



CNT-104 Computing Technical Support

Description:

CNT-104 prepares students with the technical skills to support desktop and laptop computers as well as mobile devices. Readers master the knowledge and skills today's IT professionals need while preparing to take the CompTIA A+ exams. The authors introduce key fundamentals as well as the latest technology, techniques, and industry standards in IT technical support, using CompTIA A+ exam objectives as a framework. This course covers all CompTIA A+ 220-1001 and A+220-1002 exam objectives. Students examine the most current hardware, security, Active Directory, virtualization, cloud computing, operational procedures, troubleshooting and mobile devices.

Textbook: CompTIA A+ Guide to IT Technical Support, 10th Ed. – Andrews, Dark, West – ISBN: 9780357108314

Course objectives:

Throughout the course, you will meet the following goals:

- Disassemble and reassemble a desktop and laptop computer and identify components.
- Select, install, and replace a desktop motherboard or laptop system board.
- Compare the different kinds of physical memory and how they work.
- Troubleshoot problems with the motherboard, processor, and RAM.
- Describe the general approach technicians use to install and support I/O devices.
- Troubleshoot problems with connectivity, mobile devices, printers, and Windows.

Contents:

Ch 1: Take a Computer Apart/Put It Back Together	Ch 10: Customizing Systems/Virtualization
Ch 2: All About Motherboards	Ch 11: Comparing Operating Systems
Ch 3: Processors and Memory	Ch 12: Installing Operating Systems
Ch 4: Power Supplies and Troubleshooting	Ch 13: Maintaining Windows
Ch 5: Hard Drives and Other Storage Devices	Ch 14: Optimizing Windows
Ch 6: Supporting I/O Devices	Ch 15: Troubleshooting Windows Startup
Ch 7: Setting up a Local Network	Ch 16: Securing Windows Resources
Ch 8: Network Infrastructure and Troubleshooting	Ch 17: Security Strategies
Ch 9: Supporting Mobile Devices	Ch 18: Linux and MacOS

Grading Scale

A = 95-100%
 B = 88-94.9%
 C = 80-87.9%
 D = 70-79.9%
 F = Below 70%

Grade Weighting

Chapter Quizzes.....	70%
<u>Final Exam</u>	<u>30%</u>
	100%