



Official CompTIA Content
for Instructor-Led Training:

CompTIA A+ Core 2

Official CompTIA Content for Instructor-Led Training is designed with the instructor in mind, providing insights and tools on how to successfully train learners pursuing their CompTIA A+ Core 2 certification.

Overview

The Official CompTIA A+ Core 2 Instructor and Student Guides (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 the Core 2 exam objectives, the Official CompTIA A+ 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 2 certification.

Official Content:

- The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1002) – available in print and eBook
- The Official CompTIA A+ Core 2 Student Guide (Exam 220-1002) – available in print and eBook
- CompTIA CHOICE Digital Learning Platform – included with purchase of print and eBook
- The Official CompTIA A+ Core 2 CompTIA Labs (Exam 220-1002)

Why is Official CompTIA Content different?

- **For Exam Takers by the Exam Developer** - Official CompTIA Content is the only study material exclusively developed by CompTIA for the CompTIA certification candidate.
- **Designed for Instructors by Instructors** - Developed on the principle that “people learn best from other people,” the Official CompTIA A+ Guides are specifically designed for expert-facilitated delivery. More than 200 instructors were involved in the development of A+ Core 2 content providing feedback through focus groups, reviews and surveys.
- **Complete Library** - No other content library covers all exam objectives for all certifications. It provides complete breadth, depth and currency of material unavailable with competitors.

Key Features and Benefits

- **Robust Assessment** - Practice questions for each lesson and a final assessment covering all lessons, more than 300 questions in total, are available to help students practice and demonstrate what they have learned. Additionally, performance-based questions help students apply knowledge in actual scenarios.
- **Integrate Active Learning** - Each topic has at least one activity enabling students to practice guidelines and procedures, as well as solidify understanding of the informational material presented in the course. Activities present a job-plausible scenario or job-realistic assignment, and then provide step-by-step instructions for how to approach the problem at hand. Activities may also require the student to analyze sample data, engage in structured discussion or analyze case studies.
- **Alignment and Consistency Across Book, Labs and Assessment** - The book, labs and assessment work together with a similar approach and voice ensuring instructors and students have a cohesive, “single-sourced” solution for their A+ courses. Activities within the book inform the classroom labs and the virtual labs designed for the course. Assessments are based on lessons in the book, including a final cumulative assessment.
- **Engaging Video Program Developed Exclusively for CompTIA by ITProTV** - Videos developed exclusively for CompTIA by ITProTV provide short, engaging demonstrations of key activities in the course. The videos provide an alternative to hands-on demonstrations for virtual environments or for classrooms that do not have access to all equipment.

Enhanced Learning Through CompTIA CHOICE

The Official CompTIA Content Instructor and Student Guides and accompanying resources are delivered on the CompTIA CHOICE digital learning platform. The CompTIA CHOICE provides access to the following resources:

- **Classroom:** A link to the instructor’s classroom environment
- **eBook:** An interactive online version of the book, along with secure PDF and downloadable versions
- **Files:** Any course files available to download
- **Videos:** Brief videos, developed exclusively for CompTIA by ITProTV, provide demonstrations of key activities in the course
- **Assessment:** A series of different assessments for each lesson as well as an overall self-assessment
- **Performance-based Questions:** Scenario-based interactive exercises to help students apply what they’ve learned
- **Checklists:** Step-by-step procedures for recurring IT tasks that are part of the course objectives and as post-class references
- **Links:** Helpful links to certification exam information, CompTIA’s IT Careers blog and additional resources for exam prep
- **Locker:** A resource allowing for secure file exchange with students

Labs

CompTIA Labs, hosted by Learn on Demand Systems, allow students to learn in actual software applications through a remote lab environment. Labs allow students to practice what they are learning using real, hands-on experiences. Students have access to the software environment for 6 months after a CompTIA Labs access key is redeemed, providing a post-class resource for students to practice their skills.

Labs Available (Core 2 only):

ACTIVITY 1-4: Using Windows Features and Tools
ACTIVITY 1-7: Managing Files, Folders, and Disks in Windows
ACTIVITY 2-2: Configuring and Using Linux
ACTIVITY 2-5: Deploying a Windows Image
ACTIVITY 3-2: Configuring Windows Applications and Services
ACTIVITY 3-5: Using Windows Troubleshooting Tools
ACTIVITY 4-2: Configuring Network Connection Settings
ACTIVITY 4-8: Troubleshooting Network Connections
ACTIVITY 5-3: Configuring Shared Resources
ACTIVITY 5-5: Configuring Active Directory Accounts and Policies
ACTIVITY 7-3: Configuring Data Protection
ACTIVITY 8-2: Using Anti-Virus Software
ACTIVITY 10-5: Configuring Windows Backup
ACTIVITY 10-7: Using Windows PowerShell

Exam Prep with CertMaster Practice

CompTIA CertMaster Practice, an online certification exam prep tool, quickly assesses a learner’s base of knowledge and fills gaps with personalized remediation and feedback. CertMaster Practice for A+ Core 2 includes performance-based questions. These performance-based questions test your student’s ability to solve problems in a simulated environment. By helping learners focus on their weak areas, CertMaster Practice builds their confidence and ensures retention of the material.

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 into today's digital world.

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

Prerequisite

Passing A+ Core 1 (220-1101)

Successful candidates will have the knowledge required for:



Hardware

Identifying, using, and connecting hardware components and devices



Networking

Explain types of networks and connections including TCP/IP, WIFI and SOHO



Mobile Devices

Install & configure laptops and other mobile devices



Windows Operating Systems

Install and support Windows OS including command line & client support



Hardware & Network Troubleshooting

Troubleshoot device and network issues



Other OS & Technologies

Understand Mac OS, Linux and mobile OS



Software Troubleshooting

Troubleshoot PC and mobile device issues including application security support



Security

Identify and protect against security vulnerabilities for devices and their network connections



Operational Procedures

Follow best practices for safety, environmental impacts, and communication and professionalism

Table of Contents:

Lesson 1: Supporting Operating Systems

Topic A: Identify Common Operating Systems

Topic B: Use Windows Features and Tools

Topic C: Manage Files in Windows

Topic E: Manage Disks in Windows

Topic E: Manage Devices in Windows

Lesson 2: Installing, Configuring, and Maintaining Operating Systems

Topic A: Configure and Use Linux

Topic B: Configure and Use macOS

Topic C: Install and Upgrade Operating Systems

Topic D: Maintain OSs

Lesson 3: Maintaining and Troubleshooting Microsoft Windows

Topic A: Install and Manage Windows Applications

Topic B: Manage Windows Performance

Topic C: Troubleshoot Windows

Lesson 4: Configuring and Troubleshooting Networks

Topic A: Configure Network Connection Settings

Topic B: Install and Configure SOHO Networks

Topic C: Configure SOHO Network Security

Topic D: Configure Remote Access

Topic E: Troubleshoot Network Connections

Lesson 5: Managing Users, Workstations, and Shared Resources

Topic A: Manage Users

Topic B: Configure Shared Resources

Topic C: Configure Active Directory Accounts and Policies

Lesson 6: Security Concepts

Topic A: Logical Security Concepts

Topic B: Threats and Vulnerabilities

Topic C: Physical Security Measures

Lesson 7: Securing Workstations and Data

Topic A: Implement Security Best Practices

Topic B: Implement Data Protection Policies

Topic C: Protect Data During Incident Response

Lesson 8: Troubleshooting Workstation Security Issues

Topic A: Detect, Remove, and Prevent Malware

Topic B: Troubleshoot Common Workstation Security Issues

Lesson 9: Supporting and Troubleshooting Mobile Devices

Topic A: Secure Mobile Devices

Topic B: Troubleshoot Mobile Device Issues

Lesson 10: Implementing Operational Procedures

Topic A: Environmental Impacts and Controls

Topic B: Create and Maintain Documentation

Topic C: Use Basic Change Management Best Practices

Topic D: Implement Disaster Prevention and Recovery Methods

Topic E: Basic Scripting Concepts

Topic F: Professionalism and Communication



Job Roles

- Technical Support Specialist
- Field Service Technician
- IT Support Technician
- IT Support Administrator



Purchase Everything in One Place

Official CompTIA Content is available on the CompTIA Store at store.comptia.com, which means partners will be able to obtain Official CompTIA Content, CompTIA CertMaster products and exam vouchers all in one place.

Please contact your CompTIA business development representative for more information.