



# EDITC

EDUCATION & INFORMATION TECHNOLOGY CENTRE

***Making Training  
an enjoyable experience***

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

## Τεχνικός Πληροφορικής - COMPTIA A+

**Code:** ED20B06

**Duration:** 60 hours

**Audience Profile:** Help desk technicians, Field service technicians, IT support technicians and Printer support specialists and anyone who wishes to start a career as a Computer Technician

- Installing and configuring Microsoft Windows operating systems
- Setting up Windows networking
- Physical and software-based computer security
- Mobile devices like smartphones and tablets

**Certification:** COMPTIA a+ exam

**Prerequisites for Participation:** NAI – Τεχνικός Πληροφορικής – Επίπεδο 1 και 2

**Training Language:** Greek—English

### **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

The programmes\* have been approved by the HRDA. Enterprises participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.



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## Τεχνικός Πληροφορικής - COMPTIA A+

### Dates and Times:

Dates	Times
Monday 07/12/2020	16:45 - 21:00
Wednesday 09/12/2020	16:45 - 21:00
Monday 14/12/2020	16:45 - 21:00
Wednesday 16/12/2020	16:45 - 21:00
Monday 21/12/2020	16:45 - 21:00
Wednesday 23/12/2020	16:45 - 21:00
Monday 28/12/2020	16:45 - 21:00
Monday 04/01/2021	16:45 - 21:00
Thursday 07/01/2021	16:45 - 21:00
Monday 11/01/2021	16:45 - 21:00
Wednesday 13/01/2021	16:45 - 21:00
Monday 18/01/2021	16:45 - 21:00
Wednesday 20/01/2021	16:45 - 21:00
Monday 25/01/2021	16:45 - 21:00
Wednesday 27/01/2021	16:45 - 21:00

### Venue: WEBINAR

### Participation Cost

Cost includes notes, certificate, snacks and coffee breaks.

	Total Cost	HRDA Subsidy	Net Cost
For participants entitled the HRDA subsidy	€1300	€720	€580
For Unemployed or participants not entitled the HRDA subsidy	Please contact us		

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## **Τεχνικός Πληροφορικής - COMPTIA A+**

### **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



## **Τεχνικός Πληροφορικής - COMPTIA A+**

### **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

### **Unit 7 Computer Security Best Practices**

#### **Ensuring physical security**

- Preventing unauthorized access
- Hardware authentication devices



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## **Τεχνικός Πληροφορικής - COMPTIA A+**

### **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

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A department of



Vocational & Professional Training Provider

## Registration Form

**Seminar Code: ED20B06 — Title: Τεχνικός Πληροφορικής - COMPTIA A+**

**Start Date: 07/12/2020**

### A. Organization's details (if applicable)

Company/Organization:		Size:	<input type="checkbox"/> Small	<input type="checkbox"/> Medium	<input type="checkbox"/> Large
Economic Activity:		Telephone:		Fax:	
Address:		Postal Code:			
Person responsible for the registration:		Email:			
		Direct Telephone:			

### B. Participant's details (1)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating in the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					
<input type="checkbox"/> They will participate to the seminar more than one participants ( <i>In this case please fill in the second page as well</i> )					

### 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 Credit Customer Number (if applicable):

- ☐ For participants entitled the Human Resources Development Authority subsidy (HRDA): € 580
- ☐ For participants **not entitled** the Human Resources Development Authority subsidy (HRDA): € 1300

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  
**IBAN:** CY19 0050 0115 0001 1501 0686 9601

**Account Number:** 115-01-068696-01  
**SWIFT/BIC:** HEBACY2N

### D. Terms and conditions for participation on EDITC seminars

- The company accepts registrations for participation in the seminars at least 5 working days prior to the start of the seminar. EDITC does not commit to accept any registrations received in less than 5 working days before the start of the training program.
- Written cancellations received 5 working days before the start of the training program are accepted and in the case where a payment has been made by the client, the full amount is reimbursed to the client. Cancellations that do not meet the above term are invoiced. The client may replace the participant (s) provided that they meet the criteria for participation on this program.
- The company has the right to cancel or postpone a training program up to one day before the start date of the program. All prepayments are returned to clients.
- All registrations are strictly prepaid except credit customers. EDITC will not allow the entry of participants in the class unless their financial obligations have been settled.
- 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.**
- Participants with less than 75% attendance cannot be subsidized by the HRDA and in this case the participants (or their company) will have to pay the amount of the subsidy (in addition to their own payment amount).
- 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. EDITC will not allow the entry of participants in the class unless the HRDA forms have been submitted to EDITC.
- Certificates of participation will be given to participants after the completion of the course provided that their financial obligations and obligations regarding HRDA forms are settled. Otherwise certificates will be mailed as soon as the above obligations are settled.

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

Signature:

Date:

Stamp (in case of company):



## Registration Form

## B. Participant's Details (2)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

## B. Participant's Details (3)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

## B. Participant's Details (4)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

## B. Participant's Details (5)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	Name		Surname		
Title/ Job Position:			Email:		
Job description:			Telephone/Mobile:	Fax:	
Reasons for participating on the seminar:					
Please fill this section if there are special requests for the lunch provided (only in the case that lunch is included)					
<input type="checkbox"/> Fasting <input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan					

☐We agree with the above terms and conditions

Signature:

Date:

Stamp (in case of company):