Course Outline

ADVANCEDTRAINING

Other Information	
A+CH	
Days	5
Starting Time	9:00
Finish Time	4:30
Lunch & refreshments are included with this course.	

A+ Certification Core Hardware

Course Description

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

A+ Exam(s)

To become certified, the candidate must pass both parts of the test - the Core and the Microsoft DOS/Windows module. When both the Core and the DOS/Windows portions are passed within 90 calendar days, the candidate receives the A+ designation. The certified individual is not required to be re-tested as the test is revised.

A+ Core Hardware: 220-201

A+ OS Technologies: 220-202

Course Outline

Ø Installation, Configuration and Upgrading

- Identify basic terms, concepts, and functions of system modules, including how each module should work during normal operation
- Identify available IRQs, DMAs, and I/O addresses and procedures for configuring them for device installation
- Identify common peripheral ports, associated cabling, and their connectors.
- Identify proper procedures for installing and configuring IDE/EIDE devices.
- Identify proper procedures for installing and configuring peripheral devices.
- Identify concepts and procedures relating to BIOS.
- Identify hardware methods of system optimization and when to use them.

ø Diagnosing and Troubleshooting

- Identify common symptoms and problems associated with each module and how to troubleshoot and isolate the problems
- Identify basic troubleshooting procedures and good practices for eliciting problem symptoms from customers.

Ø Safety and Preventive Maintenance

- Identify the purpose of various types of preventive maintenance products and procedures and when to use/perform them
- Identify procedures and devices for protecting against environmental hazards
- Identify the potential hazards and proper safety procedures relating to lasers and high-voltage equipment

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Course Outline (Continued)

- Identify items that require special disposal procedures that comply with environmental guidelines
- Identify ESD (Electrostatic Discharge) precautions and procedures, including the use of ESD protection devices

Ø Motherboard/Processors/Memory

- Distinguish between the popular CPU chips in terms of their basic characteristics
- Identify the categories of RAM (Random Access Memory) terminology, their locations, and physical characteristics
- Identify the most popular type of motherboards, their components, and their architecture (for example, bus structures and power supplies)
- Identify the purpose of CMOS (Complementary Metal-Oxide Semiconductor), what it contains and how to change its basic parameters

Ø Printers

- Identify basic concepts, printer operations and printer components.
- Identify care and service techniques and common problems with primary printer types
- Identify the types of printer connections and configurations

Ø Portable Systems

- Identify the unique components of portable systems and their unique problems.

Ø Basic Networking

- Identify basic networking concepts, including how a network works.
- Identify procedures for swapping and configuring network interface cards.
- Identify the ramifications of repairs on the network.

Ø Customer Satisfaction

- Differentiate effective from ineffective behaviors as these contribute to the maintenance or achievement of customer satisfaction

Ø Optimizing and Deploying an Application

- Optimizing an application
- Deploying an application
- Deploying an ActiveX control

Lab

- Deploying the State Bookstore solution

Ø Building Internet Applications

- Using the WebBrowser control
- Creating Active Documents
- Creating dynamic hypertext markup language (DHTML) applications
- Creating Microsoft Internet Information Server applications