



# CompTIA A+® Overview

*"From Xerox's standpoint, CompTIA A+ eliminates the basics and allows an individual to be a well-rounded tech."*

Aaron Woods  
Xerox

*"CompTIA A+ certification is a requirement of Ricoh's career ladder for our direct service professionals and we strongly encourage CompTIA A+ certification for our indirect partners. End-users (customers) are more knowledgeable today about the IT industry and therefore have much more confidence in a technician with CompTIA A+ certification."*

Beverly Patterson  
Ricoh

*"If a technician has CompTIA A+, it guarantees to their employer that they have the basics - installing, troubleshooting, software, hardware and soft skills. It covers all the knowledge a beginning tech needs and it gives them quite an advantage over those who are not certified."*

Amy Proveniers  
Dell

*"CompTIA A+ certification builds credibility with our customers. It gives them the confidence that we have the right knowledge."*

Bill Woodard  
Sharp Electronics

## CompTIA A+ Certification

Technology and the role of the computer support professional are always changing. CompTIA recognizes this evolution by continually reviewing the content of our credentials to ensure they retain their currency to meet the needs of your business and the evolving role of the IT worker.

The role of the IT worker and the expectations for the entry-level technician have grown beyond base technical aptitude. For example, the ability to provide superior customer service and communicate effectively has become critical as they are often the first point of customer contact in an organization. In addition, IT workers must have an increased awareness of and ability to address security issues.

At the same time, there has been a refinement of IT technician roles, such as remote/call center technicians and bench/depot technicians. While IT technician roles share a common core of required skills and knowledge, there is enough uniqueness that a "one size fits all" credential is no longer the most appropriate way to validate skills.

As a result, CompTIA A+ has been updated to reflect both the changes in technology since the last update in 2003 and the unique requirements of evolved IT worker job roles. The goal is to ensure that this benchmark credential remains current and relevant, offering the most value to the candidate, employer and overall market.

CompTIA A+ formerly consisted of one exam focused on hardware technologies and concepts and another on operating systems technologies and concepts. These two skill categories remain the foundation for the technical skills and knowledge needed by entry-level IT workers. However, as technologies, businesses, working environments and customers have evolved, so have the necessary skills of the IT worker. The exam updates reflect the demand for IT workers with a well-rounded skill set.

The updated offering still consists of two tests. However, both include hardware and operating system concepts along with additional domains such as security, safety and environmental issues and communication and professionalism. This structure validates both the knowledge and application of concepts and skills identified by subject matter experts as necessary for entry-level IT workers. The updated core offering fits most, but some job environments may require validation of a different set of skills. In recognition of the evolution of the entry-level IT professional, the updated CompTIA A+ now offers alternative validation paths for specific job scenarios.





The updated CompTIA A+ is in direct response to market needs, and has been validated by comprehensive industry research. We completed focus groups including large and small employers, educators, certified candidates and prospects, followed by a large scale global survey.

The updated credential validates the latest skills needed from today's computer support professionals. CompTIA A+ remains a skills benchmark that provides an entry point into an IT career and the industry standard to validate foundational skills. It also simplifies the professional development program for employers by allowing individuals to grow their careers into a specific area.

The design of the offering allows CompTIA to provide additional validations as the industry and the workforce continue to evolve. Possible areas include additional job roles, industries, technologies or regulations. CompTIA credentials are evolving along with the requirements of the industry and employers. The model allows for easy adaptation to the future changes in the needs of employers and the workforce.

e-mail: [questions@comptia.org](mailto:questions@comptia.org)

### CompTIA A+ Essentials

CompTIA A+ Essentials validates knowledge of basic computer hardware and operating systems, covering skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventive maintenance, with additional elements of security and soft skills. The Essentials Exam validates the basic skills needed by any entry-level service technician regardless of job environment.

### CompTIA A+ 220-602

The CompTIA A+ 220-602 exam is targeted for individuals who work or intend to work in a mobile or corporate technical environment with a high level of face-to-face client interaction. Examples job roles include: Enterprise Technician, IT Administrator, Field Service Technician, PC Technician. Ideally, the CompTIA A+ 220-602 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essentials and exam 220-602 will be CompTIA A+ certified with the *IT Technician* designation.

*Individuals in careers that require IT knowledge outside of the formal IT job role, such as SMB office manager, technical sales roles or other non-technical roles that require understanding of computer repair issues may also find the validation of skills associated with the CompTIA A+ credential to be valuable.*

### CompTIA A+ 220-603

The CompTIA A+ 220-603 examination is targeted for individuals who work or intend to work in a remote-based work environment where client interaction, client training, operating system and connectivity issues are emphasized. Example job roles include: Remote Support Technician, Help Desk Technician, Call Center Technician. Ideally, the CompTIA A+ 220-603 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essentials and exam 220-603 exams will be CompTIA A+ certified with the *Remote Support Technician* designation.

### CompTIA A+ 220-604

The CompTIA A+ 220-604 examination is targeted for individuals who work or intend to work in settings with where hardware related activities are emphasized. Example job roles include: Depot Technician, Bench Technician. Ideally, the CompTIA A+ 220-604 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essentials and exam 220-604 exams will be CompTIA A+ certified with the *Depot Technician* designation.

