure Imaging Devices

## **CompTIA A+ 220-1002 - Course Outline**

### **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 D: 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 OSs

### **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: Use Appropriate Safety Procedures

Topic B: Environmental Impacts and Controls

Topic C: Create and Maintain Documentation

Topic D: Use Basic Change Management Best Practices

Topic E: Implement Disaster Prevention and Recovery Methods

Topic F: Basic Scripting Concepts

Topic G: Professionalism and Communication