Intro to Mac OS X v10.4 for Technical Professionals

Course Pre-Assessment Guide

To get the most out of the three-day Mac OS X Support Essentials and other technical Mac OS X courses, you need to know your way around the Mac OS X interface. While courses such as Mac OS X Support Essentials and Mac OS X Server Essentials teach you to support and troubleshoot Mac OS X and Mac OS X Server, they presume that you're an experienced Mac OS X user.

But what if you're not an experienced Mac OS X user? Introduction to Mac OS X for Technical Professionals helps you fill that gap.

Introduction to Mac OS X for Technical Professionals is a one-day preliminary course intended for IT professionals who are new to Mac OS X. If you need more experience using the Mac OS X interface before you attend the Support Essentials class, this course is for you.

To determine if you can benefit from this one-day introductory course, simply answer the following questions.

YES	NO	
❑	❑	Do you know exactly what's happening as your Mac starts up?
❑	❑	Do you know how to find out what hardware/software reside on your Mac?
❑	❑	Can you get to your Mac's serial number without crawling under a table?
❑	❑	Do you know how to update your Mac to the latest version of Mac OS X?
❑	❑	Do you know your way around the Mac OS X menu bar?
❑	❑	Can you glance at the Dock and see what applications are running?
❑	❑	Do you know which application can't be closed—and why not?
❑	❑	Can you find the Apple menu?
❑	❑	Do you know how to hide an open application without minimizing it?
❑	❑	Do the words "Exposé," "Safari," and "iChat" ring a bell?
❑	❑	Do you know how to change your Mac's system preferences? User preferences? Application preferences?
❑	❑	Do you know what to expect when you click a window's "optimize" control?
❑	❑	Can you scroll through an application's open windows?
❑	❑	Can you use the Mac's one-button mouse to get to contextual menus?
❑	❑	Do you know what to do with the Mac's Command and Option keys?
❑	❑	Do you know why the Mac keyboard has two non-identical Delete keys?
❑	❑	Are you aware of the function of the Control key on a Mac?
❑	❑	Can you use a window's resize corner?
❑	❑	Do you know the difference between "Close" and "Quit"?
❑	❑	Do you know how to set up your Mac to share files with other computers?
❑	❑	Can you set up your Mac so others can use it (but still keep your files private)?
❑	❑	Can you use the command line for simple tasks?
❑	❑	Can you list some easy troubleshooting steps? Do you know where to look for help from Apple if you need it?

Did you answer "No" to many of these questions? If so, you should take Introduction to Mac OS X for Technical Professionals, which will help you get up to speed with Mac OS X.