McLANE TECHNOLOGY PARTNERS
A McLane Group Company

Helpdesk Technician (CompTIA A+ Course) Course Outline

1. Troubleshooting
    1. Troubleshooting theory
    2. Safety
    3. Professionalism
2. Motherboards and CPUs
    1. Motherboards
    2. CPUs
3. Power supplies and power connectors
    1. Power supply connectors
    2. Power supply installation
    3. Power supply troubleshooting
4. Memory
    1. Read-only memory
    2. Random access memory
5. Computer expansion
    1. Expansion interfaces
    2. Expansion card installation
    3. Connectors and cables
6. Physical storage
    1. Disk drives
    2. RAID storage
    3. Optical drives
    4. Other storage methods
7. Input-Output devices
    1. Input devices
    2. Output devices

3. Dual input-output devices

8. Display devices
    1. Display technologies
    2. Display management
9. Operating systems
    1. Windows versions and features
    2. Non-Windows operating systems
    3. Operating system installation and upgrades
    4. Applications and scripting
10. Windows management
    1. Operating system features and tools
    2. Control Panel utilities
    3. Command-line tools
    4. Windows troubleshooting
11. Network basics
    1. Classifying networks
    2. Network devices
    3. Internet connections
12. Network cables and connectors
    1. Twisted-pair connections
    2. Coaxial connections
    3. Optical media
13. Network protocols
    1. TCP/IP settings
    2. Transport protocols
    3. Application protocols
14. Wireless networking
    1. Wireless technology
    2. Wi-Fi standards
15. Windows networking
    1. Network shares
    2. Network connections
    3. Connection troubleshooting

16. Virtualization and cloud computing
    1. Virtualization
    2. Cloud computing
17. Mobile devices
    1. Mobile device types
    2. Mobile device configuration
    3. Mobile device troubleshooting
18. Security principles
    1. Threats and vulnerabilities
    2. Security controls
19. Security technologies
    1. Operating system security
    2. Security hardware and software
20. Securing devices and data
    1. Workstation security
    2. Mobile device security
    3. Security troubleshooting
21. SOHO network configuration
    1. SOHO router features
    2. Network security
22. Printers and multi-function devices
    1. Printer technologies
    2. Printer installation and maintenance
    3. Printer troubleshooting
23. Custom computers
    1. Custom computer considerations
24. Operational procedures
    1. IT operations
    2. Environmental factors
    3. Incident response
    4. Backup and recovery