



MICROSOFT TRAINING

Best Practices Claims Management Course

*Master best practices in claims management to streamline processes and optimize resolution.
Enhance efficiency in handling and processing claims effectively.*

DURATION

24 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

The Microsoft Best Practices Claims Management Course, offered by Computer Pride, is an intermediate-level program designed to equip IT professionals with the essential knowledge and skills for robust identity and access management within modern enterprise environments. This 24-hour intensive course delves into the intricacies of claims-based identity, a fundamental component of secure and seamless access to applications and resources. Participants will gain a deep understanding of Microsoft's core identity technologies, including Microsoft Entra ID (formerly Azure Active Directory) and Active Directory Federation Services (AD FS), learning how to design, implement, and manage claims policies effectively. The course emphasizes practical, hands-on application of best practices to ensure secure, compliant, and efficient claims issuance and consumption.

Duration	24 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

- 01 **Module 1: Foundations of Claims-Based Identity**
 - Introduction to Claims and Identity Fundamentals
 - Understanding Claims-Based Authentication vs. Traditional Authentication
 - Key Components of a Claims-Based System
 - Benefits and Challenges of Claims Management
 - Overview of Microsoft Identity Platform Evolution
- 02 **Module 2: Microsoft Entra ID and Claims Processing**
 - Microsoft Entra ID as an Identity Provider
 - Configuring Applications for Claims in Microsoft Entra ID
 - Managing User Attributes and Custom Claims
 - Understanding Tokens (SAML, OAuth 2.0, OpenID Connect)
 - Conditional Access Policies and Claims Transformation
- 03 **Module 3: Active Directory Federation Services (AD FS) and Claims Rules**
 - AD FS Architecture and Components
 - Designing and Deploying AD FS Farms
 - Creating and Managing Claims Rules Language (CRL)
 - Attribute Stores and Customizing Claims Issuance
 - Integrating AD FS with Microsoft Entra ID and Third-Party Applications
- 04 **Module 4: Securing and Troubleshooting Claims Environments**
 - Best Practices for Securing Claims Infrastructure
 - Monitoring and Auditing Claims Activity
 - Troubleshooting Common Claims-Related Issues
 - Implementing Multi-Factor Authentication (MFA) with Claims
 - Compliance Considerations (GDPR, HIPAA, etc.) for Claims Management
- 05 **Module 5: Advanced Claims Scenarios and Hybrid Identity**
 - Claims-Based Authorization Strategies
 - Integrating Claims with On-Premises Applications

- Hybrid Identity Design with Claims Synchronization
- Advanced Claims Customization and Automation
- Future Trends in Identity and Claims Management

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Identity & Access Management (IAM) Specialist**
- > **Enterprise Security Architect (focused on Identity)**
- > **Microsoft 365 Security & Compliance Administrator**

FREQUENTLY ASKED QUESTIONS

Q: What specific skills will I gain that are immediately applicable in an enterprise IT role?

Upon completing this course, you will be proficient in configuring custom claims rules in Active Directory Federation Services (AD FS), implementing advanced Conditional Access policies within Microsoft Entra ID, and integrating diverse applications with claims-based authentication. You'll gain practical experience in troubleshooting identity-related issues, securing claims infrastructure, and ensuring compliance, making you an invaluable asset in any organization leveraging Microsoft identity platforms.

Q: What are the prerequisites for enrolling in the Best Practices Claims Management Course?

This intermediate-level course assumes a foundational understanding of Windows Server environments, Active Directory Domain Services (AD DS), and basic networking concepts. Prior exposure to Microsoft Azure or cloud computing principles is beneficial but not strictly required, as core concepts will be reviewed. It's ideal for IT administrators, security professionals, and architects looking to specialize in identity and access management.

Q: How does this course enhance my career in Identity and Access Management (IAM) or cybersecurity?

This course directly elevates your expertise in Microsoft's identity solutions, which are critical for virtually all modern enterprises. By mastering claims management best practices, you'll be uniquely positioned for roles focused on designing and implementing secure authentication and authorization systems. This specialized knowledge can lead to career advancement in roles such as IAM Engineer, Security Consultant, or Enterprise Security Architect, distinguishing you as an expert in a highly in-demand area of cybersecurity.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors

have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke