

# CompTIA A+ 220-1102 (A+1102)

ID A+1102 Prix sur demande Durée 5 jours

## A qui s'adresse cette formation

- IT Support Specialist
- Helpdesk Technician
- Field Technician
- Tier I Support Specialist
- Desktop Support Specialist
- Associate Network Engineer
- Systems Support Technician
- Junior Systems Administrator

## Objectifs

This course prepares the student to take the corresponding exam. The CompTIA A+ Core 1 (220-1102) exam covers four domains.

- Operating Systems (31%)
- Security (25%)
- Software Troubleshooting (22%)
- Operational Procedures (22%)

## Contenu

### Lesson 1: Configuring Windows

- Configure Windows User Settings
- Configure Windows System Settings

### Lesson 2: Managing Windows

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

### Lesson 3: Identifying OS Types and Features

- Explain OS Types
- Compare Windows Editions

### Lesson 4: Supporting Windows

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

### Lesson 5: Managing Windows Networking

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

### Lesson 6: Managing Linux and macOS

- Identify Features of Linux
- Identify Features of macOS

### Lesson 7: Configuring SOHO Network Security

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

### Lesson 8: Managing Security Settings

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

### Lesson 9: Supporting Mobile Software

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

### Lesson 10: Using Support and Scripting Tools

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

### Lesson 11: Implementing Operational Procedures

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

Centres de formation dans le monde entier



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