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IT4all PC Pro

Course Content

Expiration date: December 31, 2021

This course prepares you to pass the CompTIA A+ certifications. This certification measures not just what you know, but what you can do. It measures your ability to install, manage, repair, and troubleshoot PC hardware and Windows, Linux, and Mac operating systems.

Before you take this course, you should have a basic understanding of computers. You should be familiar with how to:

- Use a mouse and keyboard
- Install and run programs
- Use basic productivity software, including word processing applications
- Save files created by common applications
- Browse the internet

In addition to covering everything you need to know to become certified, this course is designed to help you gain real-world skills that you will use every day as a PC technician. By the time you are done with this course, you should be able to do the following:

- Set up a new computer.
- Identify system requirements when purchasing a new computer.
- Understand the technology and specifications used to describe computer components.
- Make informed choices about which device characteristics are required for your situation.
- Install or upgrade the operating system.
- Manage external devices.
- Troubleshoot common computer problems that can be resolved without replacing internal components.
- Connect to a small home network.

Certification is so important because it gives potential employers information they need when making hiring decisions. Basically, having certifications gives you a critical boost during the application and interview process.

1.0: Computing Overview

1.1: Course Introduction

1.2: Hardware Basics

1.3: Windows Basics

1.4: Linux Basics

1.5: macOS Basics

2.0: PC Technician Responsibilities

2.1: Protection and Safety

- 2.2: Professionalism
- 2.3: Change Management
- 2.4: PC Tools
- 2.5: PC Maintenance
- 2.6: Troubleshooting Process Overview

3.0: System Components

- 3.1: Cases and Form Factors
- 3.2: Power Supplies
- 3.3: Motherboards and Buses
- 3.4: Motherboard Troubleshooting
- 3.5: Processors
- 3.6: Processor Troubleshooting
- 3.7: Memory
- 3.8: Memory Installation
- 3.9: Memory Troubleshooting
- 3.10: BIOS/UEFI
- 3.11: Expansion Cards
- 3.12: Video
- 3.13: Audio
- 3.14: Cooling

4.0: Peripheral Devices

- 4.1: Peripheral Devices
- 4.2: USB
- 4.3: Display Devices
- 4.4: Video Troubleshooting
- 4.5: Device Driver Management
- 4.6: Device Driver Troubleshooting

5.0: Storage

- 5.1: Storage Devices
- 5.2: SATA
- 5.3: Optical Media
- 5.4: RAID
- 5.5: File Systems
- 5.6: File System Creation
- 5.7: Storage Management
- 5.8: Storage Spaces
- 5.9: Disk Optimization

5.10: Storage Troubleshooting

6.0: Networking

- 6.1: Networking Overview
- 6.2: Network Hardware
- 6.3: Networking Media
- 6.4: Ethernet
- 6.5: IP Networking
- 6.6: IP Configuration
- 6.7: IP Version 6
- 6.8: Internet Connectivity
- 6.9: Network Utilities
- 6.10: Network Troubleshooting

7.0: Wireless Networking

- 7.1: 802.11 Wireless
- 7.2: Infrared, Bluetooth, and NFC
- 7.3: SOHO Configuration
- 7.4: Internet of Things
- 7.5: Wireless Network Troubleshooting

8.0: Printing

- 8.1: Printers
- 8.2: Printer Configuration
- 8.3: Network Printing
- 8.4: Printing Management
- 8.5: Printer Maintenance
- 8.6: Printer Troubleshooting

9.0: Mobile Devices

- 9.1: Laptops
- 9.2: Laptop Components
- 9.3: Laptop Power Management
- 9.4: Laptop Troubleshooting
- 9.5: Mobile Devices
- 9.6: Mobile Device Networking
- 9.7: Mobile Device Security
- 9.8: Mobile Device Troubleshooting

10.0: System Implementation

- 10.1: Component Selection
- 10.2: Windows Pre-Installation
- 10.3: Windows Installation
- 10.4: Post-Installation
- 10.5: Virtualization

11.0: File Management

- 11.1: Windows File Locations
- 11.2: Manage Files on Windows
- 11.3: NTFS Permissions
- 11.4: Shared Folders
- 11.5: Linux File Management

12.0: System Management

- 12.1: Windows System Tools
- 12.2: Preferences and Settings
- 12.3: Performance Monitoring
- 12.4: Active Directory
- 12.5: Users and Groups
- 12.6: Remote Services
- 12.7: Windows Application Management
- 12.8: Linux Application Management
- 12.9: Digital Content Management
- 12.10: Updates
- 12.11: System Backup
- 12.12: System Recovery
- 12.13: Virtual Memory
- 12.14: Operating System Troubleshooting
- 12.15: Windows Boot Errors

13.0: Security

- 13.1: Security Best Practices
- 13.2: Incident Response
- 13.3: Physical Security
- 13.4: Social Engineering
- 13.5: BIOS/UEFI Security
- 13.6: Malware Protection
- 13.7: Authentication
- 13.8: File Encryption
- 13.9: Network Security

- 13.10: Firewalls
- 13.11: Proxy Servers
- 13.12: VPN
- 13.13: Security Troubleshooting

Practice Exams

A.0: PC Pro Certification Practice Exams

B.0: CompTIA A+ 220-1001 Core 1 Certification Practice Exam

C.0: CompTIA A+ 220-1002 Core 2 Certification Practice Exam