

CompTIA A+

220-1002 (Core 2)

About A+

- 2 different exams
 - 220-1001 (Core 1) and 220-1002 (Core 2)
- This course covers only the 220-1002 (Core 2) exam objectives
- Course is designed to follow right along with the exam objectives from CompTIA
 - You can download these from their website, www.Comptia.org

220-1002 (Core 2)

- Maximum of 90 Questions on the Exam
- Multiple Choice and Performance Based Questions
- 90 Minutes to complete the exam
- 700 is a passing score (scale 100-900)

220-1002

- 4 Domains to know
 - 1.0 Operating Systems 27%
 - 2.0 Security 24%
 - 3.0 Software Troubleshooting 26%
 - 4.0 Operational Procedures 23%

1.0 Operating Systems

- What are we covering?
 - Compare and contrast common operating system types and their purposes
 - Compare and contrast features of Microsoft Windows versions
 - Summarize general OS installation considerations and upgrade methods
 - Given a scenario, use appropriate Microsoft command line tools
 - Given a scenario, use Microsoft operating system features and tools
 - Given a scenario, use Microsoft Windows Control Panel utilities
 - Summarize application installation and configuration concepts
 - Given a scenario, configure Microsoft Windows networking on a client/desktop
 - Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems

2.0 Security

- What are we covering?
 - Summarize the importance of physical security measures
 - Explain logical security concepts
 - Compare and contrast wireless security protocols and authentication methods
 - Given a scenario, detect, remove, and prevent malware using appropriate tools and methods
 - Compare and contrast social engineering, threats, and vulnerabilities
 - Compare and contrast the differences of basic Microsoft Windows OS security settings

2.0 Security

- What are we covering? (Continued)
 - Given a scenario, implement security best practices to secure a workstation
 - Given a scenario, implement methods for securing mobile devices
 - Given a scenario, implement appropriate data destruction and disposal methods
 - Given a scenario, configure security on SOHO wireless and wired networks

3.0 Software Troubleshooting

- What are we covering?
 - Given a scenario, troubleshoot Microsoft Windows OS problems
 - Given a scenario, troubleshoot and resolve PC security issues
 - Given a scenario, use best practice procedures for malware removal
 - Given a scenario, troubleshoot mobile OS and application issues
 - Given a scenario, troubleshoot mobile OS and application security issues

4.0 Operational Procedures

- What are we covering?
 - Compare and contrast best practices associated with types of documentation
 - Given a scenario, implement basic change management best practices
 - Given a scenario, implement basic disaster prevention and recovery methods
 - Explain common safety procedures
 - Explain environmental impacts and appropriate controls
 - Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts
 - Given a scenario, use proper communication techniques and professionalism
 - Identify the basics of scripting
 - Given a scenario, use remote access technologies

End of 220-1002 Overview

- Remember, this course measures the necessary skills for an entry level IT professional
 - Assemble components based on customer requirements
 - Install, configure, and maintain PCs, mobile devices, and software for end users
 - Understand the basics of networking and security forensics
 - Properly and safely diagnose, resolve, and document common hardware and software issues
 - Apply troubleshooting skills
 - Provide appropriate customer support
 - Understand the basics of scripting, virtualization, desktop imaging, and deployment