PROGRAMMA CompTIA A + Core 2 (220-1202)

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Part I: Operating Systems

- Identify basic features of Microsoft Windows editions
- Given a scenario, use the appropriate Microsoft command-line tool
- Given a scenario, use features and tools of the Microsoft Windows 10 operating system (OS)
- Given a scenario, use the appropriate Microsoft Windows 10 Control Panel utility
- Given a scenario, use the appropriate Windows settings
- Given a scenario, configure Microsoft Windows networking features on a client/desktop
- Given a scenario, apply application installation and configuration concepts
- Explain common OS types and their purposes
- Given a scenario, perform OS installations and upgrades in a diverse OS environment
- Identify common features and tools of the macOS/desktop OS
- Identify common features and tools of the Linux client/desktop OS

Part II: Security

- Summarize various security measures and their purposes
- Compare and contrast wireless security protocols and authentication methods
- Given a scenario, detect, remove, and prevent malware using the appropriate tools and methods
- Explain common social-engineering attacks, threats, and vulnerabilities
- Given a scenario, manage and configure basic security settings in the Microsoft Windows OS
- Given a scenario, configure a workstation to meet best practices for security

- Explain common methods for securing mobile and embedded devices
- Given a scenario, use common data destruction and disposal methods
- Given a scenario, configure appropriate security settings on small office/home office (SOHO) wireless and wired networks
- Given a scenario, install and configure browsers and relevant security settings

Parts III: Software Troubleshooting

- Given a scenario, troubleshoot common Windows OS problems
- Given a scenario, troubleshoot common personal computer (PC) security issues
- Given a scenario, use best practice procedures for malware removal
- Given a scenario, troubleshoot common mobile OS and application issues
- Given a scenario, troubleshoot common mobile OS and application security issues

Parts IV: Operational Procedures

- Given a scenario, implement best practices associated with documentation and support systems information management
- Explain basic change-management best practices
- Given a scenario, implement workstation backup and recovery methods
- Given a scenario, use common safety procedures
- Summarize environmental impacts and local environmental controls
- Explain the importance of prohibited content/activity and privacy, licensing, and policy concepts
- Given a scenario, use proper communication techniques and professionalism
- Identify the basics of scripting
- Given a scenario, use remote access technologies