

220-901 & 220-902

The New A+

Preparing today's IT pros for tomorrow's technology



Today's IT professionals face an ever expanding variety of technical issues. CompTIA A+ 220-901 & 902 has been updated to address the increased diversity of knowledge required of today's technicians and validates what is **currently necessary** to perform effectively on the job.

A+ 800 SERIES DOMAINS		A+ 900 SERIES DOMAINS	
220-801		220-901	
PC Hardware	40%	Hardware	34%
Networking	27%	Networking	21%
Laptops	11%	Mobile Devices	17%
Printers	11%	Hardware & Network Troubleshooting	28%
Operational Procedures	11%		
220-802		220-902	
Operating Systems	33%	Windows Operating Systems	29%
Security	22%	Other Operating Systems	12%
Mobile Devices	9%	Security	22%
Troubleshooting	36%	Software Troubleshooting	24%
		Operational Procedures	13%

Candidates still earn the CompTIA A+ certification by passing two CompTIA A+ exams: 220-901 & 220-902. Both exams include **multiple-choice and performance-based questions** that require candidates to solve real-world problems.

“A+ opens the door to understanding mobile device sensors, small and large storage, as well as wired and wireless transmission standards. These three things are, in many ways, three pillars for the **Internet of Things (IoT)**.”

JAMES STANGER,
SENIOR DIRECTOR,
PRODUCT
DEVELOPMENT,
CompTIA

What's Changed and Why

SECURITY

Security is not just for the Security Administrator. Help desk and technical support professionals form one of the first lines of defense for any organization.

- While the Security domain weighting remains the same at 22%, there is an increased emphasis on the ability to *apply* security-related knowledge. For example, candidates are asked more frequently to “deploy” and “use” security best practices, rather than simply “describe.”
- The sub-objectives for the Security domain have also been expanded to reflect the increased attack surface of a typical organization along with the resources and tools that have arisen to protect it. For example, compare sub-objective 3.4 in A+ 902 with sub-objective 2.3 in A+ 802.
- Security concerns permeate both the 901 and the 902 exams. In fact, 8 of the 9 total certification domains have an objective or sub-objective containing a security consideration.

HARDWARE

Broad adoption of a variety of computing devices demands more of today's IT technicians.

- Mobile devices earn their own hardware-focused domain on the 901 exam.
- The new exams are weighted less heavily toward PC-focused hardware, decreasing from 51% spread across two domains on the 801 exam to 34% on the 901 exam.
- While the weighting changes (meaning the total number of items presented), the range of knowledge specific to hardware remains intact – familiar printer and PC hardware objectives remain on the exams.

NETWORKING

The increasingly network-aware help desk/tech support environment requires command of networking principles to perform the IT support role.

- Enterprises increasingly rely on a combination of cloud and on-premises IT systems. For those supporting those systems and their users, cloud concepts must be well-understood. The A+ 900 series starts an IT pro on that journey with an introduction to cloud and virtualization, the cloud's core underlying technology.
- Like the 800 series exams, the 900 series continues the emphasis on a tech's ability to apply core concepts and protocols such as IPv4, IPv6, DHCP, and subnet mask to set up and support wired and wireless networks.

MOBILE DEVICES

Mobile continues to dominate personal and business technology with multiple types of systems tied to one user.

- 5 of the 8 new objectives found in the 900 series belong to mobile devices.
- Mobile devices break out of their single-domain treatment. Previously they were covered only in 802, now 220-901 covers mobile device hardware and 220-902 covers mobile device applications, operating systems and security.
- Also added are items specifically related to troubleshooting mobile device issues.

SOFTWARE, HARDWARE & NETWORK TROUBLESHOOTING

Customers increasingly demand instant, accurate diagnosis and resolution.

- The IT role has expanded from supporting desktops and laptops to include myriad types of other devices, from laptops and mobile phones to industrial sensors and wearables.
- The demand is high for quick accurate problem solving.
- Technicians must consider many different scenarios when solving a problem including:
 - Wireless
 - Mobile
 - Cloud Technologies
- Troubleshooting is represented on both A+220-901 and A+ 220-902. Previously, it was only represented on A+ 802.

OPERATING SYSTEMS

Technicians need to increase their knowledge of operating systems across a wide variety of devices to effectively support the end user.

- The 900 series features a Windows OS domain along with a second OS-focused domain
 - The second OS domain includes objectives requiring a working knowledge of Mac OS X and Linux.
- Operating systems serving as the platforms for mobile device applications – including iOS, Android and Windows – are covered within the 220-902 exam.

Learn more: [Certification.Comptia.org/aplus](https://www.certification.comptia.org/aplus)



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