

CompTIA A+

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism.

Who Should Attend:

Anyone who wishes to gain a basic understanding of computer network technology. A+ is suited for novice computer users who have basic PC knowledge and experience but are looking to upgrade their skills in order to successfully perform as entry-level computer service technicians, this industry standard for entry-level computer technicians is a proven career door-opener.

Course Content:

- Identify the fundamental principles of: using personal computers (PC's), using laptops and portable devices, using operating systems, using printers and scanners, networks, and security
- Install, configure, optimize, and upgrade PC components
- Identify tools, diagnostic procedures and troubleshooting techniques for PC components
- Use tools, diagnostic procedures and troubleshooting techniques on network problems and on laptops and portable devices
- Perform preventive maintenance on PC components
- Describe the aspects and importance of safety and environmental issues
- Hazards and proper safety procedures including Electrostatic Sensitive Devices (ESD) precautions and procedures, safe work environment and equipment handling
- Proper disposal procedures for batteries, display devices and chemical solvents and cans
- Communications skills with customers and colleagues
- Job-related professional behavior

Prerequisite for Exam:

In September 2006 the CompTIA A+ test was updated so that the test taker must take the CompTIA A+ Essentials (220-601) test along with one of three other tests (220-602, 220-603, 220-604). Each of these elective exams offers the candidate the opportunity to specialize their A+ certification to match their desired career path, please visit: <http://certification.comptia.org>.

Course Length: 5 days.



Contact us:

Transcendent Group, Inc.

2909 W. Bay to Bay Blvd., Suite 208, Tampa, FL 33629

(813) 832-6672 • Fax: (208) 694-1990 Attn: Transcendent Group Training • www.transcendentgroup.com

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About the Instructors:

Jerry Riddle, CISSP, CISA, CISM, CAP, CCSE, CCSA, CCNA, CCDP, CCNP, CCEA, CCI, CCA, CNE, MCSA, MCDBA, MCT, MCSA, MCSE+I, ITIL-F, VCP

Jerry Riddle is the Vice President of IT Security services with Transcendent Group. Previously, Jerry was senior Vice President of Data Management Systems, an IT engineering and technical training group which he co-founded in 1996. Data Management Systems, Inc. serviced many Fortune 100 companies and multi-nationals. Jerry has more than 20 years experience and an extensive portfolio of experiences and expertise in capacity planning, system design, IT security, performance engineering, data center consolidation, modernization and virtualization. He has worked in the manufacturing, banking, chemical, education, defense, transportation, telecommunication and utilities industries.

Chad A. Peterson, CISSP, CCA, MCSE, MCT, SCSE, STA, SPS, ITIL-F

Chad Peterson is a Senior Security Consultant with Transcendent Group. He has twelve years of IT experience with specialization in IT Security. Chad has worked for and with organizations such as CA (formally Computer Associates), Microsoft, and Symantec. He has held the positions of Security Director, Training Director, Senior Consultant, and Senior Security Trainer. He has served as a trusted advisor to many organizations in assisting them to determine what security solutions were the right fit for their needs. Chad has authored and presented CISSP and general security training courses for public and corporate clients.

Take Aways:

Student take aways include student workbook and CD's.

Class Schedule:

See our website: www.transcendentgroup.com/training/schedule

Discounts:

We offer Corporate and Government agency discounts. Please contact our offices for more details.

Satisfaction Guarantee:

At Transcendent Group, our goal is to provide our customers with the most up to date training possible, our classes are designed to help our students do a better job. If you feel we have fallen short of our goal, we want to know. Please tell us why you believe we failed to deliver on our promise and we will give you full credit toward another class of equal or lesser value.



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