



# CENTRAL PIEDMONT COMMUNITY COLLEGE

## CORPORATE & CONTINUING EDUCATION

**Course Number:** DPT7011

*Last Revised On:* 12/01/2008

**Course Title:** A+

**Course Hours:** 60

### **Description:**

This course teaches materials that map to all skill and knowledge objectives for the CompTIA A+ certification exam. Content maps directly to the current A+ hardware & operating system exams and includes installing, configuring, upgrading and repairing computer hardware. A+ certification is sponsored by CompTIA and certifies the competency of entry level (6 months experience) service technician in the computer industry.

### **Objectives:**

- To prepare the student for the CompTIA A+ certification examination.
- That the student surpasses an industry-wide nationally recognized standard of basic competency levels in the field of computer service.
- That the student possesses the knowledge, expertise, and customer relations skills necessary to become a successful computer service technician.

### **Content:**

- **Computing Overview**
  - Course Introduction
  - Using the Simulator
  - Hardware basics
  - Operating System Basics
- **Technician**
  - Protection and Safety
  - Professionalism
  - PC Maintenance
  - Software Tools
  - Troubleshooting Overview
- **System Components**
  - File System Overview
  - File Systems
  - Managing files
  - NTFS Permissions
- **Peripheral Devices**



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- Installing Devices
- Serial Parallel, and PS/2
- USB
- IEEE 1394 (Firewire)
- Input Devices
- Sound devices
- Troubleshooting
  
- **Storage Devices**
  - Storages Devices
  - Floppy
  - Hard Drives
  - Optical Media
  
- **Networking**
  - Networking Overview
  - Connection Hardware
  - Network Adapters
  - Addressing
  - Internet Connectivity
  - Firewalls
  - Wireless Networking
  - Troubleshooting
  
- **Printing**
  - Printers
  - Printer configuration
  - Network Printing
  - Troubleshooting Printing
  
- **Portable Devices**
  - Portable Devices
  - Power Management
  - Troubleshooting
  
- **System Management**
  - Systems Files
  - System Restore
  - Backup and Restore
  - System Updates



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- **Security**
  - Software Security
  - Social Engineering
  - System Security
  - Physical Security
  
- **Windows Installation**
  - Installation
  - Post Installation
  
- **Optimization**
  - Video Optimization
  - Memory Optimization
  - Disk Optimization
  - Cooling
  
- **System Recovery**
  - System Errors and Lockups
  - Start-up Errors
  - System Recovery
  
- **Preparing for Certification**
  - Exam Objectives
  - Exam FAQs
  - How to Register for an Exam
  - Exam-taking Hints and Tips

**Prerequisites:**

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**Method of Instruction:**

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**Evaluation:**

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