

1. A+ Technologies

Introduction

This course and examination measures essential operating system competencies for desktop computer hardware service technician with six months of on-the-job experience. The students must demonstrate basic knowledge of Command Line Prompt, Windows 9x and Windows 2000 for installing, configuring, upgrading, troubleshooting, and repairing desktop computer systems.

Target Audience

This course is intended for the following:

- PC support staff
- Technician
- End-users and for new support staffs whom wishes to become proficient in PC installation and troubleshooting

Prerequisites

Before attending this course, students must have gotten:

- PC Fundamentals or equivalent

At Course Completion

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

- Identify, install, configure, and upgrade desktop computer modules and peripherals, following established basic procedures for system assembly and disassembly of field replaceable modules.
- Diagnose and troubleshoot common module problems and system malfunctions.
- Embark upon safety and preventive maintenance.

- Prove the knowledge of specific terminology, facts, ways and means of dealing with classifications, categories and principles of motherboards, processors, and memory in desktop computer systems.
- Prove the knowledge of basic types of printers, basic concepts, and printer components, how they work, how they print onto a page, paper path, care and service techniques, and common problems.
- Display the knowledge of basic network concepts and terminology, ability to determine whether a computer is networked, knowledge of procedures for swapping and configuring network interface cards, and knowledge of the ramifications of repairs when a computer is networked.

Course Outline

Domain 1.0 Installation, Configuration, and Upgrading

Domain 2.0 Diagnosing and Troubleshooting

Domain 3.0 Preventive Maintenance

Domain 4.0 Motherboard/Processors/Memory

Domain 5.0 Printers

Domain 6.0 Basic Networking

Course: A+ Operating System Technologies

CompTIA Exam: 220-222

Associated Certification: COMPTIA A+, MCSA

Duration: 4 Weeks

2. COMPTIA A+ Certification

Introduction

The Core Hardware examination measures essential competencies for a desktop computer hardware service technician with six months of on-the-job experience. The examinee must demonstrate basic knowledge of installing, configuring, upgrading, troubleshooting, and repairing desktop computer systems at the standard defined by this test specification.

Target Audience

This course is intended for the following:

- PC support staff
- Technician
- End-users and for new support staffs whom wishes to become proficient in PC installation and troubleshooting

A+ Certification is a CompTIA-sponsored testing program that certifies the competency of entry-level (6 months experience) computer service technicians.

The program is backed by major computer hardware and software vendors, distributors, resellers and publications. A+ certification signifies that the certified individual possesses the knowledge and skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry.

Who may take A+ tests? - A+ Certification is open to anyone. The A+ exam is targeted for entry-level computer service technicians with at least 6 months on-the-job experience. No specific requirements are necessary, except payment of the fee.

WHY DID COMPTIA CREATES A+ ?

A+ was developed to:

- Set an industry-wide, nationally recognized standard of basic competency levels in the field of computer service
- Maximize efficiency in recruiting, hiring, training and promoting employees
- Meet the needs of today's information technology workforce by certifying individuals with in-demand skills
- Provide job seekers identifiable career paths, transferable skills and credentials that are industry recognized
- Produce the standards necessary for educators and trainers to better prepare individuals to meet today's job requirements

Benefits

Employers and recruiters benefit from the wide-spread acceptance of certification credentials:

- Simplified recruiting and hiring - Requiring an appropriate vendor-neutral certification assures a minimum knowledge level in applicants thus gaining higher quality candidates while minimizing the initial applicant screening process.
- Flexibility - CompTIA-certified individuals have validated their technical knowledge while not being tied to a particular vendor's products. This means greater flexibility --- a substantial advantage in the fast-changing technology marketplace.
- Credibility - Certification credentials provide a competitive advantage in highly competitive technology markets. This advantage applies to both the certificate holder and the hiring organization.

Certified individuals benefit from the wide-spread acceptance of certification credentials:

- Enhanced job opportunities - Because recruiters and hiring organizations employ certification requirements, more opportunities are available to certified individuals.
- Career enhancement - Surveys consistently show enhanced salary and career advancement opportunities for certified individuals.
- Recognized proof of professional achievement - Enhanced credibility and a respected credential.

A+ CERTIFICATION TRACKS

Course: A+ Core Hardware Service Technician

CompTIA Exam: 220-221

Associated Certification: COMPTIA A+, MCSA

Duration: **4 weeks**