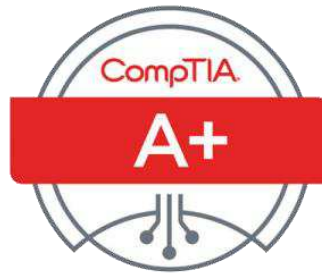# CompTIA A+ Certification Exam:

Core 1 & 2 Objectives

EXAM NUMBER: CORE 1 & 2 (220-1101 & 220-1102)

Course Outline

Core 1 (220-1101)

Mobile Devices

- Given a scenario, install and configure laptop hardware and components.
- Given a scenario, install components within the display of a laptop.
- Given a scenario, use appropriate laptop features.
- Compare and contrast characteristics of various types of other mobile devices.
- Given a scenario, connect and configure accessories and ports of other mobile devices.
- Given a scenario, configure basic mobile device network connectivity and application support.
- Given a scenario, 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.

- Given a scenario, 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.

- Compare and contrast Internet connection types, network types, and their features

- Given a scenario, use appropriate networking tools.

Hardware

- Explain basic cable types, features, and their purposes

- Identify common connector types.

- Given a scenario, install RAM types

- Given a scenario, select, install and configure storage devices.

- Given a scenario, install and configure motherboards, CPUs, and add-on cards.

- Explain the purposes and uses of various peripheral types.

- Summarize power supply types and features.

- Given a scenario, select and configure appropriate components for a custom PC configuration to meet customer specifications or needs.

- Given a scenario, install and configure common devices.

- Given a scenario, configure SOHO multifunction devices/printers and settings.

- Given a scenario, install and maintain various print technologies.

Virtualization and Cloud Computing

- Compare and contrast cloud computing concepts.

- Given a scenario, set up and configure client-side virtualization.

Hardware and Network Troubleshooting

- Given a scenario, use the best practice methodology to resolve problems.

- Given a scenario, troubleshoot problems related to motherboards, RAM, CPUs, and power

- Given a scenario, troubleshoot hard drives and RAID arrays.

- Given a scenario, troubleshoot video, projector, and display issues.

- Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures.

- Given a scenario, troubleshoot printers.

- Given a scenario, troubleshoot common wired and wireless network problems.

Core 2 (220-1102)

Operating Systems

- 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.

Security

- 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.
- 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.

Software Troubleshooting

- 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

Operational Procedures

- 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.