OS X Support Essentials (Lion 101)

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.

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 for general productivity or creative design
- Technical coordinators or power users who manage networks of computers running Mac OS X — such as teachers and technology specialists who manage classroom networks or computer labs

Prerequisites

Before taking this course, students should have knowledge of OS X and basic computer navigation.

Duration

Three days