

Technology Services

Introduction

Meet Your Instructor
Course Overview
How to Succeed in this Course
Installing Necessary Applications

Meet Your Instructor

Lecture

Meet Your Instructor

▪ Drew Smith

- Founder, CEO of Automata Technology Services LLC
- Supporting Apple Devices in Business and Academic Settings for over 25 Years!
- Authored books on Apple Platform Management and have taught on Udemy since 2019.
- Hobbies Include...
 - Building iOS and Apple Watch games... **thanks to Udemy courses!**
 - Movies and Films, Video Games, Music



Course Overview

Lecture

Course Overview

- ✦ Who is this course for?
 - ✦ IT Professionals who are studying to pass the **Apple Device Support Professional** certification exam.
 - ✦ IT Professionals getting started with supporting Apple devices.
 - ✦ Level 1 IT Help Desk staff learning the basics of supporting Apple platforms and end-users.
 - ✦ Apple enthusiasts looking to learn more about how their devices work.

Course Structure

MDM & Apple
Services

iOS / iPadOS
iPhone &
iPad
Hardware

macOS
Apple Silicon
Mac
Hardware

Accessibility

Exam Prep

Lesson Structure

Deep Dive Podcast (review)

Quiz

Homework Assignment

Reading Material & Apple KBs

Practical Exercise - Follow Along

Lesson Topic - Lecture or Demo

System & Hardware Requirements

- ✦ iPhone or iPad capable of running iOS 18.
 - ✦ If the device can run Apple Intelligence, that's a bonus but not required.
- ✦ Mac capable of running macOS 15 - Sequoia.
 - ✦ Ideally it should be an Apple Silicon Mac.
- ✦ Apple Configurator for Mac.
- ✦ Required Cables / Adapters.

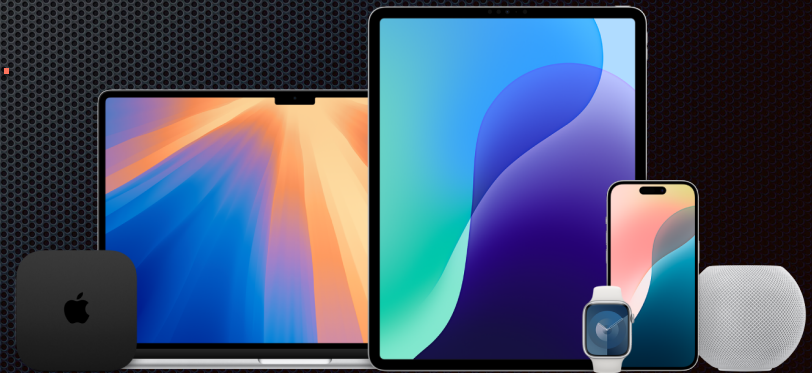


Image courtesy of Apple Inc

How to Succeed in this Course

Lecture

How to Succeed

- ✦ Studying for the Apple Exam is a “contact sport”!
- ✦ You can’t learn by ‘osmosis’.
- ✦ Set aside enough time.
- ✦ Complete the assignments...even the annoying ones.
- ✦ Pass the quizzes before moving on.
- ✦ Take the practice exams.
- ✦ Review the Deep Dive podcasts.

Installing Apple Configurator

Practical Exercise