



2019-052 Annex II

Protection level	<b>LIMITED BASIC</b>
Releasable to	Information stakeholder

## Training Catalogue 2018

Handling instructions for the marking LIMITED BASIC

- Distribution on a need-to-know basis.
- Not to be released outside of the information stakeholders.
- Not for publication.

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## Central System Simulator

**Date:**  
**Group 1**  
10-11 January 2018

**Group 2**  
31 Jan – 1 Feb 2018

**Group 3**  
14-15 February 2018

**Group 4**  
17-18 April 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Eu-LISA Strasbourg,  
France

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### General aim

The aim of the training course is to provide the Member States the global overview of Central System Simulator and to present steps how to install and use it.

### Target Audience

Target group of this training are SIS II IT Operators that are in charge of installing and operating the CSSIM on national side.

### Learning outcomes

After the training the participant is able to:

- install the CSSIM in their national premises
- configure the CSSIM to connect to the National System
- use the CSSIM: Start/stop the simulator, load different DBs, retrieve logs, generate traffic from one other MS

### Outline

The training course last two consecutive days with the following content:

Day 1 – Installation and configuration of CSSIM

- Installation of CSSIM
- Install CSSIM from scratch in a server matching the minimum requirements
- Configuration of CSSIM
- Definition of hosting MS
- Configuration of MS MOM provider
- Connection of the NS to the CSSIM

Day 2 - Usage of CSSIM

- Admin Console (graphical and scriptable interfaces)
- Load of different DBs
- Start/stop CSSIM
- Retrieval of logs
- Generation of traffic from other MS

## Technical prerequisites

For the training work stations are required with the following configuration:

- processor: i3 or i5 with 2-4cores
- memory: 16 GB preferably (maybe 8 - 12 GB can be enough)
- hard disk: 300 GB HDD
- USB port
- administrators rights to be able to install the different components of the CSSIM.

The CSSIM is designed to work in any operational environment as it runs in Virtual Machine. However, the steps and snapshots included in the installation manual have been performed using an Ubuntu 16.04.3 LTS OS. SW pre-requirements are detailed in the installation manual.

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## Webinars for Schengen evaluators

**Date:** *various dates:*

February 28<sup>th</sup>; March 27<sup>th</sup>  
May 25<sup>th</sup>; September 4<sup>th</sup>  
November 5<sup>th</sup>

**Fee:** Free for MS

**Schengen evaluator  
mission experts**

**Language**

English

**Location**

Online

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**Course aim**

Overall aim of 'Webinar for Schengen evaluators' is to provide the team members of the SIS/SIRENE evaluation mission additional information on the evaluated country.

Webinars in 2018 were held about the following countries: Switzerland (February 28<sup>th</sup>), Latvia (March 27<sup>th</sup>), Finland (May 25<sup>th</sup>), Estonia (September 4<sup>th</sup>) and Lithuania (November 5<sup>th</sup>).

**Target Audience**

Schengen evaluation SIS/SIRENE team members (nominated representatives and team leader), COM, JHA Agencies participating to the evaluation mission.

**Outline**

Webinar provides statistical overview of the usage of the SISII (on evaluated country and on European level) including country incidents and observations by eu-LISA Service Desk, overview of SISII architecture and functionalities. Q&A session with eu-LISA experts providing responses to evaluation team members on SISII technical aspects is the concluding part of webinar.

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## VIS: Operational Training – Intermediate Level (L2) (DTPITO)

**Date:** 26 January 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Eu-LISA Strasbourg,  
France

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### Course aim

The aim of the training is to provide a reminder and update of the operational activities, the communication means and the IT Service Management tools with hands-on training.

### Learning outcome

After successfully completed training, the participants will be able:

- To effectively communicate to eu-LISA Service Desk and the Member States SPOC
- Have a good comprehension on VIS Operational Manual
- Will effectively manage the Service Manager 9 features

### Target Audience

The training is addressing the IT Operators actin as Single Point of Contact on their national side, aiming to raise knowledge on VIS operations, Incidents and Standard Request management.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning.

The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle. Instructions for login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.

2. Face to face session – duration: 1 days

3. Voluntary assessment test online

### Content

VIS Operator Manual – highlights and updates  
Incident Management  
Request Fulfilment  
HP SM9 Hands-on Incident and Standard requests management  
Visit to eu-LISA Service Desk

### **Evaluation and certification**

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant will be awarded a certificate **VIS Professional**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### **Prerequisites**

The participants are expected to have work experience (2-4 years) as National System SPOC and (ideally) have attended the Operational Training – Entry Level (L1).

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## SIS II: Operational Training – Entry Level (L1) (DTPITO)

**Date:** 7-8 March 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Eu-LISA Strasbourg,  
France

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### Course aim

Overall aim of 'SISII operational training' is to introduce the SIS II operational system, its technical aspects and provide a detailed overview of the operations.

### Learning outcome

After successful completion, the participant will be able to:

- Define and recognize main elements of SIS II Operational System, including main elements of SIS II
- Describe in more detail eu-LISA ITSM framework, communication channels and operational setup.
- Will have general understanding of Operator Manual

### Target Audience

The training is addressing Level One Operators acting as Single Point of Contacts on their national side, newcomers and candidate Member State representatives using the SIS II.

### Course outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning

The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle.

2. Face to face session – duration: 2 days

3. Voluntary assessment test online

### Pre-course e-learning

- Introduction to SISII
- SISII Basics
- Supporting materials
- eu-LISA



### Face-to-face training

- Introduction to SISII
- Setup of the eu-LISA Service Desk
- SISII IT Service Management
- Incident Management and Escalation Procedure
- SIS Data Consistency Check
- Maintenance Management
- SISII Test activities
- Future Outlook of the SISII
- Service Manager 9 (SM9), hands-on

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant will be awarded a certificate **SIS II Specialist**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### Prerequisites

Good basic knowledge and/or 0-2 years' experience in the field.

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## VIS: Operational Training – Advanced Level (L3) (DTPITO)

**Date:** 21-22 March 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1-2

**Language**  
English

**Location**  
Tallinn, Estonia

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### Course aim

The aim of the training is to improve general usage of VIS system by providing updated information and hands-on experience on VIS technical/business topics.

### Learning outcome

At the end of the training the participant:

- will have comprehensive understanding of eu-LISA Security Management regarding VIS
- will have improved skills in operations of the VIS systems with regard to communications, operational management, and BMS and NIST
- will be well informed of VIS business aspects and the system's evolution

### Target Audience

The training is addressing Single Point of Contact (SPoC) managers, senior operational staff.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning

The training starts with individual e-learning. All the study materials and activities expected to be processed by a participant before the face-to-face trainings are available in eu-LISA Moodle. Instructions how to login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.

2. Face to face session – duration: 2 days

3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to VIS
- VIS Basics
- VIS Operator Manual training
- Service Manager g

- eu-LISA Change Management Process
- Supporting materials
- Self-evaluation tests

### Face-to-face training

- eu-LISA: security, change management procedure in VIS
- VIS Testing
- VIS Incident Management:
  - VIS in Production: Communication with stakeholders
  - VIS in Production: Operational Management
- Effective use of VIS query function
- VIS in Operations:
  - Automated Deletion
  - VIS-BMS (internal) technical architecture
- VIS in Operations – BMS:
  - Best practices: fingerprint collection, verification and identification procedures at consular and border level
  - BMS search results and score details
  - BMS quality checks, scores and the use of the central system quality check functionality
- VIS Business Aspects: VIS data quality, VIS Mail
- The future of VIS: Evolution, VIS recast
- NIST

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant is awarded a certificate **VIS Expert**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### Prerequisites

The participants must have a vast work experience with the operational systems VIS-BMS either at technical or at business level (4-6 years), or are expected to have successfully completed the Operational Training – Intermediate Level course.

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## SIS II: Operational Training - Intermediate level (L2) (DTPITO)

**Dates:** 11 April 2018

**Fee:** Free for MS

**Representatives per  
Member States: 1**

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

The aim of this training is to provide reminder and update of the operational activities, the communication means and the IT Service Management tools with hands-on training.

### Learning outcomes

After successfully completing the training, the participant:

- will be able to effectively communicate to eu-LISA Service Desk and Member States' SPoC
- will have good comprehension SIS II Operator Manual
- will effectively manage SM9

### Target Audience

Member State's SPOCs and eu-LISA SD operators.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning

The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle. Instructions how to login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.

2. Face to face session – duration: 1 day

3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to SISII
- SISII Basics
- SISII Query Overview
- SISII Operator Manual training
- Supporting materials

### Face-to-face training

- eu-LISA Incident Process
- testing campaigns
- eu-LISA Request fulfilment Management process – Standard requests
- SIS II Operator Manual – highlights and updates
- Service Manager g Hands-on exercise
- Visit to Service Desk

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant is awarded a certificate **SIS II Professional**. In case omitting the assessment test, the participant receives a general certificate of attendance.

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## SISII: Operational Training -Advanced Level (L3) (DTPITO)

**Dates:** 23-24 May 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

The aim of the training is to provide advanced knowledge on the operational systems SIS II, in particular on the business and the security aspects.

### Learning outcome

At the end of the training the participant:

- has comprehensive understanding of eu-LISA Security Management
- has general overview of the Automated Fingerprint Identification System (AFIS) and future System developments in general
- has improved skills on operations of the SISII systems with regard to communications and Service Management, SIS II Incident Management, Escalation Procedure and data consistency checks

### Target Audience

Experienced (advanced/senior level) National System administrator/operators with potential for multiplying the learning (train-the-trainer approach). The course is not intended for newcomers and/or junior level operators.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning  
The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle. Instructions how to login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.
2. Face to face session – duration: 2 days
3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA

- Introduction to SISII
- SISII Basics
- SISII Query Overview
- SISII Operator Manual training
- Service manager 9.40
- eu-LISA Change Management Process
- Supporting materials

#### Face-to-face

- SIS II Statistics
- eu-LISA Security Management: BCP Disaster Recovery
- AFIS
- Future development of SISII
- SISII Operations:
  - SISII Testing
  - Communications with stakeholders: principle and requirements
  - Communications with stakeholders: tools
  - SM9 - Service Manager tool presentation
- SISII Operator Manual:
  - SISII Operator Manual Incident Management
  - SISII Operator Manual Escalation Procedure
  - Maintenance
  - Data Consistency Checks (I)
  - Data Consistency Checks (II)
- Member States Forum: Testimonials – Case Studies

#### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant is awarded a certificate **SIS II Expert**. In case omitting the assessment test, the participant receives a general certificate of attendance.

#### Prerequisites

The participants must have a vast work experience with the operational System of SISII either at technical or business level (4-6 years). Level One Operators must have successfully completed the Operational Training – Intermediate Level course.

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## Train the trainers - SIS II, VIS, Eurodac for IT operators (joint course with CEPOL)

**Dates:** 13-14 June 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1-2

**Language**  
English

**Location**  
Tallinn, Estonia

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### Course aim

The aim of the training is to enable participants to acquire knowledge and practical skills to carry out effective professional learning activities.

### Learning Objectives

- To improve skills to identify the characteristics of adult learning and deliver effective learning environments and content for adult learners;
- To enable to acquire the knowledge how to in learning situation (e.g. course, lecture, simulation, discussion), facilitate and moderate learning processes by implementing appropriate learning methods and coaching, regarding the principle of personal responsibility for their own effective learning process, during and after the course.

### Target Audience

Nationally competent trainers/experts who want to increase their competences towards adult training, different approaches to learning, setting objectives, designing evaluation and understanding of ICT supported learning in professional learning.

The course is addressing experienced (advanced/senior level) SIS II, VIS or Eurodac National System administrator/operators with potential for multiplying the learning e.g. train the trainer approach

### Learning outcome

After the training, the participant is able to

- identify the characteristics of adult learning;
- organise effective learning environments for adult learners;
- recognise different approaches to learning;
- know the basics of writing objectives of teaching and learning;
- comprehend ICT supported learning in professional education;
- given a learning situation (e.g. course, lecture, simulation, discussion),
- facilitate and moderate learning processes by implementing appropriate learning methods and coaching, regarding the principle of personal responsibility for their own effective learning process, during and after the course;



- make use of opportunities for continuous quality improvement during the training (e.g.: evaluation, reflection, peer review).

### **Content**

- Principles of adult learning
- Different approaches to learning
- Setting learning and teaching objectives according Bloom's Taxonomy
- ICT supported learning in professional education
- Delivery methods and the effects on methodologies
- Reporting and feedback, evaluation

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## SISII AFIS Training session for MS – Technical Focus

**Date:** 29 June 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

The general aim of the course is to improve knowledge on AFIS within the SIS II context with detailed emphasis on technical aspects.

### Learning outcome

After the training course, the participant has comprehensive overview of AFIS for SIS II, understanding of the AFIS operational architecture, technical aspects of biometrics and new functionalities that AFIS offers.

### Target Audience

The course is targeted to technical teams/operators.

### Outline

- What is the status of legal framework of SIS II?
- What is AFIS for SIS II?
- Biometrics
- Changes on SISII-CS impacting SISII-NS
- New functionalities offered by AFIS
- AFIS operational architecture – Different components deployed

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## SISII AFIS Training session for MS – Management Focus

**Date:** 25 July 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

The general aim of the course is to improve knowledge on AFIS within the SIS II context with detailed emphasis on managerial aspects.

### Learning outcome

After the training course, the participant has a comprehensive overview of AFIS for SIS II, is familiar with the functional aspects of biometrics, and is informed about upcoming project activities and planned evolution of the System.

### Target Audience

The course is targeted to project managers.

### Outline

- What is the status of legal framework of SIS II?
- What is AFIS for SIS II?
- Biometrics (functional)
- New functionalities offered by AFIS
- Upcoming project activities
- Planned evolutions of the System

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## VIS Data Quality – MS end user training

**Date:** 5 Sep 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 2

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

Overall aim of 'VIS Data Quality - MS end user training' is to provide practical expertise and best practices experience of using Article 9 and 10 requirements. In addition, comprehensive overview of LoA will be provided.

### Learning outcome

After completing the course, the trainee will obtain the detailed overview of Article 9 and 10 fields. Practical knowledges on the use of LoA using VIS Mail.

### Target Audience

VIS National System operators

### Outline

- Article 9 and 10 fields
  - What information is expected per field
  - Which of these fields are TransText
  - which data are expected to be stored there per field;
  - which kind of data are problematic for the business (e.g. symbols, wrong entries etc. affecting the SISII checks)
  - which of them are important for the Consultation / notification procedures
  - which of them have to be present before the Consultation / notification procedures are launched
  - VIS Data retention policy
  - Other observations
  - Statistics
- Visa Code Plus
  - The changes (high level)
  - The previous and the future fields
  - Which information has to be entered now
  - Which data have to be corrected and when (taking into account the data retention policy)
  - CT70\_User (EPOL not to be entered in the related fields)
- LoA
  - The current process
  - The future process
  - How the LoA is used by VIS Mail

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## Eurodac: Operational Training – Entry Level (L1) (DTPITO)

**Date:** 12-13 Sep 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

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### Course aim

The aim of the training is to introduce the Eurodac operational system principles, technical aspects and to provide a detailed overview of its operations.

### Learning outcome

After successful completion, the participant will be able to:

- define and recognize main elements of Eurodac Operational System, including main elements of Eurodac architecture and the main business aspects.
- describe more in detail eu-LISA ITSM Framework, communication channels and operational setup.
- have general understanding of Operator manual.

### Target Audience

The training is addressing Level One Operators acting as Single Point of Contact (SPoC) on their National side, Newcomers and System candidate Member State representatives.

### Course outline

The learning process consists of three consecutive steps:

#### 1. Pre-course e-learning

The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle.

#### 2. Face to face session – duration: 2 days

#### 3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to Eurodac
- Eurodac Basics
- Supporting materials

- Self-evaluation tests

### Face-to-face training

- Introduction to Eurodac, architecture, business
- Eurodac eu-LISA obligations/MS obligations
- Eurodac Statistics
- Eurodac Testing campaigns
- Eurodac Operator Manual
- Eurodac Future Outlook
- Eu-LISA ITSM framework/ tools for operational management
- Dublinet
- Security Framework
- Eu-LISA Service Desk Communication Channels
- Service Manager 9: hands-on exercise

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant will be awarded a certificate **Eurodac Specialist**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### Prerequisites

Good basic knowledge and/or 0-2 years' experience in the field.

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## SIS II for SIRENE (joint course with CEPOL)

**Date:** 19-20 Sep 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 2

**Language**  
English

**Location**  
Strasbourg, France

### Contact

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### Course aim

Overall aim of SIS II for SIRENE course is to provide an over-view of eu-LISA and SIRENE relations, of the legal background, SIS II technical topics relative to SIRENE, of the escalation procedure for SIRENE and the role of the SIRENE in eu-LISA change management procedure. Discussion focus topic for this year is Data Quality, appropriate discussion forum will be organised therefore. In addition, course participants will be trained on appropriate training methodology in order to further spread acquired knowledge to the peers (national administrators/operators).

### Learning outcome

After completion of this course, the trainee will be able to:

- outline legal aspects of SIS II and SIRENE
- discuss the SIS II architecture and operations including technical relationship with SIRENE
- Describe recent developments in relation to SIS II and SIRENE;
- Apply effectively data quality measures
- Manage operational issues;
- Recall and Apply training concepts

### Target Audience

SIRENE operators with potential for multiplying the learning (train-the-trainer approach).

### Outline

- eu-LISA, eu-LISA and SIRENE, SISII
- Legal background
- SISII Technical aspects
- SIRENE mail
- Escalation procedure
- SIRENE Functional tests
- SIS II Statistics
- SIS II AFIS
- Recent developments for SIRENE
- Data Quality
- SIRENE in practice, operational issues: Data Quality and lessons learned
- Train the trainer

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## Eurodac/SISII: combatting facilitation of illegal immigration

**Dates:** 25 – 26 Sep 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Tallinn, Estonia

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The main focus of the training is the usage of the Systems entrusted to the Agency: SISII and Eurodac, to offer insight in combatting illegal immigration phenomena.

### Learning outcome

After completion of the training, the participant will have comprehensive knowledge on Eurodac and SIS II on the Systems' legal background, operations and the opportunities offered by the System how it is used in the context of combatting illegal immigration.

### Target Audience

Member States' officers dealing with illegal immigration matters, in particular middle management profiles, investigators of smuggling cases and border police.

### Content

- Empact – FI introduction
- European Policy context on the smuggling of migrants
- Eurodac legal base and new legal proposals
- How does Eurodac work?
- Use of Eurodac at national level
- Case study – use of Eurodac in smuggling cases
- SIS II legal base: current legal base and new proposals
- How does SIS II work
- Austrian experience in smuggling cases and how SIS II could help further



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## Eurodac: Operational Training – Intermediate Level (L2) (DTPITO)

**Dates:** 5 Oct 2018

**Fee:** Free for MS

**Representatives per  
Member States: 1**

**Language**  
English

**Location**  
Strasbourg, France

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The aim of the training is to provide a reminder and update of the operational activities, the communication means and the IT Service Management tools with hands-on training.

### Learning outcomes

After successfully completing the training, the participant:

- will be able to effectively communicate to eu-LISA Service Desk and the Member States' SPOC
- will have good comprehension on Eurodac Operational Manual
- will effectively manage Service Manager 9 features  
Target Audience

### Target Audience

The training is addressing the IT Operators acting as Single Point of Contact (SPoC) on their national side, aiming to raise knowledge on VIS operations and Incidents and Standard Request management

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning
  - The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are be available in eu-LISA Moodle.
2. Face to face session – duration: 1 day
3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to Eurodac
- Eurodac Basics
- Eurodac Operator Manual training
- Service Manager 9
- Supporting materials
- Self-evaluation tests

### Face-to-face training

- Incident Process
- Request fulfilment Process – Standard Requests
- Eurodac Operator Manual – highlights and updates
- SMg and Standard Request Management
- Visit to Service Desk

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers), the participant is awarded a certificate **Eurodac Professional**. In case omitting the assessment test, the participant receives a general certificate of attendance.

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## Eurodac: Operational Training – Advanced Level (L3) (DTPITO)

**Dates:** 29-30 Oct 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The aim of the course is to improve general usage of Eurodac system by providing updated information and experience on Eurodac technical/ business topics..

### Learning outcome

At the end of the training the participant:

- will have has comprehensive understanding of eu-LISA Security Management regarding Eurodac
- will have improved skills in operations of the Eurodac System of communications, operational management
- will be well informed of Eurodac business aspects and the System's evolution

### Target Audience

The training is addressing Single Point of Contact (SPoC) managers, senior operational staff.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are be available in eu-LISA Moodle. Instructions how to login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.
2. Face to face session – duration: 2 days
3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to Eurodac
- Eurodac Basics
- Eurodac Operator Manual
- Service manager 9
- eu-LISA Change Management Process
- Supporting materials
- Self-evaluation tests

### Face-to-face training

- Eurodac and eu-LISA obligations
- Eurodac Statistics
- Eurodac Change Management Procedure
- Future evolutions of Eurodac
- Description of Eurodac (Recast) Functionalities:
  - Basic concepts
  - Search and Use cases
  - Data Use cases
- Eurodac in operations:
  - Certificates/renewal process
  - Operational status (usage trends, errors)
  - Eurodac Documentation
- Dublinet: Technical
- Dublinet: Practical

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant is awarded a certificate **Eurodac Expert**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### Prerequisites

The participants must have a vast work experience with the operational system Eurodac, either at technical or at business level (4-6 years), or are ideally successfully completed the Operational Training – Intermediate Level course (not obligatory).

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## VIS: Operational Training – Entry Level (L1) (DTPITO)

**Date:** 5-6 Nov 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1

**Language**  
English

**Location**  
Strasbourg, France

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The aim of the training is to introduce the VIS operational system principles, technical aspects and to provide a detailed overview of operations

### Learning outcome

After successfully completed the training, the participant will be able:

- to define and recognize main elements of VIS Operational System, including main elements of VIS architecture and its main business aspects.
- to describe more in detail eu-LISA ITSM Framework, communication channels and operational setup.
- will have general understanding of Operator Manual.

### Target Audience

The training is addressing Level One Operators acting as Single Point of Contact (SPoC) on their National side, newcomers and candidate Member States representatives.

### Outline

The learning process consists of three consecutive steps:

1. Pre-course e-learning.

The training starts with individual e-learning. All the study materials and activities expected to process by a participant before the face-to-face trainings are available in eu-LISA Moodle. Instructions for login to the eu-LISA Moodle will be sent via e-mail to the participants one week before the face-to-face training.

2. Face to face session – duration: 2 days

3. Voluntary assessment test online

### Pre-course e-learning

- eu-LISA
- Introduction to VIS
- VIS Basics
- Supporting materials

- Self-evaluation tests

### Face-to-face training

- Introduction to VIS/BMS and VIS mail
- VIS Operations – Communications with stakeholders
- VIS Service Manager g (SMg) – Hands on
- VIS Operations – Monitoring
- VIS Operator Manual
- VIS Escalation and Maintenance Management
- VIS Mail
- VIS – List of Authorities
- Future developments of VIS

### Evaluation and certification

The course ends with online assessment test available in eu-LISA Moodle within one week after the face-to-face training. Following the positive test results (the expected outcome of 80% correct answers) the participant will be awarded a certificate **VIS Specialist**. In case omitting the assessment test, the participant receives a general certificate of attendance.

### Prerequisites

Good basic knowledge and/or 0-2 years' experience in the field.

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## Train the trainers - SIS II, VIS, Eurodac for IT operators (joint course with CEPOL)

**Dates:** 8-9 Nov 2018

**Fee:** Free for MS

**Representatives per  
Member States:** 1-2

**Language**  
English

**Location**  
Tallinn, Estonia

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The aim of the training is to enable participants to acquire knowledge and practical skills to carry out effective professional learning activities.

### Learning Objectives

- To improve skills to identify the characteristics of adult learning and deliver effective learning environments and content for adult learners;
- To enable to acquire the knowledge how to in learning situation (e.g. course, lecture, simulation, discussion), facilitate and moderate learning processes by implementing appropriate learning methods and coaching, regarding the principle of personal responsibility for their own effective learning process, during and after the course.

### Target Audience

Nationally competent trainers/experts who want to increase their competences towards adult training, different approaches to learning, setting objectives, designing evaluation and understanding of ICT supported learning in professional learning.

### Outline

- Principles of adult learning
- Different approaches to learning
- Setting learning and teaching objectives according Bloom's Taxonomy
- ICT supported learning in professional education
- Delivery methods and the effects on methodologies
- Reporting and feedback, evaluation

### Prerequisites

Be an experienced (advanced/senior level) SIS II, VIS or Eurodac National System administrator/operators with potential for multiplying the learning e.g. train the trainer approach

### Content

The content of the course deals with basic aspects of adult education and learning process. More in detail, general overview of different approaches to learning and setting learning and teaching objectives will be provided. New methods in learning, reporting and feedback are also covered.

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## SISII Newcomer Training Programme: IE

**Dates:** 6-7 September 2018

**Fee:** Free for MS

**Representatives per Member State (IE):** 14

**Language**  
English

**Location**  
Strasbourg, France

**Contact**

Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

**Course aim**

Overall aim of 'SISII Newcomer Training: IE' is to provide series of SISII technical base trainings to IRL SISII IT operators in order to support the country to achieve technical readiness for the accession to the System

**Learning outcome**

To receive updated knowledge on usage of the SISII systems from the eu-LISA as well as national perspective. To introduce SIS II architecture, business and operations with insights to change, release, incident and problem management.

**Target Audience**

Advanced SISII IT operators

**Outline**

- Operations management
- Service desk function
- On-site visit, incl. Operations Room
- SIS II Business Management
- SIS II security management
- Data preparation and load
- Change and release management
- Incident and problem management
- Round table presentations
- eu-LISA



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## Schengen evaluation – SIS II and SIRENE (CEPOL)

<b>Dates:</b> 14-18 May 2018	<b>Course aim</b> To strengthen and improve administrative capacities of future leading experts and evaluators for Schengen Evaluation Missions in the field of SIS/SIRENE
<b>Fee:</b> Free for MS	<b>Learning outcome</b> <ul style="list-style-type: none"><li>• Define the key principles of a Schengen Evaluation Mechanism: legal background, stages and key players' roles and competences;</li><li>• Describe the mandate of the Schengen evaluation team in the area of SIS/SIRENE;</li><li>• Apply main principles of leadership and management including cultural awareness, conflict management and cross-cultural competences in the process of Schengen evaluation;</li><li>• Describe how an evaluation mission is prepared and carried out, including drafting the final report;</li><li>• Define the procedures and activities of different stages of the evaluation mission: preparation, performance and follow-up;</li><li>• Define applicable data protection rules in the Schengen Evaluation Missions in the area of SIS/SIRENE.</li></ul>
<b>Representatives per Member State:</b> tbc	
<b>Language</b> English	
<b>Location</b> Lithuania	
<b>Contact</b> Zarko Pasic, eu-LISA Training Coordinator for Member States <a href="mailto:Zarko.PASIC@eulisa.europa.eu">Zarko.PASIC@eulisa.europa.eu</a>	<b>Target Audience</b> Leading experts and evaluators participating in the Schengen Evaluation Missions in the field of police cooperation (relevant security clearance is required)  <b>Prerequisites</b> It is necessary that the participants have to study the documents in advance in order to perform during the course accordingly.  <b>Content</b> <ul style="list-style-type: none"><li>• New Schengen evaluation mechanism (regulation, impact on the evaluation process, approval of reports, approval of recommendations); Elements to be evaluated, types of evaluation mandates; Methodology (gathering and assessment of information, division of tasks), roles, efficiency of evaluation team – expert/s of European Commission (COM);</li><li>• eu-LISA competences and connection to the SIS II – experts from eu-LISA;</li><li>• Leadership module: tasks of the LE before, during and after the mission, Conflict management - experts from COM;</li></ul>

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## EURODAC NAP on site visit - MT

**Dates:** 1 – 2 August 2018

**Fee:** Free for MS

**Representatives from  
Member State:** 5 (MT)

**Language**  
English

**Location**  
Malta

**Contact**

Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

**Course aim**

To strengthen and improve administrative capacities of Eurodac Business Purpose and SteriaNAP by on site visit.

**Learning outcome**

To receive updated knowledge on usage of the Eurodac system from the eu-LISA. To introduce Eurodac architecture, business and operations with insights to change, release, incident and problem management. To Introduce SteriaNAP.

**Target Audience**

Local experts dealing with SteriaNAP and Eurodac business side.

**Prerequisites**

It is necessary that the participants have to study the documents in advance in order to perform during the course accordingly.

**Content**

- Introduction of eu-LISA and EURODAC
- Introduction of EURODAC Central System
- Presentation of SteriaNAP and overview of every functionality
- Configuration and Administration of SteriaNAP
- Troubleshooting
- Hands on exercises.

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## Training for Sirene Officers- Level 1 (CEPOL)

**Dates:** 28-31 August 2018

**Fee:** Free for MS

**Representatives from  
Member State:** 28 MS  
presented (38 number of  
participants).

**Language**  
English

**Location**  
Malta

**Contact**  
European Union Agency  
for Law Enforcement  
Training, email:  
training@cepol.europa.eu

### Course aim

To enhance the knowledge in the areas covered under objectives of new SIRENE operators/prospective SIRENE operators on SIS II and SIRENE work

### Learning outcome

- Participants can recall the SIRENE Manual as well as the articles of the SIS II legal instruments
- Participants may define which kind of information should be provided by means of messages and forms so that colleagues in the other SIRENE Bureaux are enabled to handle specific cases
- Participants can summarise the main procedures for all relevant articles in the SIS II legal instruments
- Participants may apply the SIRENE Manual as well as the articles of the SIS II legal instruments
- Participants can properly identify urgency
- Participants can select the appropriate SIRENE forms and complete them in the correct way
- Participants can complete the forms following the instructions given in DEBS in order to ensure that SIRENE operators in the other Schengen States can process the information
- Participants are aware and can utilise the Fact Sheets following the recommendations provided by the Catalogue on Best Practice in SIS/SIRENE and use the CEPOL Learning Management System (LMS) in the daily work
- Participants may differentiate between work procedures specific to one's own SIRENE Bureau and those specific to the other Schengen States
- Participants can integrate the standard procedures into their daily work
- Participants know about the services offered by eu-LISA in the area of the SIS II including the role of the SIS II Advisory Group and the Change Management Group;
- Participants know about the role of the European Commission and the SISVIS (SIS) Committee.

### Target Audience

- SIRENE officers with at least 6 months experience in SIS and SIRENE related matters

- Officers from non-operational countries involved in the setting-up of their country's SIRENE desks/offices

### **Content**

- Presentations, discussions and workshops on the practical application of the rules emanating from the SIS II legal instruments, the revised SIRENE Manual for SIS II and the latest version of the D.E.B.S. document;
- Presentations, discussions and workshops on the use of the latest version of the Schengen Catalogue of recommendations and Best practices and the fact sheets;
- Awareness presentation about the future of SIS II;
- Presentations, discussions and workshops on the application of the standard SIRENE procedures specific to the different alerts and functionalities;
- Presentations and discussions on the correct use of SIRENE forms;
- Presentations and discussions on data protection and the SISII;
- Presentation on eu-LISA
- Presentation on CEPOL

### **Prerequisites**

It is necessary that the participants have to study the documents in advance in order to perform during the course accordingly.

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## Training for Sirene Officers – level 2 (CEPOL)

**Dates:** 27-30 November  
2018

**Fee:** Free for MS

**Representatives from  
Member State:** 28 MS  
presented (34 number of  
participants).

**Language**  
English

**Location**  
Latvia

**Contact**  
European Union Agency  
for Law Enforcement  
Training, email:  
training@cepol.europa.eu

### Course aim

To support the effective use of biometric data in the SIS and via SIRENE channels in order to enhance security within the Schengen Area

### Learning Objectives

- To support the effective use of identification information and biometric data for cooperation within Schengen on the basis of the SIS II legal instruments, the SIRENE Manual and the Catalogue of Recommendations and Best Practice for SIS/SIRENE in order to enhance security within the Schengen Area.
- To assess the current and future use of fingerprints uploaded in the SIS and SIS AFIS, identify problems, best practices and recommendations on these aspects
- To assess the current and future use of facial images up-loaded in SIS, identify problems, best practices and draft recommendations on these aspects
- To assess the use of DNA for the identification of missing persons, identify problems, best practices and draft recommendations on these aspects.

### Target Audience

- a. SIRENE Officers with at least 5 years' experience in SIRENE work especially in the processing/handling of identification information and biometric data;
- b. SIRENE Officers directly involved in the SIS AFIS project;

### Content

- The current use of biometric data in the SIS and recent changes
- The SIS AFIS Project, State of play and challenges
- Workshops – identification of problems related to the current use of fingerprint data in SIS
- Workshops – identification of problems related to the current use of photographs/facial images in SIS
- The use of biometric data for searching – the SIS AFIS Project and future plans
- The use of DNA data with missing person

### **Prerequisites**

Participants are expected to acquaint themselves well with the provisions regulating use of biometric data in the existent SIS II legal instruments, the SIRENE Manual, the Catalogue of Best Practices, the new SIS proposals and other relevant documents.

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## Webinar: SIS Searches

**Dates:** 3 September 2018

**Fee:** Free for MS

**Representatives from Member State:** 36 participants.

**Language**  
English

**Location**  
Webex

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Course aim

The objective of the webinar is to guide the participants to understand the SISII search engine in details. This includes allowed search types, searchable fields and advanced functionalities of the engine.

### Learning Objectives

- To support the effective use of identification information and biometric data for cooperation within Schengen on the basis of the SIS II legal instruments, the SIRENE Manual and the Catalogue of Recommendations and Best Practice for SIS/SIRENE in order to enhance security within the Schengen Area.
- To assess the current and future use of fingerprints uploaded in the SIS and SIS AFIS, identify problems, best practices and recommendations on these aspects
- To assess the current and future use of facial images up-loaded in SIS, identify problems, best practices and draft recommendations on these aspects
- To assess the use of DNA for the identification of missing persons, identify problems, best practices and draft recommendations on these aspects.

### Target Audience

- a. SIRENE Officers with at least 5 years' experience in SIRENE work especially in the processing/handling of identification information and biometric data;
- b. SIRENE Officers directly involved in the SIS AFIS project;

### Content

- The current use of biometric data in the SIS and recent changes
- The SIS AFIS Project, State of play and challenges
- Workshops – identification of problems related to the current use of fingerprint data in SIS
- Workshops – identification of problems related to the current use of photographs/facial images in SIS
- The use of biometric data for searching – the SIS AFIS Project and future plans
- The use of DNA data with missing person

### **Prerequisites**

Participants are expected to acquaint themselves well with the provisions regulating use of biometric data in the existent SIS II legal instruments, the SIRENE Manual, the Catalogue of Best Practices, the new SIS proposals and other relevant documents.



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## Webinar: EURODAC Basics

<b>Dates:</b> 4 September 2018	<b>Description</b>  This 1 hour webinar will provide an introduction to the Eurodac system. A 45 minute presentation will describe the purpose of Eurodac, its history and architecture. Each of the use cases addressed by the current Eurodac system will be detailed, including a description of how Eurodac processes requests received via the Eurodac interface. Finally, the presentation will outline the future direction of the Eurodac system with respect to the Eurodac "Reform" regulation. This will be followed by a 15-minute question and answer session. To get the most out of the session, participants should ideally have prior exposure to the NIST files/records and fingerprint biometric terminology (e.g. rolled versus plain impressions).
<b>Fee:</b> Free for MS	
<b>Representatives from Member State:</b> 25 participants.	
<b>Language</b> English	
<b>Location</b> Webex	
<b>Contact</b> Zarko Pasic, eu-LISA Training Coordinator for Member States <a href="mailto:Zarko.PASIC@eulisa.europa.eu">Zarko.PASIC@eulisa.europa.eu</a>	

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## Webinar: VIS Business Analytics

**Dates:** 25 May 2018

**Fee:** Free for MS

**Representatives from Member State:** 40 participants.

**Language**  
English

**Location**  
Webex, Mont Blanch(SXB, eu-LISA)

**Contact**  
Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

### Programme

- Data collection and consolidation principles
  - Source VIS data
  - Internal data-warehouse and ETL process
  - Generation of the business analysis report
- The Business Analysis report explained
  - VIS Usage
  - Missing facial-images
  - Missing fingerprints and attachment status
  - FTE warning rate
  - Application management (grouping, linking, biometric copy)
  - Fingerprint usage at the borders
  - Impacting errors
  - Duplication of the LogicalSessionId
  - Presence of the AuthorityUniqueld
  - Performance aspects (average processing time, SLA breaches)
  - Border check rate
  - VIS best-practices
  - VIS article 9/10 data-quality analysis
  - The global scorecard

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## Webinar: VIS ICD

### Description

**Dates:** 14 November 2018

**Fee:** Free for MS

**Representatives from**

**Member State:** 37

participants.

**Language**

English

**Location**

Webex.

**Contact**

Zarko Pasic, eu-LISA

Training Coordinator for

Member States

[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

To give an overview about how the national systems communicate with the VIS central system and the purpose and the structure of the Interface Control Document.

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## Webinar: VIS Search Function

### Description

**Dates:** 15 November 2018

**Fee:** Free for MS

**Representatives from**

**Member State:** 39

participants.

**Language**

English

**Location**

Webex

**Contact**

Zarko Pasic, eu-LISA

Training Coordinator for

Member States

[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

The aim of the webinar is to introduce the “ELISE” search engine, used for searches in VIS; introduce the search profiles available and how to effectively use them; and give an overview of the scoring and ranking mechanism of search results.

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## Webinar: VIS Best Practices

### Description

**Dates:** 15 November 2018

**Fee:** Free for MS

**Representatives from**

**Member State:** 36

participants.

**Language**

English

**Location**

Webex

**Contact**

Zarko Pasic, eu-LISA

Training Coordinator for

Member States

[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

The aim of the webinar is to raise the awareness of the participants of frequent deviations to the VIS transactions executions and processes and the implementation of the he proper processes on the national level.

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## Webinar: SIS Simulator

### Programme

**Dates:** 16 November 2018

**Fee:** Free for MS

**Representatives from  
Member State:** 10  
participants.

**Language**  
English

**Location**  
Webex

### Contact

Zarko Pasic, eu-LISA  
Training Coordinator for  
Member States  
[Zarko.PASIC@eulisa.europa.eu](mailto:Zarko.PASIC@eulisa.europa.eu)

- Simulating “real” traffic between NS & CS.
- Manual alerts through the queues between NS & CS manually.
- Q&A.