CompTIA
A+

Τεχνικός Πληροφορικής COMPTIA A+

This course is intended for Desktop support specialists, Help desk technicians, Field service technicians, IT support technicians and Printer support specialists who wish to gain in depth knowledge on how to support hardware and software, provide solutions to customers experiencing erroneous behaviour from their machines and Oss. It also prepares for the COMPTIA a+ exam

CODE: ED22A27

DURATION: 60 hours

START DATE: 18/04/2022

AUDIENCE PROFILE:

Help desk technicians, Field service technicians, IT support technicians and Printer support specialists and anyone who wishes to start a carrer as a Computer Technician

PREREQUISITES FOR PARTICIPATION:
NAI – Τεχνικός Πληροφορικής – Επίπερο 1 και 2

TRAINING LANGUAGE:

Greek or English

TRAINING MATERIALS:

Step by Step training materials in the English Language

METHODOLOGY:

Lecture, discussion, demonstration and practice.

COURSE OBJECTIVES:

Upon completion the candidates should gain knowledge and skills on

- PC hardware components and their functions

- Networking cables, ports and protocols

- Inkjet and laser printer technology

- Troubleshooting physical PC issues

- Installing and configuring Microsoft Windows operating systems

- Setting up Windows networking

- Physical and software-based computer security

- Mobile devices like smartphones and tablets

EdiTC
EDUCATION & INFORMATION TECHNOLOGY CENTRE

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VENUE: **Webinar/EDITC & MMC Conference Center, 16 Imvrou Street, 1055 Nicosia**

DATES & TIMES:

Monday 18/04/2022, 08.15 - 16.00

Tuesday, 19/04/2022, 08.15 - 16.00

Wednesday, 20/04/2022, 08.15 - 16.00

Wednesday, 27/04/2022, 08.15 - 16.00

Thursday, 28/04/2022, 08.15 - 16.00

Friday, 29/04/2022, 08.15 - 16.00

Saturday, 30/4/2022, 8.15-16.00

Thursday, 05/05/2022, 8.15-16.00

Friday, 06/05/2022, 13:00-17.00

PARICIPATION COST:
The cost incudes the course notes and certificate.
In the event of classroom led training, coffee, snacks and lunch (only for full day courses) are offered complimentary.

Participation Cost
- Total Cost: €1350
- HRDA Subsidy: €1020
- Net Cost: €330

For Unemployed
- Please contact us

Contact us
77 77 72 52

Delivering training since 1996

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COURSE TOPICS

Unit 1 Installing Personal Computer Components

Microprocessors

- Intel Core i3, i5, i7
- AMD Athlon, Phenom
- Clock circuits
- Cache memory
- 32 bit vs. 64 bit

Identifying motherboard components

- CPU and Chipset
- CMOS RAM
- Flash BIOS ROM, UEFI
- Memory slots: DIMM, SODIMM
- Integrated I/O connectors

The power supply and display

- Testing power supplies
- Power supply connectors SATA, Molex
- Display types: LCD, Plasma, OLED

Installing and expanding memory

- RAM device types: SDRAM, DDR/DDR2/ DDR3
- Packaging formats: DIMM, SODIMM
- Error checking: parity, nonparity, ECC
- Dual-channel, Triple-channel

PC connection interfaces and custom PC configurations

- Serial interfaces
- Network interface cards
- USB 2.0, 3.0
- IEEE 1394/Firewire, Thunderbolt
- Graphic workstations, Virtualization workstations

Data storage systems

- Hard drive types: SATA, eSATA
- Partitioning and formatting hard disks
- Creating RAID Arrays
- SSD and optical drives

Troubleshooting strategies for PCs

- Initial troubleshooting steps
- CMOS setup configuration
- Diagnostic tools
- Power-On Self Test (POST)

Unit 2 Mobile Devices

Configuring and troubleshooting laptops

- Laptop components
- Installing memory and hard drives
- Power management and expansion options
- Diagnosing common mobile device problems

Mobile device features

- Mobile operating systems
- iOS
- Android
- ARM CPU
- Mobile Hotspot and Tethering

Configuring and securing mobile devices

- Wireless
- E-mail configuration
- Passcode locks
- Remote wipes
- Locator applications

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COURSE TOPICS

Unit 3 Supporting Printers and Scanners
Installing and configuring printers and scanners

- Impact
- Inkjet
- Laser printer components and printing process

Troubleshooting printer and scanner problems

- Printer self test
- Windows printing process
- Printer drivers

Unit 4 Managing Windows Operating Systems
Windows architecture

- Main system files: NTLDR, BCD, Bootmgr
- File systems: FAT, ExFAT, FAT32, NTFS
- Windows registry

Installing and upgrading Windows

- Comparing Windows OS features
- Installing service packs and device drivers

Managing, optimizing and troubleshooting

- Windows command-line environment
- Troubleshooting Windows problems with Task Manager
- Troubleshooting Windows startup problems, BOOTREC
- Windows Refresh/Restore/Reset

Unit 5 Other Operating Systems and Technologies
Mac OS and Linux best practices

- Overview of Mac OS and Linux
- Mac OS and Linux tools

Basic Linux commands

- Client-side virtualization
- Purpose of virtual machines
- Hypervisor
- Resource requirements

Cloud computing

- Cloud computing models and types
- Cloud computing features
- Server roles

Unit 6 Fundamentals of Networking
Network cabling and protocols

- UTP (CAT5, 5e, CAT6, CAT7), STP, Fiber
- TCP/IP, IPv4, IPv6

Wireless networking

- IEEE 802.11a, b, g, n, ac
- Wireless security: WEP, WPA, WPA2
- Installing and configuring a wireless access point

Internet connection technologies

- LAN/WAN, ISDN, DSL, Cable, Satellite, wireless
- Internet protocols and ports: HTTP, HTTPS, FTP

Troubleshooting network and Internet problems

- TCP/IP settings: Gateway, subnet mask, DNS
- PING, TRACERT, NETSTAT, IPCONFIG

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COURSE TOPICS

Unit 7 Computer Security Best Practices
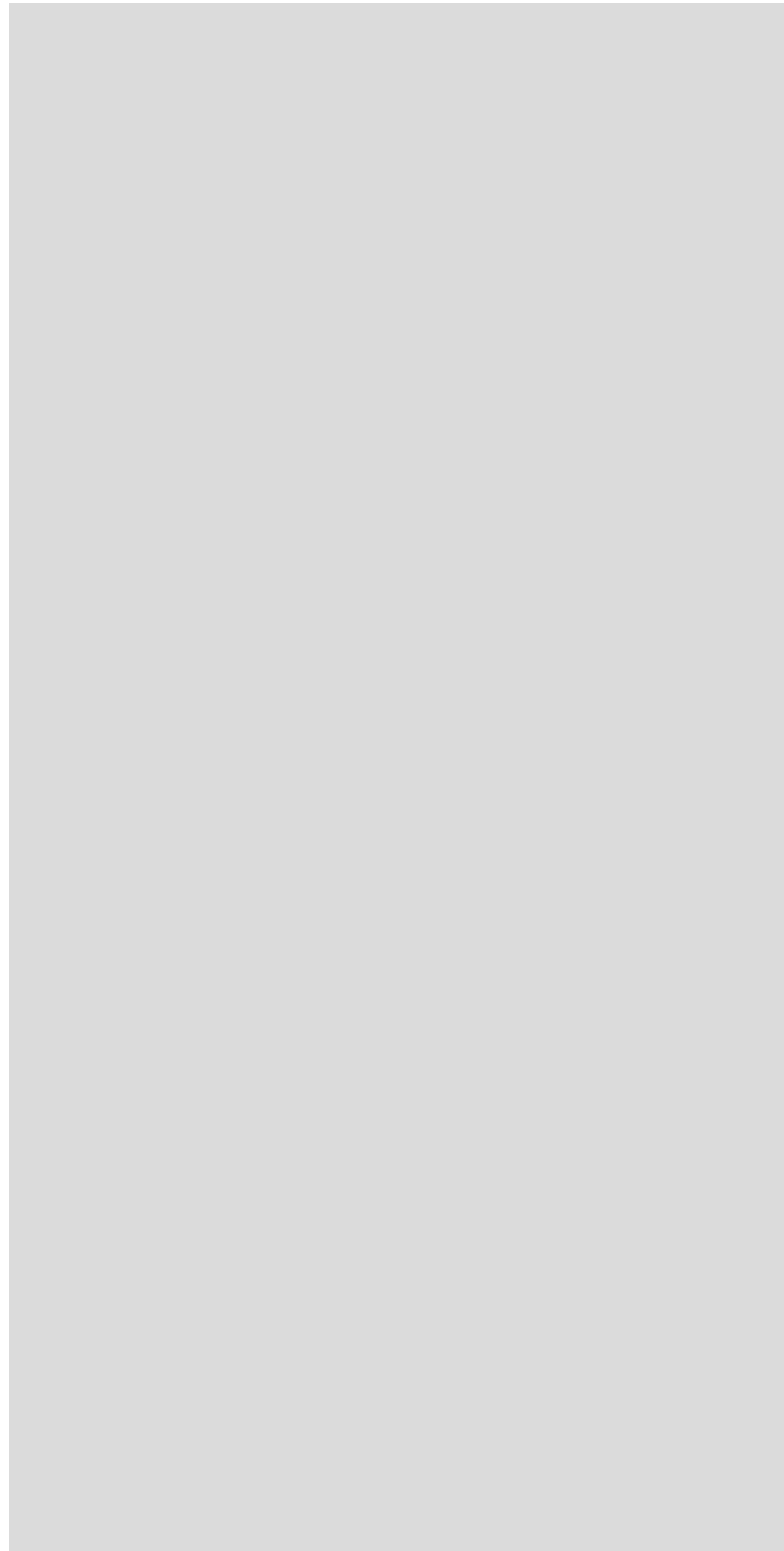
Ensuring physical security

- Preventing unauthorized access
- Hardware authentication devices

Detecting and fighting malware

- Authentication technologies
- Windows User Account Control
- Best practices for malware detection and removal

Security best practices

- Encryption
- Data destruction and disposal methods
- User access control

Registration Form
(To digitally sign, this form must be opened in Adobe Acrobat or Reader)

Seminar Code: **Title:**   **Start Date:**

* Required

A. Organization's Details (if applicable)

* Company/Organization:		* Size:	
Economic Activity:		* Telephone:	
Address:		Postal Code:	
* Authorised person for the registration:		* Email:	
		* Direct Telephone:	
* **Number of participants:**			

B. Participant's Details (1)

* Title:	* Name:	* Surname:	
Title/ Job Position:		* Email:	
Job description:		* Mobile:	
Reasons for participating in the seminar:			
If lunch is included in the seminar, please state below any dietary preferences:			

B. Participant's Details (2)

* Title:	* Name:	* Surname:	
Title/ Job Position:		* Email:	
Job description:		* Mobile:	
Reasons for participating in the seminar:			
If lunch is included in the seminar, please state below any dietary preferences:			

B. Participant's Details (3)

* Title:	* Name:	* Surname:	
Title/ Job Position:		* Email:	
Job description:		* Mobile:	
Reasons for participating in the seminar:			
If lunch is included in the seminar, please state below any dietary preferences:			

B. Participant's Details (4)

* Title:	* Name:	* Surname:	
Title/ Job Position:		* Email:	
Job description:		* Mobile:	
Reasons for participating in the seminar:			
If lunch is included in the seminar, please state below any dietary preferences:			

B. Participant's Details (5)

* Title:	* Name:	* Surname:	
Title/ Job Position:		* Email:	
Job description:		* Mobile:	
Reasons for participating in the seminar:			
If lunch is included in the seminar, please state below any dietary preferences:			

C. Participation Cost

PARTICIPATION IN THE SEMINAR IS PREPAID (at least three days before the start of the seminar)

Please invoice: The participant   The company   Not applicable

Please select:

Participants are entitled the Human Resource Development Authority (HRDA) subsidy   € 330

Participants are **not** entitled the Human Resource Development Authority (HRDA) subsidy € 1,350

Participants are unemployed and registered at Public Employment Service   Please contact us at 77777252

Cheques must be issued to **EDITC Ltd** and payment can be made directly through deposit to the account of the company

Account Name: EDITC LTD   **Account Number**: 115-01-068696-01
IBAN:CY19 0050 0115 0001 1501 0686 9601   **SWIFT/BIC**:HEBACY2N

D. Terms and conditions for participation in EDITC seminars

1. EDITC will inform the client upon receipt of the application form. Written confirmation for the implementation of the training program will be sent within 3-5 days before the start date of the seminar. In exceptional cases written confirmation may be sent one day before the start of the program. **Participants are encouraged to contact the company in case they did not receive the confirmation.**

2. Cancellations should be done in writing at least 5 working days prior to the start date of the seminar. Cancellations that do not meet the above term are invoiced the entire cost of the seminar.

3. The company has the right to cancel or postpone a training program up to one day before the start date of the program.

4. All registrations are strictly prepaid except for credit customers.

5. Participants with less than 75% attendance cannot be subsidized by the HRDA and in such a case the participants (or their company) will have to pay the amount of the HRDA subsidy.

6. In case of subsidized programs by the HRDA all the required forms of HRDA must be sent to EDITC before the start of the training program.

7. Digital Certificates of participation are issued to participants after the completion of the course provided that their financial obligations and obligations regarding HRDA forms are settled.

   * **We agree with the above terms and conditions**

* Signature: * Date:

*(To digitally sign,
this form must be
opened in Adobe
Acrobat or Reader)*

Stamp (in case of company):