

COMPTIA A+

COMBINED (220-1001 & 220-1002)

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 in today's digital world.



EXAM

220-1001 and 220-1002

RELEASE DATE

January 2019

LANGUAGE

English, German, Japanese, Portuguese, Thai and Spanish

CE REQUIRED?

Yes

ACCREDITATION

Accredited by ANSI to show compliance with the ISO 17024 Standard. It is also approved by the DoD for Directive 8140/8570.01-M.

TOP A+ JOB TITLES

- Service Desk Analyst
- Technical Support Specialist
- Field Service Technician
- Associate Network Engineer
- Data Support Technician
- Desktop Support Administrator
- End User Computing Technician
- Help Desk Technician
- System Support Specialist

ORGANIZATIONS THAT ENDORSE A+

- Best Buy/Geek Squad
- Blue Cross Blue Shield
- Canon
- Dell
- Fry's Electronics
- General Dynamics
- HP
- Intel
- Nissan
- Ricoh
- Sharp
- U.S. Department of Defense (DoD)
- Verizon
- Wells Fargo

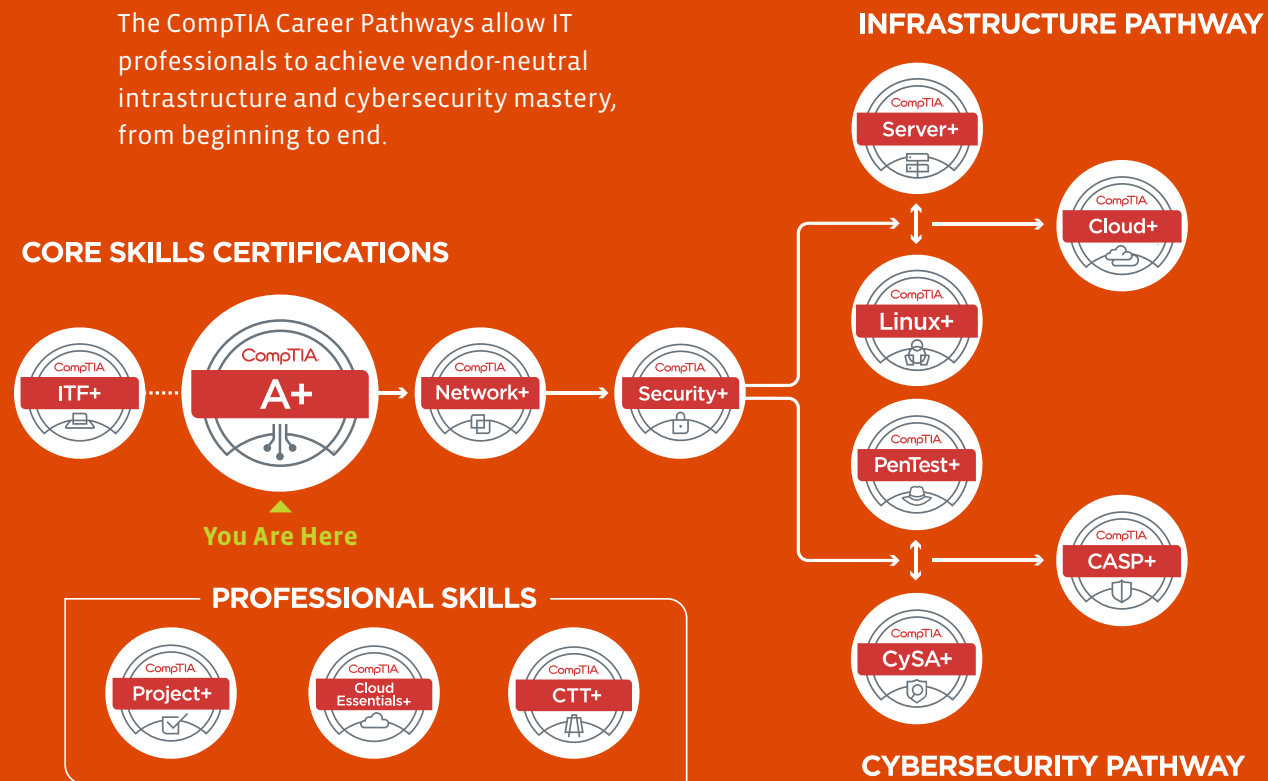
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Where is this in the CompTIA Career Pathway?

The CompTIA Career Pathways allow IT professionals to achieve vendor-neutral infrastructure and cybersecurity mastery, from beginning to end.



About Core Skills Certifications

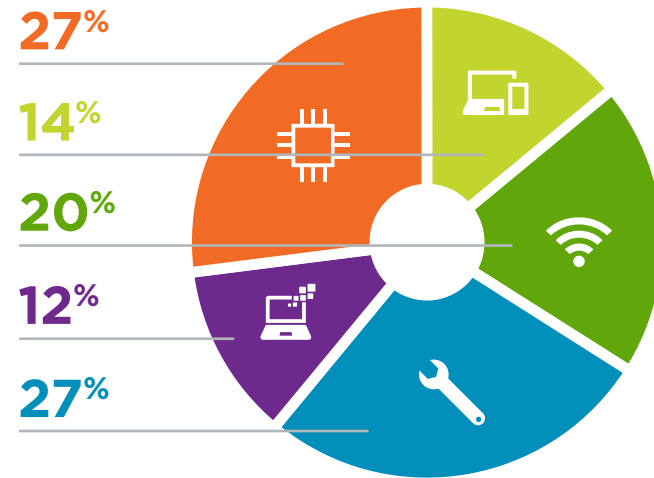
CompTIA's core IT skills certifications level the playing field and lay the foundation for a successful career in IT, no matter what path you take.



SKILLS & COMPETENCIES

CompTIA A+ Core 1 (220-1001)

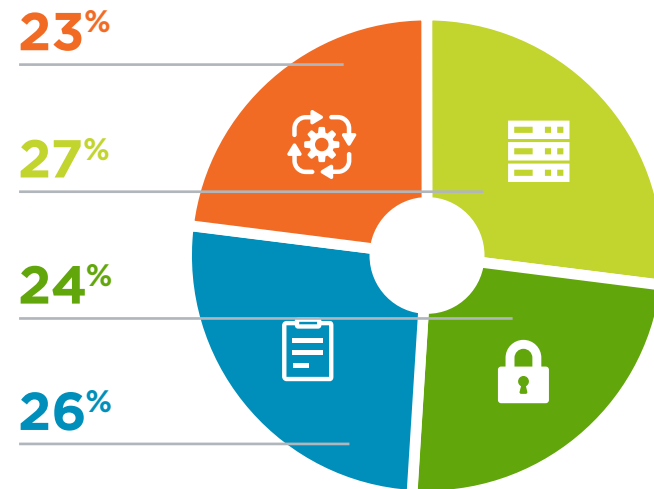
-  [Hardware >](#)
-  [Mobile Devices >](#)
-  [Networking >](#)
-  [Virtualization and Cloud Computing >](#)
-  [Network and Hardware Troubleshooting >](#)



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CompTIA A+ Core 2 (220-1002)

-  [Operational Procedures >](#)
-  [Operating Systems >](#)
-  [Security >](#)
-  [Software Troubleshooting >](#)



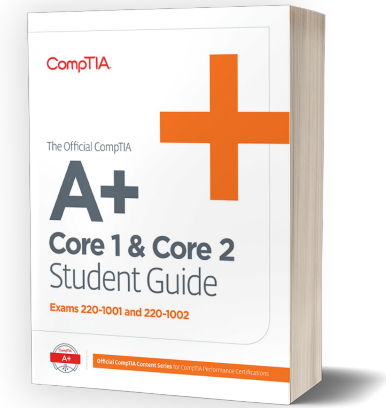
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How does CompTIA A+ Compare?

Find out how CompTIA A+ compares to the leading certification programs.

[COMPARE COMPTIA A+](#)

OFFICIAL LEARNING RESOURCES



Overview

The Official CompTIA A+ Core 1 & Core 2 Instructor and Student Guides (220-1001 and 220-1002) have been developed by CompTIA with input from instructors across the world. Rigorously evaluated by third-party subject matter experts to validate adequate coverage of both the Core 1 and Core 2 exam objectives in an integrated approach. The Official CompTIA A+ Core 1 & Core 2 Instructor and Student Guides teach the essential skills and information needed to troubleshoot, problem solve and help learners understand issues ranging from networking and operating systems, to mobile devices and security, preparing candidates to take the CompTIA A+ Core 1 and Core 2 Exam.

AVAILABLE OFFICIAL COMPTIA LEARNING RESOURCES FOR INSTRUCTOR-LED TRAINING

-  Books
-  Labs
-  e-Learning
-  Exam Prep

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Key Features & Benefits

-  [Robust Assessment >](#)
-  [Engaging Video Program Developed Exclusively for CompTIA >](#)
-  [Integrate Active Learning >](#)
-  [Refreshed Interior Design and Image Program >](#)
-  [Alignment and Consistency Across Book and Assessment >](#)

Instructor Resources

- Course-specific delivery tips
- Facilitator notes
- Solutions to activities and discussions
- PowerPoint slides
- Presentation planners
- Transition guides

Student Resources

- eBook
- Course files
- Videos
- Assessment
- PowerPoint slides
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COURSE OVERVIEW

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. 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 in today's digital world.

In order to receive the CompTIA A+ certification, learners must pass two exams: Core 1 (220-1101) and Core 2 (220-1102)



Exam Prep Option

CERTMASTER PRACTICE

CompTIA CertMaster Practice is an online knowledge assessment and remediation tool designed to help learners feel more confident and prepared for the CompTIA exam.



A+ is a system check for yourself. Are you good enough for the job? With A+ you are.

Darius Peterson

IT SPECIALIST, AMERICAN SOCIETY OF HEALTH-SYSTEMS PHARMACISTS

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Student Guide Lesson Overview

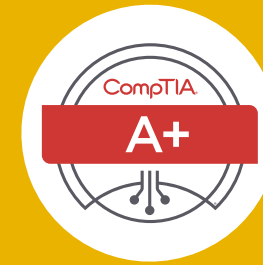
- 1 Supporting Operating Systems
- 2 Installing and Configuring PC Components
- 3 Installing, Configuring, and Troubleshooting Display and Multimedia Devices
- 4 Installing, Configuring, and Troubleshooting Storage Devices
- 5 Installing, Configuring, and Troubleshooting Internal System Components
- 6 Installing, Configuring, and Maintaining Operating Systems
- 7 Maintaining and Troubleshooting Microsoft Windows
- 8 Network Infrastructure Concepts
- 9 Configuring and Troubleshooting Networks
- 10 Managing Users, Workstations, and Shared Resources
- 11 Implementing Client Virtualization and Cloud Computing
- 12 Security Concepts
- 13 Securing Workstations and Data
- 14 Troubleshooting Workstation Security Issues
- 15 Supporting and Troubleshooting Laptops
- 16 Supporting and Troubleshooting Mobile Devices
- 17 Installing, Configuring, and Troubleshooting Print Devices
- 18 Implementing Operational Procedures

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A+

CORE 1 (220-1001)

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 in today's digital world.



EXAM

220-1001

RELEASE DATE

January 2019

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English, German, Japanese, Portuguese, Thai and Spanish

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Yes

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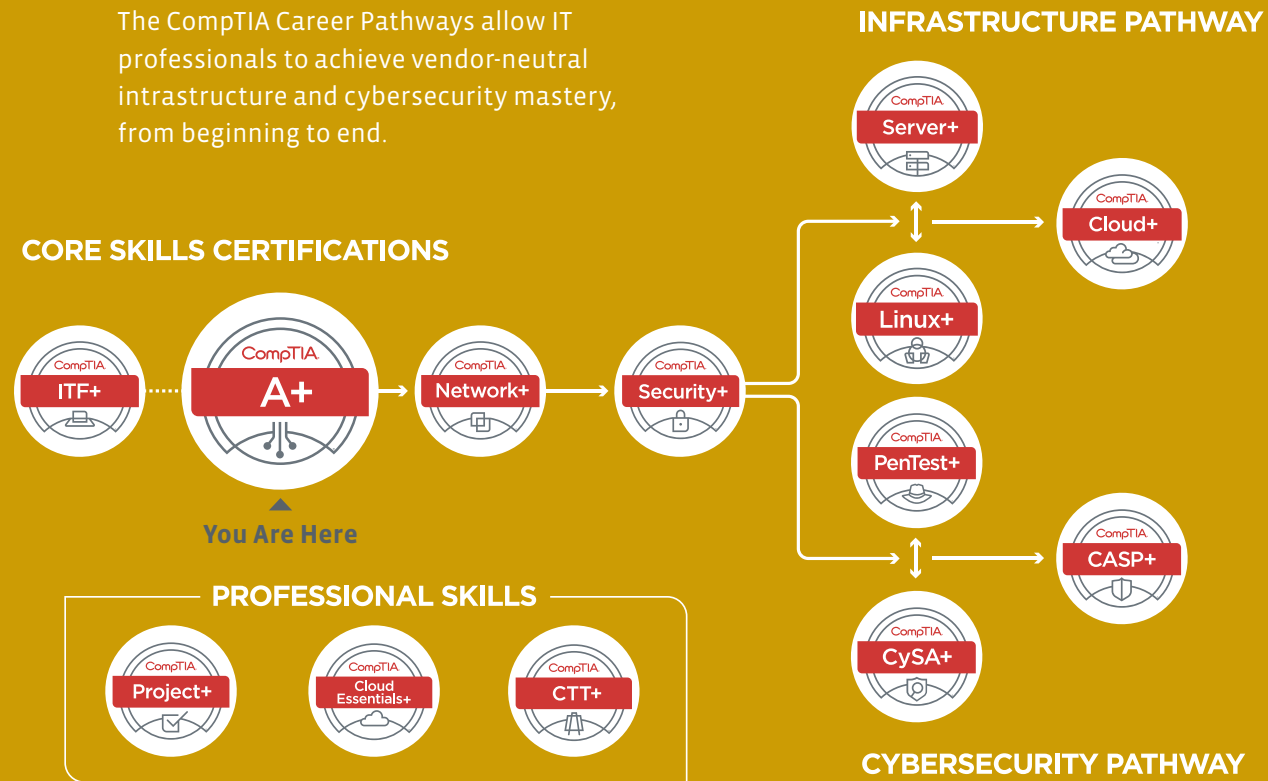
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Where is this in the CompTIA Career Pathway?

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About Core Skills Certifications

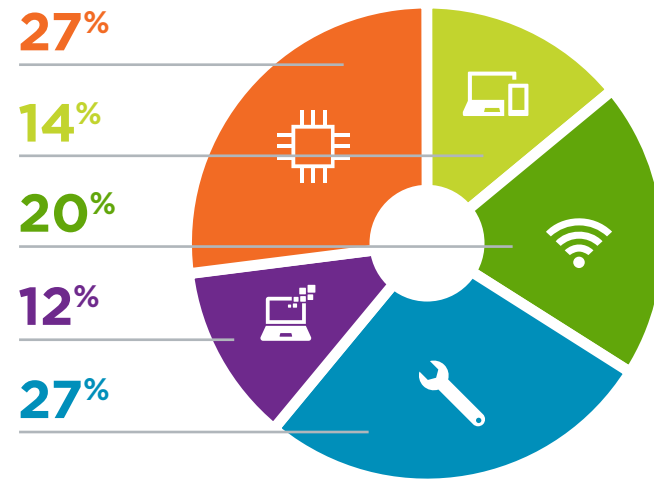
CompTIA's core IT skills certifications level the playing field and lay the foundation for a successful career in IT, no matter what path you take.



SKILLS & COMPETENCIES

-  [Hardware >](#)
-  [Mobile Devices >](#)
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Top A+ Job Roles

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- Associate Network Engineer
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- Desktop Support Administrator
- End User Computing Technician
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Organizations that Endorse A+

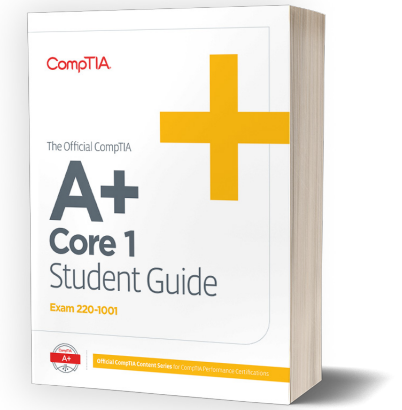
- Best Buy/Geek Squad
- Blue Cross Blue Shield
- Canon
- Dell
- Fry's Electronics
- General Dynamics
- HP
- Intel
- Nissan
- Ricoh
- Sharp
- U.S. Department of Defense (DoD)
- Verizon
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AVAILABLE OFFICIAL COMPTIA LEARNING RESOURCES FOR INSTRUCTOR-LED TRAINING


-  Books
-  e-Learning
-  Exam Prep
-  Bundle Pricing

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I got my A+ and it is the best thing I ever did.

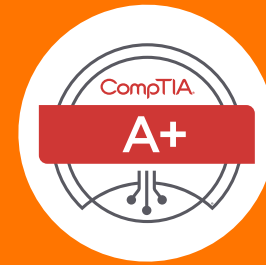
Andy MacLeod

COMPUTER SYSTEMS ANALYST, CHUGACH ALASKA CORPORATION

A+

CORE 2 (220-1002)

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EXAM

220-1002

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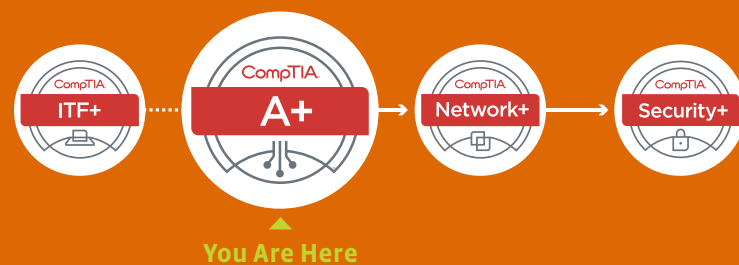
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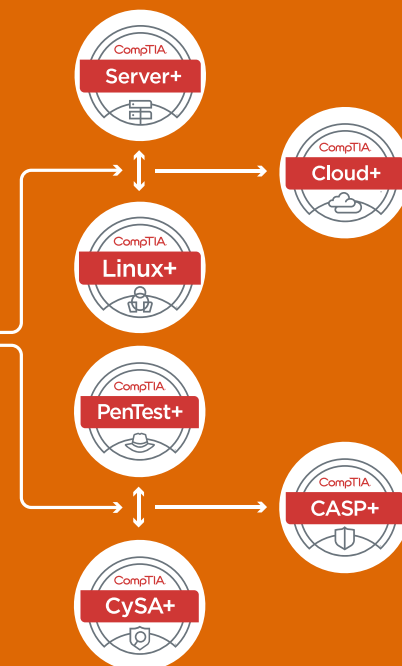
CORE SKILLS CERTIFICATIONS



PROFESSIONAL SKILLS



INFRASTRUCTURE PATHWAY



CYBERSECURITY PATHWAY

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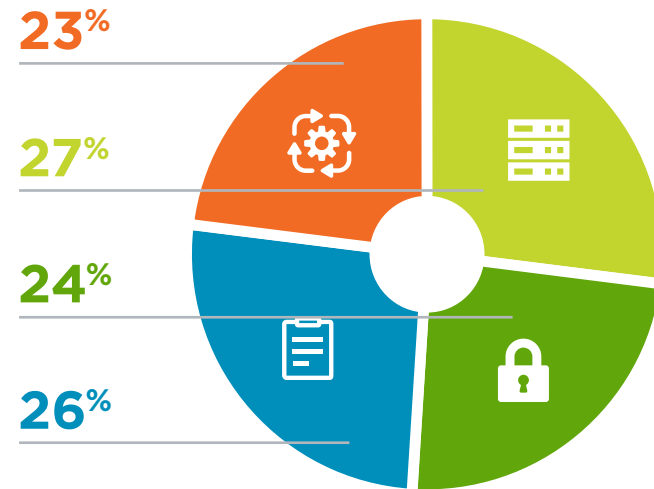
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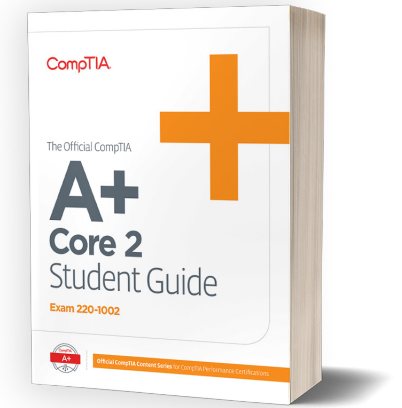
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 Books  Labs  e-Learning  Exam Prep  Bundle Pricing

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- 6 Security Concepts
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I am proud of what I have achieved. I could not have done it without A+.

Phil Norton

SYSTEMS ANALYST III, SOURCEBOOKS