

SERVICE OPERATIONS - ACCESS MANAGEMENT (PROCESS)

“Control access, protect data, and ensure that the right users have the right access at the right time.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

Introduction

Access Management is a core process in the ITIL® Service Operation stage, ensuring authorized users can access appropriate services while preventing unauthorized access. This course equips IT professionals with the knowledge and practical tools needed to implement, manage, and improve Access Management as part of a secure and efficient IT service environment.

Objectives

By the end of this course, participants will be able to:

- Understand the purpose, scope, and objectives of Access Management
- Define roles and responsibilities related to access control
- Implement access request handling and lifecycle management
- Integrate Access Management with Information Security and Service Desk functions
- Use tools and automation to streamline access provisioning and auditing

Why Attend

As cybersecurity threats increase, organizations must tightly control who has access to what. This course helps professionals reduce data breaches, improve compliance, and ensure operational continuity through effective access governance.

Target Audience

- IT Support and Service Desk Personnel
- Security Administrators
- Access Managers and Identity Management Professionals
- ITIL® Practitioners
- System Administrators
- Compliance and Risk Officers

Individual Benefits

- Develop a clear understanding of access management in practice
- Enhance your cybersecurity and ITIL® process credentials
- Learn how to integrate access control with service requests
- Increase your career mobility in IT operations and security roles

Organizational Benefits

- Improved user experience through structured access provisioning
- Reduced risk of unauthorized access and insider threats
- Better compliance with regulatory and audit requirements
- Streamlined collaboration between service desk, HR, and security

Instructional Methodology

- Expert-led interactive training
- Process mapping & swimlane exercises
- Case studies from enterprise IT environments
- Access control templates and policy writing
- Role-based simulations and incident scenarios

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules Coffee Breaks: 09:30 & 11:15 Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Access Management

- **Module 1:** ITIL® Overview & Position of Access Management in Service Operations (07:30 – 09:30)
- **Module 2:** Purpose, Scope, Objectives & Policies of Access Management (09:45 – 11:15)
- **Module 3:** Access vs. Identity Management – Key Differences & Synergies (11:30 – 01:00)
- **Module 4:** Stakeholders and Interfaces – Service Desk, HR, Security (02:00 – 03:30)

Day 2: Access Request Fulfillment Lifecycle

- **Module 1:** Request Verification and Approval Processes (07:30 – 09:30)
- **Module 2:** Provisioning Access to Services & Resources (09:45 – 11:15)
- **Module 3:** Monitoring, Logging, and Tracking Access (11:30 – 01:00)
- **Module 4:** Revocation and Suspension of Access Rights (02:00 – 03:30)

Day 3: Role Management and Policy Design

- **Module 1:** Role-Based Access Control (RBAC) and Least Privilege Models (07:30 – 09:30)
- **Module 2:** Designing Access Policies and Documentation (09:45 – 11:15)
- **Module 3:** Mapping Roles to Services and Applications (11:30 – 01:00)
- **Module 4:** Case Study: Implementing RBAC in a Multi-Department Environment (02:00 – 03:30)

Day 4: Integration, Tools & Incident Scenarios

- **Module 1:** Integrating Access Management with HR Onboarding & Offboarding (07:30 – 09:30)
- **Module 2:** Tools: IAM Platforms, AD, MFA, and Cloud Access Control (09:45 – 11:15)
- **Module 3:** Incident Handling: Unauthorized Access & Escalation Protocols (11:30 – 01:00)
- **Module 4:** Simulation: Access Denial and Emergency Overrides (02:00 – 03:30)

Day 5: Governance, Review & Assessment

- **Module 1:** Conducting Access Audits & Compliance Reviews (07:30 – 09:30)
- **Module 2:** KPIs and Metrics for Access Management Performance (09:45 – 11:15)
- **Module 3:** Group Activity: Designing a Complete Access Workflow (11:30 – 01:00)
- **Module 4:** Final Assessment and Wrap-Up (02:00 – 03:30)

Certification

Participants who complete the training and successfully pass the final assessment will receive a **Certificate of Competency in Access Management (Service Operations Process)**, aligned with ITIL® service management frameworks.

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