

## COMPTIA A+ CORE 1 (220-1001) EXAM CHAPTER 1: SAFETY AND PROFESSIONALISM

### OBJECTIVE MAPPING\*

#### EPISODE: TOOLS OF THE TRADE

##### CORE 1 EXAM OBJECTIVES

##### DOMAIN 2.0 - NETWORKING

##### **2.8 Given a scenario, use appropriate networking tools**

- Multimeter
- Tone generator and probe
- Cable tester
- Loopback plug

##### DOMAIN 5.0 - HARDWARE AND NETWORK TROUBLESHOOTING

##### **5.5 Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures**

- Disassembling processes for proper reassembly
  - Use appropriate hand tools

#### EPISODE: TROUBLESHOOTING THEORY

##### CORE 1 EXAM OBJECTIVES

##### DOMAIN 5.0 - HARDWARE AND NETWORK TROUBLESHOOTING

##### **5.1 Given a scenario, use the best practice methodology to resolve problems**

1. Identify the problem
  - Question the User and identify User changes to computer and perform backups before making changes
  - Inquire regarding environmental or Infrastructure changes
  - Review system and application logs
2. Establish a theory of probable cause (question the obvious)
  - If necessary, conduct external or internal research based on symptoms
3. Test the theory to determine cause
  - Once the theory is confirmed, determine the next steps to resolve problem
  - If theory is not confirmed re-establish new theory or escalate
4. Establish a plan of action to resolve the problem and implement the solution
5. Verify full system functionality and, if applicable, implement preventative measures
6. Document findings, actions, and outcomes

\*This document can be used to determine what CompTIA A+ exam objectives are in each episode, as well as map where those objectives are in the official "CompTIA A+ 220-1101 Exam Objectives (2.0)" PDF resource that accompanies this course.

\*\*Why am I seeing different Core exams than what I'm studying? In some cases, you may be watching a video series that focuses on the Core 1 exam, however some of the episodes contain Core 2 exam objectives, or vice versa. There are 2 reasons for this: 1) The other Core exam topic is covered to give you a better, fuller understanding of the surrounding topics, and 2) Some episodes contain information from both Core exams because the topics coincide with each other and are more easily taught in 1 episode than breaking them out into separate episodes.