

Course Outline



Tel: +44 (0) 118 979 4000 Fax: +44 (0) 118 979 4000

Email: training@ptr.co.uk Web: www.ptr.co.uk

Accelerated A+ Hardware & OS 2009 Objectives

Course Description:

You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

Upon successful completion of this course, students will be able to:

- identify the components of standard desktop personal computers.
- identify fundamental components and functions of personal computer operating systems.
- identify best practices followed by professional personal computer technicians.
- install and configure computer components.
- install and configure system components.
- maintain and troubleshoot peripheral components.
- troubleshoot system components.
- install and configure operating systems.
- maintain and troubleshoot installations of Microsoft Windows.
- identify network technologies.
- install and manage network connections.
- support laptops and portable computing devices.
- support printers.
- identify personal computer security concepts.
- support personal computer security.

Pre-requisites:

The target student is anyone with basic computer user skills who is interested in obtaining a job as an IT professional or PC technician. In addition, this course will help prepare students to achieve a CompTIA A+ Certification.

Students taking this course should have the following skills: end-user skills with Windows®-based personal computers, including the ability to: browse and search for information on the Internet; start up, shut down, and log on to a computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and software; the functions of software components, such as the operating system, applications, and file systems; and the function of a computer network.

Course Content:

21a Peach Street Wokingham Berkshire RG40 1XJ

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Registered Office: Grenville Court Britwell Road Burnham Bucks SL1 8DF Company Registered No: 2442290 – VAT registration No:532 1929 56

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- **Personal Computer Components**
 - Personal Computer Components
 - System Unit Components
 - Storage Devices
 - Personal Computer Connection Methods

- **Operating System Fundamentals**
 - Personal Computer Operating Systems
 - Windows User Interface Components
 - Windows File System Management
 - Windows System Management Tools

- **PC Technician Professional Best Practices**
 - Tools of the Trade
 - Electrical Safety
 - Environmental Safety and Materials Handling
 - Perform Preventative Maintenance
 - Diagnostics and Troubleshooting
 - Professionalism and Communication

- **Installing and Configuring Peripheral Components**
 - Install and Configure Display Devices
 - Install and Configure Input Devices
 - Install and Configure Adapter Cards
 - Install and Configure Multimedia Devices

- **Installing and Configuring System Components**
 - Install and Configure Storage Devices
 - Select and Install Power Supplies
 - Select and Install Memory
 - Select, Install, and Configure CPUs and Cooling System Units
 - Install and Configure System Boards

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- **Maintaining and Troubleshooting Peripheral Components**
 - Troubleshoot Display Devices
 - Maintain and Troubleshoot Input Devices
 - Troubleshoot Adapter Cards
 - Troubleshoot Multimedia Devices
- **Troubleshooting System Components**
 - Troubleshoot Storage Devices
 - Troubleshoot Power Supplies
 - Troubleshoot Memory
 - Troubleshoot CPUs and Cooling Systems
 - Troubleshoot System Boards
- **Installing and Configuring Operating Systems**
 - Install Microsoft Windows
 - Upgrade Windows
 - Add Devices to Windows
 - Optimize Windows
- **Maintaining and Troubleshooting Microsoft Windows**
 - Operating System Utilities
 - Back Up Microsoft Windows
 - Troubleshoot Microsoft Windows
 - Recover Microsoft Windows
- **Network Technologies**
 - Network Concepts
 - Network Communications
 - Network Connectivity
 - Internet Technologies
- **Installing and Managing Network Connections**
 - Create Network Connections
 - Install and Configure Web Browsers
 - Maintain and Troubleshoot Network Connections
- **Supporting Laptops and Portable Computing Devices**
 - Laptop and Portable Computing Device Components
 - Install and Configure Laptops and Portable Computing Devices

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- **Supporting Laptops and Portable Computing Devices**
 - **Supporting Printers**
 - **Personal Computer Security Concepts**
 - **Supporting Personal Computer Security**
 - **Appendix A: Mapping Course Content to the CompTIA A+ Essentials 220-701 Exam Objectives**
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 - **Appendix B: Mapping Course Content to the CompTIA A+ Practical Application 220-702 Exam Objectives**
 - **Appendix C: CompTIA A+ Acronyms**
 - **Appendix D: A Brief History of Personal Computers**
- Maintain and Troubleshoot Laptops and Portable Computing Devices
 - Printer Technologies
 - Printer Components
 - Printer Processes
 - Install and Configure Printers
 - Maintain and Troubleshoot Printers
 - Security Fundamentals
 - Security Protection Measures
 - Data and Physical Security
 - Wireless Security
 - Social Engineering
 - Install and Configure Security Measures
 - Maintain and Troubleshoot Security Measures

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Course Duration:

5 Days