RSA® Identity Management and Governance Custom End-User Training Service

Solution Description

Executive Overview

The RSA Identity Management and Governance (IMG) platform helps organizations efficiently meet their security, regulatory and business access needs through a collaborative set of business processes. By automating manual tasks, providing evidence of compliance, reducing access-related business risk, and efficiently delivering business access, enterprises can confidently manage, control and enforce access to applications and data across the enterprise and the cloud.

But no matter how good a solution is, your organization will never be able to optimize ROI without your end users understanding your organization’s best practices and procedures and how to use the IMG solution in your environment.

RSA Education Services offers the RSA Identify Management and Governance Custom End-User Training Service to help ensure your organization’s success:

- Compliance – Through training, your End Users learn how to make access decisions while ensuring compliance with controls defined by your organization.
- Access Governance – Trained End Users are able to enforce control over use access and therefore minimize risk to business operations.
- Rapid-time-to-Value – Trained End Users are better equipped to meet your enterprise’s specific IMG requirements.

An RSA Education Services Consultant will work with you and/or Professional Services when configuration of your RSA IMG system is complete. A needs analysis will be performed to define the training’s scope and deliverables to meet your requirements and a project plan and timetable will be designed in collaboration with you.

Concepts and Principles

Tailored to your RSA IMG use case and unique requirements, the audience for this offering are your business end users whose training needs may include but are not limited to the following:

- Logging in and navigating the system
- Performing a Job Change Request
- Entering a New Hire Access Request
- Terminating an Access Request
- Complete other processes as defined per project

Note: This offering is not intended to address the complex tasks associated with implementing, configuring and administering IMG. The RSA IMG Administration course is appropriate for those individuals.
Deliverables

Based on a single use case, this education service provides:

- A scripted PowerPoint slide deck that includes content customized to your environment:
  - Content branded with the organization’s logo and standard .ppt template
  - Unlimited use by the organization for its end users
  - Access to an editable version of the content
- One of three delivery options:
  - **Live, Virtual TTT** - 10 days of custom development, followed by one half-day of instructor-led “Train-the-Trainer” delivered virtually to your training team. Participants can interact via a web session with instructors.
    - Part Number: ED IMG EUTTT 210
  - **E-Learning** – 15 days of custom development that includes a self-paced, SCORM-compliant e-learning module (with audio) with unlimited distribution via your own training site and the convenience of learning at your own pace.
    - Part Number: ED IMG EUELN 210
  - **Instructor-Led** – 10 days of custom development followed by 3 consecutive days of instructor-led training delivered onsite at your location.
    - Part Number: ED IMG EUILT 210

ABOUT RSA

RSA is the premier provider of security, risk and compliance management solutions for business acceleration. RSA helps the world’s leading organizations succeed by solving their most complex and sensitive security challenges. These challenges include managing organizational risk, safeguarding mobile access and collaboration, proving compliance, and securing virtual and cloud environments.

Combining business-critical controls in identity assurance, encryption & key management, SIEM, Data Loss Prevention and Fraud Protection with industry leading eGRC capabilities and robust consulting services, RSA brings visibility and trust to millions of user identities, the transactions that they perform and the data that is generated.