

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 Objectives

Course Description:

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

It can also assist you if you are preparing to take the CompTIA A+ certification examinations, 2016 objectives (exam numbers 220-901 and 220-902), in order to become a CompTIA A+ Certified Professional.

Pre-requisites:

Delegates should have: 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:

- **Hardware Fundamentals**
 - Personal Computer Components
 - Storage Devices
 - Mobile Digital Devices
 - Connection Interfaces
- **Operating System Fundamentals**
 - PC and Mobile Operating Systems
 - PC Operating System Tools and Utilities

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- **Networking and Security Fundamentals**
 - Network Types
 - Network Components
 - Common Network Services
 - Cloud Concepts
 - Security Fundamentals
- **Safety and Operational Procedures**
 - Basic Maintenance Tools and Techniques
 - Personal and Electrical Safety
 - Environmental Safety and Materials Handling
 - Professionalism and Communication
 - Organizational Policies and Procedures
 - Troubleshooting Theory
- **Supporting Display Devices**
 - Install Display Devices
 - Configure Display Devices
 - Troubleshoot Video and Display Devices
- **Installing and Configuring Peripheral Components**
 - Install and Configure Input Devices
 - Install and Configure Output Devices
 - Install and Configure Input/Output Devices
 - Install and Configure Expansion Cards
- **Managing System Components**
 - Identify Motherboard Components and Features
 - Install and Configure CPUs and Cooling Systems
 - Install Power Supplies
 - Troubleshoot System Components

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- **Managing Data Storage**
 - Identify RAM Types and Features
 - Troubleshoot RAM Issues
 - Install and Configure Storage Devices
 - Configure the System Firmware
 - Troubleshoot Hard Drives and RAID Arrays
- **Installing and Configuring Microsoft Windows**
 - Implement Client-Side Virtualization
 - Install Microsoft Windows
 - Use Microsoft Windows
 - Configure Microsoft Windows
 - Upgrade Microsoft Windows
- **Optimizing and Maintaining Microsoft Windows**
 - Optimize Microsoft Windows
 - Back Up and Restore System Data
 - Perform Disk Maintenance
 - Update Software
- **Working With Other Operating Systems**
 - The OS X Operating System
 - The Linux Operating System
- **Customized Client Environments**
 - Types of Common Business Clients
 - Custom Client Environments
- **Networking Technologies**
 - TCP/IP Properties and Characteristics
 - TCP/IP
 - Internet Connections
 - Ports and Protocols
 - Networking Tools
- **Installing and Configuring Networking Capabilities**
 - Configure Basic Windows Networking
 - Configure Network Perimeters
 - Using Windows Networking Features
 - Install and Configure SOHO Networks

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- **Supporting Mobile Digital Devices**
 - Install and Configure Exterior Laptop Components
 - Install and Configure Interior Laptop Components
 - Other Mobile Devices
 - Mobile Device Accessories and Ports
 - Mobile Device Connectivity
 - Mobile Device Synchronization
 - Troubleshoot Mobile Device Hardware
- **Supporting Printers and Multifunction Devices**
 - Printer and Multifunction Technologies
 - Install and Configure Printers
 - Maintain Printers
 - Troubleshoot Printers
- **Security Threats, Vulnerabilities, and Controls**
 - Common Security Threats and Vulnerabilities
 - General Security Controls
 - Mobile Security Controls
 - Data Destruction and Disposal Methods
- **Implementing Security Controls**
 - Secure Operating Systems
 - Secure Workstations
 - Secure SOHO Networks
 - Secure Mobile Devices
- **Troubleshooting System-Wide Issues**
 - Troubleshoot PC Operating Systems
 - Troubleshoot Mobile Device Operating Systems and Applications
 - Troubleshoot Wired and Wireless Networks
 - Troubleshoot Common Security Issues

Course Duration:

5 Days

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