

A+ CERTIFICATION

Personal Computer Components:

- Personal Computer Components
- System Unit Components/Storage Device
- Personal Computer Connection Methods

Operating System Fundamentals

- Personal Computer Operating Systems
- Windows User Interface Components
- Windows File System Management
- Windows System Management Tools

PC Technician Professional Best Practices

- Tools of the Trade
- Electrical Safety
- Environmental Safety and Materials Handling
- Perform Preventative Maintenance
- Diagnostics and Troubleshooting
- Professionalism and Communication

Installing and Configuring Peripheral Components

- Install and Configure Display/Input Devices
- Install and Configure Adapter Cards
- Install and Configure Multimedia Devices

Installing and Configuring System Components

- Storage Devices/Power Supplies
- Memory/ CPUs and Cooling System Units
- Install and Configure System Boards

Maintaining and Troubleshooting Peripheral Components

- Display Devices /Adapter Cards
- Maintain and Troubleshoot Input Devices
- Troubleshoot Multimedia Devices

Troubleshooting System Components

- Storage Devices/ Power Supplies
- Memory/CPU's and Cooling Systems
- Troubleshoot System Boards

Installing and Configuring Operating Systems

- Install Microsoft Windows
- Upgrade Windows/Add Devices to Windows
- Optimize Windows

Maintaining and Troubleshooting Microsoft Windows

- Operating System Utilities
- Back Up Microsoft Windows
- Troubleshoot/Recover Windows

Network Technologies

- Network Concepts/ Communications
- Network Connectivity
- Internet Technologies

Installing and Managing Network Connections

- Create Network Connections
- Install and Configure Web Browsers
- Maintain and Troubleshoot Network Connections

Supporting Laptops and Portable Computing Devices

- Laptop and Portable Computing Device Components
- Install and Configure Laptops and Portable Computing Devices
- Maintain and Troubleshoot Laptops and Portable Computing Devices

Supporting Printers and Scanners

- Printer and Scanner Technologies/Components
- Printer and Scanner Processes
- Install and Configure Printers
- Maintain and Troubleshoot Printers

Personal Computer Security Concepts

- Security Fundamentals/Protection
- Data and Physical Security
- Wireless Security/Social Engineering

Supporting Personal Computer Security

- Install and Configure Security Measures
- Maintain and Troubleshoot Security Measures