

# CIS 145 : A+ ESSENTIALS II

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## Transcript title

A+ Essentials II

## Credits

4

## Grading mode

Standard letter grades

## Total contact hours

50

## Lecture hours

30

## Other hours

20

## Corequisites

CIS 140.

## Recommended preparation

CIS 120 or CIS 124.

## Course Description

Prepares students with the skills and knowledge associated with the CompTIA A+ exam (220-1102) outcomes. Covers the skills required to install and configure PC operating systems, as well as configuring common features (e.g. network connectivity and email) for mobile operating systems Android and Apple iOS. CIS 140 and CIS 145 utilize one textbook. To become A+ certified requires you to pass both certification exams.

## Course learning outcomes

1. Compare and contrast various features and requirements of Microsoft Windows operating system versions.
2. Perform common preventative maintenance procedures using the appropriate Windows operating system tools.
3. Identify common features and functionality of the MacOS and Linux operating systems.
4. Install and configure basic mobile device network connectivity and email.
5. Troubleshoot personal computer operating system problems with appropriate tools.
6. Troubleshoot common mobile operating systems and application issues with appropriate tools.
7. Summarize the process of addressing prohibited content/activity, and explain privacy, licensing and policy concepts.
8. Demonstrate proper communication techniques and professionalism.

## Content outline

- Features of the Microsoft OS
- Preventative maintenance

- Features of the Mac and Linux OS environments
- Mobile devices
- Troubleshooting PCs
- Troubleshooting mobile devices
- Security and privacy
- Communication and professionalism

## Required materials

Students will need regular and reliable access to the Internet. Shares a textbook with CIS 140.