

Computer Support Specialist Program Alignment – CIP: 11.1006

Effective: Fall 2023
Issued 8/26/21



Certificate A

16-29 Credit Hours

CompTIA A+

- Core 1 (current exam objectives)
- Core 2 (current exam objectives)

Certificate B

30-44 Credit Hours

- Certificate A requirements
- One of the following:
 - CompTIA Network+
 - CompTIA Server+
 - CompTIA Security+
 - CompTIA Cloud+

Certificate C

45-53 Credit Hours

- Certificate B requirements
- One additional from the following:
 - CompTIA Network+
 - CompTIA Server+
 - CompTIA Security+
 - CompTIA Cloud+

A.A.S.

60-68 Credit Hours

Computer Support Specialist Degree

- Certificate C requirements
- Minimum of 15 Credit Hours of General Education

Required Courses within Program

Required CompTIA Courses: **6 credits:**

CompTIA A+ Core 1 3 credits

CompTIA A+ Core 2 3 credits

Agreed upon Computer Specialist Courses* 9-12 credits:

CompTIA Network+ 6 credits

CompTIA Server+ 6 credits

CompTIA Security+ 3 credits

CompTIA Cloud+ 3 credits

Support Courses* **3 credits:**

Introduction to Computer and Applications 3 credits

Course list sequence has no implication on course scheduling by colleges.

Institutions may add additional competencies based on local demand.

Competencies identified within the Agreed Upon Courses and/or Support Courses represent opportunities for articulation with K-12.

**Institutions may utilize existing like course titles for the Agreed Upon Courses and Support Courses that adhere to the agreed upon course lengths and competency areas.*

Notes

Specifics pertaining to Computer Support Specialist programs:

1. Graduates are prepared to take the following Computing Technology Industry Association (CompTIA) exams:
 - CompTIA A+ Exam
 - A minimum of two of the following:
 - CompTIA Network+ Exam
 - CompTIA Security+ Exam
 - CompTIA Server+ Exam
 - CompTIA Cloud+ Exam
2. Educational competencies align with the CompTIA certification exam objectives.

Network+

Computer Network courses that prepare students for the CompTIA Network+ Exam.

Competency areas:

1. *Network Concepts*
2. *Network Installation and Configuration*
3. *Network Median Topologies*
4. *Network Management*
5. *Network Security*

Server+

Computer Server courses that prepare students for the CompTIA Server+ Exam.

Competency areas:

1. *System Hardware*
2. *Software*
3. *Storage*
4. *IT Environment*
5. *Disaster Recovery*

Security+

Computer Security courses that prepare students for the CompTIA Security+ Exam.

Competency areas:

1. *Network Security*
2. *Compliance and Operational Security*
3. *Threats and Vulnerabilities*
4. *Application, Data and Host Security*
5. *Access Control and Identity Management*
6. *Cryptography*

Cloud+

Cloud courses that prepare students for the CompTIA Cloud+ Exam.

Competency areas:

1. *Prepare, test, deploy, maintain, and secure cloud systems*
2. *Design a secure network for cloud deployment*
3. *Determine CPU, memory sizing, and storage requirement for cloud deployment*
4. *Analyze workload characteristics to ensure successful migration to the cloud*
5. *Implement backup, restore, and business continuity measures*
6. *Analyze cloud systems for required performance, anomalies, and growth forecasting*
7. *Troubleshoot deployment, capacity, automation, orchestration issues, connectivity, and security issues*

