CompTIA A+ Cert, Part 02 of 13: Best Practices [Deprecated/Replaced]

Meet the expert: Chuck Nailen has been providing classroom training for more than 16 years. He does training for in department-supported CompTIA curriculums, Microsoft curriculums, and Department of State (DoS) proprietary platforms in support of SAIT and DoS programs. He holds many certifications including National Career Readiness Certificate-Gold Level, MCSA, MCT, MCITP, MCTS, and others.

Prerequisites: This course assumes the user has little to experience with computer hardware or software. The user should have viewed the "CompTIA A+ Certification: Fundamentals" course before starting on this course.

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Course description: In this course, we will be looking at the various hardware and software tools that an A+ technician should be able to use. Then we'll be looking at Electrical Safety, what are the best practices and tools you should use. Then we'll cover what you need to do as an A+ technician to control your company's impact on the environment. Then we'll cover at issues of professionalism and Communication. As an A+ technician, you will find there will be many times you need to deal with angry customers.

Course outline:

Basic Maintenance Tools
• Introduction
• PC Technician Best Practices
• Types of Hardware Toolkits
• Software Diagnostic Tools
• Hard Drive Self-Tests
• Software Diagnostic Tests
• Component Maintenance
• Cleaning Compounds & Materials
• Documentation and Resources
• Compliance & Gov't Regulations
• Demo: Tools
• Summary

Electrical Safety
• Introduction
• Static Electricity
• ESD
• ESD Prevention Techniques
• EMI
• EMI Prevention Techniques
• An ESD Toolkit
• Electrical Hazards
• Electrical Safety Precautions
• Demo: Electrical Safety
• Summary

Environmental Issues
• Introduction
• Environmental Considerations

• Workplace Safety Issues
• Environmental Best Practices
• General Power Issues
• Power Protection Systems
• Liquid Hazards
• Chemical Hazards
• MSDS Documents
• Incident Reports
• Hazardous Material Disposal
• Summary

Professionalism&Communication
• Introduction
• Communication Skills
• AUP
• Professional Conduct
• Prohibited Content
• ProhibitedContentBestPractices
• Computer Forensics
• Summary