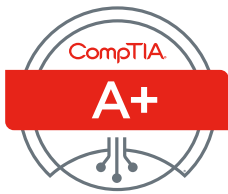


A+

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 are proven problem solvers and have the critical, foundation-level knowledge and skills to excel in their jobs.

WHAT A+ CERTIFICATION MEANS

CompTIA A+ vendor-neutral certification is the preferred qualifying credential for technical support and IT operational roles.

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more.

WHAT'S IN THIS VERSION?

The new CompTIA A+ Core Series: Core 1 (220-1101) and Core 2 (220-1102) includes expanded content on the growing areas of the IT support role including:

- A general expansion of baseline security topics core to the IT support role
- A dramatically different approach in defining competency in operational procedures
- Broadened networking and device connectivity

IN DEMAND

CompTIA A+ ranked 7th in U.S. job listings showing the certification is required or recommended for potential candidates.*

VALUABLE EMPLOYEES

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

DIRECTIVE 8140/8570

The U.S. Department of Defense (DoD) recognizes CompTIA A+ certification for information assurance technicians under DoD Directive 8140/8570.

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).

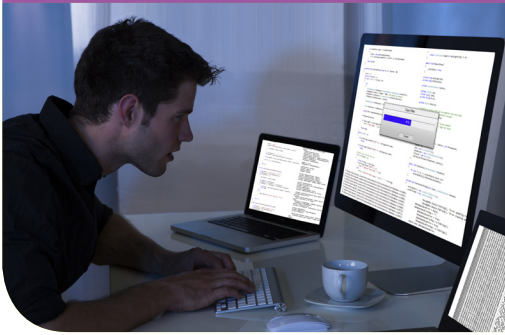
“CompTIA certifications have not only boosted my salary, but have allowed me to progressively advance in my career as an IT professional.”

- ROBERT KOSYDAR,
SERVER SYSTEMS
ADMINISTRATOR,
U.S. DEPARTMENT
OF DEFENSE

DoD Approved IA 8140/8570 Baseline Certifications

IAT Level I	IAT Level II	IAT Level III
A+ Network+ SSCP	CySA+ GSEC Security+ SSCP	CASP+ CISA CISSP (or Associate) GCIA
IAM Level I	IAM Level II	IAM Level III
CAP GSLC Security+	CASP+ CAP GSLC CISM CISSP (or Associate)	GSLC 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



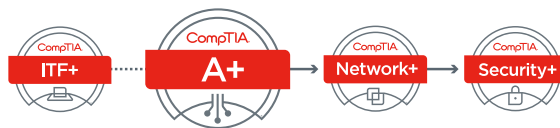
Top A+ Job Titles

- Service Desk Analyst
- Help Desk Tech
- Technical Support Specialist
- Field Service Technician
- Associate Network Engineer
- Data Support Technician
- Desktop Support Administrator
- End User Computing Technician
- Help Desk Technician
- System Support Specialist

Verified Technical Support Skills

Both CompTIA A+ exams include *multiple-choice and performance-based* questions that demonstrate skills and knowledge in:

- **Security:** Demonstrate baseline security skills for IT support professionals, including detecting and removing malware, addressing privacy concerns, physical security and device hardening.
- **Best Practices:** Implement basic data backup and recovery methods and apply data storage and management.
- **Operating Systems:** Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software.
- **IT Operations:** Configure and support PC, mobile and IoT device hardware, including components, connectors and peripherals.
- **Troubleshooting:** Solve core service and support challenges while applying best practices for documentation, change management, and the use of scripting in IT support
- **Technical Support of Basic IT Infrastructure:** Includes endpoint management, advanced device connectivity troubleshooting, and basic networking.



HOW TO GET YOUR EMPLOYEES A+ CERTIFIED



1. Choose a training option

- CompTIA CertMaster
- Instructor-Led
- Self-Study with Official CompTIA Content
- Go to certification.comptia.org/training



2. Get familiar with the exam

- Download the exam objectives
- Review sample questions from the exam
- Visit Certification.CompTIA.org/aplus



3. Test

- Locate a Pearson VUE testing center near you and take the A+ exams
- Visit home.pearsonvue.com/test-taker.aspx

Learn more: Certification.CompTIA.org/aplus



“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 1,100,000 hold
A+ certification,
including thousands of
government IT workers
and contractors.



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.