1. Course Details:

Course Code : CTIA-001
Course Title : CompTIA A+
Course Duration : 5 Days

2. Course Overview

- CompTIA's A+ Certification is the industry standard for validating the foundational skills needed by support technicians in today's digital world. A technical support professional does much more than fix a PC, they now must understand how applications work across systems and be capable of solving problems that help to keep the business running smoothly.

3. Learning Outcomes:

- Support basic IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and basic networking
- Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals
- Implement basic data backup and recovery methods and apply data storage and management best practices
- Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and the use of scripting in IT support

4. Course Contents:

Mobile Devices:

- Install and configure laptop & components
- Compare and contrast characteristics of various types of other mobile devices

- Connect and configure accessories and ports of other mobile devices & accessories
- Configure basic mobile device network connectivity and application support
- Use methods to perform mobile device synchronization

Networking:

- Compare and contrast TCP and UDP ports, protocols and their purposes
- Compare and contrast common networking hardware devices
- Install and configure a basic wired/wireless SOHO network
- Compare and contrast wireless networking protocols
- Summarize the properties and purposes of services provided by networked hosts
- Explain common network configuration concepts

Hardware:

- Explain basic cable and connector types, features, and their purposes
- Summarize power supply types and features
- Select and configure appropriate components & devices for a custom PC configuration to meet customer specifications or needs
- Install and maintain various print technologies

Virtualization and Cloud Computing:

- Compare and contrast cloud computing concepts
- Set up and configure client-side virtualization

Network and Hardware Troubleshooting:

- Use the best practice methodology to resolve problems
- Troubleshoot hard drives and RAID arrays and problems related to motherboards, RAM, power and more
- Troubleshoot common mobile device issues while adhering to the appropriate procedures
- Troubleshoot common wired and wireless network problems

Operating Systems:

- Compare and contrast common operating system types and their purposes
- Compare and contrast features of Microsoft Windows versions
- Use appropriate Microsoft command line tools
- Use Microsoft operating system features and tools
- Use Microsoft Windows Control Panel utilities

- Summarize application installation and configuration concepts
- Configure Microsoft Windows networking on a client/desktop

Security:

- Summarize the importance of physical security measures
- Explain logical security concepts
- Compare and contrast wireless security protocols and authentication methods
- Compare and contrast social engineering, threat and vulnerabilities
- Implement security best practices to secure a workstation
- Implement methods for securing mobile devices
- Implement appropriate data destruction and disposal methods

Software Troubleshooting:

- Troubleshoot Microsoft Windows OS problems
- Troubleshoot and resolve PC security issues
- Use best practice procedures for malware removal
- Troubleshoot mobile OS and application issues
- Troubleshoot mobile OS and application security issues

Operational Procedures:

- Compare and contrast best practices associated with types of documentation
- Implement basic change management best practices
- Implement basic disaster prevention and recovery methods
- Explain common safety procedures
- Explain the processes for addressing prohibited content/ activity, and privacy, licensing, and policy concepts
- Use proper communication techniques and professionalism
- Identify the basics of scripting

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Entry-level IT Professionals in a technical support role
- IT Support Administrator
- IT Support Specialist