

A+ Course Outline

1 - Installing Motherboards and Connectors

- Explain Cable Types and Connectors
- Install and Configure Motherboards
- Explain Legacy Cable Types

2 - Installing System Devices

- Install and Configure Power Supplies and Cooling
- Select and Install Storage Devices
- Install and Configure System Memory
- Install and Configure CPUs

3 - Troubleshooting PC Hardware

- Apply Troubleshooting Methodology
- Configure BIOS/UEFI
- Troubleshoot Power and Disk Issues
- Troubleshoot System and Display Issues

4 - Comparing Local Networking Hardware

- Compare Network Types
- Compare Networking Hardware
- Explain Network Cable Types
- Compare Wireless Networking Types

5 - Configuring Network Addressing and Internet Connections

- Compare Internet Connection Types
- Use Basic TCP/IP Concepts
- Compare Protocols and Ports
- Compare Network Configuration Concepts

6 - Supporting Network Services

- Summarize Services Provided by Networked Hosts
- Compare Internet and Embedded Appliances
- Troubleshoot Networks

7 - Summarizing Virtualization and Cloud Concepts

- Summarize Client-Side Virtualization
- Summarize Cloud Concepts

8 - Supporting Mobile Devices

- Set Up Mobile Devices and Peripherals
- Configure Mobile Device Apps
- Install and Configure Laptop Hardware
- Troubleshoot Mobile Device Issues

9 - Supporting Print Devices

- Deploy Printer and Multifunction Devices
- Replace Print Device Consumables
- Troubleshoot Print Device Issues

10 - Configuring Windows

- Configure Windows User Settings
- Configure Windows System Settings

11 - Managing Windows

- Use Management Consoles
- Use Performance and Troubleshooting Tools
- Use Command-line Tools

12 - Identifying OS Types and Features

- Explain OS Types
- Compare Windows Editions

13 - Supporting Windows

- Perform OS Installations and Upgrades
- Install and Configure Applications
- Troubleshoot Windows OS Problems

14 - Managing Windows Networking

- Manage Windows Networking
- Troubleshoot Windows Networking
- Configure Windows Security Settings
- Manage Windows Shares

15 - Managing Linux and macOS

- Identify Features of Linux
- Identify Features of macOS

16 - Configuring SOHO Network Security

- Explain Attacks, Threats, and Vulnerabilities
- Compare Wireless Security Protocols
- Configure SOHO Router Security
- Summarize Security Measures

17 - Managing Security Settings

- Configure Workstation Security
- Configure Browser Security
- Troubleshoot Workstation Security Issues

18 - Supporting Mobile Software

- Configure Mobile OS Security
- Troubleshoot Mobile OS and App Software
- Troubleshoot Mobile OS and App Security

19 - Using Support and Scripting Tools

- Use Remote Access Technologies
- Implement Backup and Recovery
- Explain Data Handling Best Practices
- Identify Basics of Scripting

20 - Implementing Operational Procedures

- Implement Best Practice Documentation
- Use Proper Communication Techniques
- Use Common Safety and Environmental Procedures