



# COURSE OUTLINE

Course Name: CompTIA A+: Core 2

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
5 Day(s)	Introduction	Instructor-Led	20	IT Service and Support

## Course Overview

The CompTIA A+ course offer students a globally recognized industry standard for establishing an IT career. The CompTIA A+ Core 2 series is the second part of the CompTIA A+ certification.

In this course, students will be taught about skills and knowledge required on the growing IT support role including expanded baseline security topics.

This course will cover content in operational procedures including basic disaster prevention, recovery and scripting basics and a greater dependency on networking and device connectivity.

In addition, students will learn about today's core technologies from security to cloud to data management and more.

### Prerequisites:

Before attending this course, students should have:

- Attended the CompTIA IT Fundamentals Course or have equivalent knowledge
- 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
- Basic knowledge of computing concepts

### Target Audience:

Before attending this course, students should have:

- Attend the CompTIA IT Fundamentals course or have equivalent knowledge.
- Basic computer skills, be able to complete tasks in a Microsoft Windows Environment, be able to search for, browse access information on the internet.
- Basic knowledge of computing concepts.

## Learning Objectives:

At the end of this course, students will be able to:

- Support operating systems.
- Install, configure, and maintain operating system.
- Maintain and troubleshoot Microsoft Windows.
- Configure and troubleshoot network connections.
- Manage users, workstations and shared resources.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot mobile devices.
- Implement operational procedures.

## Course Outline:

### Lesson 1: Supporting Operating Systems

- Identify Common Operating Systems
- Use Windows Features and Tools
- Manage Files in Windows
- Manage Disks in Windows
- Manage Devices in Windows

### Lesson 2: Installing, Configuring and Maintaining Operating Systems

- Configure and Use Linux
- Configure and Use macOS
- Install and Upgrade Operating Systems
- Maintain OSs

### Lesson 3: Maintaining and Troubleshooting Microsoft Windows

- Install and Manage Windows Applications
- Manage Windows Performance
- Troubleshoot Windows

### Lesson 4: Configuring and Troubleshooting Networks

- Configure Network Connection Settings
- Install and Configure SOHO Networks
- Configure SOHO Network Security
- Configure Remote Access
- Troubleshoot Network Connections

### Lesson 5: Managing Users, Workstations and Shared Resources

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

### Lesson 6: Security Concepts

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

### Lesson 7: Securing Workstations and Data

- Implement Security Best Practices
  - Implement Data Protection Policies
  - Protect Data During Incident Response
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### **Lesson 8: Troubleshooting Workstation Security Issues**

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

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

- Secure Mobile Devices
- Troubleshoot Mobile Devices Issues

### **Lesson 10: Implementing Operational Procedures**

- Use Appropriate Safety 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

### **Associated Exam and Certification:**

This course will prepare students to take the **CompTIA A+ exam 220-1002**.

Successfully passing this exam will contribute towards the attainment of the **CompTIA A+ certification**.

To receive the CompTIA A+ certification students must pass two exams: Core 1 exam (220-1001) and Core 2 exam (220-1002).

After completing this course students will receive a Netcampus course attendance certification.

## **Exams and Certifications**

## **Notes and Annotations**

## **What is Next**

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