

Outline: SC-SOT-001 (5.4)

| Security Center 5.4 Synergis (Access Control) Operator Training | |
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| Code | SC-SOT-001 (5.4) |
| Duration | 3 hours |
| Target audience | Security Operators, Security Managers |
| Prerequisites | None |
| Objectives | <p>Upon successful completion of this course the participant will be able to:</p> <ul style="list-style-type: none">• Describe the Security Desk interface• Perform basic access control monitoring tasks• Creating customized monitoring tasks• Perform investigation tasks• Export video & snapshots related to access control events• Perform cardholder, visitor and credential management• Analyze access denied events using the access troubleshooter tool• Execute Hot Actions from the Security Desk• Create and save public and private tasks |
| Certification | An participation certificate will be given at the end of this course. |

| Topic | Description |
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| Module 1: Introduction (30 min) | <ul style="list-style-type: none"> • Introduction • System Overview: Security Center Access Control • Overview of Access Control Tasks • Tour of Security Desk |
| Module 2: Security Desk Access Control Monitoring (1 hour) | <ul style="list-style-type: none"> • Logging in to Security Desk • Creating Monitoring Tasks for Access Control • Live monitoring of access control events (Doors, Areas, Cardholders) • Access Control & Video widgets • Alarm & Incident Management for Access Control |
| Module 3: Cardholder, Credential & Visitor Management (30 min) | <ul style="list-style-type: none"> • Managing Cardholder profiles • Managing new and replacement credentials • Visitor Management options |
| Module 4: Access Control Investigation (30 min) | <ul style="list-style-type: none"> • Cardholder & Credential Activity Reports • Door, Area, Elevator Activity Reports • Activity Trail Reports • People counting / Time & Attendance Reports |
| Module 5: Advanced Security Desk features (30 min) | <ul style="list-style-type: none"> • Hot actions & Access Troubleshooter Tool • Saving Public & Private Tasks • Customizing Security Desk |