

Chapter 1  
COMPTIA A+  
CORE 1

Safety and Professionalism

Technicians need the right tools to do their job. They include PC toolkit, mobile device toolkit, Voltmeters, and circuit tester, carry multiple thumb drives

★ Trouble Shooting theory

- Step 1: Identify the problem
- Step 2: Establish a theory of probable cause
- Step 3: test theory to determine cause
- Step 4: Establish plan of Action to resolve & implement solution
- Step 5: Verify full system functionality & implement preventative measures
- Step 6: Document findings, actions, & outcomes