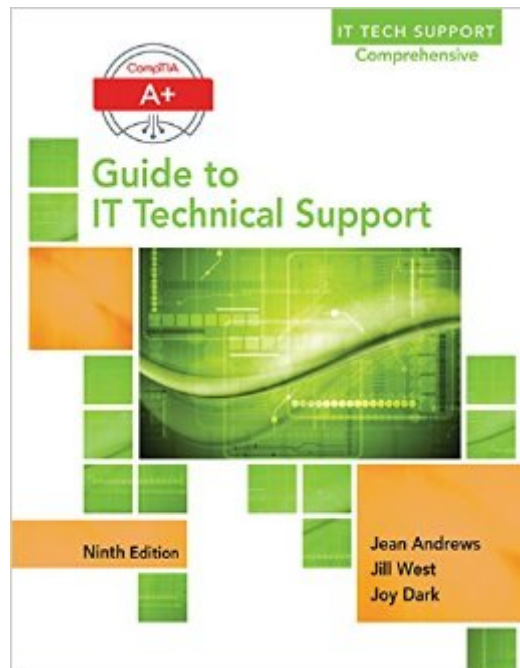


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A+ Guide To IT Technical Support (Hardware And Software)



Synopsis

This step-by-step, highly visual text provides a comprehensive introduction to managing and maintaining computer hardware and software. Written by best-selling author and educator Jean Andrews, *A+ Guide to IT Technical Support*, 9th Edition closely integrates the CompTIA+ Exam objectives to prepare you for the 220-901 and 220-902 certification exams. The new Ninth Edition also features extensive updates to reflect current technology, techniques, and industry standards in the dynamic, fast-paced field of PC repair and information technology. Each chapter covers both core concepts and advanced topics, organizing material to facilitate practical application and encourage you to learn by doing. The new edition features more coverage of updated hardware, security, virtualization, new coverage of cloud computing, Linux and Mac OS, and increased emphasis on mobile devices. Supported by a wide range of supplemental resources to enhance learning with Lab Manuals, CourseNotes online labs and the optional MindTap that includes online labs, certification test prep and interactive exercises and activities, this proven text offers students an ideal way to prepare for success as a professional IT support technician and administrator.

Book Information

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Success. Text features coverage of new topics for the 220-901 exam, such as updated hardware including UEFI firmware, new processors, sockets, display devices, virtual printing, wearable

technologies, phablets and mobile device accessories, and digital security enhancements. Icons and Features Identify Content On Certification Exams. Special icons and features throughout the text make it easy to identify content covered on the CompTIA A+ 220-901 and 220-902 certification exams, allowing students to focus their efforts effectively when reviewing for the exams.

Learning Tools Help You Master the Material. Learning tools and special features help students master the material, including Applying Concepts, Key Terms, Reviewing the Basics, Thinking Critically, Hands-On Projects, and Real Problems, Real Solutions. Quickly Identify Relevant Topics. A unique A+ Table of Contents allows students to quickly identify topics relevant to the CompTIA A+ exams and determine where those topics are covered within the text.

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