COMPTIA A+ CORE 1 (220-1001) EXAM CERT PREP 1: THE BASICS

OBJECTIVE MAPPING*

EPISODE 1: PROFESSIONAL COMMUNICATION, PART 1

CORE 2 EXAM OBJECTIVES**

DOMAIN 4.0 - OPERATIONAL PROCEDURES

4.7 Given a scenario, use proper communication techniques and professionalism

- Use proper language and avoid jargon, acronyms, and slang, when applicable
- Maintain a positive attitude/project confidence
- Actively listen (taking notes) and avoid interrupting the customer
- Be on time (if late, contact the customer)
- Dealing with difficult customers or situations
  - Clarify customer statements (ask open-ended questions to narrow the scope of the problem, restate the issue, or question to verify understanding)
- Set and meet expectations/timeline and communicate status with the customer
  - Provide proper documentation on the services provided

EPISODE 2: PROFESSIONAL COMMUNICATION, PART 2

CORE 2 EXAM OBJECTIVES**

DOMAIN 4.0 - OPERATIONAL PROCEDURES

4.7 Given a scenario, use proper communication techniques and professionalism

- Be culturally sensitive
  - Use appropriate professional titles, when applicable
- Avoid distractions
  - Personal calls
  - Texting/social media sites
  - Talking to coworkers while interacting with customers
  - Personal interruptions
- Dealing with difficult customers or situations
  - Do not argue with customers and/or be defensive
  - Avoid dismissing customer problems
  - Avoid being judgmental
  - Do not disclose experiences via social media outlets
- Set and meet expectations/timeline and communicate status with the customer
  - Offer different repair/replacement options, if applicable
  - Follow up with customer/user at a later date to verify satisfaction
- Deal appropriately with customers' confidential and private materials
  Located on a computer, desktop, printer, etc.

EPISODE 3: PHYSICAL SAFETY

CORE 2 EXAM OBJECTIVES**

DOMAIN 4.0 - OPERATIONAL PROCEDURES

4.4 Explain common safety procedures

- Equipment grounding
- Proper component handling and storage
    - o Antistatic bags
    - o ESD straps
    - o ESD mats
    - o Self-grounding
- Personal safety
    - o Disconnect power before repairing PC
    - o Remove jewelry
    - o Lifting techniques
    - o Weight limitations
    - o Electrical fire safety

EPISODE 4: TOOLS OF THE TRADE

CORE 1 EXAM OBJECTIVES

DOMAIN 2.0 - NETWORKING

2.8 Given a scenario, use appropriate networking tools

- Multimeter
- Tone generator and probe
- Cable tester
- Loopback plug

DOMAIN 5.0 - HARDWARE AND NETWORK TROUBLESHOOTING

5.5 Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures

- Disassembling processes for proper reassembly
    - o Use appropriate hand tools

EPISODE 5: TROUBLESHOOTING THEORY

CORE 1 EXAM OBJECTIVES

DOMAIN 5.0 - HARDWARE AND NETWORK TROUBLESHOOTING

5.1 Given a scenario, use the best practice methodology to resolve problems

1. Identify the problem
    - o Question the User and identify User changes to computer and perform backups before making changes
    - o Inquire regarding environmental or Infrastructure changes
    - o Review system and application logs
2. Establish a theory of probable cause (question the obvious)
    - o If necessary, conduct external or internal research based on symptoms
3. Test the theory to determine cause
    - o Once the theory is confirmed, determine the next steps to resolve problem
    - o If theory is not confirmed re-establish new theory or escalate
4. Establish a plan of action to resolve the problem and implement the solution

5. Verify full system functionality and, if applicable, implement preventative measures
6. Document findings, actions, and outcomes

EPISODE 6: PRIMARY PC COMPONENTS

CORE 1 EXAM OBJECTIVES

DOMAIN 3.0 – HARDWARE

3.6 Explain the purposes and uses of various peripheral types
- Printer
- ADF/flatbed scanner
- Monitors
- Mouse
- Keyboard
- Game controllers
- Camera/webcam
- Microphone
- Speakers
- Headset
- External storage drives

EPISODE 7: EXTERNAL CONNECTIONS

CORE 1 EXAM OBJECTIVES

DOMAIN 3.0 – HARDWARE

3.1 Explain basic cable types, features, and their purposes
- Video cables
  - VGA
  - HDMI
  - DisplayPort
  - DVI
- Peripheral cables
  - Serial

3.2 Identify common connector types
- RJ-45
- USB
- Micro-USB
- Mini-USB
- USB-C
- eSATA

3.5 Given a scenario, install and configure motherboards, CPUs, and add-on cards
- Motherboard connector types
  - Front panel connector

3.6 Explain the purposes and uses of various peripheral types
- Optical

EPISODE 8: INSIDE THE PC

DOMAIN 3.0 – HARDWARE

3.5 Given a scenario, install and configure motherboards, CPUs, and add-on cards

- Motherboard connectors types
    - PCI
    - PCIe
    - Riser card
    - Socket types
    - SATA
    - IDE
    - Internal USB connector
- CPU features
- Cooling mechanism
    - Liquid
- Expansion cards
    - Video cards

3.7 Summarize power supply types and features

EPISODE 9: WHAT IS A COMPUTER?

DOMAIN 3.0 – HARDWARE

3.5 Given a scenario, install and configure motherboards, CPUs, and add-on cards

- CPU features

EPISODE 10: WHAT IS AN OPERATING SYSTEM?

DOMAIN 1.0 – OPERATING SYSTEMS

1.1 Compare and contrast common operating system types and their purposes

*This document can be used to determine what CompTIA A+ exam objectives are in each episode, as well as map where those objectives are in the official "CompTIA A+ 220-1001 Exam Objectives (2.0)" PDF resource that accompanies this course.

**Why am I seeing different Core exams than what I'm studying? In some cases, you may be watching a video series that focuses on the Core 1 exam, however some of the episodes contain Core 2 exam objectives, or vice versa. There are 2 reasons for this: 1) The other Core exam topic is covered to give you a better, fuller understanding of the surrounding topics, and 2) Some episodes contain information from both Core exams because the topics coincide with each other and are more easily taught in 1 episode than breaking them out into separate episodes.