



# EES training catalogue 2024

List of available online training on eu-LISA LMS & Upcoming training activities in 2024

**Summary of Changes:**

<b>Revision</b>	<b>Date</b>	<b>Created by</b>	<b>Short Description of Changes</b>
v.1	11/07/2023	Amos Carri	Initial version of the document created
<b>v.2</b>	20/09/2024	Ira Bliatka	Document updated for the 2024 Training Needs Analysis to provide information about list of training available on the eu-LISA LMS and upcoming training in 2024.

**Configuration Management: Document Location**

The latest version of this controlled document is stored in Sharepoint

# Contents

<b>1. List of EES-related topics already covered</b> .....	<b>5</b>
EES high level architecture and implementation roadmap .....	5
Entry/Exit System Simulator .....	5
EES awareness .....	5
EES Testing Staff Profile course .....	5
EES Implementing staff Profile .....	5
EES SPoC / ServiceDesk Staff Profile course .....	6
NUI Interconnection .....	6
NUI Interconnection : NUI connection to MS Infrastructure.....	6
EES Security Certificates .....	6
EES Notifications Channel and URL Callback .....	6
EES testing Tools for Member States.....	6
EES Business Use Cases.....	6
EES Essentials.....	7
EES SPoC/ Service Desk Awareness .....	7
EES transition period and entry in operation Awareness.....	7
EES for Immigration Authorities .....	7
Entry/Exit System for VISA Authorities.....	8
EES Demand Management .....	8
Magnolia Content Management System.....	8
EES Architecture and Interoperability .....	8
EES Simulations.....	8
EES Pilots.....	8
EES Security Aspects .....	8
EES Biometric Modalities.....	8
<b>2. List of EES-related topics planned by end of 2024</b> .....	<b>9</b>
Supporting tool for Knowledge Base Creation - Confluence for Frontex ACU (Assistance Centre Unit).....	9
Supporting tool for Incident Management with Carriers - Jira for eu-LISA First Level Support and Frontex ACU (Assistance Centre Unit).....	9
SM9 .....	9
Update of EES SPoC / Service Desk-Processes, Tools and Operational management.....	9

The document at hand aims at providing the catalogue of the eu-LISA Interoperability training activities for MS. All training and related material are made available to the users of the eu-LISA Learning Management System.

This document helps the reader to easily identify any further needs, i.e. any topic not covered by euLISA training, and then to be considered as additional training needs to be managed by 2025 eu-LISA training plan



# 1. List of EES-related topics already covered

Training	Modules	Mode	Year
<b>EES high level architecture and implementation roadmap</b>		<b>Webinar</b>	<b>2019</b>
	The overall architecture of the Entry/Exit System (EES)		
	The actors involved		
	Law Enforcement in the scope of EES		
	Roadmap towards the EiO including the testing and training activities		
<b>Entry/Exit System Simulator</b>		<b>Online course</b>	<b>2020</b>
	CSSIM Introduction		
	CSSIM Installation Guidelines		
	CSSIM Admin Console		
	CSSIM Emulator		
<b>EES awareness</b>		<b>Webinar</b>	<b>2020</b>
	EES legal background and fundamental rights		
	EES and Fundamental Rights		
	Technical Architecture of EES and Interoperability		
	EES Business		
	JHA Agencies EES training initiatives		
<b>EES Testing Staff Profile course</b>		<b>Online course</b>	<b>2020</b>
	Business Use Cases & Operations		<b>2022</b>
	Interface Control Document (ICD)		<b>2022</b>
	EES Architecture		<b>2021</b>
	NUI architecture/ functionalities/ installation and EESrelated network		<b>2021</b>
	EES Data Management		<b>2022</b>
	Pre-CT, CT, free tests		<b>2021</b>
	Workflow engine		<b>2022</b>
	Flagging		<b>2022</b>
	Documentation understanding		<b>2021</b>
	Biometric data and quality assessment		<b>2021</b>
	Biometric data and operations using biometrics		<b>2021</b>
<b>EES Implementing staff Profile</b>		<b>Online course</b>	<b>2020</b>
	Business Use Cases & Operations		<b>2022</b>
	Interface Control Document (ICD)		<b>2022</b>
	EES Architecture		<b>2021</b>
	NUI architecture/ functionalities/ installation and EESrelated network		<b>2021</b>
	EES Data Management		<b>2022</b>
	Pre-CT, CT, free tests		<b>2021</b>

	Workflow engine		2022
	Flagging		2022
	Fallback procedures		2020
	Documentation understanding		2021
	Business Continuity Plan and Disaster Recovery Plan		2023
<b>EES SPoC / ServiceDesk Staff Profile course</b>		<b>Online course</b>	<b>2020</b>
	Business Use Cases & Operations		2022
	Interface Control Document (ICD)		2022
	EES Architecture		2021
	NUI architecture/ functionalities/ installation and EESrelated network		2021
	EES Data Management		2022
	Fallback procedures		2020
	Documentation understanding		2021
	Business Continuity Plan and Disaster Recovery Plan		2023
	Biometric data and quality assessment		2021
	Biometric data and operations using biometrics		2021
<b>NUI Interconnection</b>		<b>Webinar</b>	<b>2022</b>
<b>NUI Interconnection : NUI connection to MS Infrastructure</b>		<b>Webinar</b>	<b>2021</b>
<b>EES Security Certificates</b>		<b>Webinar</b>	<b>2021</b>
	EES Security Certificates Request Generation		
	Certificate Installation(trust chain, encoding methods, formats)		
<b>EES Notifications Channel and URL Callback</b>		<b>Webinar</b>	<b>2021</b>
	Notifications (types, channels, architecture)		
	Awareness and fallback mechanisms in NS Callback urls		
<b>EES testing Tools for Member States</b>		<b>Webinar</b>	<b>2021</b>
	ISV		
	Rocket chat		
	qTest		
	Jira		
<b>EES Business Use Cases</b>		<b>Webinar</b>	<b>2022</b>
	Introduction		
	Verification at the border (Overview)		
	Workflow Engine (WFE)		
	Access by competent authorities		
	Verification at the border (Process)		

<b>EES Essentials</b>		<b>Online course</b>	<b>2022</b>
	Introduction		
	Legal Base		
	Fundamental Rights and Data Protection		
	Business Purpose and Objectives		
	Main Components and High-level Architecture		
	Stakeholders		
	Key Business Processes and Use Cases		
	EES Interfaces		
	Security Aspects		
	EES Essentials components		
<b>EES SPoC/ Service Desk Awareness</b>		<b>Webinar</b>	<b>2022</b>
	Role of SPoC/ Service Desk		
	Operator's Manual		
	Communication with stakeholders and ITSM Tools		
	Incident Management and Escalation Procedures		
	Request fulfilment		
	Maintenance Management at central and national level		
	SM9		
<b>EES transition period and entry in operation Awareness</b>		<b>Webinar</b>	<b>2022</b>
	Introduction		
	Transition period: conditions, phases and main activities		
	Entry into Operation: approach and activities overview		
<b>EES for Immigration Authorities</b>		<b>Webinar</b>	<b>2021</b>
	Introduction and EES high level architecture		
	EES purpose and main actors		
	Interoperability EES-VIS and EES-ETIAS		
	Carrier Interface and TCN Web Service		
	Business Use Cases for Immigration Authorities		
	Data Access		
	Data Management		
	Information Mechanism (Overstayer Report)		
<b>EES SPOC - Processes, Tools and Operational Management</b>		<b>Online course</b>	<b>2023</b>
	Introduction to operations and communication with stakeholders		
	Introduction to operations		
	Communication with stakeholders		
	SPoC Requirements		

	Incident Management		
	Introduction		
	Incident Management		
	Priority matrix and escalation procedures		
	Priority matrix		
	Escalation procedures		
	Request fulfilment		
	Introduction		
	Request fulfilment		
	Monitoring and Maintenance		
	Monitoring		
	Maintenance management		
	ITSM Tools		
	Service Manager 9		
	Introduction		
	Interface overview		
	Knowledge Management		
	Knowledge Management Integration		
	Knowledge Management Demo		
<b>Entry/Exit System for VISA Authorities</b>		<b>Webinar</b>	<b>2023</b>
	General scope and legal basis of EES		
	EES basic functionalities		
	Business Processes and use of EES in the context of VISA authorities		
	Interoperability of EES with other systems and the way forward		
<b>EES Demand Management</b>		<b>Webinar</b>	<b>2024</b>
	Demand Management process overview		
	DM Process workflow		
	Practicalities		
<b>Magnolia Content Management System</b>		<b>Webinar series</b>	<b>2024</b>
	Concepts		
	Working with pages		
	Working with assets and content items		
<b>EES Architecture and Interoperability</b>		<b>Online Module</b>	<b>2023</b>
<b>EES Simulations</b>		<b>Online Module</b>	<b>2023</b>
<b>EES Pilots</b>		<b>Online Module</b>	<b>2023</b>
<b>EES Security Aspects</b>		<b>Online Module</b>	<b>2022</b>
<b>EES Biometric Modalities</b>		<b>Online Module</b>	<b>2022</b>



## 2. List of EES-related topics planned by end of 2024

Training	Modules	Mode	Year
Supporting tool for Knowledge Base Creation - Confluence for Frontex ACU (Assistance Centre Unit)		Webinar	Q3-Q4 2024
Supporting tool for Incident Management with Carriers - Jira for eu-LISA First Level Support and Frontex ACU (Assistance Centre Unit)		Webinar	Q3-Q4 2024
SM9		Webinar	01/10/24
Update of EES SPoC / Service Desk-Processes, Tools and Operational management		Online Course	Q3-Q4 2024
	Escalation Procedures		
	Monitoring and Maintenance		
	Cybersecurity		

