What is it?
CompTIA A+ certified professionals are proven problem solvers. They support today’s core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today’s digital world.

Why is it different?
CompTIA A+ is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management & technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

About the exam
CompTIA A+ is the preferred performance-based qualifying credential for technical support and IT operational roles. A+ certified professionals identify issues and problem solve more effectively than those without certification. CompTIA A+ supports the ability to connect users to the data they need to do their jobs regardless of the devices being used. In order to receive the CompTIA A+ certification, candidates must pass two exams: Core 1 (220-1001) and Core 2 (220-1002). Successful candidates will have the skills to:

• Support basic IT infrastructure, including endpoint management, advanced device connectivity troubleshooting, and basic networking
• Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals
• Implement basic data backup and recovery methods and apply data storage and management best practices
• Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening
• Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software
• Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and the use of scripting in IT support

CompTIA A+ Core Series

<table>
<thead>
<tr>
<th>Exam #</th>
<th>220-1001 and 220-1002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release Date</td>
<td>January 2019</td>
</tr>
<tr>
<td>Languages</td>
<td>English, German, Japanese, Portuguese, Simplified Chinese and Spanish</td>
</tr>
<tr>
<td>CE Required?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Accreditation
Accredited by ANSI to show compliance with the ISO 17024 Standard. It is also approved by the DoD for Directive 8140/8570.01-M.
What’s in this Version?

The new CompTIA A+ Core Series includes expanded content on these growing parts of the IT support role:

A general expansion of baseline security topics core to the IT support role, including:
• Physical versus logical security concepts and measures
• Social engineering
• Malware detection and removal
• Device hardening for not just PCs but devices in general

A dramatically different approach in defining competency in operational procedures:
• Importance of documentation and using best practices
• Change management
• Basic disaster prevention and recovery
• Privacy concerns, including GDPR and handling PII
• Scripting basics
• Use of remote access

Networking and device connectivity are broadened:
• Cloud and virtualization are now weighed more heavily
• Managing networking and device connectivity includes IoT devices and related protocols
• Includes the concept of Internet appliances and end point management servers
• Added wireless mesh networks to network types

Training alone is not enough. A lot of training varies in scope, quality and content. A+ establishes a consistent standard that ensures the material one learns maps directly to job roles. CompTIA A+ certification validates that a candidate has mastered the foundational skills for that role.

How does A+ Compare to Alternatives?

<table>
<thead>
<tr>
<th>Certification</th>
<th>Performance-based Questions</th>
<th>Exam Length</th>
<th>Experience Level</th>
<th>Exam Focus</th>
<th>Pre-requisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>Yes</td>
<td>2 exams, 90 min. each</td>
<td>Entry</td>
<td>Vendor-neutral, technical &amp; professional skills</td>
<td>None 9-12 months experience recommended</td>
</tr>
<tr>
<td>MCSA</td>
<td>Yes</td>
<td>2-3 exams</td>
<td>Entry</td>
<td>Tied to specific products (e.g., MCSA Windows 8 or MCSA Server 2012)</td>
<td>None. Prior experience recommended.</td>
</tr>
<tr>
<td>MTA Infrastructure</td>
<td>No</td>
<td>4 exams</td>
<td>Entry</td>
<td>Broad-based intro to IT. Gateway to Microsoft’s product-centric certifications.</td>
<td>None</td>
</tr>
<tr>
<td>CCENT</td>
<td>Yes</td>
<td>1 exam, 90 min.</td>
<td>Entry</td>
<td>Entry level networking for Cisco products &amp; solutions</td>
<td>None</td>
</tr>
</tbody>
</table>

Training alone is not enough. A lot of training varies in scope, quality and content. A+ establishes a consistent standard that ensures the material one learns maps directly to job roles. CompTIA A+ certification validates that a candidate has mastered the foundational skills for that role.

CompTIA Certification Pathway

IT support professionals work with critical-path teams, including security operations center (SOC) team members, cloud and network administrators, and applications analysts. These teams offer a glimpse of future options and a gateway to career advancement. CompTIA A+ is the key to unlocking these options and setting you on the IT career pathway of your choosing.

CompTIA certifications align with the skillsets needed to support and manage IT infrastructure and security. Enter where appropriate for you. Consider your experience and existing certifications or course of study.
### Technical Areas Covered in the Certification

<table>
<thead>
<tr>
<th>Mobile Devices</th>
<th>Networking</th>
<th>Hardware</th>
<th>Virtualization and Cloud Computing</th>
<th>Network and Hardware Troubleshooting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>14%</strong></td>
<td><strong>20%</strong></td>
<td><strong>27%</strong></td>
<td><strong>12%</strong></td>
<td><strong>27%</strong></td>
</tr>
<tr>
<td>- Install and configure laptop &amp; components</td>
<td>- Compare and contrast TCP and UDP ports, protocols, and their purposes</td>
<td>- Configure basic mobile device network connectivity and application support</td>
<td>- Use the best practice methodology to resolve problems</td>
<td>- Use methods to perform mobile device synchronization</td>
</tr>
<tr>
<td>- Compare and contrast characteristics of various types of other mobile devices</td>
<td>- Compare and contrast common networking hardware devices</td>
<td>- Use appropriate Microsoft command line tools</td>
<td>- Troubleshoot hard drives and RAID arrays and problems related to motherboards, RAM, power and more</td>
<td>- Compare and contrast features of Microsoft Windows versions</td>
</tr>
<tr>
<td>- Connect and configure accessories and ports of other mobile devices &amp; accessories</td>
<td>- Install and configure a basic wired/wireless SOHO network</td>
<td>- Use Microsoft operating system features and tools</td>
<td>- Troubleshoot video, projector, and display issues</td>
<td>- Configure basic mobile device network connectivity and application support</td>
</tr>
<tr>
<td>- Configure basic mobile device network connectivity and application support</td>
<td>- Compare and contrast wireless networking protocols</td>
<td>- Use Microsoft operating system features and tools</td>
<td>- Troubleshoot common mobile device issues while adhering to the appropriate procedures</td>
<td>- Use features and tools of the Mac OS and Linux client/desktop operating systems</td>
</tr>
<tr>
<td>- Use methods to perform mobile device synchronization</td>
<td>- Summarize the properties and purposes of services provided by networked hosts</td>
<td>- Use remote access technologies</td>
<td>- Troubleshoot common wired and wireless network problems</td>
<td>- Use features and tools of the Mac OS and Linux client/desktop operating systems</td>
</tr>
</tbody>
</table>

### Operating Systems

<table>
<thead>
<tr>
<th>Security</th>
<th>Software Troubleshooting</th>
<th>Operational Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>27%</strong></td>
<td><strong>24%</strong></td>
<td><strong>23%</strong></td>
</tr>
<tr>
<td>- Compare and contrast common operating system types and their purposes</td>
<td>- Summarize the importance of physical security measures</td>
<td>- Compare and contrast best practices associated with types of documentation</td>
</tr>
<tr>
<td>- Compare and contrast features of Microsoft Windows versions</td>
<td>- Explain logical security concepts</td>
<td>- Implement basic change management best practices</td>
</tr>
<tr>
<td>- Summarize general OS installation considerations and upgrade methods</td>
<td>- Compare and contrast wireless security protocols and authentication methods</td>
<td>- Implement basic disaster prevention and recovery methods</td>
</tr>
<tr>
<td>- Use appropriate Microsoft command line tools</td>
<td>- Given a scenario, detect, remove, and prevent malware using appropriate tools and methods</td>
<td>- Explain common safety procedures</td>
</tr>
<tr>
<td>- Use Microsoft operating system features and tools</td>
<td>- Compare and contrast social engineering, threats, and vulnerabilities</td>
<td>- Explain environmental impacts and appropriate controls</td>
</tr>
<tr>
<td>- Use Microsoft Windows Control Panel utilities</td>
<td>- Compare and contrast the differences of basic Microsoft Windows OS security settings</td>
<td>- Explain the processes for addressing prohibited content/ activity, and privacy, licensing, and policy concepts</td>
</tr>
<tr>
<td>- Summarize application installation and configuration concepts</td>
<td>- Implement security best practices to secure a workstation</td>
<td>- Use proper communication techniques and professionalism</td>
</tr>
<tr>
<td>- Configure Microsoft Windows networking on a client/desktop</td>
<td>- Implement methods for securing mobile devices</td>
<td>- Identify the basics of scripting</td>
</tr>
<tr>
<td>- Use features and tools of the Mac OS and Linux client/desktop operating systems</td>
<td>- Implement appropriate data destruction and disposal methods</td>
<td>- Use remote access technologies</td>
</tr>
</tbody>
</table>

### Top A+ Job Titles

- Service Desk Analyst
- Help Desk Tech
- Technical Support Specialist
- Field Service Technician
- Associate Network Engineer
- Data Support Technician
- Desktop Support Administrator
- End User Computing Technician
- Help Desk Technician
- System Support Specialist
Organizations that Use A+

- Best Buy/Geek Squad
- Blue Cross Blue Shield
- Canon
- Dell
- Fry’s Electronics
- General Dynamics
- HP
- Intel
- Nissan
- Ricoh
- Sharp
- U.S. Department of Defense (DoD)
- Verizon
- Wells Fargo

Research and Statistics

More Domain Knowledge

CompTIA A+ staff have more core domain knowledge than uncertified staff with the same amount of experience. In addition, CompTIA certified staff with less than 1 year experience even demonstrate more domain knowledge than uncertified staff with 3 years experience.1

Long Term Job Growth

The CompTIA IT Employment snapshot showed a 2.3% growth from 2015 to 2016 with a 16% growth forecasted for the next 10 years. More than 23,500 job postings in 2016 required applicants to have CompTIA A+ certification.2

Salary Snapshot

The CompTIA IT Employment snapshot shows an average salary of $48,620 for computer user support specialists.2

“My primary job is to repair computer systems and networks. Obtaining A+ and Network+ certifications exposed me to easily recognizing — and thus repairing and troubleshooting — problems.”

Tony Carmichael
USA Veteran

Learn with CompTIA

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Whether you are just starting to prepare and need comprehensive training with CertMaster Learn, need a final review with CertMaster Practice, or need to renew your certification upon expiration with CertMaster CE, CertMaster’s online training tools have you covered.

2. https://comp.tia.app.box.com/s/18joxnxnrt19d0u9e5auyj66ua00qb7

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