

A+ Certification - Software

(CPMT-1072)

Syllabus

Course: CPMT-1072- PC Software Technical Certification 48 hours

Course Description:

A+ Certification is a CompTIA-sponsored testing program that certifies the competency of entry-level (6 months experience) computer service technicians. Major computer hardware and software vendors, distributors, resellers and publications back the program. A+ certification signifies that the certified individual possesses the knowledge and skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry. The A+ Training course at Austin Community College is a 128-hour (Two Part) program including lecture, labs, and exam preparation. The course will prepare you for the software portion of the A+ Core exam and the elective exams, plus give you valuable hands-on experience with PC technology.

Prerequisite: Should complete CPMT 2045 PC Hardware Technical Certification first.

Course Objectives:

At the conclusion of this course, students will have mastery of the following subjects:

1. Basic Networking Review

Basic network concepts and terminology, ability to determine whether a computer is networked, knowledge of procedures for swapping and configuring network interface cards, and knowledge of the ramifications of repairs when a computer is networked. The scope of this topic is specific to hardware issues on the desktop and connecting it to a network.

2. OS Fundamentals

Knowledge of underlying DOS (Command prompt functions) in Windows 9x, Windows 2000 operating systems in terms of its functions and structure, for managing files and directories, and running programs. It also includes navigating through the operating system from command line prompts and Windows procedures for accessing and retrieving information.

3. Installation, Configuration and Upgrading

Installing, configuring and upgrading Windows 9x, and Windows 2000. This includes knowledge of system boot sequences and minimum hardware requirements.

4. Diagnosing and Troubleshooting

Diagnose and troubleshoot common problems relating to Windows 9x and Windows 2000. This includes understanding normal operation and symptoms relating to common problems.

5. Networks

Network capabilities of Windows and how to connect to networks on the client side, including what the Internet is about, its capabilities, basic concepts relating to Internet access and generic procedures for system setup. The scope of this topic is only what is needed on the desktop side to connect to a network.

Rationale:

Basic PC Software skills are a core skill for many workforce positions.

Evaluation:

Those who participate in class discussions, complete class labs and miss no more than three class meetings will be awarded 4.8 continuing education units. Ultimate evaluation of the student will be their successfully passing the CompTIA A+ examination.

