



Apple iServices

Apple Certified Technical Coordinator Certification

Key Features

- Low-cost, comprehensive, job-related certification for Macintosh technical coordinators
- Self-paced, self-directed career development path
- Valuable tool for assessing the technical skills of consultants, current staff, or new employees
- Available at all Prometric testing centers throughout the United States and Canada

Apple Certified Technical Coordinator (ACTC) certification verifies a foundation in Mac OS X and Mac OS X Server features and use, and an ability to configure key services, perform basic troubleshooting, and assist end users with essential Mac OS X and Mac OS X Server capabilities.

Benefits of certification

Certification from Apple offers assurance that you have the requisite knowledge and skills to perform certain tasks on a specific release of Mac OS X or Mac OS X Server. For consultants and technical staff, certification is a great way to measure your knowledge and confirm that you are technically up to date, and is also a useful tool for marketing your skills. For IT managers, certification is a useful means of ensuring that your staff or consultants are using the latest Apple technology in the most efficient and effective ways.

Who should seek this certification?

The ACTC certification is intended for Macintosh technical coordinators tasked with maintaining a modest network of computers. Typical technical coordinators are power users in larger organizations who manage networks of Macintosh systems—such as teachers and technology specialists who manage a classroom network or computer lab, or help desk personnel in businesses using Mac systems for general productivity or creative design.

Requirements for ACTC

Candidates for the ACTC certification are required to pass two exams:

- *The Mac OS X Administration Basics Exam* covers the fundamentals of managing a Macintosh running Mac OS X (version 10.0), including
 - Mac OS X installation
 - Multiple users
 - Preferences
 - Files and privileges
 - Networking and Internet access
 - Web and email access
 - Personal file and web sharing
 - Peripheral devices
 - Printing
 - Troubleshooting



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Availability

The ACTC exams will be available in June 2001 in the United States and Canada.

Exam Information

The ACTC certification requires candidates to pass the following exams:

- **Mac OS X Administration Basics Exam**
Prometric exam no. 9L0-500
- **Mac OS X Server Essentials Exam**
Prometric exam no. 9L0-501

To register for an exam, call Prometric toll-free at 888-APL-EXAM (888-275-3926).

Recommended Courses

The following Apple iServices courses are highly recommended to help you prepare for ACTC exams:

- **Mac OS X Administration Basics**
Order no. D1596LL/A
- **Mac OS X Server Essentials**
Order no. D1597LL/A

Please visit www.apple.com/iservices/technicaltraining for current schedules, locations, and registration information. To schedule an onsite course at your organization's location, please call 800-848-6398 or email iservices@apple.com.

For More Information

For more information about Apple iServices training and certification, consulting and integration services, and enterprise support, please visit www.apple.com/iservices, call 800-848-6398, or email iservices@apple.com.

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- *The Mac OS X Server Essentials Exam* covers a practical knowledge of Mac OS X Server (version 10.0) features and services, including
 - Mac OS X Server installation
 - Users, groups, and directory services
 - Network, Internet, and Apache web services
 - File sharing, email, and print services
 - Client management using Macintosh Manager and NetBoot
 - Security
 - Troubleshooting
 - Processes
 - Startup and shutdown

An ACTC certification is granted on successful completion of both exams. Certification is valid for a specific version of Mac OS X and Mac OS X Server. Apple iServices will update the exams for major Mac OS X and Mac OS X Server revisions and post a notification on www.apple.com/iservices/technicaltraining.

Exam overview

The computer-based ACTC certification exams are up to 90 minutes in length. Each exam contains 50 to 80 multiple-choice items. Some items are scenario based; that is, you will be given a problem description and asked to analyze the situation and select the appropriate solution. If time permits, you will be able to review your answers and make any desired changes before the exam is scored. On submission, the exam is graded and the recorded score is provided to you. A 15-minute tutorial on the use of the simple test interface will be administered before you take the exam.

Exams are administered by Prometric, a worldwide provider of comprehensive technology-based testing and assessment services, at testing centers located in many cities throughout the United States and Canada.

Preparation

To help you prepare for the exams, Apple iServices recommends and offers the following courses, available at Apple iServices training centers or onsite at your organization's location:

- Mac OS X Administration Basics
- Mac OS X Server Essentials

Apple iServices also provides a Skills Assessment Guide for each exam, which lists the knowledge and skills required to pass the exam. Skills Assessment Guides are posted on the Apple iServices training web pages (www.apple.com/iservices/technicaltraining) concurrent with the start of exam registration.



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