Information Technology

CompTIA A+

Course Introduction

The CompTIA A+ has recently been updated to reflect the growing focus on topics such cybersecurity, Prvacy, IoT, Scripting, Virtualisation and Cloud. This is the industry standard for validating the fundamental skills needed by support IT professionals and technicians. In today's digital world, these professionals and technicians are required to have a higher understanding of the system such as how applications work across systems and being able to solve problems that keep the business running smoothly.

Target Audience

The CompTIA A+ training is designed for aspiring IT professionals, such as entry-level technicians, support specialists, network administrators, and help desk professionals, seeking foundational knowledge and skills to start a career in IT.

Learning Objectives

- Enhance skills and knowledge to support basic IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and basic networking
- Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals
- Implement basic data backup and recovery methods and apply data storage and management best practices
- Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software

- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and the use of scripting in IT support

Course Outline

- **Day 01**

  SUPPORTING OPERATING SYSTEMS

  - Identify Common Operating Systems
  - Troubleshooting Methodology
  - Use Windows Features and Tools
  - Manage Files in Windows
  - Manage Disks in Windows
  - Manage Devices in Windows

  INSTALLING AND CONFIGURING PC COMPONENTS

  - Use Appropriate Safety Procedures
  - PC Components
  - Common Connection Interfaces
  - Install Peripheral Devices

  INSTALLING, CONFIGURING AND TROUBLESHOOTING DISPLAY AND MULTIMEDIA DEVICES

  - Install and Configure Display Devices
  - Troubleshoot Display Devices
  - Install and Configure Multimedia Devices

- **Day 02**

  INSTALLING, CONFIGURING AND TROUBLESHOOTING STORAGE DEVICES

- Install System Memory
- Install and Configure Mass Storage Devices
- Install and Configure Removable Storage
- Configure RAID
- Troubleshoot Storage Devices

INSTALLING, CONFIGURING AND TROUBLESHOOTING INTERNAL SYSTEM COMPONENTS

- Install and Upgrade CPUs
- Configure and Update BIOS/UEFI
- Install Power Supplies
- Troubleshoot Internal System Components
- Configure a Custom PC

INSTALLING, CONFIGURING AND MAINTAINING OPERATING SYSTEMS

- Configure and Use Linux
- Configure and Use macOS
- Install and Upgrade Operating Systems
- Maintain OSs

- **Day 03**

MAINTAINING AND TROUBLESHOOTING MICROSOFT WINDOWS

- Install and Manage Windows Applications
- Manage Windows Performance
- Troubleshoot Windows

NETWORK INFRASTRUCTURE CONCEPTS

- Wired Networks
- Network Hardware Devices
- Wireless Networks
- Internet Connection Types

- Network Configuration Concepts
- Network Services

CONFIGURING AND TROUBLESHOOTING NETWORKS

- Configure Network Connection Settings
- Install and Configure SOHO Networks
- Configure SOHO Network Security
- Configure Remote Access
- Troubleshoot Network Connections
- Install and configure IoT Devices

MANAGING USERS, WORKSTATIONS AND SHARED RESOURCES

- Manage Users
- Configure Shared Resources
- Configure Active Directory Accounts and Policies

- **Day 04**

IMPLEMENTING CLIENT VIRTUALIZATION AND CLOUD COMPUTING

- Configure Client-Side Virtualization
- Cloud Computing Concepts

SECURITY CONCEPTS

- Logical Security Concepts
- Threat and Vulnerabilities
- Physical Security Measures

SECURING WORKSTATIONS AND DATA

- Implement Security Best Practices
- Implement Data Protection Policies
- Protect Data During Incident Response

TROUBLESHOOTING WORKSTATION SECURITY ISSUES

- Detect, Remove and Prevent Malware
- Troubleshoot Common Workstation Security Issues

SUPPORTING AND TROUBLESHOOTING LAPTOPS

INSTALLING, CONFIGURING AND TROUBLESHOOTING PRINT DEVICES

IMPLEMENTING OPERATIONAL PROCEDURES

- Use Laptop Features
- Install and Configure Laptop Hardware
- troubleshoot Common Laptop Issues

- Mobile Device Types

- Connect and Configure Mobile Device Accessories
- Configure Mobile Device Network Connectivity
- Support Mobile Apps
- Secure Mobile Devices
- Troubleshoot Mobile Device Issues
- Maintain Laser Printers
- Maintain Inkjet Printers
- Maintain Impact, Thermal and 3D Printers
- Install and Configure Printers
- Troubleshoot Print Device Issues
- Install and Configure Imaging Devices
- Environmental Impacts and Controls
- Create and Maintain Documentation
- Use Basic Change Management Best Practices
- Implement Disaster Prevention and Recovery Methods
- Basic Scripting Concepts
- Professionalism and Communication

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 15, 2025	Sept. 18, 2025	4 days	4250.00 $	UAE - Dubai
Dec. 29, 2025	Jan. 1, 2026	4 days	4250.00 $	UAE - Dubai
June 23, 2025	June 26, 2025	4 days	5950.00 $	switzerland - Geneva