Haward Technology Middle East

COURSE OVERVIEW HE1359
Supervising Security Operations

Course Title
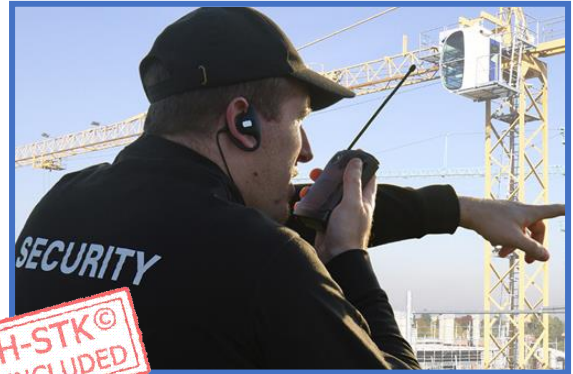Supervising Security Operations

Course Date/Venue
August 25-29, 2025/Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
HE1359

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Certificate in Supervising Security Operations (CSSO). It covers the security operations team roles and responsibilities; the importance of effective security operations management, security risks and threats; the leadership skills for security operations managers; the key leadership qualities for effective security management; the security operations policies; the physical security planning and management; the threats and risks, physical security plan and operations; the security technology and tools; and the incident response planning and management.

During this interactive course, participants will learn the security risks management, personnel security management, crisis management and information security management; the security audit and compliance management strategies; the security incident investigations plan, security awareness and training programs; the vendor and contractor management, physical security operations and information security operations; the security operations reporting and metrics; the security operations budgets, resources and operations planning continuity; the areas for improvement in security operations management; and the plan for ongoing improvement and development.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on supervising security operations (CSSO)

- Discuss security operations team roles and responsibilities including the importance of effective security operations management and security risks and threats

- Employ leadership skills for security operations managers and key leadership qualities for effective security management

- Create and manage security operations policies and monitor and enforce policies

- Apply physical security planning and management and identify threats and risks

- Create and manage physical security plan and operations

- Recognize security technology and tools and apply incident response planning and management

- Employ security risks management, personnel security management, crisis management and information security management

- Carryout security audit and compliance management strategies, security incident investigations plan and security awareness and training programs

- Implement vendor and contractor management, physical security operations and information security operations

- Apply security operations reporting and metrics, managing security operations budgets and resources and operations planning continuity

- Identify areas for improvement in security operations management and develop a plan for ongoing improvement and development

Exclusive Smart Training Kit - H-STK®

Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials conveniently saved in a Tablet PC.

Who Should Attend

This course provides an overview of all significant aspects and considerations of supervising security operations team for security officers and other security staff.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- **BAC**   British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- **IACET**   The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Ahmed Mady is a **Senior HSE Consultant** with over **30 years** of field experience in teaching/training and hands-on experience within the **Oil & Gas** industries. He is well-versed in the areas of **Environmental Management System** (**EMS**), **Management System Auditing**, Occupational Health, Safety & Environment (**HSE**), **Environmental & Waste Management**, Environmental Management & Technology (**EMT**), **Environmental Pollution & Control**, Environmental Impact Assessment (**EIA**), **Waste Management & Environmental Protection**, **HAZMAT**, **HAZCOM**, **Accident & Incident Investigation**, **Emergency Response**, **Hazard** Recognition, **Hazard** Assessment, **Risk Control**, **Risk Monitoring Techniques**, Radioactive Chemicals, **Emergency Procedures**,**PSM**, First Aid & PPE, MSDS, **Chemical Hazards**, **Chemical Monitoring & Protection**, **Chemical Spill Clean Up**, **Strategic Planning**, **Security Management**, **Crisis Management**, **Environmantal** Awareness, Search & Rescue Operations, **HSE Management**, **Risk Analysis** Evaluation & Management, **Security Operations** Management, **Investigation & Security Surveying**, **Security Crisis** Management, **Corporate Security Planning**, **Strategic Analysis**, Strategy Selection & Implementation, Security Policies & Procedures, Logistics Management, Systems Analysis & Design and Organization Procedure Evaluation & Auditing.

During his service, he had been tasked as the **Chief Information Directorate** of the **Ministry of Civil Aviation** and the **Chief Engineering Analyst**, **On-Scene Commander** (**OSC**) **& Incident Commander** (**IC**) in the **Air Force** and was responsible for a team of engineers supporting all engineering studies, modifications, aging studies and maintenance analysis. Being a **Board Member** of the **Aviation Information Technology Center**, he holds control of the overall strategies and procedures for the ministry, contracting for major IT projects, supervising all IS activities in the aviation sector and ensuring quality and success of delivery. He had likewise served as the **Commander** of the **Air Force** and had worked closely with the **Logistics Computer Center** wherein he gave out direction on **Operational & Tactical Logistics Planning** and **Strategic Military Logistics** to numerous high ranking officials, and at the same time **commanding flying Air Force maintenance squadron logistics field activities**. Mr. Ahmed retired in the service as a **Major General**.

Earlier in his career, Mr. Ahmed had occupied several challenging roles with several large Logistics companies as their **General Manager**, **Maintenance Engineer**, **Systems Analyst**, **Training Branch Chief**, **Systems & Communication Engineer**, **Computer Programmer** and **Logistic Instructor**. Moreover, he has worked as the **Project Manager** contracted by **KNPC** for the year 2014-2016 in delivering **Certified Programs** for **Kuwaiti Contractor Employee** (Electrical, Mechanical & Pipefitting, Welding & Fabrication, Process Operator, Instrumentation & Control). Further, he has travelled all over Europe, Asia and the Americas joining numerous conferences and workshops with the **Ministry of Foreign Affairs** and international companies such as **IBM**, **System Science Corporation** (**SSC**) and **International Air Transport Association** (**IATA**).

Mr. Ahmed has a **Bachelor** degree in **Mechanical Engineering**. Further, he has gained **Diplomas** on **Civil Aviation Engineering**, **Islamic Studies** and **Information Systems & Technology**. Moreover, he is a **Certified Internal Verifier** by **City & Guilds Level 4 Certificate** in **Leading the Internal Quality Assurance of Assessment Processes & Practice** and **Certified Assessor** in **Level 3 Certificate in Assessing Vocational Achievement** under the **TAQA Qualification** (**Training**, **Assessment & Quality Assurance**), a **Certified Internal Verifier Level 2 & 3 NVQ Processing Operations: Hydrocarbons** by **the British City & Guilds**, a **Certified Internal Verifier/Trainer/Assessor by the British Institute of Leadership & Management** (**ILM**) and a **Certified Instructor/Trainer**. Further, he has delivered various trainings, workshops and conferences worldwide.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30%   Lectures
20%   Practical Workshops & Work Presentations
30%   Hands-on Practical Exercises & Case Studies
20%   Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:   **Monday, 25th of August 2025**

0730 – 0800	*Registration & Coffee*
0800 - 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	***Introduction to Security Operations Team*** *Security Operations Team Roles & Responsibilities ● Importance of Effective Security Operations Management ● Security Risks & Threats*
0930 – 0945	*Break*
0945 – 1130	***Leadership Skills for Security Operations Managers*** *Key Leadership Qualities for Effective Security Management ● Communication Skills & Styles for Different Situations ● Motivating & Managing Team Members*
1130 – 1245	***Creating & Managing Security Operations Policies*** *Importance of Policies & Procedures for Security Operations ● How to Create & Implement Effective Policies ● Monitoring & Enforcing Policies*
1245 – 1300	*Break*
1300 - 1420	***Physical Security Planning & Management*** *Physical Security Threats & Risks ● Creating a Physical Security Plan ● Managing Physical Security Operations*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2:   **Tuesday, 26th of August 2025**

0730 – 0930	***Security Technology & Tools*** *Evaluating & Selecting Appropriate Technology & Tools for Security Operations ● Managing & Monitoring Security Technology*
0930 – 0945	*Break*
0945 – 1130	***Incident Response Planning & Management*** *Incident Response Process ● Developing an Incident Response Plan ● Managing & Leading Incident Response Teams*

1130 – 1245	**Security Risk Management** *Identifying & Assessing Security Risks ● Developing Risk Management Strategies ● Monitoring & Mitigating Risks*
1245 – 1300	*Break*
1300 - 1420	**Personnel Security Management** *Personnel Security Threats & Risks ● Developing Personnel Security Policies & Procedures ● Managing Personnel Security Operations*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Two*

Day 3: **Wednesday, 27th of August 2025**

0730 – 0930	**Crisis Management** *Crisis Management & Its Importance ● Developing Crisis Management Plans ● Managing & Leading Crisis Response Teams*
0930 – 0945	*Break*
0945 – 1130	**Information Security Management** *Information Security Threats & Risks ● Developing Information Security Policies & Procedures ● Managing & Monitoring Information Security Operations*
1130 – 1245	**Security Audit & Compliance Management** *Security Audits & Compliance Requirements ● Developing Audit & Compliance Management Strategies ● Managing Audit & Compliance Operations*
1245 – 1300	*Break*
1300 - 1420	**Security Incident Investigations** *Developing Investigation Plans ● Managing & Leading Investigation Teams*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Three*

Day 4: **Thursday, 28th of August 2025**

0730 – 0930	**Security Awareness & Training** *Importance of Security Awareness & Training ● Developing Security Awareness & Training Programs ● Managing & Delivering Security Training*
0930 – 0945	*Break*
0945 – 1130	**Vendor and Contractor Management** *Risks Associated with Vendors & Contractors ● Developing Vendor & Contractor Management Policies & Procedures ● Managing Vendor & Contractor Operations*
1130 – 1245	**Physical Security Operations** *Managing Access Control & Surveillance Systems ● Managing Security Personnel ● Managing Response to Physical Security Incidents*
1245 – 1300	*Break*
1300 - 1420	**Information Security Operations** *Managing Access Controls & Security Monitoring Tools ● Managing Security Incidents ● Managing Response to Information Security Incidents*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Four*

Day 5: **Friday, 29th of August 2025**

0730 – 0930	**Security Operations Reporting & Metrics** *Developing Security Operations Reports ● Analyzing and Using Security Operations Metrics*

0930 - 0945	*Break*
0945 – 1130	**Managing Security Operations Budgets & Resources** *Security Operations Budgeting & Resource Allocation ● Developing Budgeting & Resource Allocation Plans ● Managing Security Operations Budgets & Resources*
1130 – 1230	**Continuity of Operations Planning** *Developing Continuity of Operations Plans ● Managing Continuity of Operations Planning & Response*
1230 – 1245	*Break*
1245 - 1400	**Best Practices for Effective Security Operations Management** *Identifying Areas for Improvement in Security Operations Management ● Developing a Plan for Ongoing Improvement & Development*
1400 - 1415	***Course Conclusion***
1415 – 1430	***POST-TEST***
1430	*End of Course*

Practical Sessions
This practical and highly-interactive course includes real-life case studies and exercises:

Course Coordinator
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