



Mavericks 101

OS X Support Essentials 10.9

OS X Mavericks Support Essentials is a three-day, hands-on course that provides an in-depth exploration of troubleshooting on OS X Mavericks. This course is designed to give students a tour of the breadth of OS X Mavericks and the best methods for effectively supporting users of OS X Mavericks systems. The course is a combination of lectures and hands-on exercises that provide 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 Mac computers
- 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

What You'll Learn

- The troubleshooting process and how to use tools and resources
- Features and functionality of OS X Mavericks, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.9 certification

Prerequisites

- Knowledge of OS X and basic computer navigation

Course Outline

Part 1: Installation and Configuration

- Install OS X Mavericks
- 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 2
- Permissions and sharing
- File system troubleshooting

Part 4: Data Management

- Hidden items and shortcuts
- System resources
- Metadata and Spotlight
- File archives
- 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 for registration at [Apple Authorized Training Centers](#) worldwide.

Get Certified

Demonstrate your knowledge by passing the OS X Support Essentials 10.9 exam and earning [Apple Certified Support Professional](#) (ACSP) 10.9 certification.

Learning Options

The book for this course is [OS X Support Essentials 10.9: Supporting and Troubleshooting OS X Mavericks](#) by Kevin M. White and Gordon Davisson. Use coupon code PP-APL-DISC to save 30 percent.