

CompTIA A+ Practical Applications

Course Information

Developers: Computer Support Specialist State Curriculum Committee

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KBOR Facilitators: Shirley Antes/ Charmine Chambers/ April Henry

Business & Industry Liaison: Bill Ramsey, Cybertron International and Alex Covick, CVR Energy

Credit Hours: 3

Description:

Students will gain the knowledge required to install, configure and maintain software for end users. This course will also cover the basics of networking and security/forensics, properly and safely diagnose, resolve and document common software issues while applying troubleshooting skills. Students will also gain appropriate customer support and soft skills; understand the basics of virtualization, desktop imaging, and deployment.

Competencies:

1. Illustrate the installation, configuration and troubleshooting of current operating systems
2. Compare and contrast the features and requirements of various Microsoft Operating Systems
3. Demonstrate use of networking, OS and recovery console command line tools
4. Configure and troubleshoot a network client/desktop device
5. Perform preventative maintenance procedures
6. Demonstrate use of basic network, OS and data security
7. Identify and integrate mobile devices
8. Demonstrate common troubleshooting methods
9. Demonstrate professional customer service skills