## Experts

1. Jason Manibog

   **Senior Instructor**

   Jason Manibog, LearnKey's senior instructor, has spent over 15 years in the Information Technology arena as a trainer, consultant, and courseware writer. Jason is a Microsoft Certified Trainer with multiple certifications in Microsoft, CompTIA, and Adobe. Jason brings a wealth of real-world experience and the ability to explain things in very practical, real-life like terms to any class he teaches, courseware he writes, or e-Learning courses he develops. [Show less]

# A+ (220-1002) Series

### Product Id (104569)

16h 44m 53s | Networking | 4 module(s) | All

Has resources

The second half of the A+ series continues your journey as a virtual new hire at a computer repair shop, to where you will learn about the software-related aspects of being an IT technician, with heavy focus on operating systems, security, software troubleshooting, and operational procedures. Being employable means being able to support hardware and software issues, and this entire series, with the videos, practice labs, practice tests, and project workbook, will help you become more employable and for this course, help you prepare for the 220-1002 exam, the second of two exams needed to gain an A+ certification.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

## Course content

Expand all | Collapse all

A+ (220-1002) Domain 1: Operating Systems — 2h 40m 3s — Open

- A+ (220-1002) Domain 1 Pre-Assessment
- Student Workbook
- Compare and Contrast Operating Systems — 6m 59s

| | | |
|---|---|---|
| Compare and Contrast Operating Systems | 6m 59s | Open |
| Windows Versions | 8m 22s | Open |
| OS Installation and Upgrade Methods | 19m 42s | Open |
| Windows Command Line Tools | 19m 34s | Open |
| Operating System Features and Tools | 34m 54s | Open |
| Control Panel Utilities | 24m 38s | Open |
| Application Installation Concepts | 4m 10s | Open |
| Windows Networking Configuration | 18m 22s | Open |
| MAC Features | 12m 44s | Open |
| Basic Linux Commands | 10m 38s | Open |
| A+ (220-1002) Domain 1 Labs | | |
| A+ (220-1002) Domain 1 Post-Assessment | | |

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|---|---|---|
| A+ (220-1002) Domain 2: Security | 1h 49m 43s | Open |

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| A+ (220-1002) Domain 2 Pre-Assessment | | |
| Physical Security Measures | 5m 51s | Open |
| Logical Security Concepts | 18m 42s | Open |
| Wireless Security Protocols | 4m 8s | Open |
| Detect, Remove, and Prevent Malware | 10m 56s | Open |
| Threats and Vulnerabilities | 12m 51s | Open |
| Windows OS Security Settings | 14m 14s | Open |
| Workstation Security Best Practices | 15m 48s | Open |
| Securing Mobile Devices | 11m 31s | Open |
| Destruction and Disposal Methods | 4m 33s | Open |
| SOHO Network Security | 11m 9s | Open |

A+ (220-1002) Domain 2 Labs

A+ (220-1002) Domain 2 Post-Assessment

A+ (220-1002) Domain 3: Software Troubleshooting 55m 47s Open

A+ (220-1002) Domain 3 Pre-Assessment

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|---|---|---|
| Windows OS Troubleshooting | 21m 27s | Open |
| Troubleshoot PC Security Issues | 10m 39s | Open |
| Malware Removal Best Practices | 4m 50s | Open |
| Common Mobile Device Symptoms | 10m 40s | Open |
| Mobile OS and App Security Issues | 8m 11s | Open |

A+ (220-1002) Domain 3 Labs

A+ (220-1002) Domain 3 Post-Assessment

A+ (220-1002) Domain 4: Operational Procedures 1h 6m 20s Open

A+ (220-1002) Domain 4 Pre-Assessment

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|---|---|---|
| Documentation Best Practices | 4m 31s | Open |
| Change Management Best Practices | 6m 57s | Open |
| Disaster Prevention and Recovery | 6m 47s | Open |
| Common Safety Procedures | 3m 40s | Open |
| Personal Safety | 2m 45s | Open |
| Environmental Impacts and Controls | 6m 41s | Open |
| Licensing, Privacy, Prohibited Content | 11m 3s | Open |
| Communication and Professionalism | 12m 6s | Open |
| Scripting Basics | 6m 50s | Open |
| Remote Access Technologies | 3m 30s | Open |

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| Final Thoughts | 1m 30s | Open |
| A+ (220-1002) Domain 4 Labs | | |
| A+ (220-1002) Domain 4 Post-Assessment | | |

## Our Why

It's all about the "Why". At LearnKey that is Improving Employability Every Day. How we do that is through in-demand workforce solutions including career certification programs & learning solutions for every type of enterprise.

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