

SYLLABUS

GENERAL DESCRIPTION

Course:	CompTIA A+ 1102
Code:	220-1102
Contact Hours:	40
Academic Term:	TBA

COURSE DESCRIPTION

This course is aimed at preparing the student to review, clarify questions, take practice exams in order to take and pass the CompTIA A + 220-1102 exam. In addition, effective study strategies and techniques will be demonstrated to take the test in an environment aligned with the administration environment of a real exam through a Pearson Vue examination center. This course is aimed at obtaining the second exam required for the CompTIA A + certification.

OBJETIVES

To obtain CompTIA A + certification, you must pass two exams: 220-1101 and 220-1102. CompTIA A + 220-1102 measures the skills required for a basic IT professional.

The students will have the necessary knowledge to:

- Installation of components according to customer requirements
- Install, configure, and maintain devices, PC, and software for end users
- Understand the basic concepts of networking and security / forensics
- Correctly diagnose, resolve and document common hardware and software problems
- Apply problem solving skills
- Provide adequate customer support
- Understand the basics of virtualization, desktop imaging and implementation

SPECIFIC OBJECTIVES

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

EVALUATION CRITERIA

CRITERIA	Grade total
1 Mid-Term Exam	100
1 Final Exam	100
Quizzes	100
Homework or Assessments	100
Laboratories	100
Total	500

*Assignments are always due in class on the day designated. You are responsible for any work lost due to technical problems, etc. Late papers will lose a letter grade for each day that they are late. Any exceptions must be properly documented and discussed in advance for an extension to be arranged.

EDUCATIONAL RESOURCES

Pengelly, J. (2024). The Official CompTIA A + Core 2 Student Guide (Exam 220-1102). eBook CompTIA. Downers Grove, Illinois

Neo LMS (2024). CompTIA A+ Core 2. passwordtech.edu20.org

NOTES



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San Germán, PR 00683
<https://passwordtech.org>

Reasonable Accommodation: Any student who requires reasonable accommodation must request them at the beginning of the course or as soon as they acquire the required knowledge through the Professor in charge and notify the Academic Director.

Honesty, fraud, plagiarism: Dishonesty, fraud, plagiarism, and any other inappropriate behavior about the student's academic performance, constitute violations of the catalog of the institution, its Rules of Conduct and Duties of Student. Major infractions, as provided in the catalog may result in the suspension of the institution for a defined time or permanent expulsion as stipulated in the Rules of Conduct and Duties of Student.