CompTIA A+ Core 1 & Core 2 Exam Objectives Comparison

Organizations today are accelerating digital transformation to address the growing appetite for technology as it becomes the key driver for progress. Whether it is reaching new customer segments, pivoting to new business models, or improving internal operations, technology has become the critical factor for both day-to-day activities and long-term objectives. To keep up with today's fast-paced digital economy, organizations recognize the importance of trained and certified frontline technical support staff. In addition, the complexities of evolving technologies, a shift to a hybrid or remote workforce, as well as the need for improved customer experience and security have made the requirement for fundamental IT knowledge related to entry-level technical support roles more important than ever before.

CompTIA A+ certified professionals are proven problem solvers. A+ 1100 Series is the only industry recognized vendor-neutral certification updated to emphasize the technologies and skills IT professionals need to support a growing hybrid workforce. A+ validates the baseline IT knowledge and skills required to support end-user devices and software; connectivity problems, mitigate security risks; troubleshoot common issues, and demonstrate basic knowledge of scripting, the cloud, and virtualization.

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Exam Objectives Comparison

The following table aligns exam objectives from Core 1 (220-1101 vs 220-1001) & Core 2 (220-1102 vs 220-1002) for comparison. Skills are aligned by best match.

220-1101	220-1001	MAPPING
1.1 Given a scenario, install and configure laptop hardware and components.	1.1 Given a scenario, install and configure laptop hardware and components.	Maps
1.2 Compare and contrast the display components of mobile devices.	1.2 Given a scenario, install components within the display of a laptop.	Maps; cognitive level change
1.3 Given a scenario, set up and configure accessories and ports of mobile devices.	1.5 Given a scenario, connect and configure accessories and ports of other mobile devices.	Maps; partitioned content
	1.3 Given a scenario, use appropriate laptop features.	Maps, partitioned content
1.4 Given a scenario, configure basic mobile-device network connectivity and application support.	1.6 Given a scenario, configure basic mobile device network connectivity and application support.	Maps
2.1 Compare and contrast Transmission Control Protocol (TCP) and User Datagram Protocol (UDP) ports, protocols, and their purposes.	2.1 Compare and contrast TCP and UDP ports, protocols, and their purposes.	Maps
2.2 Compare and contrast common networking hardware.	2.2 Compare and contrast common networking hardware devices.	Maps
2.3 Compare and contrast protocols for wireless networking.	2.4 Compare and contrast wireless networking protocols.	Maps
2.4 Summarize services provided by networked hosts.	2.3 Given a scenario, install and configure a basic wired/wireless SOHO network.	Maps; partitioned content and content level change
	2.5 Summarize the properties and purposes of services provided by networked hosts.	Maps; partitioned content
2.5 Given a scenario, install and configure basic wired/wireless small office/home office (SOHO) networks.	2.3 Given a scenario, install and configure a basic wired/wireless SOHO network.	Maps; partitioned content
	2.6 Explain common network configuration concepts.	Gap
2.6 Compare and contrast common network configuration concepts.	2.6 Explain common network configuration concepts.	Maps
2.7 Compare and contrast Internet connection types, network types, and their features.	2.7 Compare and contrast Internet connection types, network types, and their features.	Maps
2.8 Given a scenario, use networking tools.	3.3 Given a scenario, use appropriate networking tools.	Cognitive level change.
3.2 Explain the purpose of organizational documents and policies.	2.8 Given a scenario, use appropriate documentation and diagrams to manage the network.	Maps
3.1 Explain basic cable types and their connectors, features, and purposes.	3.1 Explain basic cable types, features, and their purposes.	Maps
3.2 Given a scenario, install the appropriate RAM.	3.3 Given a scenario, install RAM types.	Maps

220-1101	220-1001	MAPPING
3.3 Given a scenario, select and install storage devices.	3.4 Given a scenario, select, install and configure storage devices.	Maps
3.4 Given a scenario, install and configure motherboards, central processing units (CPUs), and add-on cards.	3.5 Given a scenario, install and configure motherboards, CPUs, and add-on cards.	Maps
3.5 Given a scenario, install or replace the appropriate power supply.	3.7 Summarize power supply types and features.	Gap; cognitive level change
3.6 Given a scenario, deploy and configure multifunction devices/printers and settings.	3.10 Given a scenario, configure SOHO multifunction devices/printers and settings.	Maps
3.7 Given a scenario, install and replace printer consumables.	3.11 Given a scenario, install and maintain various print technologies.	Maps
4.1 Summarize cloud-computing concepts.	4.1 Compare and contrast cloud computing concepts.	Maps
4.2 Summarize aspects of client-side virtualization.	4.2 Given a scenario, set up and configure client-side virtualization.	Maps; cognitive level change
5.1 Given a scenario, apply the best practice methodology to resolve problems.	5.1 Given a scenario, use the best practice methodology to resolve problems.	Maps
5.2 Given a scenario, troubleshoot problems related to motherboards, RAM, CPU, and power.	5.2 Given a scenario, troubleshoot problems related to motherboards, RAM, CPUs, and power.	Maps
5.3 Given a scenario, troubleshoot and diagnose problems with storage drives and RAID arrays.	5.3 Given a scenario, troubleshoot hard drives and RAID arrays.	Maps
5.4 Given a scenario, troubleshoot video, projector, and display issues.	5.4 Given a scenario, troubleshoot video, projector, and display issues.	Maps
5.5 Given a scenario, troubleshoot common issues with mobile devices.	5.5 Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures.	Maps
5.6 Given a scenario, troubleshoot and resolve printer issues.	5.6 Given a scenario, troubleshoot printers.	Maps
5.7 Given a scenario, troubleshoot problems with wired and wireless networks.	5.7 Given a scenario, troubleshoot common wired and wireless network problems.	Maps

220-1102	220-1002	MAPPING
1.1 Identify basic features of Microsoft Windows editions.	1.2 Compare and contrast features of Microsoft Windows versions.	Maps; cognitive level change
1.2 Given a scenario, use the appropriate Microsoft command-line tool.	1.4 Given a scenario, use appropriate Microsoft command line tools.	Maps
1.3 Given a scenario, use features and tools of the Microsoft Windows 10 operating system (OS).	1.5 Given a scenario, use Microsoft operating system features and tools.	Maps
1.4 Given a scenario, use the appropriate Microsoft Windows 10 Control Panel utility.	1.6 Given a scenario, use Microsoft Windows Control Panel utilities.	Maps
1.5 Given a scenario, use the appropriate Windows settings.		New content
1.6 Given a scenario, configure Microsoft Windows networking features on a client/desktop.	1.8 Given a scenario, configure Microsoft Windows networking on a client/desktop.	Maps
1.7 Given a scenario, apply application installation and configuration concepts.	1.7 Summarize application installation and configuration concepts.	Gap; cognitive level change
1.8 Explain common OS types and their purposes.	1.1 Compare and contrast common operating system types and their purposes.	Maps
1.9 Given a scenario, perform OS installations and upgrades in a diverse OS environment.	1.3 Summarize general OS installation considerations and upgrade methods.	Gap; cognitive level change
1.10 Identify common features and tools of the macOS/desktop OS.	1.9 Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems.	Maps; partitioned content and cognitive level change
1.11 Identify common features and tools of the Linux client/desktop OS.	1.9 Given a scenario, use features and tools of the Mac OS and Linux client/desktop operating systems.	Maps; partitioned content and cognitive level change
2.1 Summarize various security measures and their purposes.	2.1 Summarize the importance of physical security measures.	Maps; partitioned content
	2.2 Explain logical security concepts.	Maps; partitioned content
2.2 Compare and contrast wireless security protocols and authentication methods.	2.3 Compare and contrast wireless security protocols and authentication methods.	Maps
2.3 Given a scenario, detect, remove, and prevent malware using the appropriate tools and methods.	2.4 Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.	Maps
2.4 Explain common social-engineering attacks, threats, and vulnerabilities.	2.5 Compare and contrast social engineering, threats, and vulnerabilities.	Maps
2.5 Given a scenario, manage and configure basic security settings in the Microsoft Windows OS.	2.6 Compare and contrast the differences of basic Microsoft Windows OS security settings.	Gap; cognitive level change
2.6 Given a scenario, configure a workstation to meet best practices for security.	2.7 Given a scenario, implement security best practices to secure a workstation.	Maps

220-1102	220-1002	MAPPING
2.7 Explain common methods for securing mobile and embedded devices.	2.8 Given a scenario, implement methods for securing mobile devices.	Maps; cognitive level change
2.8 Given a scenario, use common data destruction and disposal methods.	2.9 Given a scenario, implement appropriate data destruction and disposal methods.	Maps
2.9 Given a scenario, configure appropriate security settings on small office/home office (SOHO) wireless and wired networks.	2.10 Given a scenario, configure security on SOHO wireless and wired networks.	Maps
2.10 Given a scenario, install and configure browsers and relevant security settings.		New content
3.1 Given a scenario, troubleshoot common Windows OS problems.	3.1 Given a scenario, troubleshoot Microsoft Windows OS problems.	Maps
3.2 Given a scenario, troubleshoot common personal computer (PC) security issues.	3.2 Given a scenario, troubleshoot and resolve PC security issues.	Maps
3.3 Given a scenario, use best practice procedures for malware removal.	3.3 Given a scenario, use best practice procedures for malware removal.	Maps
3.4 Given a scenario, troubleshoot common mobile OS and application issues.	3.4 Given a scenario, troubleshoot mobile OS and application issues.	Maps
3.5 Given a scenario, troubleshoot common mobile OS and application security issues.	3.5 Given a scenario, troubleshoot mobile OS and application security issues.	Maps
4.1 Given a scenario, implement best practices associated with documentation and support systems information management.	4.1 Compare and contrast best practices associated with types of documentation.	Gap; cognitive level change
4.2 Explain basic change-management best practices.	4.2 Given a scenario, implement basic change management best practices.	Maps; cognitive level change
4.3 Given a scenario, implement workstation backup and recovery methods.	4.3 Given a scenario, implement basic disaster prevention and recovery methods.	Maps; partitioned content
4.4 Given a scenario, use common safety procedures.	4.4 Explain common safety procedures.	Gap; cognitive level change
4.5 Summarize environmental impacts and local environmental controls.	4.5 Explain environmental impacts and appropriate controls.	Maps; partitioned content
	4.3 Given a scenario, implement basic disaster prevention and recovery methods.	Maps; partitioned content
4.6 Explain the importance of prohibited content/activity and privacy, licensing, and policy concepts.	4.6 Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts.	Maps
4.7 Given a scenario, use proper communication techniques and professionalism.	4.7 Given a scenario, use proper communication techniques and professionalism.	Maps
4.8 Identify the basics of scripting.	4.8 Identify the basics of scripting.	Maps
4.9 Given a scenario, use remote access technologies.	4.9 Given a scenario, use remote access technologies.	Maps

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