This course supports the assessment for IT Fundamentals III. 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.

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 instructor for help with study strategies if you score below 85%.

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

Successful students report that working with a course instructor is the key to their success.
Course instructors 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 instructors act as a support system to guide you through the revision process. You
should expect to work with course instructors for the duration of your coursework, so you are
welcome to contact them as soon as you begin. Course instructors are fully committed to your
success!

**Preparing for Success**

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.

**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 instructor to discuss how to prepare for the next attempt. Once the Course Instructor evaluates your progress, scores, and discusses your readiness, you will be approved to receive the voucher for your next attempt of the certification exam.

Student Support
WGU values your input! Please submit any feedback you have using the following form:

Course Feedback

Access the WGU Library 24 hours a day, 7 days a week:

WGU Library

Visit the Student Success Center to access a variety of topics that will help you succeed at WGU:

Student Success Center

Contact the WGU Writing Center for help with any part of the writing or revision process: