



Intro to Mac OS X v10.4 for Technical Professionals

An introduction to Mac OS X for IT Professionals.

What you will learn

- The fundamentals of Mac OS X
- How to work with applications
- How to work with the command line interface
- Basic troubleshooting techniques

Course Description

Introduction to Mac OS X for Technical Professionals is a one-day preliminary course for those new to Mac OS X who need to prepare for Mac OS X Support Essentials or other technical Mac OS X training courses. This course focuses on getting to know the foundations of Mac OS X, with topics ranging from efficient window and application management to customization and an introduction to command-line administration.

In addition to the instructional content provided during the hands-on portion of the class, attendees receive a copy of the self-paced Learning Center. The Learning Center contains tutorials and movies introducing topics such as: how Mac OS X works, the step-by-step troubleshooting process, and how to become more efficient with troubleshooting tools.

Who Should Attend?

This class is for those new to the Mac OS X platform who need to obtain the skills to support other Mac OS X users. This could include entry level IT personnel in businesses that use Mac OS X systems for general productivity or creative design, service technicians who support Mac OS X customers, and technical coordinators or power users who manage networks of Mac OS X systems for their organization—such as teachers and technology specialists who manage a classroom network or computer labs.

Fact Sheet

Introduction to Mac OS X v10.4 for
Technical Professional

To Register

To register for an Apple Training course, please visit train.apple.com or call 800-848-6398. To schedule an onsite course at your organization's location, please call 800-848-6398 or email abouttraining@apple.com.

Apple Training Center Course
Order number D3483Z/A

Onsite Course
Order number D3485Z/A

Coordinated Onsite Course
Order number D3484Z/A

Prerequisites

- Practical working knowledge of computers

Course Outline

Topic	Description
Morning Session Getting to Know the Mac OS X User Interface	Learn Mac OS X basics. Learn to customize system-wide preferences and user preferences. Learn how common applications integrate with each other. Learn to manage multiple applications and multiple windows within applications. Learn to use the Mac OS X help system.
Afternoon Session Learning to Manage Your Mac	Learn the basic principles of file sharing, command-line administration, and working with multiple users. Learn to install applications from disk images. Learn basic troubleshooting techniques.

For More Information

Please visit www.apple.com/training or call 800-848-6398 for more information about all Apple Training courses and certification programs.