



# Instructor-Led

## Amadeus Office Management and Security Management Certification for Altéa Airlines

These combined courses demonstrates how to manage office configurations using Amadeus Office Management (AOM) and how to set up user access rights in Amadeus Security Management (ASM). Both products control security access to Altéa products for your airline and partners.



On this course, you will learn how to:

- > Navigate both products, AOM and ASM.
- > Configure agency access to Altéa Reservation using secured and controlled environments.
- > Define the security setup for an airline.
- > Identify and apply security elements to allow access to Altéa products.
- > Identify the tasks of the airline administrator.



This course covers the following topics:

In AOM:

- > Create and setup office IDs and office profiles.
- > Create reports and templates for massive actions.
- > Review the user authentication process flow.

In ASM:

- > Define data within the different applications.
- > Create and manage roles specific to your organisation.
- > Allocate and duplicate roles, Access Control Lists, and preferences according to their job functions.
- > Remove access rights, offices, & organisational units.
- > Manage security partnerships between organisations.



**Certification:**  
Yes - pass mark: 85%



**Duration:**  
5 days



**Language:**  
English



**Level:**  
Certification



**Pre-requisite:**  
Yes



**Pework:**  
Yes



### Is this the course for you?

This course is for:

- > Airlines in PSS migration.
- > Airline security administrators who will also manage offices.
- > If you are only interested in AOM, enroll to our 2-day [Amadeus Office Management Certification for airlines](#) course.
- > If you are only interested in ASM, enroll to our 4-day [Amadeus Security Management Certification for Altéa airlines](#) course.



### Things you need for this course

Pre-requisite:

- > Familiarity with airline business processes and task distribution.
- > Practical knowledge of ticketing and refund processes.
- > Basic knowledge of Amadeus Information System pages.

Pework:

To ensure that you are familiar with these products before attending the course, we recommend you complete:

- > [Amadeus Office Management awareness](#) (1 hour)
- > [Amadeus Security Management awareness](#) (1 hour)
- > [Local Security Management](#) (30mins) if your airline uses it.



This course helps you use

- > Amadeus Security Management (ASM)
- > Amadeus Office Management (AOM)



Related courses

- > [Amadeus Reservation and Ticketing Help Desk for Airlines \[Instructor-Led\]](#)



How the course is organised

- > 5 days training



What equipment do you need?

View our [instructor-led requirements](#).



The last few details...

- > To schedule a customised session, please contact: [learning@amadeus.com](mailto:learning@amadeus.com)
- > Last update: July 2024