This course supports the assessment for IT Applications. The course covers 4 competencies and represents 4 competency units.

**Introduction**

**Overview**

Welcome! This course outlines the sequence of steps required to develop the necessary competence in:

- the fundamentals of PC operating systems,
- security,
- mobile devices, and
- troubleshooting.

Watch the following video for an introduction to this course:

> Note: To download this video, right-click the following link and choose "Save as...": [download video](#).

**Getting Started**

Click on the "Launch Course" button to start learning in your uCertify course. If this is your first time using uCertify, take a look at [Navigating uCertify](#) before you begin. Follow your personalized Study Planner: access the Study Planner from anywhere in the course by opening the course menu, selecting "Dashboard," then clicking "Open Study Planner."

The course is divided into eleven lessons, each of which is subdivided into several chapters (for example, 1.1 or 3.5). Each of these chapters is designed for you to complete in one or two hours: try to move through several chapters each day that you work on the course, scoring 100% on the quizzes for each chapter. Once you are ready for the practice exams, be sure to complete them in Learn mode first, scoring 85% or above, and then in "test mode." Then take the post assessment in "test mode" to effectively prepare for your certification exam. Complete each practice exam in preparation. To consider yourself ready to take the certification exam, you should regularly score 85% or higher on the practice exams and the post assessment. Contact your course mentor for help with study strategies if you score below 85%. This course prepares you for one assessment, CompTIA A+ Exam 220-902.

**Competencies**

This course provides guidance to help you demonstrate the following 4 competencies:

- **Competency 4002.1.1: Operating Systems**
The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting computer operating systems.

- **Competency 4002.1.2: Security**
  The graduate recommends appropriate strategies for classifying, controlling access, setting permission, configuring, optimizing, and upgrading basic system security.

- **Competency 4002.1.3: Hardware Troubleshooting**
  The graduate recommends appropriate tools, diagnostic procedures, preventive maintenance, and troubleshooting techniques for personal computer components in a desktop system.

- **Competency 4002.1.4: Laptops, Tablets, and Mobile Devices**
  The graduate recommends appropriate strategies for classifying, installing, configuring, optimizing, upgrading, and troubleshooting laptops, tablets, and mobile devices.

**Course Mentor Assistance**

As you prepare to demonstrate competency in this subject, remember that course mentors stand ready to help you reach your educational goals. As subject matter experts, course mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course mentors are excited to hear from you and eager to work with you.

Successful students report that working with a course mentor is the key to their success. Course mentors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course mentors act as a support system to guide you through the revision process. You should expect to work with course mentors for the duration of your coursework, so you are welcome to contact them as soon as you begin. Course mentors are fully committed to your success!

**Preparing for Success**

**Launch Your Course**

Launch Course

Your learning resource for this course is:

- uCertify: CompTIA A+ Exam 2

The readings in uCertify are taken from the following text:

If you prefer working from a hard copy, you may purchase this book from any retailer.
Lock In Your Progress
Once you are ready to start or are actively working in the uCertify learning resource, lock in your progress. You only need to complete this step once; any future activity in uCertify will be saved. **Mark this Activity Complete to Lock in Your Progress**

Click the check mark above or below if you are actively engaged in this course.

Pacing Guide
A suggested standard 8-week pacing appears below, but you are welcome to (and encouraged) accelerate through the course at a faster pace than this. All of the discussions, textbook links, videos, and extra readings can be found inside the uCertify Course Resource.

**Week 1**

Take the Pre-assessment.

**Lesson 1 - Operating System Basics**

1.1 Understanding Operating Systems

1.2 Going Virtual

1.3 Preparing for the Exam

**Lesson 2 - Operating System Administration**

2.1 Interacting with Operating Systems

2.2 Administrative Tools

2.3 Disk Management

**Week 2**

**Lesson 3 - Working with Windows 8/8.1**

3.1 Windows Editions

3.2 Installing Windows 8

3.3 Windows 8 Boot Methodes Cards, Quiz, Exercise, Labs

**Lesson 4 - Working with Windows 7**

4.1 Windows 7 Editions
4.2 Installing Windows 7

4.3 The Windows 7 Boot Sequences

4.4 Windows 7 Features

4.5 Windows 7 Administrative Tools

4.6 Unique Control Panel Utilities

4.7 Networking and Windows 7

4.8 Windows 7 Systems Performance and Optimization

Complete the Labs, Cards, Quiz, and Exercise

Week 3

Lesson 5 - Working with Windows Vista

5.1 Windows Vista Editions

5.2 The Windows Vista Boot Sequences

5.3 Installing Windows Vista

5.4 The Windows Vista Boot Sequences

5.5 Windows Vista Features

5.6 Windows Vista Administrative Tools

5.7 Distinctive Utilities

5.8 Networking and Windows Vista

5.9 Vista System Performance and Optimization

Lesson 6 - Working with Mac OS and Linux

6.1 Best Practices

6.2 Tools

6.3 Features
6.4 Basic Linux Commands

Complete the Labs, Cards, Quiz, and Exercise

**Week 4**

**Lesson 7 - Security**

7.1 Common Prevention Methods
7.2 Common Security Threats
7.3 Workstation Security Best Practices
7.4 Working with Windows OS Security Settings
7.5 Mobile Device Security
7.6 Destruction and Disposal Methods
7.7 Securing a SOHO Network (Wireless)
7.8 Securing a SOHO Network (Wired)

**Lesson 8 - Network Services, Cloud Computing, and Virtualization**

8.1 Understanding Network Services
8.2 Understanding Cloud Computing and Virtualization

Complete the Labs, Cards, Quiz and Exercise

**Week 5**

**Lesson 9 - Mobile Operating Systems and Connectivity**

9.1 Understanding Mobile Operating Systems
9.2 Network Connectivity and Email

**Lesson 10 - Troubleshooting Theory, Oss, and Security**

10.1 Understanding Troubleshooting Theory
10.2 Troubleshooting Operating Systems
10.3 Troubleshooting Security Issues

10.4 Troubleshooting Mobile Issues

10.5 Troubleshooting Mobile Security Issues

Complete the Labs, Cards, Quiz, and Exercise

Week 6

Lesson 11 - Understanding Operational Procedures

11.1 Understanding Safety Procedures

11.2 Understanding Environmental Controls Complete the Labs, Cards, Quiz, and Exercise

11.3 Understanding Policies, Licensing, and Privacy

11.4 Demonstrating Professionalism

Complete the Labs, Cards, Quiz, and Exercise

Week 7

Practice Test A

Review your Results. Thoroughly study any topic area with Lesson scores below 80%

Practice Test B

Review your Results. Thoroughly study any topic area with Lesson scores below 80%

Practice Test C

Review your Results. Thoroughly study any topic area with Lesson scores below 80%

Week 8

Post Assessment

Review your Results. Thoroughly study any topic area with Lesson scores below 80%

Schedule and Pass your Exam!!

Final Steps
Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to complete the assessments, schedule and complete your assessment now.

**First Attempt Checklist**

One of the many things that make WGU unique is its competency-based education model. If you know the material, all you have to do is prove it by passing the exam. If you can do this, you can accelerate the receipt of your degree.

To make sure you have the best chance possible to pass the exam on your first attempt, the following steps should be completed successfully before you take it:

1. Complete review of the lesson material in all chapters, including the flash cards, exercise, and quizzes in uCertify.
2. Score 85% or higher on the practice exams in "learn mode" and "test mode" in uCertify.
3. Score 85% or higher on the post assessment in "test mode" in uCertify.

Once the steps above have been completed and you feel confident with all of the concepts presented, you are ready to refer for the first attempt of the exam. When you take the certification exam, you need to submit your score to scores@wgu.edu, regardless of the outcome. If you are unsuccessful in your first attempt, you will need to get in contact with the course mentor to discuss how to prepare for the next attempt. Once the Course Mentor evaluates your progress, scores, and discusses your readiness, you will be approved to receive the voucher for your next attempt of the certification exam.