



Yosemite 101

OS X Support Essentials 10.10

OS X Yosemite Support Essentials is a three-day course that gives you a tour of OS X Yosemite and covers the best ways to support OS X Yosemite users. The course includes lectures and hands-on exercises that provide real-world experience.

Who Should Attend

- Help desk specialists, technical coordinators, technical support personnel, service technicians, technology specialists, power users, teachers, and others who support Mac users in educational or business organizations
- Technical coordinators, teachers, or power users who manage computer networks or computer labs that run OS X

What You'll Learn

- The OS X Yosemite troubleshooting process
- How to use OS X Yosemite tools and resources to troubleshoot OS X Yosemite
- OS X Yosemite features and functionality, including how to find more information about OS X Yosemite
- How to prepare for Apple Certified Support Professional (ACSP) 10.10 certification

Prerequisites

- OS X knowledge and basic computer navigation skills

Course Outline

Part 1: Installation and Configuration

- Install OS X Yosemite
- Setup and Configuration
- OS X Recovery

- OS X Software Updates

Part 2: User Accounts

- User Accounts
- User Home Folders
- System Security
- Keychain Management

Part 3: File Systems

- File Systems and Storage
- FileVault
- Permissions and Sharing
- File System Troubleshooting

Part 4: Data Management

- Hidden Items, Shortcuts, and File Archives
- System Resources
- Metadata and Spotlight
- Time Machine

Part 5: Applications and Processes

- Application Installation
- Document Management
- Application Management and Troubleshooting

Part 6: Network Configuration

- Network Essentials
- Advanced Network Configuration
- Network Troubleshooting

Part 7: Network Services

- Network Services
- Host Sharing and Personal Firewall

Part 8: System Management

- Peripherals and Drivers
- Print and Scan
- System Troubleshooting

How to Register

Check the [training schedule](#) for a list of courses available at one of the worldwide [Apple Authorized Training Centers](#).

Get Certified

Demonstrate your knowledge by passing the OS X Support Essentials 10.10 exam and earning [Apple Certified Support Professional](#) (ACSP) 10.10 certification.

Learning Options

The book for this course is [OS X Support Essentials 10.10: Supporting and Troubleshooting OS X Yosemite](#) by Kevin M. White and Gordon Davisson. Use coupon code PP-APL-DISC to save 30 percent.

Yosemite 201

OS X Server Essentials 10.10



OS X Yosemite Server Essentials is a three-day course that's designed to give technical coordinators and entry-level system administrators the skills, tools, and knowledge they need to implement and maintain a network that uses OS X Server for Yosemite. Students learn how to install and configure OS X Server to provide network-based services, such as file sharing and web and wikis. Tools for efficiently deploying and managing OS X are also covered. The course is a combination of lectures and hands-on exercises that provide real-world experience.

Who Should Attend

- Help desk specialists, technical coordinators, and entry-level system administrators who implement and maintain networks using OS X Server

What You'll Learn

- The features and functionality of OS X Server for Yosemite
- How to configure essential services on OS X Server for Yosemite
- How to use OS X Server tools to monitor and troubleshoot services
- Effective use of OS X Server to manage a small network of Mac computers and users
- How to manage access to files and services
- How to prepare for Apple Certified Technical Coordinator (ACTC) 10.10 certification

Prerequisites

- Understanding of OS X
- Experience with OS X in a network environment
- Basic OS X troubleshooting experience or completion of the [Yosemite 101 course](#)

Course Outline

Part 1: Configuring and Monitoring OS X Server

- Installing OS X Server
- Providing DNS Records
- Exploring the Server App
- Configuring SSL Certificates
- Using Status and Notifications
- Backing Up OS X Server

Part 2: Configuring Accounts

- Managing Local Users
- Configuring Open Directory Services
- Managing Local Network Accounts

Part 3: Managing Devices with Configuration Profiles

- Configuring OS X Server to Provide Device Management
- Managing with Profile Manager

Part 4: Sharing Files

- Configuring the File Sharing Service
- Defining File Access

Part 5: Implementing Deployment Solutions

- Leveraging NetInstall
- Caching Content from Apple
- Implementing the Software Update Service

Part 6: Providing Network Services

- Offering Time Machine Network Backup
- Providing Security via the VPN Service
- Providing DHCP
- Hosting Websites

Part 7: Using Collaborative Services

- Providing Mail Service
- Configuring the Wiki Service
- Implementing the Calendar Service
- Managing the Contacts Service
- Providing the Messages Service

How to Register

Check the [training schedule](#) for a list of courses available at [Apple Authorized Training Centers](#) worldwide.

Get Certified

Demonstrate your knowledge by passing the OS X Server Essentials 10.10 exam and the OS X Support Essentials 10.10 exam to earn [Apple Certified Technical Coordinator](#) (ACTC) 10.10 certification.

Learning Options

The book for this course is [OS X Server Essentials: Using and Supporting OS X Server on Yosemite](#) by Arek Dreyer and Ben Greisler. Use coupon code PP-APL-DISC to save 30 percent.