

Outline: SC-SOT-001 (5.x)

Security Center 5.x Synergis (Access Control) Operator Training	
Code	SC-SOT-001 (5.x)
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
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