Lion 101: OS X Support Essentials 10.7

Course Summary

Description

OS X Lion Support Essentials is a three-day, hands-on course that provides an in-depth exploration of troubleshooting on OS X Lion. This course is designed to give you a tour of the breadth of functionality of OS X Lion and the best methods for effectively supporting users of OS X Lion systems. The course is a combination of lectures and hands-on case study exercises that provide practical real-world experience.

Objectives
At the end of this course, students will be able to:

- Understand the troubleshooting process and how to become more efficient with available tools and resources
- Understand OS X 10. Lion features in depth, including how to find additional information
- Prepare for Apple Certified Support Professional certification

Topics

- Installation
- User Accounts
- File Systems
- Data Management
- Applications and Processes
- Network Configuration
- Network Services
- Peripherals and Printing
- System Startup

Audience

This course is designed for help desk specialists, technical coordinators, service technicians, and others who support Mac users, technical support personnel in businesses that use Macs, technical coordinators or power users who manage networks of computers running OS X, such as teachers and technology specialists who manage networks or computer labs.

Prerequisites

Students should have knowledge of OS X and basic computer navigation.

Duration

Three days

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