



# 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

\* Source: IDC Whitepaper, 2014

\*\* Source: CompTIA 2nd Annual IT Career Insights Study

\*\*\* Source: CompTIA Military Career Path

# 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

The CompTIA A+ certification exams include *hands-on, performance-based questions* that require successfully operating in a simulated environment.

### CompTIA A+ CERTIFICATION EXAMS (220-801, 220-802)

CompTIA A+ certification requires passing two exams:

- CompTIA A+ 220-801 covers the fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware, and basic networking.
- CompTIA A+ 220-802 covers the skills required to install and configure PC operating systems, as well as configuring common features (such as network connectivity and email) for mobile operating systems Android and Apple iOS.
- Each exam is 90 questions maximum.
- Each exam is 90 minutes in length.
- Passing score: CompTIA A+ 220-801: 675 (on a scale of 900); CompTIA A+ 220-802: 700 (on a scale of 900)

### GET YOUR EMPLOYEES A+ CERTIFIED NOW!

1. Prepare with instructor-led training, books, e-learning, boot camps, practice tests and more.  
Go to [Certification.CompTIA.org/training](https://Certification.CompTIA.org/training)
2. Locate one of over 6,000 Pearson VUE testing centers to register and take the A+ exam.  
Go to [home.pearsonvue.com/test-taker.aspx](https://home.pearsonvue.com/test-taker.aspx)

*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.



“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