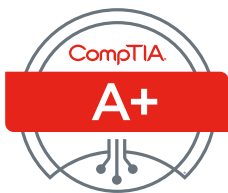


# A+

For Government Agencies  
and Contractors

## Improve Service Management / Help Desk Support Skills with A+ Certification



Government agencies and contractors use CompTIA A+ certification to ensure IT employees have the critical, foundation-level knowledge and skills to excel in their jobs.

### WHAT A+ CERTIFICATION MEANS

CompTIA A+ vendor- neutral certification demonstrates an individual's comprehension of hardware, software, operating systems, system troubleshooting, technology repair, networking, mobility, security and operational procedures.

### DIRECTIVE 8570.01-M

The U.S. Department of Defense (DoD) recognizes CompTIA A+ certification for information assurance technicians and managers under DoD Directive 8570.01-M.

### MAPPED TO NICE

CompTIA A+ maps to the Customer Service and Technical Support specialty area of the framework developed as part of the National Initiative for Cybersecurity Education (NICE).

### HIRING TOOL

Simplify hiring and recruiting by including A+ certification as a requirement and increase the likelihood of hiring the right personnel.

### ENHANCED PERFORMANCE

CompTIA A+ certified professionals outperform those without certification in critical, job-related activities.\*

### LOYAL WORKFORCE

84% of certified workers stay with their current employer, giving you the long-term benefits of a skilled workforce.\*\*

### VALUABLE EMPLOYEES

92% of military supervisors regard certification as important in setting a baseline of expertise among staff.\*\*\*

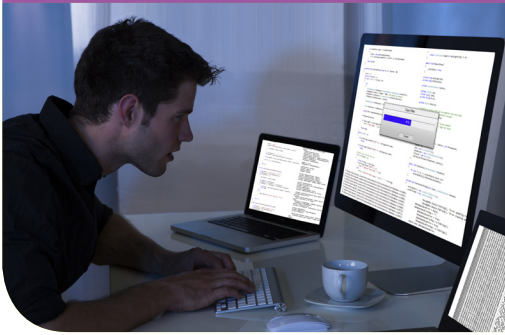
CompTIA A+ certified staff have 25% more core domain knowledge than those with the same experience but without a CompTIA certification.

-IDC WHITEPAPER, 2014

### DoD Approved IA 8570.01-M Baseline Certifications

IAT Level I	IAT Level II	IAT Level III
A+ Network+ SSCP	GSEC Security+ SSCP	CASP CISA CISSP (or Associate) GCIH
IAM Level I	IAM Level II	IAM Level III
CAP GSLC Security+	CASP CAP GSLC	CISM CISSP (or Associate)
		GSLC CISM CISSP (or Associate)
IASAE Level I	IASAE Level II	IASAE Level III
CASP CISSP (or Associate)	CASP CISSP (or Associate)	CISSP - ISSEP CISSP - ISSAP

# CompTIA A+® Certification for Government Agencies and Contractors



## Additional Benefits of a Certified Staff

- Better able to understand new or complex technologies
- More insightful problem solving
- Ability to finish projects on time/within budget
- More confident communication skills

## Verified Technical Support Skills

Candidates earn the CompTIA A+ certification by passing two CompTIA A+ exams: 220-901 & 220-902. Both exams include **multiple-choice and performance-based** questions that require candidates to solve real-world problems. These exams demonstrate skills and knowledge in:

- **Security:** Supporting and securing access to data by properly using authentication, access control and encryption for an organization.
- **Networking:** Applying core concepts and protocols such as IPv4, IPv6, DHCP, and subnet mask to set up and support wired and wireless networks.
- **Operating Systems:** Working with mobile, server and traditional operating systems, from Android and iOS to Windows and Linux.
- **IT Operations:** Utilizing the basics of virtualization, cloud computing, and desktop imaging and deployment to support today's IT infrastructures.
- **Troubleshooting:** Following and using decision trees for diagnosing, resolving and documenting common hardware and software issues across a variety of devices.
- **Technical Support:** Applying principles of customer service in IT issue resolution.

### PREPARING TODAY'S IT PROS FOR TOMORROW'S TECHNOLOGY

CompTIA A+ is developed and maintained by leading IT experts. A+ covers the increased diversity of knowledge and complexity that challenge today's IT Pros.

### HOW TO GET YOUR EMPLOYEES A+ CERTIFIED



#### 1. Choose a training option

- CompTIA CertMaster
- Instructor-Led
- Self-Study



#### 2. Get familiar with the exam

- Download the exam objectives
- Review sample questions from the exam



#### 3. Test

Locate a Pearson VUE testing center near you and take the A+ exams



“Whenever we bid on projects in the federal sector, certifications mean a lot. The Department of Defense already recognizes CompTIA certifications, so we are looked on a little more favorably than our competitors who don't have certifications.”

DAVID LUNDGREN,  
DEFENSE CONTRACTOR,  
IRON BOW  
TECHNOLOGIES

Over 1,000,000 hold  
A+ certification,  
including thousands of  
government IT workers  
and contractors.

Learn more: [Certification.CompTIA.org/aplus](https://Certification.CompTIA.org/aplus)



CompTIA is the world's largest provider of vendor-neutral certifications. CompTIA certifications are developed with the support of leading technology companies and organizations, and validated by industry experts around the world.