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Implementation Report 2019 eu-LISA Training Activities for Member States

February 2020

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Executive Summary

The Implementation Report 2019 gives an overview of training related activities for Member States designed, organised and delivered by eu-LISA in the past year. The principles and objectives of training related activities are defined by the eu-LISA's Training Strategy 2018-2022, whereas the activities are identified in the eu-LISA Annual Work Programme 2019¹.

In 2019 eu-LISA delivered 25 training courses of various scope and format. Face-to-face trainings represent the majority of eu-LISA training courses (64%), followed by webinars (36%) and eLearning courses. The majority of courses were delivered in the field of SIS II (60%), followed by VIS (12%), Eurodac (12%) and horizontal training courses (12%). At the end of 2019, the first awareness session on Entry/Exit System (EES) was delivered.

Furthermore, eu-LISA made strides in strengthening its learning management system (LMS) and the e-learning component of eu-LISA training portfolio. In 2019, there was a 34% increase in the number of LMS user accounts. Twelve e-courses were developed and eleven e-courses were updated and reused. Development and implementation of a fully self-directed e-learning module *SIS & SIRENE Essentials* was an important milestone.

The majority (85.2%) of 623 eu-LISA training participants in 2019 provided their assessment of the learning activities through the training evaluation questionnaires. The average satisfaction rate of eu-LISA trainings in 2019 was 87.8% or 4.39/5 (on the scale of 1-5 in line with the corporate KPI indicators²).

The training courses were delivered by a pool of 51 trainers and experts from eu-LISA, Member States using the systems, the European Commission and the EU JHA Agencies. Ninety-five per cent of participants that provided feedback stated that trainers demonstrated a thorough knowledge and understanding of the training topics.

In 2019, eu-LISA pursued the following priorities in the field of training for Member States:

- Testing and assessment of the new training target group model with SIS II pilot courses. The positive feedback served as a basis for the future application of this model in other systems' training curricula;
- Initiate development of trainings for the new systems: EES pre-deployment curriculum and ETIAS training portfolio for various target groups. New joint

¹ As part of Programming Document 2019-2021.

² eu-LISA Corporate Key Performance Indicators Document (2017-049, adopted by MB on 21 March 2017) set the target level of KPI to be >3, on the scale 1-5; *KPI No 17, Update of eu-LISA Corporate Key Performance Indicators*, Document published in February 2017, p.27.

curriculum for EES was outlined under eu-LISA coordination in cooperation with the partner EU agencies and the European Commission.

In 2019, the Agency continued its fruitful cooperation with the Member States through the activities of the Network of National Contact Points (NCPs), the European Commission and partners from EU JHA Agencies (in particular CEPOL, Frontex and Europol).

Joint trainings were continued to be delivered in 2019, mainly in partnership with CEPOL and Frontex. In the framework of eu-LISA involvement in EMPACT³ (FII – facilitation illegal migration), the Agency organised an awareness raising session on the relevant roles of Eurodac and SIS II. Furthermore, internal exchanges were initiated with EASO on the possible cooperation on Dublinet trainings. eu-LISA also participated in the work of the Training Contact Group of the JHA Agencies coordinating the definition and management of the future Interoperability trainings. Proposed actions will be followed up on during 2020.

³ European multidisciplinary platform against criminal threats

1. eu-LISA training mandate

The eu-LISA's revised Regulation (EU) 2018/1726⁴ reiterates the role of the Agency in performing its tasks in relation to training. More specifically, the Agency shall perform tasks relating to training on the technical use of:

- Art. 3(b): SIS II, in particular for SIRENE staff and training of experts on the technical aspects of SIS II in the framework of Schengen evaluation;
- Art. 4(b): the VIS and training of experts on the technical aspects of VIS in the framework of Schengen evaluation;
- Art. 5(b): Eurodac;
- Art. 6(b): the EES and training of experts on the technical aspects of EES in the framework of Schengen evaluation;
- Art. 7(b): ETIAS and training of experts on the technical aspects of ETIAS in the framework of Schengen evaluation;
- Art. 8(b): DubliNet.

In addition, Article 9 foresees training on the technical use of other large-scale IT systems which the Agency may be entrusted to develop or manage, as referred to in Article 1(5).

eu-LISA implements the mandate in designing, organizing and delivering targeted training programs on the technical subjects for the Member States.

2. General background

The 'Programming Document 2019-2021' outlines in detail the Agency's annual operational objectives, outcomes, targets and performance indicators that contribute to achieving the Agency's main strategic goals, including training activities for the Member States. It also highlights the indicators that will be used to quantify the progress towards the set deliverables.

The provision of systems training to the Member States is an integral activity underpinning the implementation of eu-LISA's Strategic Goal 1: *continue to grow as a contributor to and facilitator of freedom, security and justice policies in Europe*. In this respect, the objective in the field of training is: (to) continuously increase the added value of systems, data and

⁴ OJ L 295, 21.11.2018

technology to stakeholders. Delivery of appropriate systems training to the Member States and other relevant stakeholders is an instrumental action to achieve this objective .

As part of the core business support activities (statutory reporting for systems, external technical training, and technology research) eu-LISA will continue to provide high-quality training on the technical use of the systems under its remit (SIS II, VIS, Eurodac) to the participating national authorities in cooperation with the European Commission, partners from JHA agencies and the Member States. In 2019-2021, special focus is placed on the establishment and subsequent reinforcement of the training portfolio related to the EES and ETIAS. The process of creating this specific training portfolio will involve all relevant stakeholders, in particular Frontex, CEPOL and the European Commission.

The current target group for eu-LISA trainings is comprised of the national IT operators, SIRENE officers and Schengen evaluators and will be further extended with new profiles arising from the new systems. Following the experience obtained in the preparation and delivery of newcomer programmes for Member States joining the systems, the Agency works on preparing tailored accession training programmes in cooperation with other relevant partners. Those programmes will support the Member States in achieving the technical readiness for integration to the systems, and provide further support through the post-deployment phase. If necessary, the Agency may also provide technical training on the systems under its remit to other EU JHA agencies, taking into account the applicable legal framework.

The involvement of eu-LISA will continue in the training activities within the EU Policy Cycle/ EMPACT or similar initiatives related to combatting cross-border crime. In addition, the role of the Agency as an active contributor to the European training landscape, providing training on large-scale IT systems and internal security will continue in the period 2019-2021, following the positive example of eu-LISA's involvement in the EU Strategic Training Needs Assessment, carried out by CEPOL in 2018.

In 2019-2021, the e-learning component of eu-LISA will evolve to reflect the new developments and opportunities in the area of e-learning, and specific curricula needs. The offer of e-learning materials is being further increased, and the introduction of simulation environments is taken into consideration. Initiatives to connect learning management systems and consequently share e-learning products between JHA agencies are being further explored.

3. Statistics on provision of training activities in 2019

eu-LISA fully achieved the set multiannual objectives in designing, organising and providing system technical training courses in 2019. Statistics presented in this section summarize data from the trainee satisfaction surveys, and overall figures on the numbers of participants and representation of the Member States in the training activities.

In 2019 eu-LISA delivered 25 training sessions in various formats, attended by 623 trainees from all EU Member States and Schengen Associated Countries using the systems. In addition, good cooperation with the EU JHA Agencies, especially CEPOL and Frontex, the European Commission as well as the Member States continued in the field of curricula development and delivery. In particular, cooperation in 2019 focused on further enhancing eu-LISA's training portfolio for EES and ETIAS. The first steps were also discussed on the creation of interoperability awareness training sessions in 2020.

The following trainings were delivered in 2019 (in chronological order):

1. VIS Operational Training - Intermediate level (L2)
2. Webinar Schengen Evaluation (CZ)
3. Webinar Schengen Evaluation (PL)
4. VIS Operational Training - Advanced level (L3)
5. Eurodac Operational Training - Entry level (L1)
6. Eurodac Operational Training - Intermediate level (L2)
7. Webinar Schengen Evaluation (SI)
8. SIS II Target group course- SPoC Technical Profile
9. SIS Newcomer Training Program: IE (visit to eu-LISA)
10. Webinar Schengen Evaluation (FR-revisit)
11. Eurodac Operational Training - Advanced level (L3)
12. SIS II for SIRENE⁵
13. Train the Trainer – SIS II, VIS, Eurodac for IT Operators⁶
14. SIS II target Group Course- SIS II Technical Profile
15. Webinar Schengen Evaluation (HU)
16. SIS II Target Group Course - SIRENE Technical Profile
17. Webinar Schengen Evaluation (SK)
18. International Law Enforcement Cooperation and Information Exchange⁷

⁵ The course is organised jointly with CEPOL

⁶ The course is organised jointly with CEPOL

⁷ Contribution to CEPOL course.

19. Schengen evaluation - SIS and SIRENE⁸
20. SIRENE Officers – level 1⁹
21. VIS Newcomer Training Program (visit to eu-LISA): BG/RO/HR/Europol
22. Eurodac and SIS II: role of large-scale IT systems in combatting facilitation of illegal immigration ¹⁰
23. SIS II Target group course- SPoC Technical Profile
24. SIS Newcomer Training Program: Frontex and Europol
25. EES Webinar: Entry/Exist System High Level architecture and implementation roadmap

Out of 25 training courses delivered, seven were webinars and 18 were face-to-face training courses. All face-to-face training courses were supported by e-learning components. Compared to 2018 the number of training events decreased by 36%. The decrease was mainly due to the emphasis placed on the creation of new curricula for EES and ETIAS, as well as the testing of new profile-based training model. New curricula prepared in 2019, together with the existing curricula updates as per the new profile-based approach are expected to result in an increase in the number of training events 2020.

Chart 1: Number and types of courses and attendance from 2016- 2019

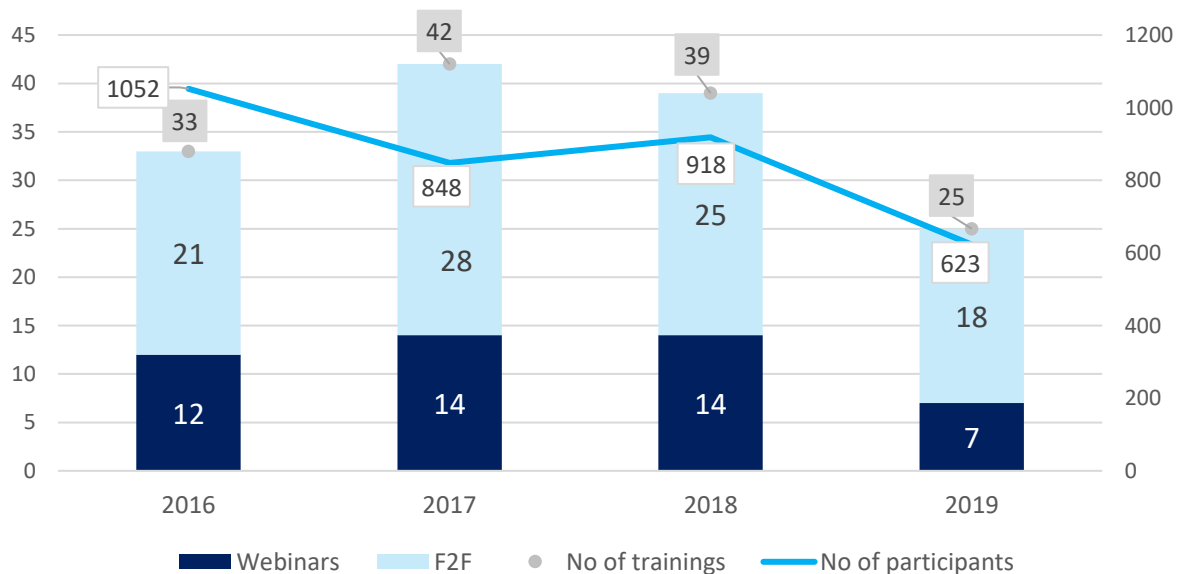


Chart 1 provides a general overview numbers and attendance of trainings delivered in the past four years with a breakdown by type of training. Chart 2 shows the share of training

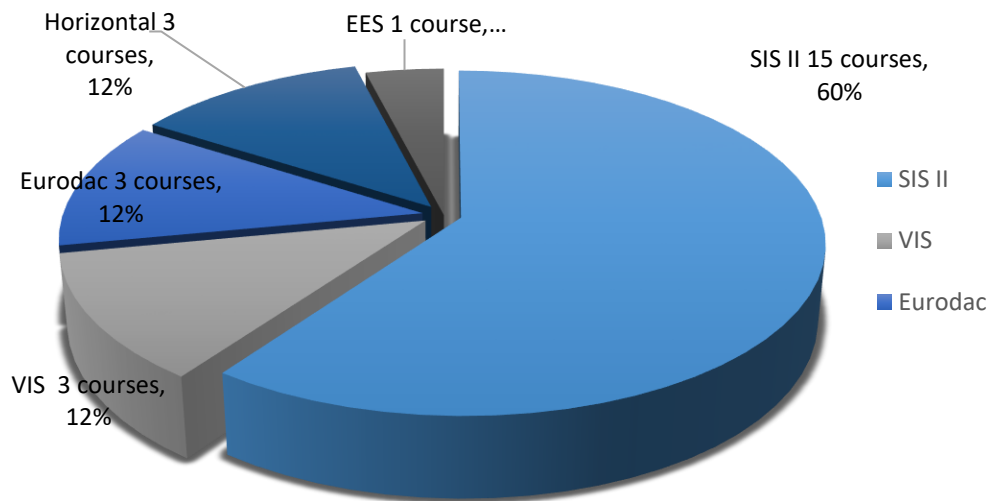
⁸ Contribution to CEPOL course.

⁹ Contribution to CEPOL course.

¹⁰ The course is organised jointly with EMPACT and European Commission.

courses by category/topic. The majority of the training courses were delivered in the field of SIS II (60%), followed by VIS (12%) and horizontal training courses (12%).

Chart 2: Trainings by category/topic



The training mandate of eu-LISA defines the following target groups of the Agency's training portfolio: national IT operators, Schengen evaluators and SIRENE officers. Chart 3 reflects the respective shares of the training courses by target group. The vast majority of the courses were delivered for national IT operators (60%), followed by Schengen evaluators (24%) and SIRENE officers (16%).

Chart 3: Training courses delivered by target groups

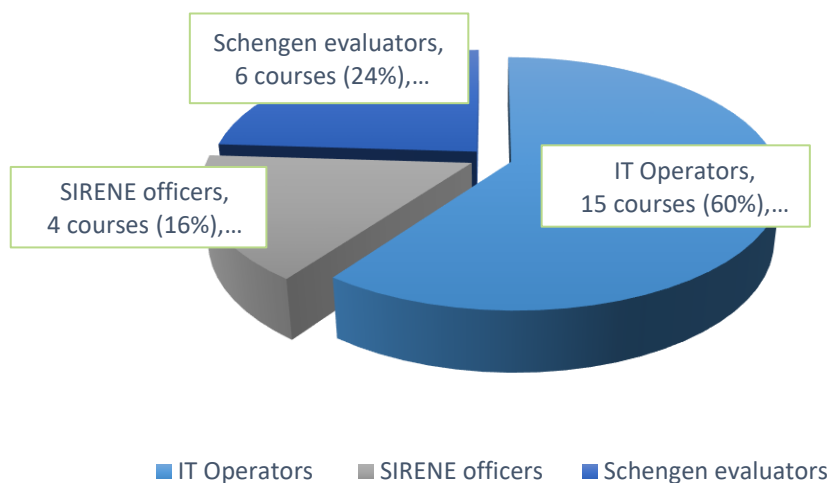


Chart 4 shows the number of attendees in all training activities delivered by the Agency in 2019.

Chart 4: Number of participants in training courses in 2019

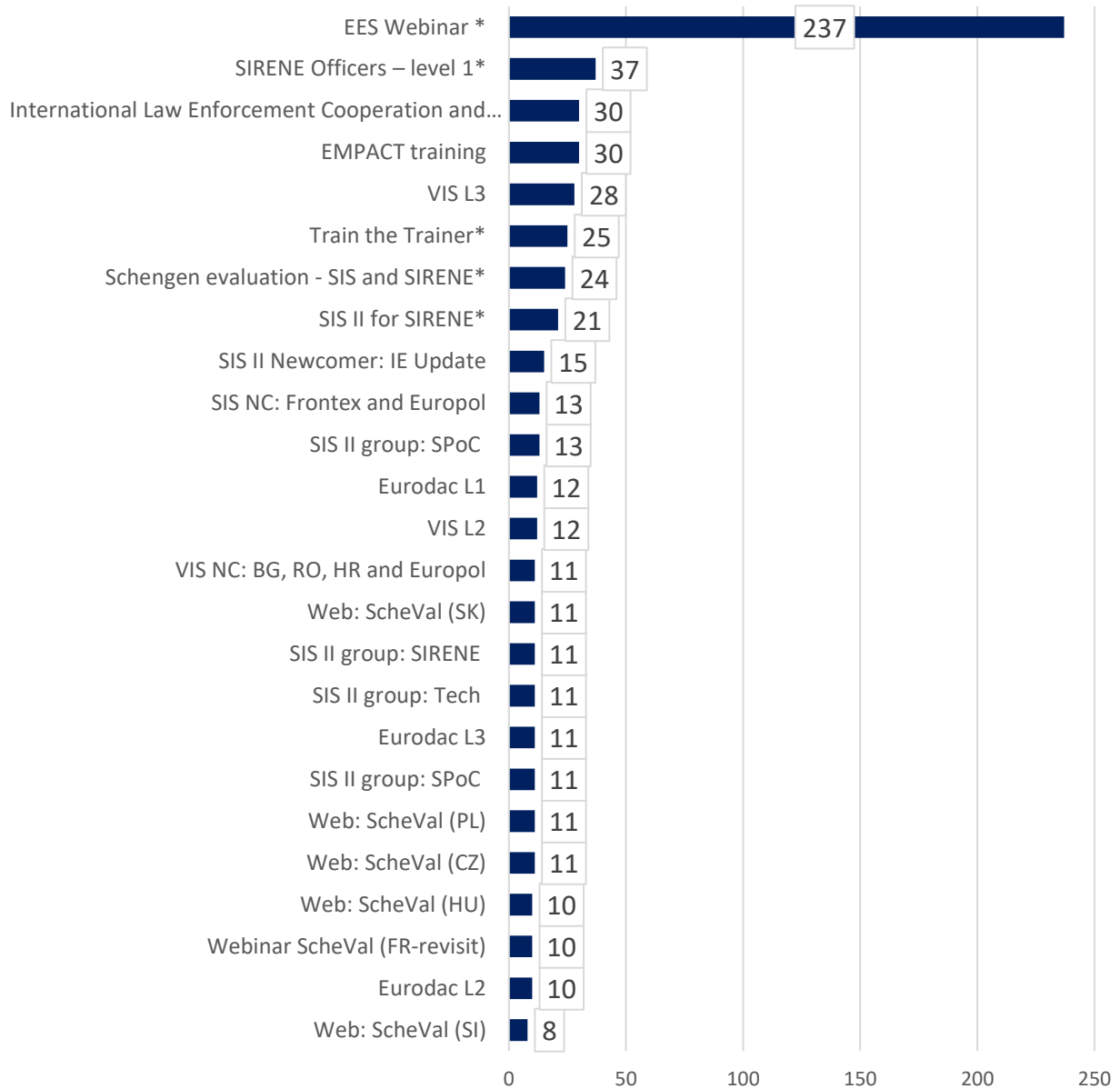
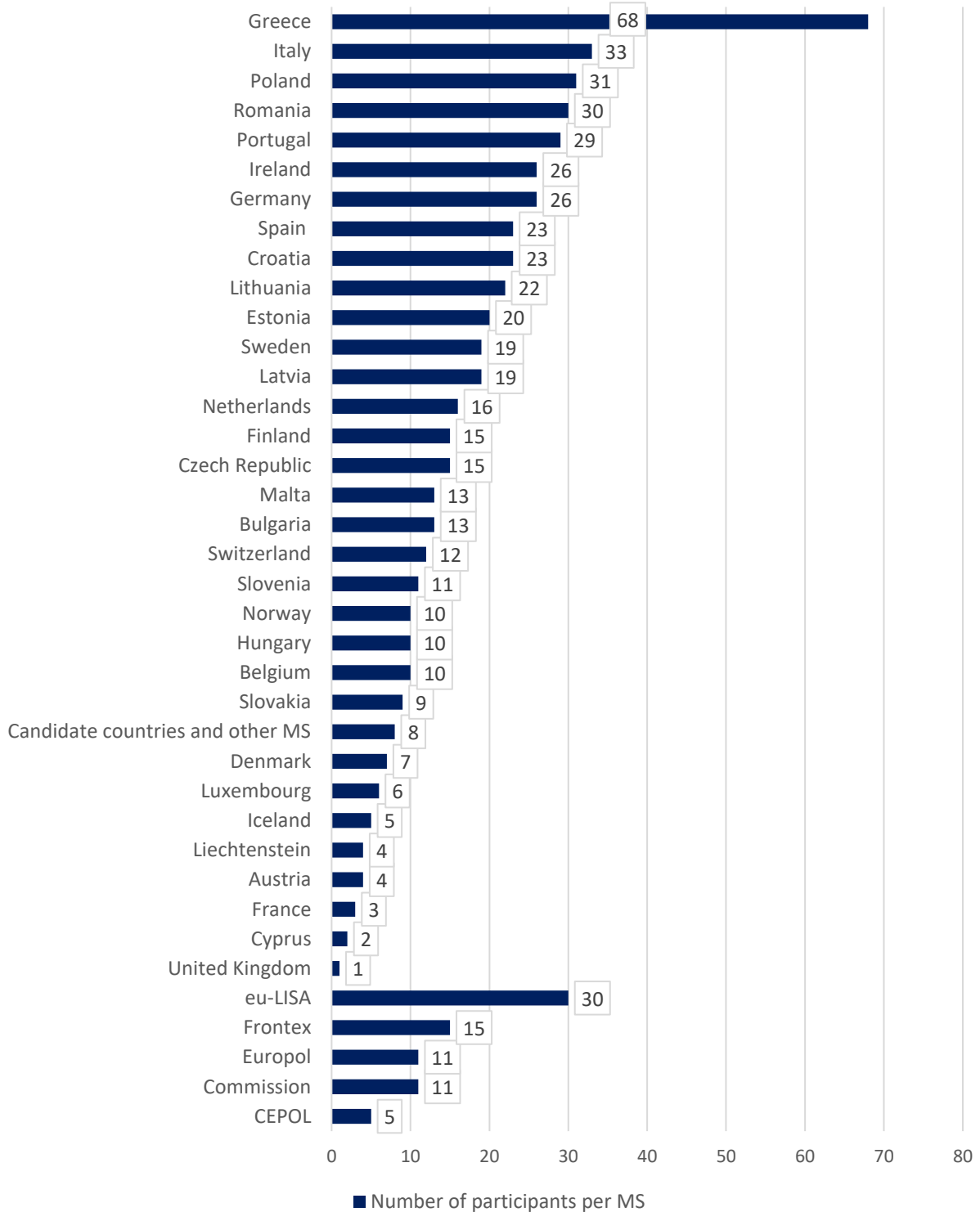


Chart 5 presents the attendance figures in eu-LISA courses by Member States, Associated Countries and stakeholders. The highest number of participants came from Greece with 68 trainees due to the very high participation rate in the EES webinar. High attendance for Italy and Poland is also due to the high participation rate in the EES webinar, and in a series of face to face sessions delivered during the year. Data also suggest high numbers of participants from the EU JHA Agencies and the European Commission, linked to respective staff participation in the EES and Schengen evaluation webinars.

Chart 5: Participation by Member State in eu-LISA trainings in 2019

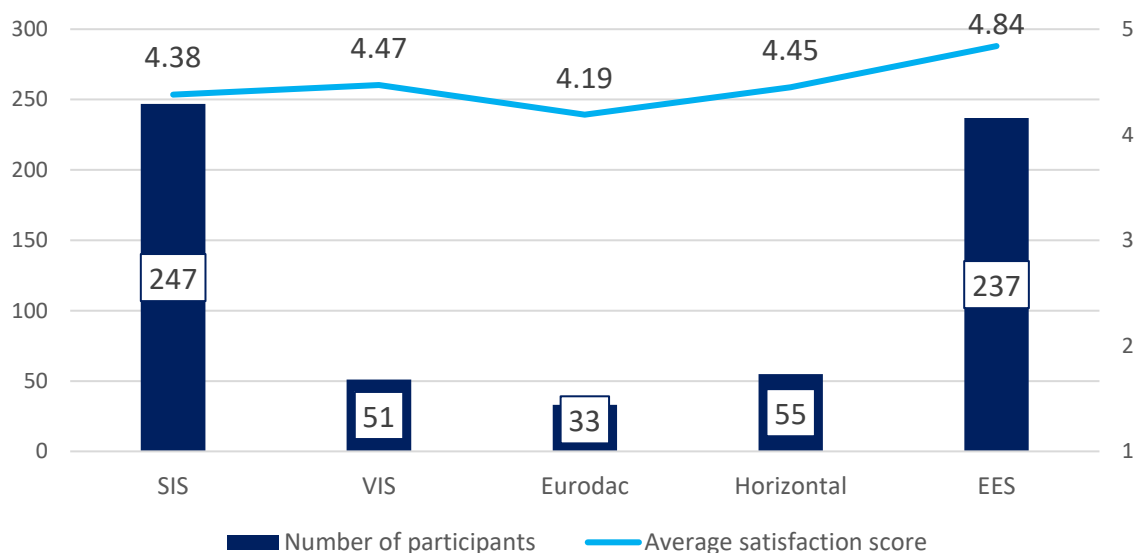


eu-LISA pays close attention to the training feedback collected via the evaluation forms available to trainees for all courses. Participants' assessment of the quality of the training content, trainer performance and suggestions for further improvement are the central part of the evaluation process and further improvements to the training content and delivery. eu-LISA applies Kirkpatrick's Model¹¹ to measure the effectiveness of each training. The metric scale applied in the evaluation form is defined on the scale from 5 (highly successful) to 1 (very unsuccessful).

In order to ensure good quality of the training, the KPI is set at 'more than 3' out of a maximum score of 5. The average satisfaction rate of the training activities delivered by eu-LISA in 2019, was 4.39/5. The figure from 2019 confirms that the training activities designed, prepared and delivered by the Agency reached the set objectives and were very well received by their audience.

Chart 6 presents the average satisfaction results for different system trainings. The highest satisfaction rate was recorded for EES (4.84/5), followed by VIS (4.47/5) and horizontal training courses (4.45/5). The highest number of trainees, 247 (40% of total) participated in the SIS related training activities; whereas the lowest number of participants took part in Eurodac training activities – 33 participants (5%).

Chart 6: Average satisfaction rate and number of participants by training category/ topic



¹¹ The Kirkpatrick Model is one of the most commonly used methods to evaluate the effectiveness of learning solutions. The model comprises four levels: reaction, learning, behaviour and results.

Considering data breakdown for each training, the highest average satisfaction score was received for *VIS Newcomers – Bulgaria, Romania, Croatia and Europol* 4.91/5 (98.2%), whereas the lowest average satisfaction score was received for the webinar for *Schengen evaluation for Hungary* (due to technical issues occurred during the webinar), see chart 7.

Chart 7: Average overall satisfaction score 2019 compared to KPI (>3) for each training delivered in 2019

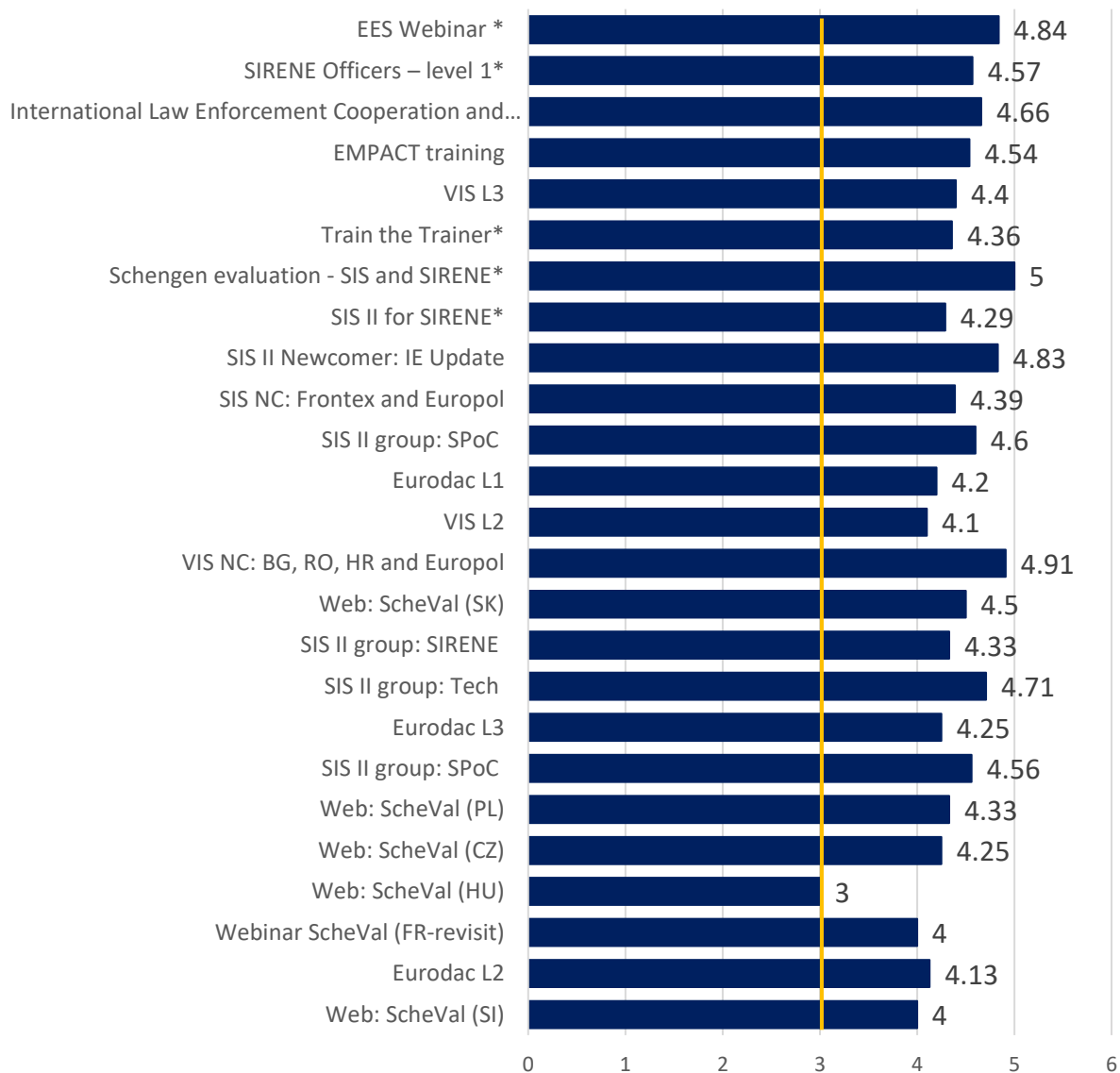
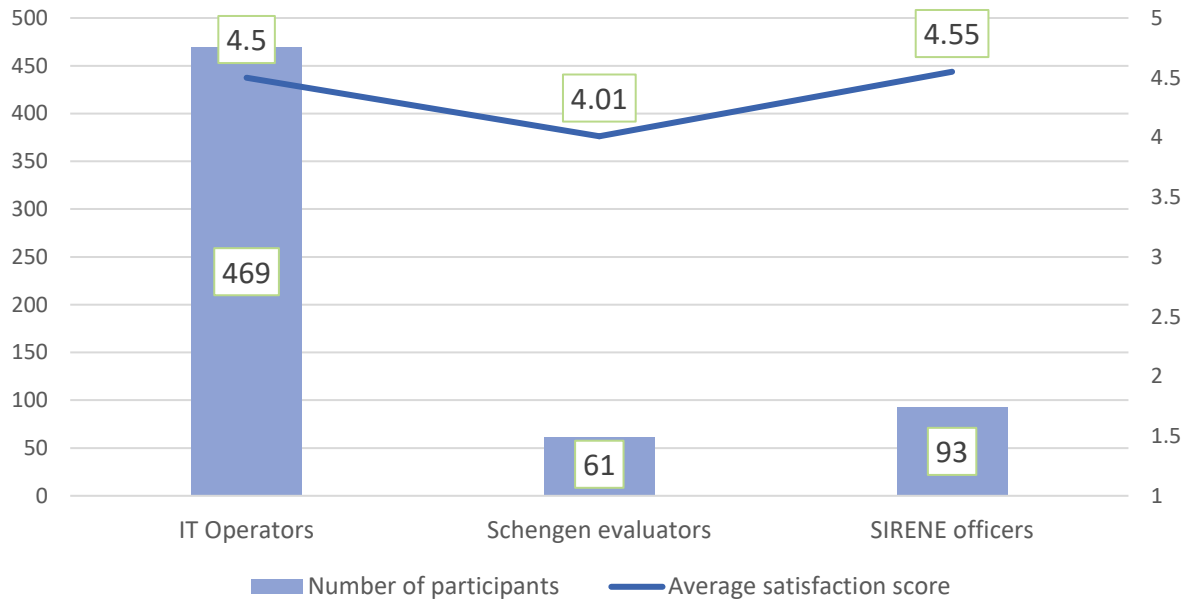


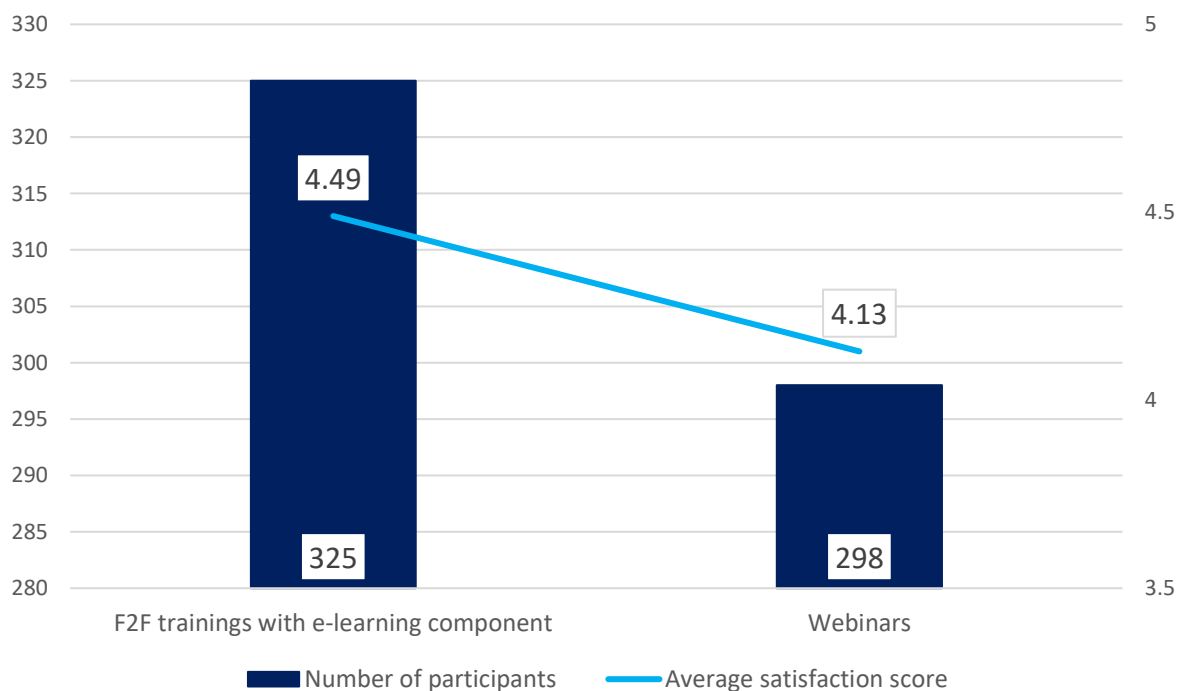
Chart 8 shows the number of training participants and the average satisfaction score divided by target group. The highest expressed satisfaction rate with the eu-LISA training courses was reported by SIRENE officers with 4.55/5 score, followed by IT operators with 4.5/5 and Schengen evaluators with 4.01/5.

Chart 8: Number of participants and average satisfaction score by target groups



When comparing different training formats used by the Agency to deliver the activities, a higher score of satisfaction rate is given to the face to face training courses (including an e-learning component) compared to webinars (see Chart 9).

Chart 9: Average satisfaction and participation rates by training formats

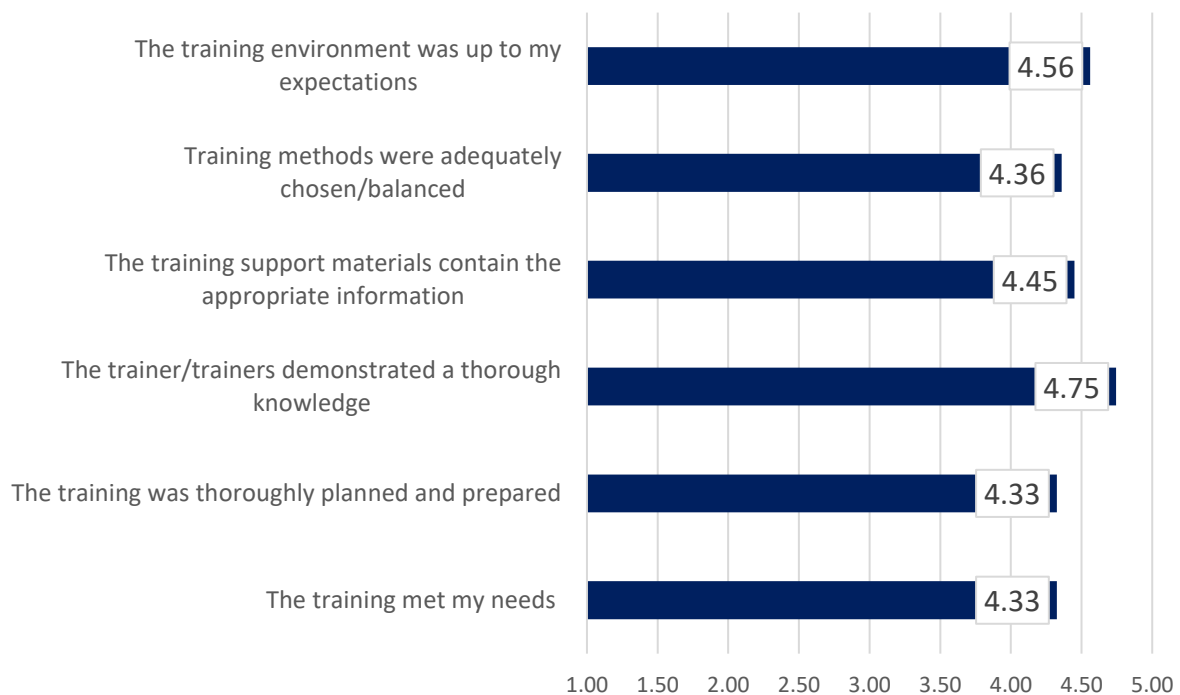


In addition to the general satisfaction and evaluation of trainers, the eu-LISA training participants were also asked to assess the following:

- if the training met their training needs,
- if the training was thoroughly planned and prepared,
- if the training support materials contains the appropriate information (PowerPoint presentations, supporting documents),
- if the training methods (theory, examples, exercises) were adequately chosen/balanced,
- if the training environment (rooms, technical equipment) was up to trainees expectations.

The summary of replies from the feedback forms is presented in Chart 10.

Chart 10: Participant satisfaction rates with specific aspects of trainings



eu-LISA strives to achieve an entirely paperless and cost-effective evaluation system, which is also preferred by participants as confirmed by the evidence of the share of LMS evaluations strongly exceeding the quantity of paper-format feedbacks.

In 2019, Member States and organisations benefiting from the eu-LISA Newcomers Training scheme were Ireland, Frontex and Europol for SIS II and Bulgaria, Romania, Croatia and Europol for VIS. In 2020, the delivery of SIS Newcomer programme for Ireland, Frontex and Europol will continue, and the same will apply also for VIS Newcomer programmes.

4. Target Group Model for eu-LISA trainings and new Curricula (SIS, VIS, EURODAC, EES, ETIAS)

In 2017, eu-LISA launched the Development Training Programme for IT Operators (DTPITO) as the main framework for the delivery of the systems technical training courses. The DTPITO was set up to better respond to Member States' training needs and simultaneously to offer the national IT Operators a comprehensive and systematic approach.

Taking into account the feedback received from trainees and the discussions held in the eu-LISA training team with the NCP Network, the need arose to develop this framework towards a model more focused on target groups. In 2019, the new model was elaborated and a new pilot curricula were developed. Due to its maturity and a well elaborated framework, the SIS II training portfolio was selected as a basis for the pilot training programme. Tailored training courses were proposed for each of the three SIS II Target group members (national IT operators, SPOC and SIRENE officers). The the following trainings were delivered during 2019: 'SIS II IT Operators', 'SIS II SPOC', 'SIS II SIRENE (Technical)' and 'SIS II SIRENE (Operational)'. A special focus in the development of the new curricula was given to the integration of case studies, simulations, practical exercises and group discussions. The new training curricula for the above indicated courses are available in Annex 1: Training Catalogue 2019.

The implementation of the new target group model can be summarised as follows:

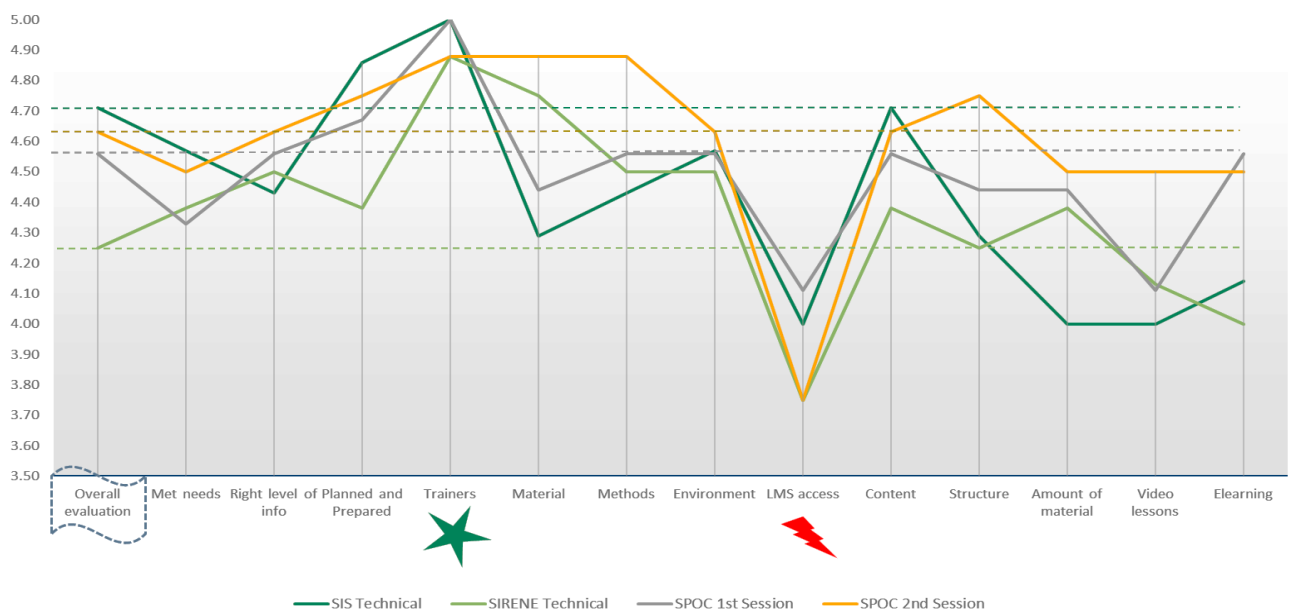
- Preparatory phase: training needs questionnaire sent to the MS NCP on an annual basis, lessons learned (from feedback), continuous cooperation with both internal and external stakeholders.
- Enhanced role of the MS NCP: assessment of the profile of the nominated trainees is essential to ensure harmonised audience and therefore efficiency of the training programmes.
- The target groups: the core part of the new applied methodology is a division of the trainees based on their background and/or role to be performed at national level. The definition of target groups is also part of the Training Needs Analysis exercise and is executed by consulting the NCP network.
- Self-directed e-learning modules: high-level material is available online on eu-LISA Learning Management System (LMS), which is a good basis for the F2F session.
- F2F sessions: following the self-directed e-learning module, the face to face session provides in-depth coverage of the subject. The session encompasses extensive Member States' contributions (e.g. good practices). The session is completed with

informal quizzes, time-slots for self-study and the possibility of open discussion with the trainers. All material and presentations, as well as the evaluation form are available on the LMS.

- Assessment test: inserted at the end of the F2F session.
- eu-LISA certification: for the courses within the exclusive remit of eu-LISA, trainees obtaining >80% score for the assessment test receive an eu-LISA certificate of completion of the course. All other trainees, including those attending specific/shared courses, are provided with the certificate of attendance. Both certificates are available for download via eu-LISA LMS.
- Train the Trainer: to complement the profiled courses, the training programmes are wrapped up with the Train the Trainer sessions. The aim is to develop participant competences in relation to adult learning, designing of training, applying different approaches to learning, setting objectives methods and evaluation methodologies. The main objective is to enable participants to acquire the knowledge and practical skills to carry out effective professional learning activities. Train the trainer course is organised jointly with CEPOL.

The target group model was tested with SIS pilot courses prepared and delivered through 2019. In addition to eu-LISA’s experts, valuable contribution to training delivery was received from external content providers, Member States and JHA Agencies. Four training sessions were delivered with an overall positive feedback from participants, as reflected in Chart 11.

Chart 11- SIS Pilot overall evaluations



In relation to VIS courses delivered in 2019, eu-LISA provided two training sessions: VIS L2 (intermediary level) and VIS L3 (advanced level), thus concluding the third and final cycle of the VIS DTPIO. In addition, a training session was provided to the VIS Newcomers – Bulgaria, Romania, Croatia and Europol. The implementation of the second full cycle of Eurodac DTPITO was also concluded covering all three levels (L1 - basic user, L2 - intermediary level and L3 -advanced level).

From 2020 the DTPITO will be phased out in order to move to the new target group model. The target groups for both VIS and Eurodac are national IT operators and Single Point of Contact (SPoC) operators. These target groups will be provided with dedicated face-to-face sessions, preceded by obligatory participation in respective self-directed e-learning modules – *VIS Essentials* and *Eurodac Essentials*. In addition, the possibility for the development of the training curricula on Eurodac for Dublinet will be explored, likely in cooperation with EASO.

In the first semester of 2019, the Agency focused on the preparatory activities to design the EES technical training portfolio (for pre-deployment phase). A joint training needs analysis among partner Agencies (Frontex, CEPOL, Europol and FRA) and the European Commission was completed by Q1/2019. Common EES training topics were identified, creating the basis for the development of a joint EES training course. Subsequently, three main target groups were identified, and relevant technical training curricula were drafted. EES Pre-deployment training curricula are available in Annex 2. An important role in the course definition and delivery will be played by the EES National Contact points for Training (NCP), whose nomination process was completed in 2019. Common EES curricula will include legal, technical, business and fundamental rights aspects offering the end to end training to the interested EES stakeholders.

The delivery of the EES training package to the Member States will be divided into two phases. The first phase will focus on the trainings related to the pre-deployment technical activities, while the second will relate to the operational aspects of the EES after Entry into Operations. Moreover, some stand-alone sessions are foreseen to cover specific topics of importance (e.g. sessions on the Central System simulator for which curricula definition started already in mid-2019).

Training courses for the pre-deployment phase are tailored to meet the needs of the technical implementing staff, testing staff and SPoCs. On the other hand, the operational courses following the Entry into Operations will focus essentially on the needs of the technical staff (IT operators) and SPoCs. The pre-deployment phase courses will mainly be delivered as face-to-face sessions, while various delivery formats are foreseen (eLearning, self-study materials, face-to-face sessions, supporting webinars) for the rest of the portfolio.

In a nutshell, the EES Predeployment curricula are comprised of the following:

- *EES Implementing Staff* is designed to provide a comprehensive explanation of the EES requirements in order ensure conformance during national system implementation;
- *EES Testing Staff* provides a comprehensive overview of the system for the staff requested to perform the test campaigns at national level;
- *EES SPoCs* provides a comprehensive explanation of the operational concepts that are necessary to adequately perform the role of SPoC at national level. It will also provide the necessary overview of the EES itself;
- *EES simulator targets Head Application Developers, Testing Teams and System administrators* will present to trainees how the simulator works, how it can be deployed and managed.
- *EES NUI* course targets are Network, System administrators of Member States and Europol. The course will cover NUI interface, NUI monitoring and how to administer it.

Series of webinars on EES are also part of the portfolio. The first webinar session on EES technical architecture was delivered in December 2019, and others will follow.

While for the EES the development of training curricula is very well advanced, for ETIAS it is in the starting phase. Internal discussions on identifying possible target groups are completed and the first list of topics for ETIAS curricula is drafted. The process of the nomination of ETIAS NCPs will be completed by the first quarter of 2020. Further discussion on the content of the training curricula with all the stakeholders, including partners from JHA Agencies and the European Commission will continue in 2020. The first ETIAS training courses are foreseen to take place possibly in the last quarter of 2020.

5. Highlights from the NCP meeting 2019

The annual meeting of the network of the National contact points for training (NCP) is an essential tool for implementing the cooperation with the Member States¹². The event facilitates the discussion on the training needs collected from the Member States, and provides an excellent opportunity for presenting ongoing developments, initiatives and the implementation of the eu-LISA annual Training Plan.

In 2019, the meeting was held on 4 November and focused on the Agency's extended training mandate. Awareness sessions on the new eu-LISA Regulation and the new systems EES, ECRIS, ETIAS and Interoperability were on the agenda. In that sense, the attendees were also updated on the ongoing joint initiatives with partner agencies and the European Commission for the development of the EES training programme.

In the context of the annual Training Needs Analyses (TNA) exercise, 13 Member States participated in the exercise providing input via the questionnaire. The majority of topics were proposed for SIS II subjects, and most preferences were expressed for classroom or blended learning courses. Following an open discussion at the meeting, the consolidated results of the TNA fed into the Training Plan for 2020.

The meeting presented a good occasion to introduce the new profile-based/target group training model to the network (see description in section 4 of this report). Tailored training curricula for each of three SIS II target groups were presented to the NCP. The forum positively evaluated the proposed approach and confirmed the relevance of implementing the model in other systems' trainings.

¹² The Network of national contact points for training (NCP) was established in October 2014. The NCP Network is a formal eu-LISA network of nominated national representatives acting as training counterparts from the Member States. The NCP Network is actively contributing to the process of establishing of training needs and supporting eu-LISA in the development and updating of training courses, methodologies, training materials and tools in order to respond in the highest possible level to the training needs of the Member States. The Network comprises all Member States and associated countries using the Systems in the remit of the Agency, including also representatives from the JHA Agencies and European Commission.

6. Cooperation with partner Agencies, European Commission and Member States

In addition to the cooperation for the development of EES and ETIAS curricula (see section 4), eu-LISA continued collaboration with its stakeholders on the delivery of trainings as in the previous years.

In particular, with CEPOL the cooperation encompassed the following:

- Delivery of joint training courses: *Train the trainers – SIS II, VIS, Eurodac IT operators, and SIS II for SIRENE*;
- Provision of technical expertise for the *Schengen evaluation – SIS II and SIRENE, and SIRENE Officers – Level 1*.

Moreover, the Commission continued to contribute to the delivery of trainings, in particular the course *Eurodac/SIS II: combatting facilitation of illegal immigration* organised in the framework of EMPACT, and the joint course *SIS II for SIRENE* with CEPOL.

Member States are key stakeholders in to training delivery. Their expertise was particularly welcome in the delivery of 3 profile courses on *SIS II Technical Training, Eurodac Operational Training – Advanced Level (L3), Eurodac/SIS II: combatting facilitation of illegal immigration*, as well as for the *SIS II for SIRENE*.

In the framework of training for Schengen Evaluators, eu-LISA continued cooperation with Frontex. The eLearning training module on the *Technical aspects of SIS II and VIS*, initially prepared by eu-LISA, will be updated and made available to this trainee group in 2020.

Under the priority on combatting facilitation of illegal immigration In the framework of the EU Policy Cycle - EMPACT, eu-LISA organised and delivered a training on *Eurodac/SIS II: combatting facilitation of illegal immigration*. This was made possible as a result of the good collaboration with the European Commission and the Member States who delivered modules on the use of the systems for tackling illegal immigration. Following the course, the online learning module on LMS was also updated.

In 2019, Europol held the Chairmanship of the JHA Agencies Network. In this framework, eu-LISA presented a planning proposal for of possible future training activities for interoperability at the meeting of the Training Contact Group of the JHA Agencies. It was suggested that in cooperation with the other EU JHA Agencies, eu-LISA should coordinate a training needs assessment to map the training needs of the authorities responsible for the implementation of the interoperability architecture at the national level. eu-LISA will lead this work in 2020. Based on the assessment, the relevant EU Agencies will develop a common curriculum on interoperability.

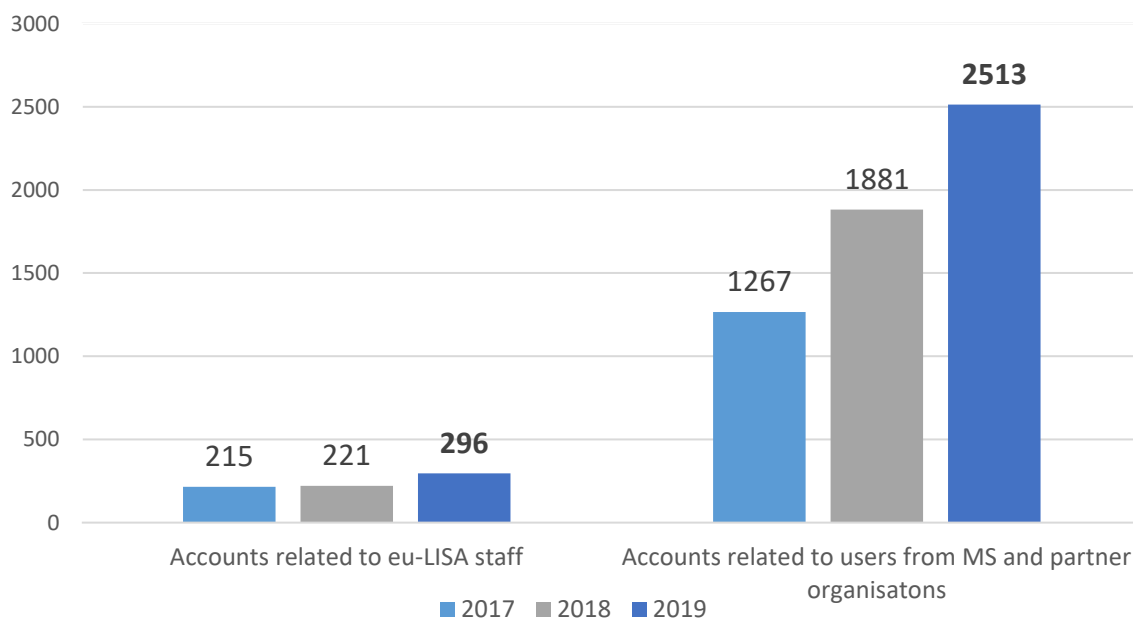
7. eu-LISA Learning Management System and e-Learning developments

E-learning has become an integral component of eu-LISA training activities. It helps eu-LISA to broaden the opportunities to access knowledge and to better meet the needs of the Member States and other stakeholders.

Since 2018, all training courses which eu-LISA provides to the Member States have e-learning support in order to grant access to the training materials; to support and encourage the communication between eu-LISA, the training group and trainers; and to provide additional resources and opportunities for self-study to the users.

At the end of 2019, the dataset counted 2809 e-learning accounts created for users from Member States, partner-agencies, and eu-LISA staff, and increase of 34% compared to 2018.

Chart 12: Account users in LMS



In 2019, the number of active users - those who have used the LMS for over the year - reached 300. The share of active users thus amounts to close to 11% of the whole pool of user accounts available, and their number has increased by 16% compared to the previous year.

The challenge related to the LMS future development needs is related to the login procedure. While analysing the feedback collected from the training courses to evaluate satisfaction with eu-LISA LMS and e-courses, the lowest score 3,83 (77%) was given to the satisfaction with the login procedure in order to access the LMS platform.

The overall satisfaction rate with the e-courses supporting training on 2019 was 4.08 (82%).

The number reflects participants evaluations related to the course content, structure, video lessons, amount of materials provided, and the overall satisfaction with the e-course.

Most of the e-courses supporting the training are following the blended-learning methodology where e-learning and face-to-face learning activities are combined (43%). There are also e-modules created to support face-to-face training courses in order to provide online access to the training materials and information for the trainees (29%), and to encourage the users to use additional resources available on the LMS.

One of the milestones in 2019 was the development and implementation of the fully self-directed e-learning module *SIS and SIRENE Essentials* (roll out in June 2019). The online module offers a high-level description of the topics relevant to every newcomer to the SIS community. It is an open resource for all the eu-LISA LMS users, and a fundamental part of the SIS system related training courses. By the end of the 2019, there were 85 users enrolled to this module, and the overall satisfaction was 4.28 (86%).

Chart 13: Number of e-courses per system

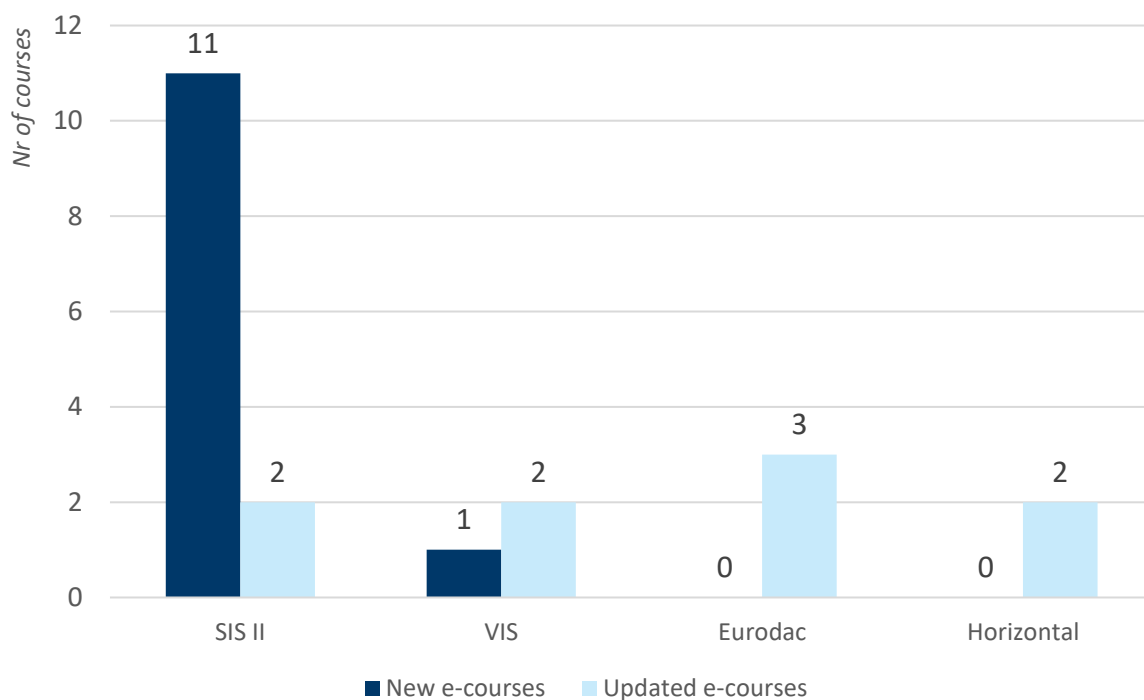
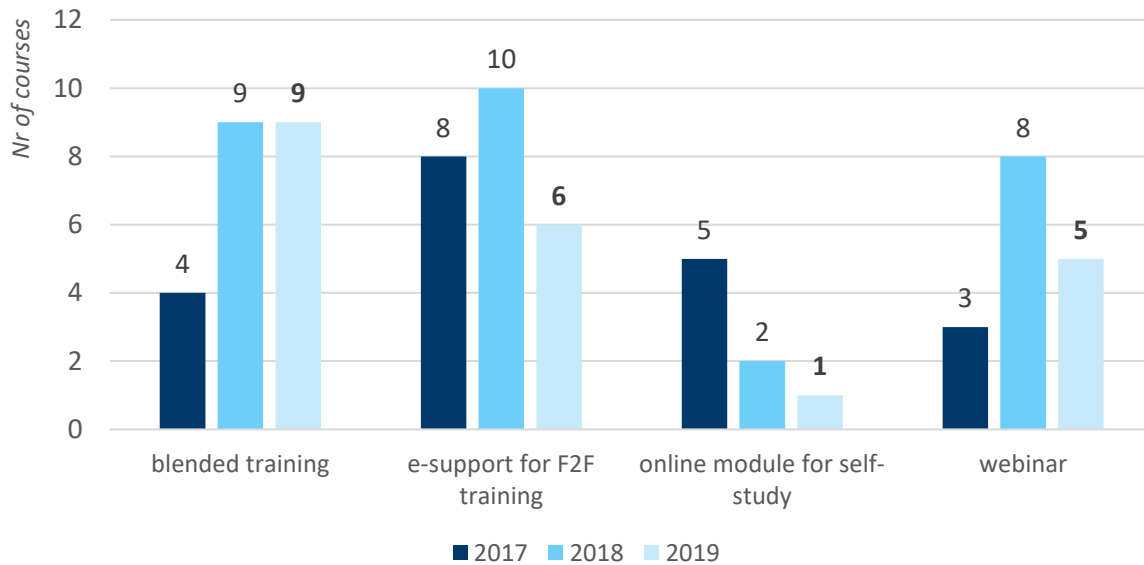
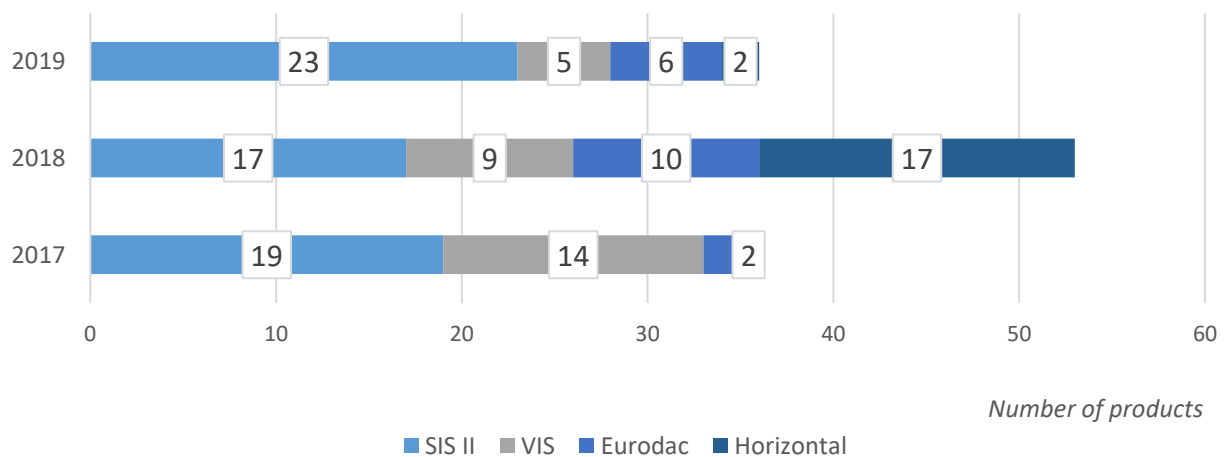


Chart 14: e-courses per type



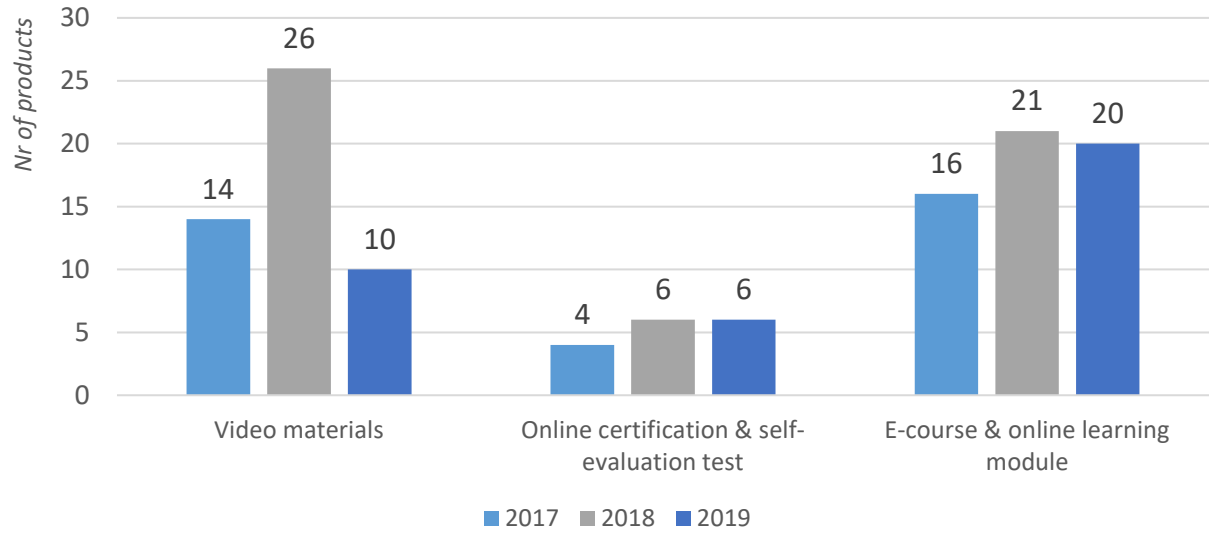
In 2019, thirty-six e-learning products were created for various training courses. Sixty-four per cent of e-learning products were developed for SIS related training, 17% for Eurodac, 14% for VIS, and 6% for horizontal training courses.

Chart 15: e-learning products development per system



The products include ten video materials (28%), six online certification and self-evaluation tests (17%), as well as twenty e-courses and online learning modules (55%). Chart 16 offers a comparison on the development of various types of e-learning products per year in 2017-2019. The satisfaction rate with the video lessons provided by the Agency is 3.71/5 (74%).

Chart 16: e-learning products development per type in 2017-2019



ANNEXES

Annex 1: Training Catalogue 2019

Annex 2: EES Pre-deployment training curriculum