Apple Certified Support Professional

Apple Support Essentials is a 60 hour, hands-on professional development course which provides an in-depth exploration of installation, configuration, support, and troubleshooting of OS X Yosemite. The course is designed to give students a detailed tour OS X Yosemite and methods for effectively supporting users of OS X Yosemite systems. The course is a combination of lectures and hands-on exercises.

The course is designed as a preparation for the Apple Certified Support Professional (ACSP) 10.10 certification

Who Should Attend:
- 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.
- Help desk specialists, technical coordinators, service technicians, and others who support Mac users.
- Technical support personnel in businesses that use Mac computers.

Apple Certifications For Reference:

[Table of required exams and recommended preparation]

http://training.apple.com/certification/osxyosemite

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