

# Mac OS X Support Essentials v10.5 - Leopard 101



Authorized  
Training Center



## Course Description

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

## Who Should Attend

- 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

## What You Will Learn

- The troubleshooting process and how to become more efficient with available tools and resources
- Mac OS X v10.5 features in depth, including how to find additional information
- How to prepare for Apple Certified Support Professional Certification

## Topics

- Installation and Initial Setup
- User Accounts
- File Systems
- Data Management and Backup
- Applications & Boot Camp
- Network Configuration
- Accessing Network Services
- Providing Network Services
- Peripherals & Printing
- Startup Process

## Build credibility and get Certified.

Demonstrate your knowledge of managing and troubleshooting computers running Mac OS X v10.5. The Apple Certified Support Professional (ACSP) 10.5 certification is granted on successful completion of the Mac OS X Support Essentials v10.5 exam.

*Students should have the following prerequisite knowledge prior to attending this course:*

- Basic Mac OS X knowledge
- Basic troubleshooting experience
- Good understanding of the English language

*This course will be taught in English with English OSX and English text books*

**College of MultiMedia is an Apple Authorized Training Center offering courses that are part of the official 'Apple Pro Training Series': Professional Applications, System and Server Training. For beginner: Mac OS X and iLife courses. Please visit our website for a complete course overview. [www.cmm.nl](http://www.cmm.nl)**



## Mac OS X Support Essentials v10.5

Duration:	3 days
Time:	10.30 hrs. tot 17.30 hrs.
Price	€ 950,- (including lesson material and lunch)*

\* The course fee must to be paid prior to the first course day.