Operational Procedures

CompTIA A+ certification, Core 1 (220-1201) and Core 2 (220-1202)

21% of the exam · 10 exam objectives · 220-1202

Operational Procedures is how a technician works, not only what is fixed: documentation and ticketing, change management, backup and recovery, safety, and environmental controls (4.1 to 4.5), then policy, privacy and licensing, professionalism with customers, scripting basics, remote access and AI concepts (4.6 to 4.10). The common thread is doing the job in a way that is recorded, approved, safe, legal and respectful, and that can be checked afterward.

You should be able to: A technician plans to push a new PowerShell script that remaps network drives on every office PC during the weekend maintenance window. Name one change management element to prepare beforehand, the file extension of the script, and one scripting risk to test for.

Every exam objective: the key point and the trap

4.1 Given a scenario, implement best practices associated with documentation and support systems information management.

A ticket holds user information, device information, a description of the issue, a category, a severity and an escalation level.

Trap: Confusing severity with category, or treating escalation as a way to close a ticket faster rather than a hand-off to the right skill level.

4.2 Given a scenario, apply change management procedures.

Change management follows documented business processes so every change is requested, assessed, approved, carried out and confirmed the same way.

Trap: Treating end-user acceptance as an approval step before implementation, or calling any urgent-feeling request an emergency change to skip review.

4.3 Given a scenario, implement workstation backup and recovery methods.

A full backup copies all selected data and clears the archive bit. It is the slowest to take and the simplest to restore.

Trap: Mixing up which type clears the archive bit, and so picking the wrong set of backups for a restore.

4.4 Given a scenario, use common safety procedures.

ESD straps, connected to ground, and ESD mats keep the technician and the work at the same potential so static does not discharge into components.

Trap: Choosing an ESD precaution when the question asks what to do first; disconnecting power comes before anything else.

4.5 Summarize environmental impacts and local environment controls.

A material safety data sheet (MSDS) explains how to handle, store and dispose of a product such as a solvent or toner.

Trap: Believing a surge suppressor keeps equipment running during a blackout; only a UPS supplies power when the mains fails.

4.6 Explain the importance of prohibited content/activity and privacy, licensing, and policy concepts.

Incident response for prohibited content: stop, preserve the scene, document, and inform management, who involve law enforcement as necessary. Never delete, copy around or investigate on your own.

Trap: Deleting the content to be helpful. It destroys evidence and can make the technician part of the problem.

4.7 Given a scenario, use proper communication techniques and professionalism.

Present a professional appearance that matches the environment: formal where required, business casual where that is the norm.

Trap: Choosing the answer that fixes the problem fastest when the question is about communication. On these items the professional behavior is the key.

4.8 Explain the basics of scripting.

Script file types: .bat (Command Prompt batch), .ps1 (PowerShell), .vbs (VBScript through Windows Script Host), .sh (Unix shell such as Bash), .js (JavaScript), .py (Python).

Trap: Confusing .vbs and .js, or .sh and .bat. Tie each extension to the interpreter that runs it.

4.9 Given a scenario, use remote access technologies.

RDP gives a graphical Windows desktop (TCP 3389). Do not expose it directly to the internet: use a VPN or gateway and Network Level Authentication.

Trap: Picking RDP or VNC when the task needs only a command line, or picking a VPN when the task is to control a desktop.

4.10 Explain basic concepts related to artificial intelligence (AI).

Application integration builds AI features into existing software, such as a ticketing system that summarizes tickets.

Trap: Treating AI output as reliable because it is fluent. Confidence is not accuracy.

Key terms

CMDB: Configuration Management Database

SLA: Service-level Agreement

GFS: Grandfather-Father-Son

ESD: Electrostatic Discharge

UPS: Uninterruptible Power Supply

PII: Personally Identifiable Information

EULA: End-user License Agreement

AUP: Acceptable Use Policy

RDP: Remote Desktop Protocol

RMM: Remote Monitoring and Management

ExamDragon, examdragon.com/aplus. Independent exam preparation, written in our own words to the 220-1202 exam objectives. CompTIA and A+ are trademarks of CompTIA, Inc.