

# CompTIA A+ Core 2

LENGTH

**5 days**

VERSION

**220-1102**

## COMPTIA AT LUMIFY WORK

CompTIA is the voice of the world's information technology (IT) industry. A non-profit association, CompTIA offers IT professionals vendor neutral, industry-leading IT certifications. Lumify Work is proud to be a CAPP Gold Partner – offering A+, Network+, Security+, CySA+, Pentest+ and more.



## WHY STUDY THIS COURSE

This 5-day CompTIA A+ Core hands-on course is designed to prepare you for the CompTIA 220-1102 exam. The course provides the background knowledge and skills you require to be a successful A+ technician.

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognised credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

CompTIA A+ 220-1102 covers installing and configuring operating systems, expanded security, software troubleshooting and operational procedures.

*Please note: The exam is not included in the course fee but can be purchased separately.*

## WHAT YOU'LL LEARN

The CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) certification exams will verify the successful candidate has the knowledge and skills required to:

- › Install, configure, and maintain computer equipment, mobile devices, and software for end users
- › Service components based on customer requirements
- › Understand networking basics and apply basic cybersecurity methods to mitigate threats Properly and safely diagnose, resolve, and document common hardware and software issues

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- › Apply troubleshooting skills and provide customer support using appropriate communication skills
- › Understand the basics of scripting, cloud technologies, virtualisation, and multi-OS deployments in corporate environments



*My instructor was great being able to put scenarios into real world instances that related to my specific situation.*

*I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.*

*I learnt a lot and felt it was important that my goals by attending this course were met.*

*Great job Lumify Work team.*

**AMANDA NICOL**  
IT SUPPORT SERVICES  
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## Lumify Work Customised Training

*We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.*

*For more information, please contact us on [02 8286 9429](tel:0282869429).*

### COURSE SUBJECTS

Refer to the [certification guide](#) and the [exam objectives](#) for a deeper dive into the A+ Core 2 curriculum.

#### Domain 1 - Operating Systems

- Identify basic features of Microsoft Windows editions
- Use the appropriate Microsoft command- line tool
- Use features & tools of the Microsoft Windows 10 operating system (OS)
- Use the appropriate Microsoft Windows 10 Control Panel utility
- Use the appropriate Windows settings
- Configure Microsoft Windows networking features on a client/desktop
- Apply application installation & configuration concepts
- Explain common OS types & their purposes
- Perform OS installations & upgrades in a diverse OS environment
- Identify common features & tools of the macOS/desktop OS
- Identify common features & tools of the Linux client/desktop OS

#### Domain 2 - Security

- Summarise various security measures and their purposes
- Compare and contrast wireless security protocols and authentication methods
- Detect, remove, and prevent malware using the appropriate tools and methods
- Explain common social-engineering attacks, threats and vulnerabilities
- Manage and configure basic security settings in the Microsoft Windows OS
- Configure a workstation to meet best practices for security

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- Explain common methods for securing mobile & embedded devices
- Use common data destruction & disposal methods
- Configure appropriate security settings on small office/home office (SOHO) wireless & wired networks
- Install & configure browsers & relevant security settings

## Domain 3 - Software Troubleshooting

- Troubleshoot common Windows OS problems
- Troubleshoot common personal computer (PC) security issues
- Use best practice procedures for malware removal
- Troubleshoot common mobile OS & application issues
- Troubleshoot common mobile OS & application security issues

## Domain 4 - Operational Procedures

- Implement best practices associated with documentation & support systems information management
- Explain basic change-management best practices
- Implement workstation backup & recovery methods
- Use common safety procedures
- Summarise environmental impacts & local environmental controls
- Explain the importance of prohibited content/activity & privacy, licensing, & policy concepts
- Use proper communication techniques & professionalism
- Identify the basics of scripting
- Use remote access technologies

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## WHO IS THE COURSE FOR?

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 2 220-1102 Certification Exam.

**We can also deliver and customise this training course for larger groups – saving your organisation time, money and resources. For more information, please contact us via email on [ph.training@lumifywork.com](mailto:ph.training@lumifywork.com)**

## PREREQUISITES

To ensure your success in this course, you should have experience with basic computer user skills, be able to complete tasks in a Microsoft Windows environment, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts. You can obtain this level of skills and knowledge by taking the following official CompTIA courses:

- The Official CompTIA IT Fundamentals+ (Exam FC0-U61)

Note: The prerequisites for this course might differ significantly from the prerequisites for the CompTIA certification exam. For the most up-to-date information about the exam prerequisites, complete the form on this [page](#).

The supply of this course by Lumify Work is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions.

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