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# Implementation Report 2018 eu-LISA Training Activities for Member States

January 2019

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## Introduction

The European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice was established by virtue of Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011<sup>1</sup>, which entered into force on 21 November 2011. The Regulation provided for the Agency to take up its responsibilities from 1 December 2012.

The Agency establishing regulation (EU) no 1077/2011 (OJ L 286, 1.11.2011, p. 1) was repealed by a new regulation no 1726/2018 (OJ L 295, 21.11.2018, p.99 - 137) that entered into force on 11th of December 2018.

The new establishing regulation reiterates the role of the Agency in the performing of tasks relating to training on the technical use of SIS II, VIS and Eurodac, and additionally provides the mandate for training for Systems that will enter into operations in the future (EES and ETIAS), as well as any other system entrusted to the Agency (Art. 9). More specifically, the training mandate of eu-LISA is defined in the preamble of the Regulation and Articles 3 to 8, according to which 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;

Moreover, Art. 9 states that when entrusted with the preparation, development or operational management of other large-scale IT systems referred to in Article 1(5), the Agency shall perform the tasks conferred on it pursuant to the Union legal act governing the relevant system, as well as tasks relating to training on the technical use of those systems, as appropriate.

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<sup>1</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011R1077> - OJ L 286, 01.11.2011, p.1 ("Establishing Regulation")

On the basis of the Regulation, the Agency is organizing and delivering targeted training programs on technical subjects to the Member States.

This Implementation Report summarises the outcomes of training courses and training related activities for Member States organised and delivered by eu-LISA during year 2018. The framework of Agency's training related actions, principles and objectives, as also reflected in this document, is defined in eu-LISA's 'Training Strategy document 2018-2022', 'eu-LISA Programming Document for 2018-2020'<sup>2</sup> and 'eu-LISA Annual Work Programme 2018'.

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<sup>2</sup> <https://www.eulisa.europa.eu/Newsroom/News/Pages/Programming-Document-2018-2020.aspx>  
eu-LISA

## Executive Summary

In 2018, eu-LISA delivered **39 trainings** in various scales and formats. The Training Plan established at the beginning of the year foresaw the delivery of 31 trainings related to SIS II, VIS, Eurodac and horizontal topics. During the year, additional ten trainings were delivered, accommodating the requests submitted by MS or suggested by eu-LISA. Following the Management Board decision of deprioritising of activities related to access of Romania and Bulgaria to VIS, two planned courses for VIS Newcomers were postponed (VIS Newcomers BG/RO training)<sup>3</sup>. When compared with year 2017, the total number of eu-LISA's training decreased by 7% (from 42 trainings in 2017 to 39 courses in 2018).

As 85,7% trainees responded to the eu-LISA post course training evaluation questionnaires, it was possible to draw the general and specific conclusions on the quality of the training delivered. The **average satisfaction rate** of eu-LISA Trainings in 2018 was 88.2% or 4,43/5 (on the scale of 1-5, following KPI indicators)<sup>4</sup>. Like in the past years, the figure confirms the high satisfaction rate of the attendees in the training courses delivered by the Agency. A total of 918 **trainees** from all MS using the systems attended eu-LISA's training courses in 2018. 130 **trainers** from eu-LISA and topic experts from JHA Agencies, European Commission and the Member States were engaged in preparing and delivering the courses. The results of trainees' assessment of the trainers for 2018 show clearly that 93.4% (4.67/5) 'strongly agree', that the trainers demonstrated a thorough knowledge and understanding of the training topics.

In 2018, the second complete training cycle of SIS II **Development Training Programme for IT Operators** (SIS II DTPITO), including the delivery of all the foreseen levels (Entry level, Intermediate, Advanced Level and Train the trainer) was completed (the first cycle was delivered in 2017). The first complete cycle of VIS Development Training Programme for IT Operators (VIS DTPITO) was delivered in 2018, in the same year the second VIS DTPITO training cycle started. In Q3 and Q4 of 2018, all three levels of Eurodac Development Training Programme for IT Operators (Eurodac DTPITO) were delivered.

The preparation of curricula and the delivery of the Training Programme for the MS joining the SIS II (Newcomers) continued also in 2018. The second part of the **Newcomer Training**

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<sup>3</sup> Management Board decision, (17<sup>th</sup> meeting, 20-21 March 2018, 2018-036)

<sup>4</sup> 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.

**Programme** for SIS II newcomers (technical training on site visit) was delivered to Ireland National SIS II Team members. The continuation of the delivery of SIS II Newcomer programme for Ireland is foreseen for 2019 as well. The same applies also for the VIS Newcomer programmes for Romania, Bulgaria and Croatia.

Regarding the new trainings, in 2018 the Agency focused on the preparation and delivery of a series of Systems related webinars and one on-site visit to Eurodac Authorities in Malta (Eurodac NAP Training). In addition, in line with the new Entry Exit Regulation, preparatory actions for the establishment of eu-LISA Pre-deployment Technical curricula for the MS joining the System were launched as well.

The Agency continued also in 2018 its successful cooperation with the Member States through the activities of the **Network of National Contact Points (NCP)**, partners from JHA Agencies and the European Commission, with special emphasis on the content update of the existing training portfolio and on the preparation and delivery of newly created training courses. During the NCP Annual meeting held in October 2018, the regular Training Needs Analysis Exercise was successfully carried out identifying the relevant topics and the training courses to be inserted into the eu-LISA Annual Training Plan for 2019. NCPs were also informed on the current state of play regarding the training delivery and the developments of the training initiatives in 2018 including a proposal to apply a new training approach in the delivery of eu-LISA trainings. Particular attention was given also to the new eu-LISA regulation and the foreseen role of the Agency in the preparing of the technical trainings for the new systems.

Regarding the presented new training approach, the proposal elaborates a shifting from the current knowledge level training method, encompassed in DTPITO, to the specific target group level approach. During 2018, the first draft curricula were developed and the pilot will be launched in 2019 on the current SIS II DTPITO to which, as mentioned before, the focus will be shifted from the level knowledge (basic, intermediate, advanced, horizontal: Train the trainer) to the target group approach. Tailored training courses will be proposed for each of three identified SIS II Target group members (IT Operator, SPOC and Sirene) for whom the following trainings are foreseen by the Training Plan 2019:

- 'SIS II Technical training: IT Operators'
- 'SIS II Technical training: SPOC'
- 'SIS II Technical training: Sirene (Technical)'
- 'SIS II Technical training: Sirene (Business)', current 'SIS II for Sirene'.

A special focus in the further development of the new curricula will be given to the possibility to integrate case studies, simulations, practical exercises, workshops or group discussions.

**Cooperation with JHA Agencies** continued also in 2018, with the delivery of joint trainings (with CEPOL) and the providing of eu-LISA expertise to several trainings organised by CEPOL and Frontex. In the framework of eu-LISA involvement in the EMPACT (European Multidisciplinary Platform against Criminal Threats) and in particular in the FII - facilitation illegal migration priority, also in 2018 the Agency organised the awareness raising session on the relevant roles of Eurodac and SIS II therein with the training 'Eurodac/SIS II: combatting facilitation of illegal immigration'. In addition, eu-LISA actively contributed to the CEPOL guided initiative of the European Union Strategic Training Needs Assessment (EU-STNA). EU-STNA aims at identifying EU level training priorities in the area of internal security and its external aspects to build the capacity of law enforcement officials. eu-LISA supported the process of identifying the training needs on European level and confirmed availability to provide the expertise in particular thematic areas.

At the end of 2017, eu-LISA and Frontex agreed on the inclusion of a training module on the technical aspects of SIS II and VIS in the Frontex training for Schengen evaluators. Relevant training materials were developed during 2018 and distributed to Frontex. eu-LISA contribution to Frontex training for Schengen evaluators is foreseen to be extended also in 2019. The initiative to integrate two e-Learning environments, eu-LISA's and Frontex's Learning Management System (LMS), was also launched during 2018. Appropriate technical solutions for the integration have been evaluated during 2018. The project will continue also in 2019.

Following the approval of the Entry Exit System legislation in December 2017, besides the above-mentioned start of the of eu-LISA EES pre-deployment curricula, in 2018 cooperation with CEPOL and Frontex started in identifying the training needs of the respective target groups and identifying the possible (common) topics for future joint EES trainings.

In 2018, the European Institute for Gender Equality (EIGE) held the Chairmanship of the JHA Agencies Network. Beside other activities, eu-LISA also participated in the meeting of the **Training Contact Group of the JHA Agencies**. The contribution was focused on the finalisation of the Glossary with the Agencies and a working session on the development of the JHA Training Matrix.

Regarding the activities related to the enhancement of the **eLearning component of eu-LISA trainings**, in 2018 strong increase was recorded in the usage of the blended learning trainings. To be noted here also the technical upgrade of the eu-LISA LMS Platform which was successfully upgraded to version 3.5, offering additional features to administrator and users. In addition, in order to support testing features of LMS, the pre-production environment was created as well. In order to distribute the training materials and e-learning recourses to the highest possible number of LMS users, the library of the learning materials

was also created. Compared with 2017, the number of LMS accounts furtherly increased for 30.5%. Currently, the number of active users has increased 43.5% and the overall satisfaction rate on eu-LISA LMS in 2018 was 4.17/5 (83%).

In 2018, 22 e-courses were developed and the contents of 9 e-courses were updated. The majority of the new e-learning products were related to horizontal topics (39%), followed by Eurodac (24%), SIS II (20%), and VIS (17%). Currently, all trainings from eu-LISA training portfolio have integrated the e-learning component in their curricula. In order to further support DTPITO certification process, besides the already existing tests questions for SIS II, new tests were developed also for Eurodac and VIS DTPITO, counting currently more than 700 System related test questions in the eu-LISA training database.

Finally, in 2018, the process of the update of **eu-LISA Training Strategy** is completed. The updated training strategy aims to align the training related activities with the Agency's Long-Term Strategy for 2018-2022 as well as to harmonize eu-LISA training activities with the current JHA related training landscape in the EU, to enhance cooperation with other JHA Agencies and stakeholders and to provide an updated vision of the role of the Agency as a service provider for the Member States in the field of training. The document was adopted by MB decision of 21 March 2018.<sup>5</sup>

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<sup>5</sup> Management Board decision, (17<sup>th</sup> meeting, 20-21 March 2018, 2018-036)



## 1. Provision of Systems Training to Member States in 2018 and relevant statistics

As mentioned in the introductory section, beside 'Annual Work Programme for 2018', another main document defining the framework of the Agency's training related actions is the eu-LISA 'Programming Document 2018-2020'<sup>6</sup>. The document outlines in detail the Agency's annual operational objectives, outcomes, targets and performance indicators that contribute to the delivery of the Agency's four main strategic goals. It also highlights indicators that can be used to quantify the progress toward the set deliverables. The provision of Systems Training to MS is an integral activity of eu-LISA's Strategic Goal 1: Continue to grow as a contributor to and facilitator of freedom, security and justice policies in Europe. Under this Strategic Goal foreseen strategic objective in the field of training is: (to) increase the added value of data and technology to MS. The main element (of evaluation) of strategic objective is: (to) deliver appropriate systems training for MS. Furtherly, specific project outcomes to be achieved are:

- a responsive and tailored systems training programme in place that meets in full the needs of MS;
- full implementation of an appropriate e-learning platform solution;
- annual training plans agreed with relevant stakeholders.

Bearing in mind foreseen project outcomes, strategic objectives and objective of Strategic Goal 1 of Single Programming Document in general, the Training MS activities in 2018 were focused on:

- continued provision and delivery of the appropriate technical training on the use of SIS II, VIS and Eurodac to participating national authorities. In the period 2018-2020, special focus will be given to the creation of the training portfolios related to the Entry/Exit System and ETIAS.
- eu-LISA to provide the appropriate training for National IT Operators, SIRENE staff, and Schengen evaluation team members on the technical aspects of SIS II, VIS and Eurodac;

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<sup>6</sup> eu-LISA *Programming Document 2018-2020*, 2.2.1.14. 'Providing training on the technical use of the systems to the Member States', p.137

- eu-LISA to prepare and deliver tailored newcomer training programmes for Member States or EU bodies joining the systems in order to achieve technical readiness for integration into SIS II, VIS or Eurodac.
- Continuing of cooperation with other JHA agencies in the training area, especially with CEPOL and Frontex and Europol in future. Further development, or establishment of new, join training programmes which also include exchange of trainers and materials on Systems under eu-LISA its management with other relevant JHA Agencies and partners;
- Developing further the e-learning component of eu-LISA training activities, resulting in the establishment of an effective learning management system (LMS) with high-quality offers of e-courses.

Summary of training related objectives and activities, as indicated in the Programming Document, Section III: Work Programme for 2018, are indicated in Table 1 presented below.

Following the results that the Member States Training portfolio achieved in organising and providing the core system technical trainings in 2018, as also summarised and presented in this Report, the overall conclusion is that the annual foreseen objectives for 2018 are achieved and the multiannual objectives are followed and respected.

Strategic objective 2015-2020	Projected outcome(s) at conclusion in 2020	Elements of strategic objective 2018-2020	Outputs of the activity	Objective of the activity	Outcome from activity/activities	Performance indicator	Target	Sources of verification	Budget 2018	Unit
Increase the added value of the data and technology to member states	A responsive and tailored systems training programme in place that meets in full the needs of stakeholders	Deliver appropriate systems training for Member States	Training is delivered to the MS as per the Annual Training Plan	To fulfil the core task of the Agency as per establishing Regulation and to provide technical training on the functioning and use of the systems to the MS	The knowledge of the MS on the technical functioning and use of the systems is enhanced and applied	Satisfaction rate (scale 1-5, 1 lowest, 5 highest) ( the target level of KPI set to be >3)	Overall satisfaction level >3 ( out of 5)	Report on the implementation of the Annual Training Action Plan	€450,000.00	GCU
Achieved in 2018										
	DTPITO Programmes for all three Systems fully operational. Satisfaction level 4.43/5. Preparations for EES trainings started.	In total of 39 training activities delivered for systems: SIS II: 59% VIS: 20% Eurodac: 13% Horizontal:8%	Annual Training Plan has been exceeded by 21% .	Objective summarised in Training Plan and developed Training portfolio of the Agency	More than 900 trainees trained from all MS using the Systems. Train the trainer concept applied.	Average trainee satisfaction rate 88.2% 4.43 out of 5;	Average trainee satisfaction rate 88.2% 4.43 out of 5;	Implementation Report 2018 eu-LISA Training Activities for Member States is delivered.	90 % of budget used	GCU

Table 1 - Strategic objective 2015 - 2020 (Trainings for member states activities)

In 2018, eu-LISA delivered 39 training sessions in various formats, from face-to-face trainings, including hands-on sessions, video lessons, workshops and webinars. 918 participants attended eu-LISA's trainings from 32 Member States and associated countries using the systems. Cooperation with the JHA Agencies, especially CEPOL, the European Commission and the Member States, resulted in the further enhancement of eu-LISA's training.

This chapter of the Report provides statistics' summary of all trainings delivered in 2018. Focus is given on the satisfaction rate expressed by the trainees, on the number of participants attending the training events and on the representation of the Member States that participated in eu-LISA organised trainings.

The complete list of trainings delivered in 2018 (in chronological order) is following:

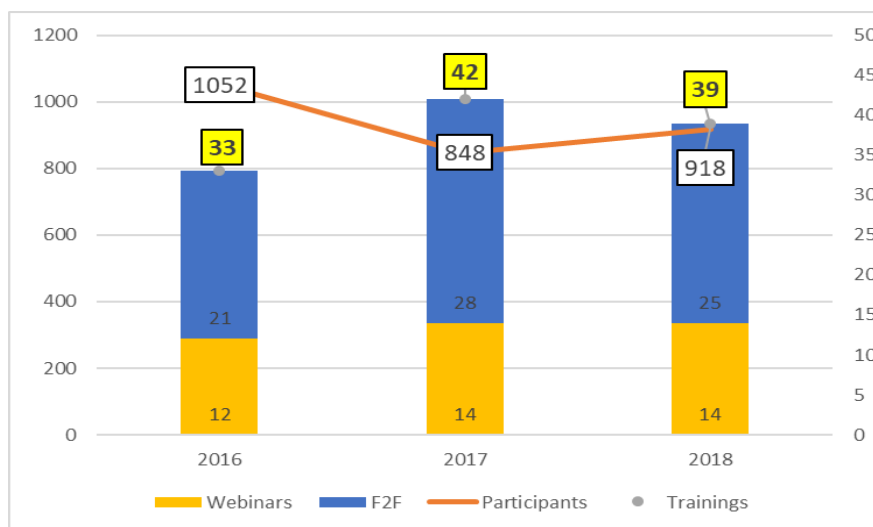
1. SIS II Central System Simulator 1
2. VIS Operational Training – Intermediate Level (L2)
3. SIS II Central System Simulator 2
4. Webinar AFIS in SIS II – session 1\*<sup>7</sup>
5. Webinar AFIS in SIS II – session 2\*
6. SIS II Central System Simulator 3
7. Webinar: Schengen Evaluation (CH)
8. SIS II Operational Training – Entry Level (L1)
9. VIS Operational Training – Advanced Level (L3)
10. Webinar: Schengen Evaluation (LV)
11. SIS II Operational Training – Intermediate Level (L2)
12. SIS II Central System Simulator 4
13. Schengen Evaluation SIS II and SIRENE\*
14. SIS II Operational Training – Advanced Level (L3)
15. Webinar: Schengen Evaluation (FI)
16. Webinar: VIS Business Analytics
17. Train the Trainer – SIS II, VIS, Eurodac for IT Operators (joint with CEPOL)
18. AFIS in SIS II – Technical Focus
19. AFIS – Management Focus
20. Eurodac NAP on Site Visit (Malta)
21. CEPOL: SIRENE Officers Level I\*
22. Webinar: SIS II Searches

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<sup>7</sup> \*eu-LISA contribution to CEPOL course

23. Webinar: Schengen Evaluation (EE)
24. Webinar: Eurodac Basics
25. VIS Data Quality
26. SIS II Newcomer Training for IE (on site visit)
27. Eurodac Operational Training – Entry Level (L1)
28. SIS II for SIRENE (joint with CEPOL and COM)
29. Eurodac & SIS II combatting facilitating illegal immigration (in cooperation with EMPACT/COM)
30. Eurodac Operational training –Intermediate Level (L2)
31. Eurodac Operational training –Advanced Level (L3)
32. Webinar Schengen Evaluation SIS II/SIRENE (LT)
33. VIS Operational training –Entry Level (L1)
34. Train the Trainer – SIS II, VIS, Eurodac for IT Operators (joint with CEPOL)
35. Webinar VIS ICD
36. Webinar VIS Search Functions
37. Webinar VIS Best Practices
38. Webinar: SIS II CS Simulator
39. CEPOL: SIRENE Officers Level II\*

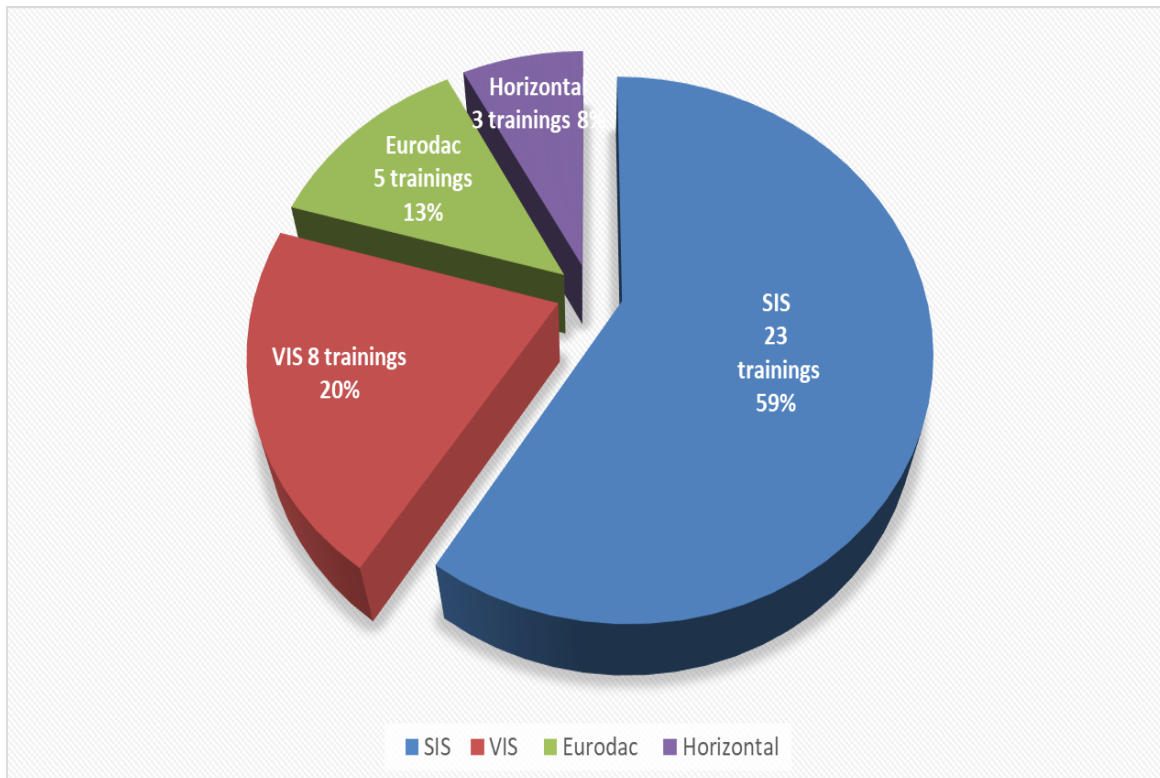
As indicated previously in this document, in 2018 the number of the delivered trainings was 39, of which 14 were webinars and 25 face-to-face trainings all supported by e-learning component. Compared to 2017 the number of trainings in 2018 decreased by 7%. Contrary to the number of decreased training courses, the number of trainees in 2018 increased: from 848 in 2017 to 918 in 2018. Chart 1 presents the number of courses and participants on yearly basis from 2016 to 2018.



**Chart 1 – Number of courses and participants from 2016- 2018**

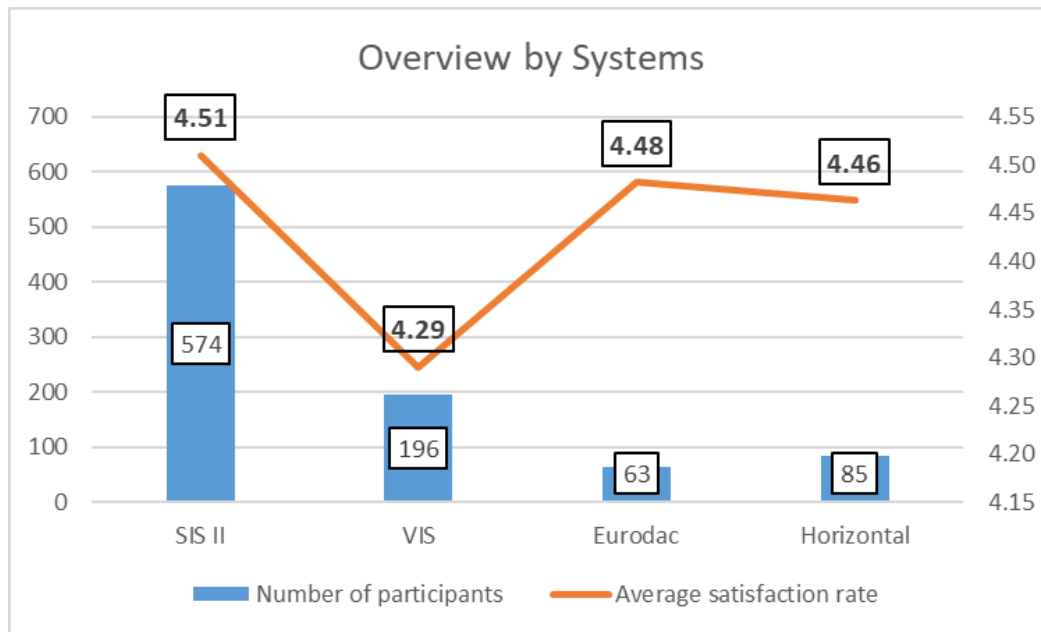
Based on the content, eu-LISA’s training portfolio foresees four main training topic categories. Three topic categories cover the Systems in the remit of the Agency (SIS II, VIS, Eurodac) while fourth category, the Horizontal Trainings, includes topics relevant to all Systems and all eu-LISA trainees’ target groups members.

Chart 2 shows the division of the number of trainings, delivered by the Agency by category of training topic. The majority of the trainings were delivered in the field of SIS II – 59%, followed by VIS – 20%, and Eurodac – 13%. Finally, the Horizontal training courses occupied 8% of the total training activities.



**Chart 2 – Division of trainings by topic categories**

Comparing the average satisfaction results of different training topic categories (SIS II, VIS, Eurodac, Horizontal), the highest rate is recorded in the field of SIS II: 4.51/5 which also had the highest number of participants this year, followed by Eurodac courses: 4.48/5 which had the lowest number of participants (63% of all participants), Horizontal courses: 4.46/5 followed by VIS: 4.29/5. The summary is presented in Chart 3 – Average satisfaction by training topic category.

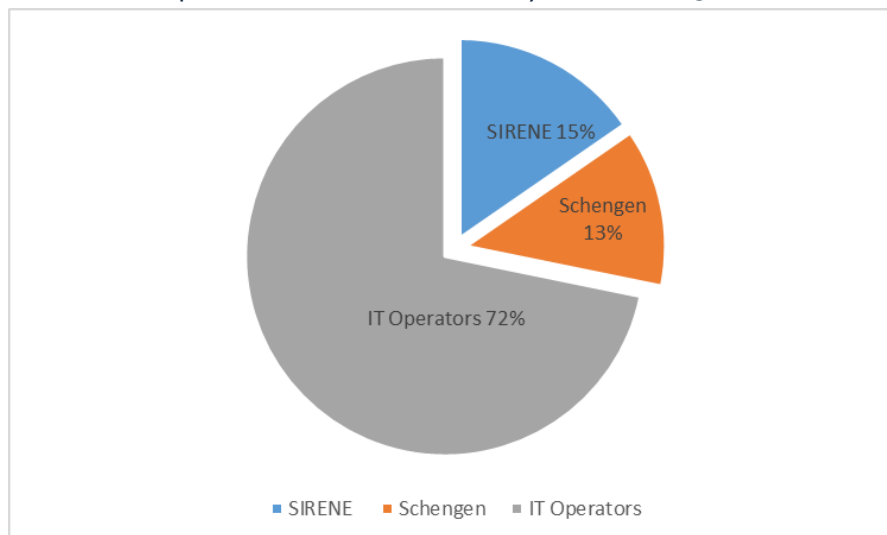


**Chart 3 – Average satisfaction by training topic category**

The division of the target groups of eu-LISA training courses is defined in eu-LISA Establishing regulation and includes:

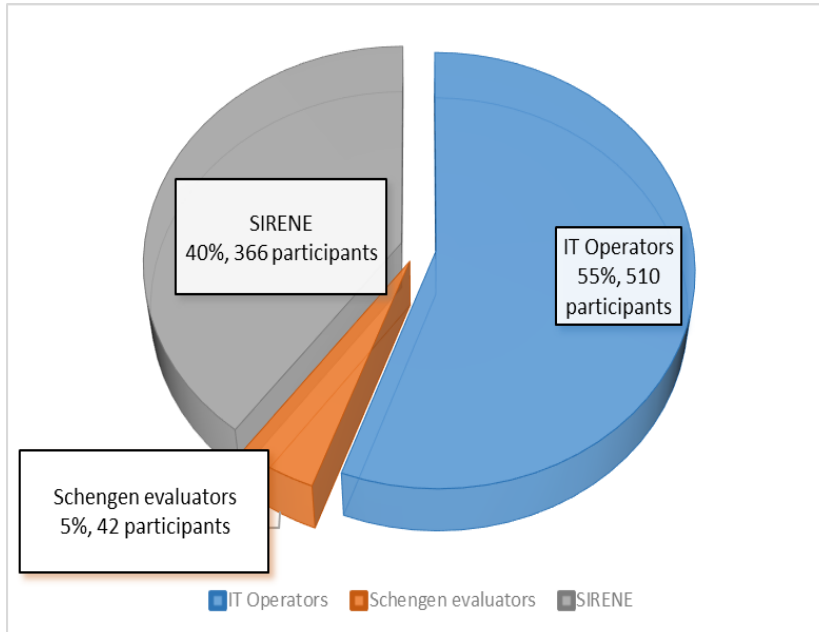
- National IT Operators,
- Schengen evaluators,
- SIRENE officers.

The Chart 4 summarises the division of the training courses delivered by target group in eu-LISA training activities for 2018. The vast majority of the courses were delivered for national IT Operators – 72%, followed by SIRENE – 15%, and Schengen Evaluators 13%.



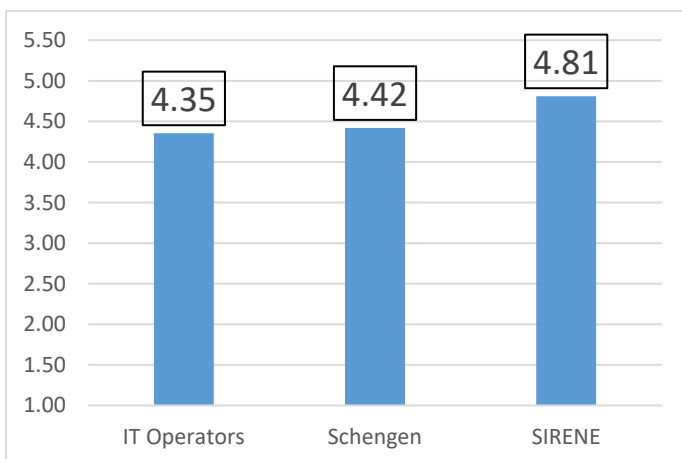
**Chart 4 – training courses delivered by target groups**

Chart 5 shows the breakdown of percentage of participation divided by target group. The majority of the participants represents the national IT Operators – 55%, followed by SIRENE officers – 40% and Schengen Evaluators – 5%. Participants from all 32 countries (Member States and Associated countries), attended eu-LISA organised trainings in 2018.



**Chart 5– participation by target group**

Comparing the average satisfaction rates expressed by different target groups (IT Operators, Schengen evaluators and SIRENE), the group with highest expressed satisfaction rate with eu-LISA training courses are SIRENE officials: 4.81/5, followed by Schengen evaluators:4.42/5 and IT Operators: 4.35/5.



**Chart 6 – Average satisfaction by target groups**



With regards to training feedback, eu-LISA pays thorough attention to evaluation given by trainees. Participants' assessment to the quality of training content, trainer performance and suggestions for further improvement, are the central parts of evaluation form distributed by eu-LISA to all course participants at the end of each course. The evaluation model applied by eu-LISA to measure effectiveness of each training is the Kirkpatrick's Model<sup>8</sup>. The metric scale applied in the evaluation forms is defined on scale:<sup>9</sup>:

- 5 – Highly Successful
- 4 – Successful
- 3 – Slightly Successful
- 2 – Unsuccessful
- 1 – Very Unsuccessful

The average satisfaction rate of training activities delivered by eu-LISA in 2018, was 4.43/5. Based on the KPI the goal set by eu-LISA to be reached in order to ensure good quality training is: 'more than 3', of maximum 5. The figure achieved in 2018 confirms that training activities prepared and delivered by the Agency are very well received by its audience. Chart 7, on next page, represents the average satisfaction rate for each training delivered in 2018.

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<sup>8</sup> According to Kirkpatrick's four levels of evaluation model

<sup>9</sup> The metric scale to apply to eu-LISA's Training Activities is defined in KPI No17 in Update of eu-LISA's Corporate Key Performance Indicators, February 2017, p.27

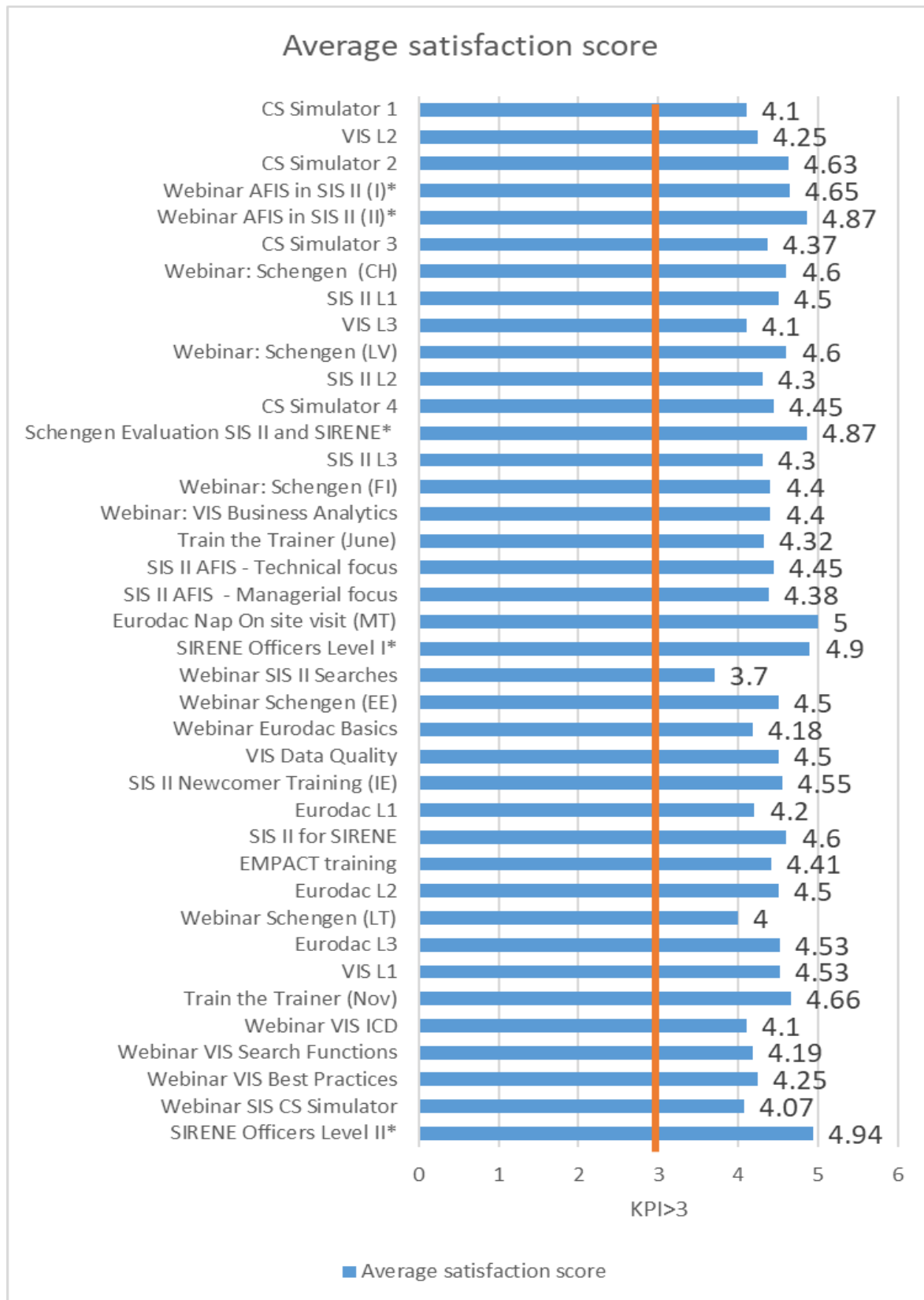


Chart 7– Average training evaluation score: 2018

In 2018, the total number of participants in eu-LISA training courses was 918 trainees. Although the vast majority of participants were from the Members States and Associated countries using the Systems, the trainings hosted also a limited number of trainees from European Commission and Europol. Chart 8 shows number of attendees in all training activities delivered by the Agency in 2018.

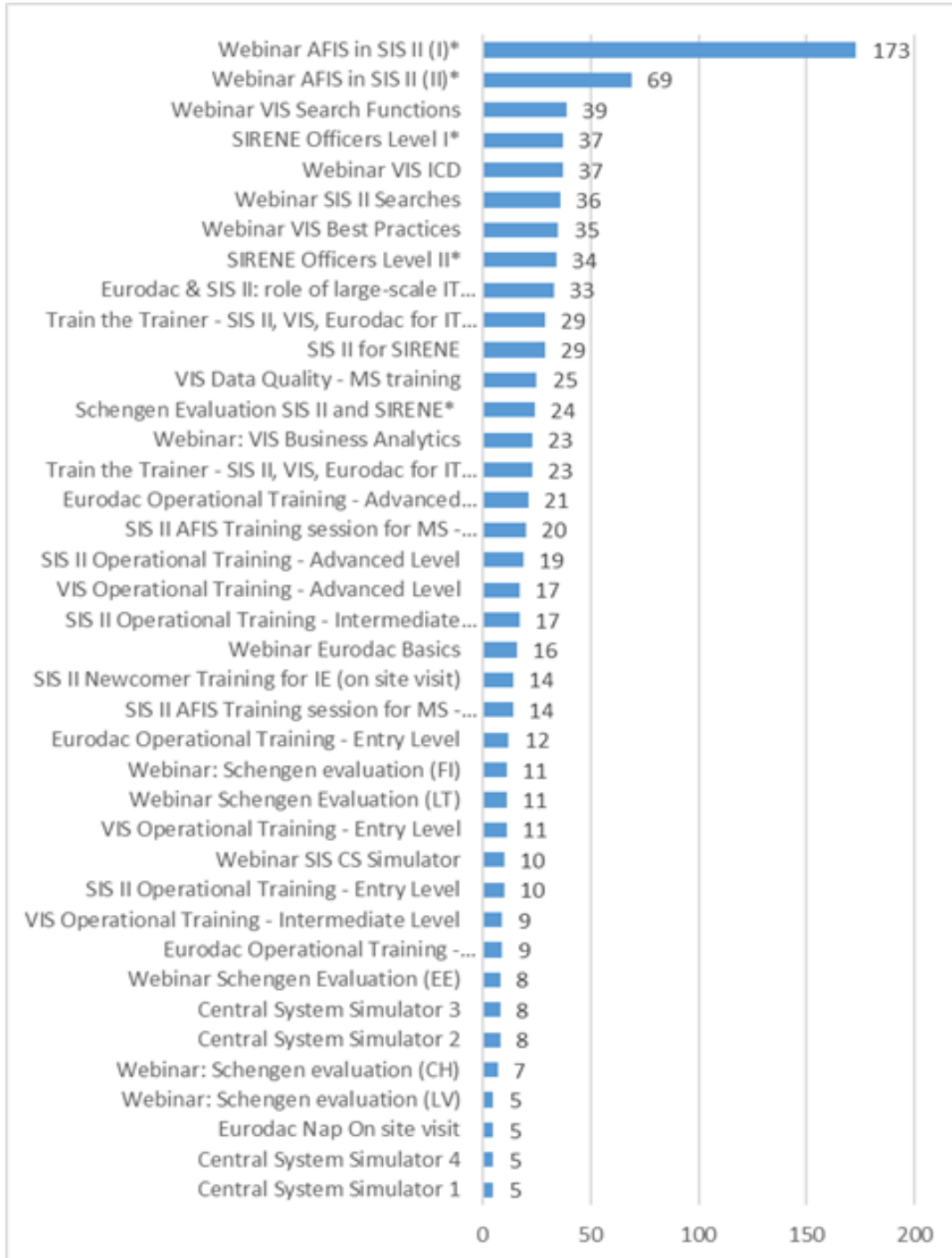


Chart 8 – Number of participants in training courses in 2018

When analysing the course attendance by the training category (SIS II, VIS, Eurodac, Horizontal), the figures shows that the largest number of participants was trained in the field of SIS II – 574 participants, followed by VIS – 196 participants, Horizontal – 85 participants and finally Eurodac courses with 63 participants.

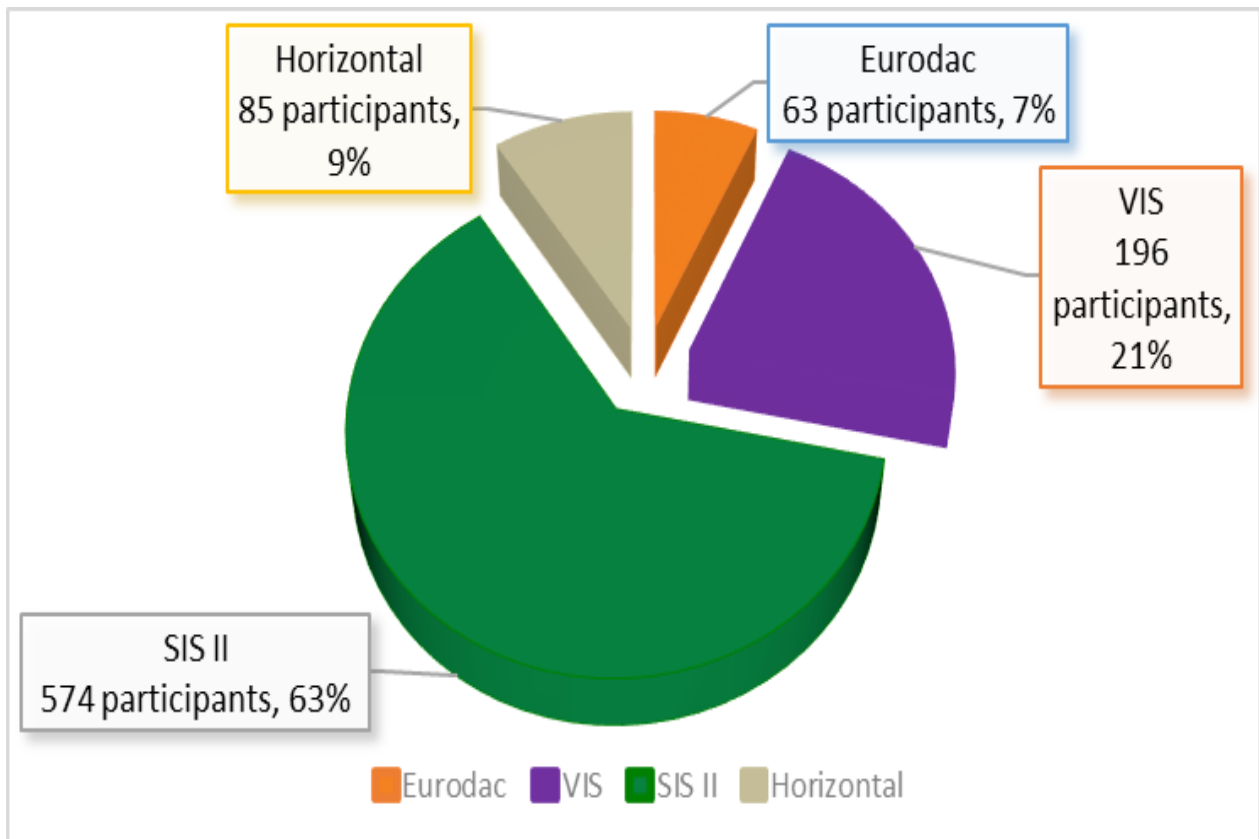
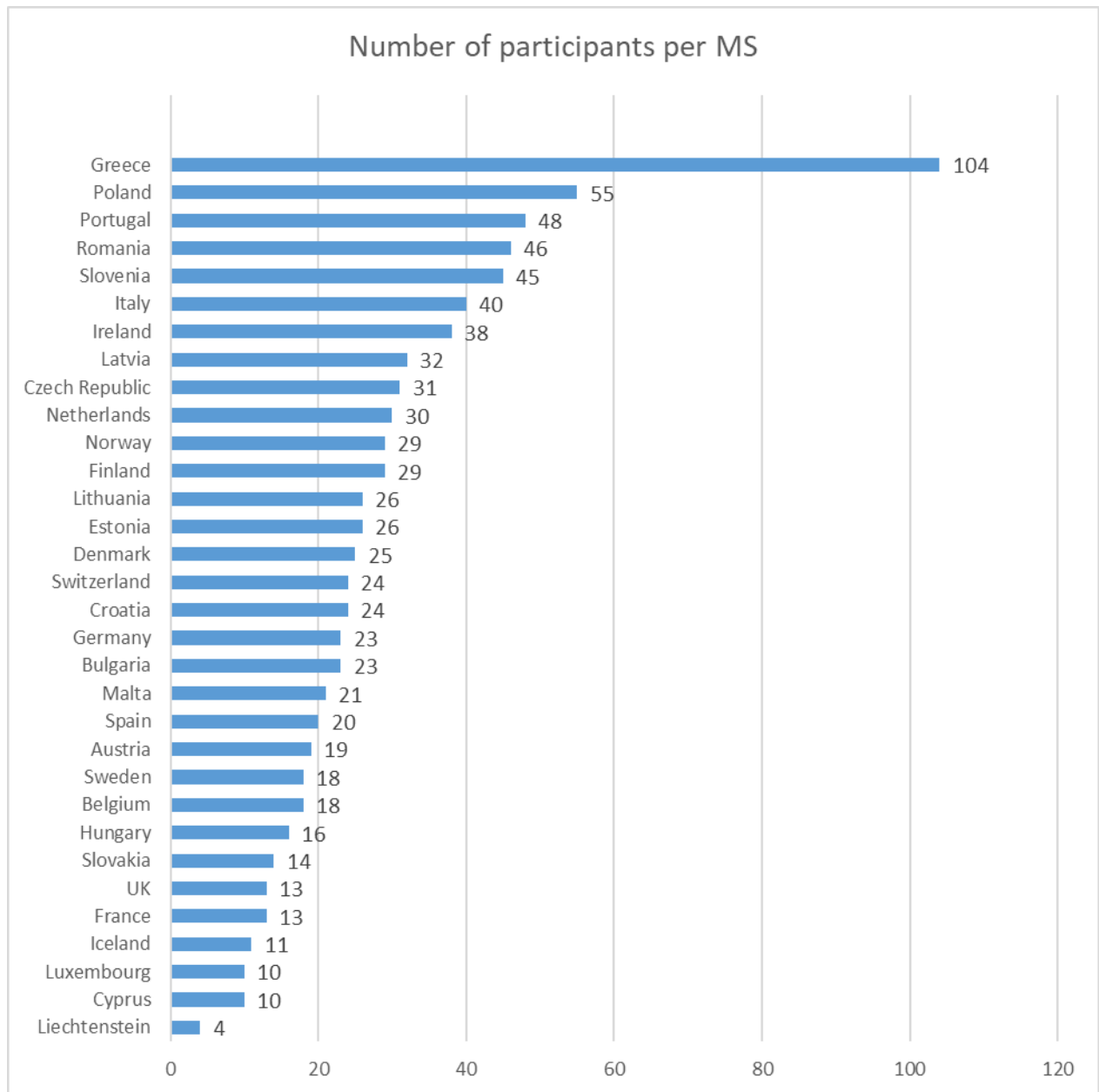


Chart 9– Course participation by training categories in 2018

On the following page, chart 10 presents the attendance figures in eu-LISA courses by Member States and Associated countries in 2018. The high representation by Greece – 104 trainees, is explained by the countries' very active participation in the AFIS webinars, SIS II webinars and other offered training courses. The high attendance by Poland – 55 trainees, owes to the active participation in face-to-face trainings and the VIS webinars held at the end of the year.



**Chart 10- Participation by Member States in eu-LISA Training 2018**

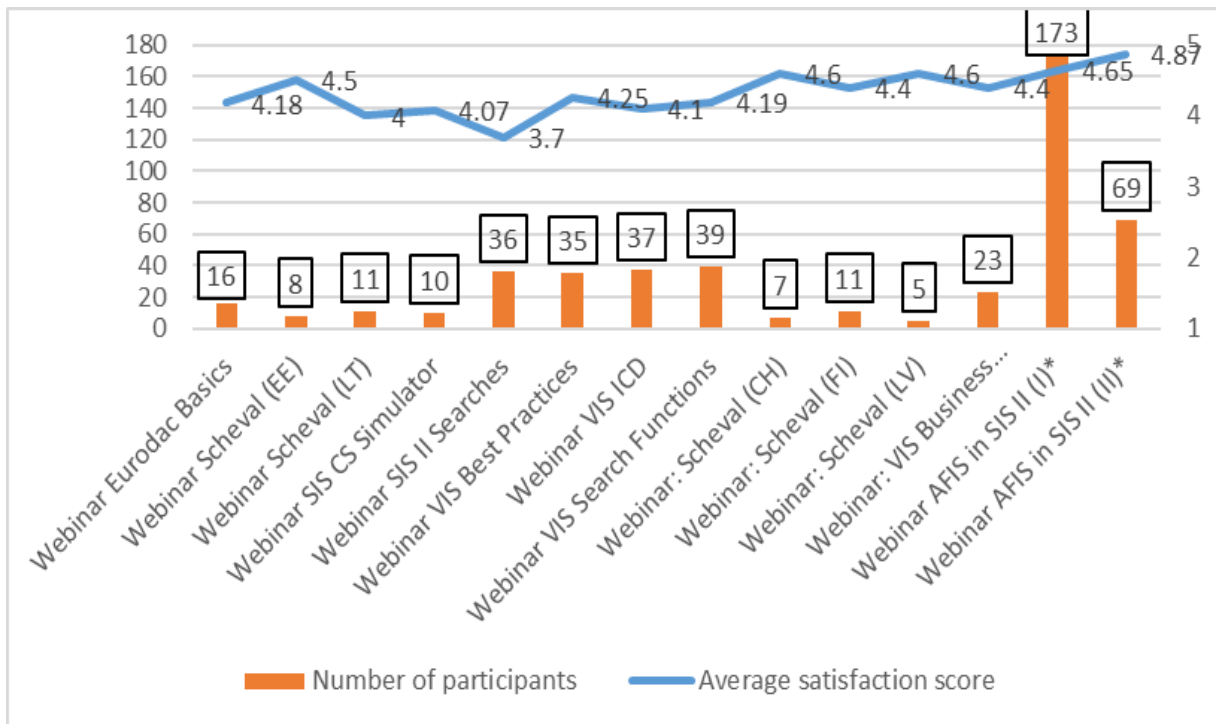
The tendency of the eu-LISA training portfolio to enhance the eLearning component and the eLearning offer of the Agency is demonstrated also in a higher number of webinars delivered in 2018. Some of the webinars were recorded and uploaded onto the eu-LISA LMS, also to allow the consultation of materials to an increased number of participants. In 2018, 14 out of 39 trainings delivered (36%) were webinars. 480 of 918 trainees (52%) were participating in the webinars. The average satisfaction score for the webinars is 4.32 out of 5 (86.4 %) which

is slightly lower than the average satisfaction rate for face-to face trainings which is 4.46 out of 5 (89%).

The following webinars were prepared and delivered in 2018:

- **Webinar: Eurodac Basics.** Describing the purpose of Eurodac, its background, technical elements and architecture.
- **Webinar: SIS II Searches.** Guiding the participants to understand the SIS II search engine in details (allowed search types, searchable fields and explain advanced functionalities of the engine)
- **Webinar: VIS Best Practices.** Raising the awareness of the participants of frequent deviations to the VIS transactions executions and processes and the implementation of the proper processes on the national level.
- **Webinar: VIS ICD.** Presenting how the national systems communicate with the VIS central system and the purpose and the structure of the Interface Control Document.
- **Webinar: VIS Search Functions.** Introducing the “ELISE” search engine used for searches in VIS; introducing the search profiles available and how to effectively use them; and giving an overview of the scoring and ranking mechanism of search results.
- **Webinar: VIS Business Analytics.** Introducing the data collection and consolidation principles and generating and explaining VIS Business Analysis Report.
- **Webinar: SIS II for AFIS I and II (2 sessions).** Introducing AFIS in SIS II. Webinar was organised by CEPOL. eu-LISA provided input on AFIS Technical topics.
- **Webinar: Schengen Evaluation SIS II/SIRENE (5 webinar sessions).** Introducing the statistics of evaluated MS, DCC and incidents, including overview on security topics for CH, LV, FI, EE and LT as part of Schengen evaluation).

Chart 11 provides data on attendance and satisfaction score of eu-LISA webinars in 2018.

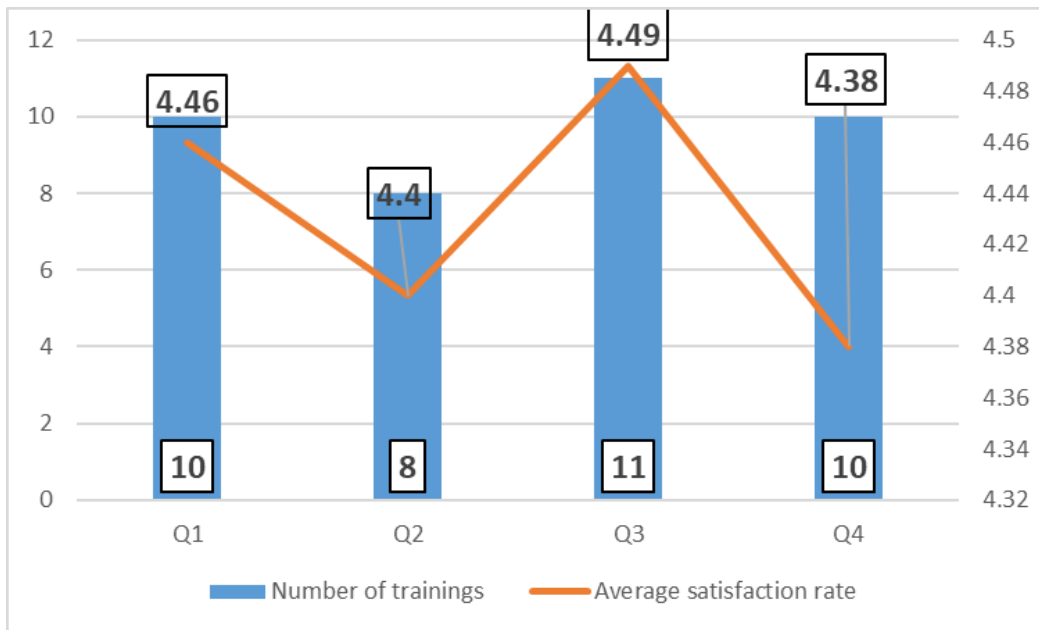


**Chart 11 – Average satisfaction score and number of participants of eu-LISA webinars 2018**

According to the Programming Document 2018-2020, the Agency is continuing with the provision of support also for Member States joining the systems. In 2018, MS benefiting of eu-LISA Newcomers Training scheme was Ireland for SIS II. The SIS II training for IE was focused on SIS II technical aspects (business and architecture of SIS II), and was delivered through various methods: face to face, e-learning and study visits. 14 participants from Ireland’s SIS II Team attended on site visit to eu-LISA premises. The average satisfaction rate was 4.55 out of 5.

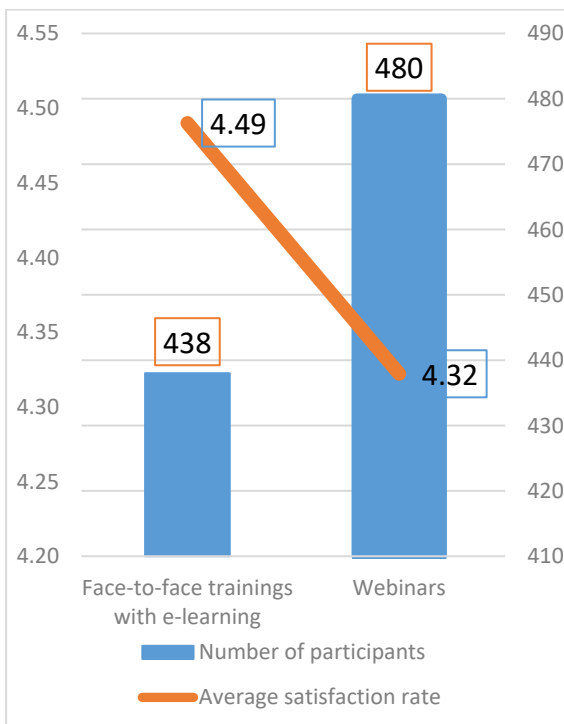
Continuation of delivery of SIS II Newcomer programme for Ireland is foreseen for 2019 as well. The same applies also for VIS Newcomer programmes for Romania, Bulgaria and Croatia.

Following the request from the MS, also discussed during the NCP meeting in 2017, in 2018 the Agency put an additional effort to distribute trainings equally between the quarters, as indicated in Chart 12. The highest number of trainings was delivered in Q3, respectively 11 trainings. Regarding the division of the satisfaction rates between quarters, the highest satisfaction rate was reached in Q3/2018: 4.49/5, while the lowest score was recorded in Q4: 4.38/5.



**Chart 12– Delivered trainings by quarters, number of trainings and average satisfaction**

When comparing training formats used by the Agency to deliver training activities, the higher score of satisfaction expressed by trainees, regards face to face training courses which also include e-learning component: 4.49/5 compared to webinars: 4.32/5.



**Chart 13 – Average satisfaction and participation rates by training formats**

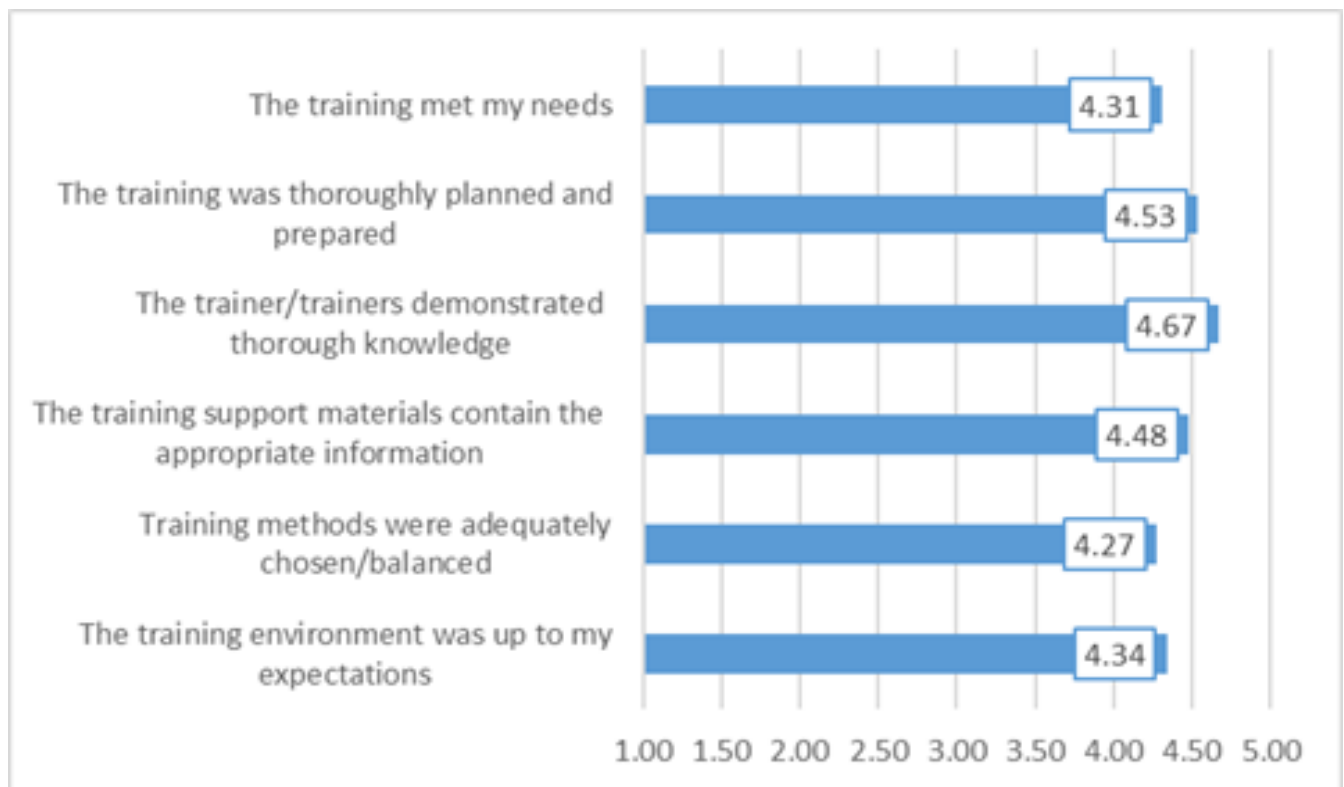
In conclusion, in order to offer a complete overview of the evaluation results for the eu-LISA



trainings in 2018, some more information on the eu-LISA evaluation questionnaire and the feedback received are provided here. In addition to general satisfaction and evaluation of trainers, eu-LISA trainees were also asked to assess:

- 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 form on the scale of 1-5 is presented in chart below. The trainees are satisfied with the level of knowledge and understanding of the trainers, the average satisfaction rate over the face-to-face trainings was 4.67/5.



**Chart 14 - eu-LISA feedback form results - satisfaction rates with different aspects of the training**

To be noted also here that one of the goals regarding the evaluation of eu-LISA trainings is to achieve entirely paperless and economical evaluation system, confirmed also with the current tendency of LMS evaluations exceeding the quantity of paper-format feedbacks (paper evaluation: 13 vs. LMS evaluation: 39) which is a promising development.

### 1.1. DTPITO Programme in 2018

As the main framework for the delivery of the Systems related technical trainings, in September 2017 eu-LISA launched a Development Training Programme for IT Operators (DTPITO) which continued to be delivered also in 2018. The DTPITO was created to better respond to the Member States' training needs and simultaneously to offer the national IT Operators a comprehensive and systematic approach towards the Systems related training topics. The Programme was developed for all three current systems: SIS II, VIS and Eurodac. DTPITO enables participants to obtain or further improve their knowledge from beginner to expert level on a 3+1 step path:

- Operational Training for IT Operators – Entry Level (L1)
- Operational Training for IT Operators – Intermediate Level (L2)
- Operational Training for IT Operators – Advanced Level (L3)
- Train the trainer

Each level consists of three phases of course outline:

- 1) Prior to the face-to-face course: the participant is expected to familiarise him/herself with various technical topics provided as self-study video lessons. Additionally, on L2 and L3, the participant can take self-evaluation tests to identify information gaps before attending the course.
- 2) Face-to-face training: classic classroom sessions with eu-LISA system experts lasting from 1-2 days
- 3) Post face-to-face training: at the end of each Level, the participants have the opportunity to check knowledge acquired during the training by taking a voluntary assessment test. The test consists of multiple-choice questions and is accessible online within one week from face-to-face training. The expected threshold to consider test as passed is 80% correct answers. Participants completing the test with positive results will be awarded eu-LISA certificates as follows: Specialist (L1), Professional (L2) and Expert (L3). Should the participant omit the test, a general certificate of course attendance will be issued. To be noted here that for attendance to 'Train the trainer – SIS II, VIS, Eurodac for IT operators' course, only certificate of attendance is delivered to trainees.

As mentioned previously, DTPITO Programme is concluded with 'Train the technical trainers – SIS II, VIS, EURODAC – IT operators'. This training is open to nationally competent experts in the respective national system management administrations. The aim of the training is to

develop the competences of trainees towards adult learning, designing of training, applying different approaches to learning, setting objectives methods and evaluation methodologies. The main objective finally is to acquire the knowledge and practical skills to carry out effective professional learning activities. Train the trainer course is organised jointly with CEPOL.<sup>10</sup>

In order to have a complete overview of the DTPITO, the main highlights of the respective training curricula are presented below:

- **Operational Training – Entry Level (L1)**

The aim of the training is to introduce the system's operational principles, technical aspects and provide detailed overview of operations. The training target group is: Level One Operators acting as Single Point of Contact (SPoC) on National side, newcomers and candidate Member States representatives. The course foresees 24 h of learning of which 8 hours are spent on individual e-learning and 16 hours (2 days) on face-to-face training with System experts of eu-LISA Service Desk in the site office in Strasbourg. Course prerequisites: 0-2 years' experience as operator or basic knowledge of the operational systems.

- **Operational Training – Intermediate Level (L2)**

The overall aim of Intermediate level is to provide an update of the operational activities about the System, the communication means and the IT Service Management tools. Training includes hands-on session. The training is addressing Level One Operators who are acting as Single Point of Contact (SPoC) on their National side, newcomers and candidate Member States representatives. The course foresees 16 hours of learning activities including 8 hours of individual e-learning and 8 hours (1 day) face-to-face training with eu-LISA System experts in site office in Strasbourg. Course prerequisites: work experience as National System SPoC or attendance of the Operational Training – Entry Level.

- **Operational Training – Advanced Level (L3)**

Third level provides advanced knowledge on the System's operations with particular focus on the business and the security aspects. The training target audience is Single Point of Contact (SPoC) managers, senior operational staff, participants attending L1 and L2 level are also allowable to attend. The course foresees 24 hours of learning including 8 hours of individual e-learning and 16 hours (2 days) of face-to-face training with eu-LISA System experts. Course prerequisites: vast work experience with operational systems either at

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<sup>10</sup> Complete DTPITO Scheme is available in Annex 1  
eu-LISA

technical or at business level. The IT Operators should have successfully completed the Operational Training – Intermediate Level.

- **Train the trainer – SIS II, VIS, Eurodac for IT operators**

The aim of the training is to enable participants to acquire knowledge and practical skills to carry out effective professional instruction activities. This is the basic level course for the participants becoming trainers, to obtain knowledge on effective trainer skills in order to multiply it to peers in their national administrations. The target audience is nationally competent experts in respective national system management administration aiming to develop their competences towards adult learning, designing of training, applying different approaches to learning, setting objective methods and evaluation methodologies.

In 2018, the second complete training cycle of SIS II Development Training Programme for IT Operators (SIS II DTPITO), including the delivery of all foreseen levels (Entry level, Intermediate, Advanced Level and Train the trainer) was completed (the first cycle was delivered in 2017).

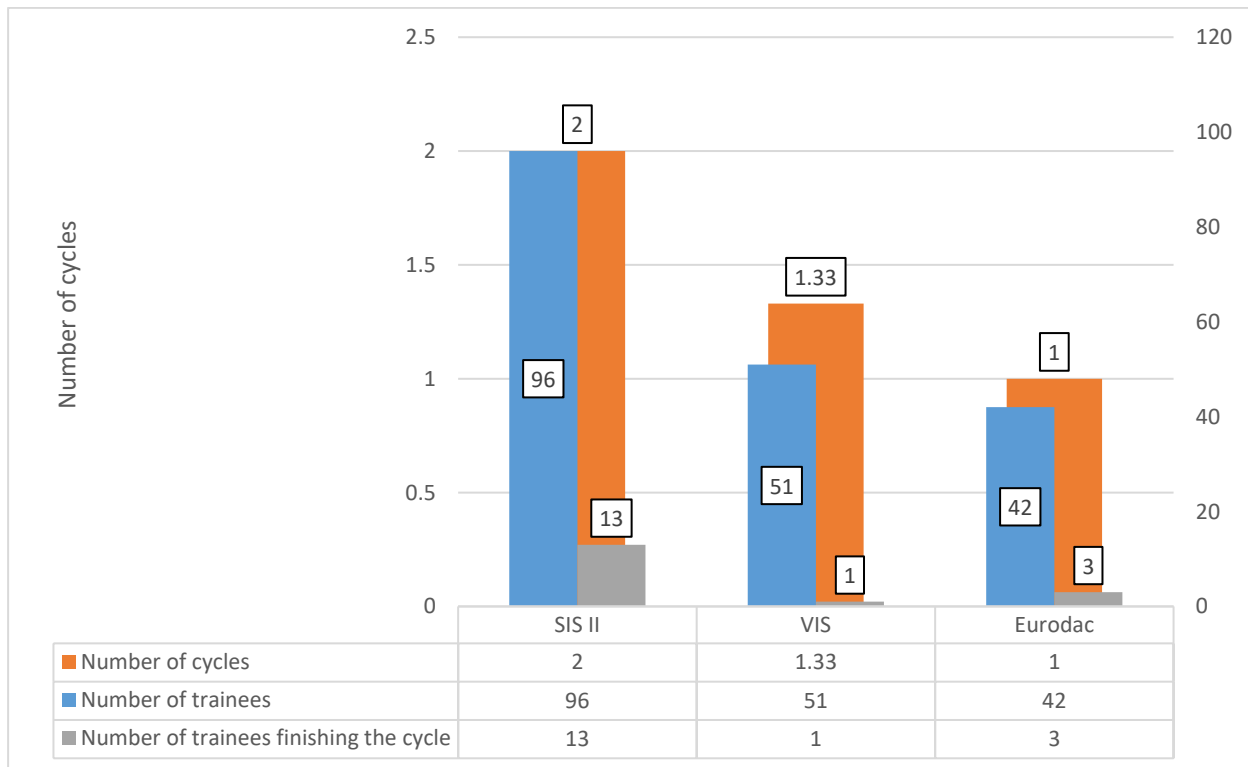
The first complete cycle of VIS Development Training Programme for IT Operators (VIS DTPITO) was delivered in 2018 as well. In the same year, VIS L1 training was delivered in Q4, which delivery marked the start of the delivery of the second VIS DTPITO training cycle.

In Q3 and Q4 of 2018, all three levels of Eurodac Development Training Programme for IT Operators (EURODAC DTPITO) were delivered, with the conclusory part of the Train the trainer course foreseen to take place in Q3 2019.

Overall, in 2018, 11 DTPITO training sessions were delivered. DTPITO trainings contributed as 44% of all classroom courses (face-to-face trainings) delivered by the Agency in 2018 and 28% as of total number of all trainings delivered in 2018.

To note also that 13 participants completed the entire cycle of DTPITO SIS II training, 3 participants completed DTPITO Eurodac and 1 participant completed VIS DTPITO.

The chart below provides the DTPITO training cycles per system, the number of total participants and the number of participants who have completed DTPITO cycles in 2017-2018.



**Chart 15 - DTPITO training cycles per system, number of participants and number of participants who have completed DTPITO cycles in 2017-2018.**

Total of 181 trainees (20% of all the trainees) participated in 11 DTPITO trainings in 2018, the average satisfaction rate was 4.35 out of 5 and 65 trainers (50% of all the trainers) were involved in preparation and delivery of DTPITO trainings.

Visual Summary of above indicated data is available in table below:

Name of the training	Duration of the course	Average satisfaction rate	Number of participants	Number of trainers
VIS Operational Training - Entry Level (L1)	1 day	4.53	11	8
VIS Operational Training - Intermediate Level (L2)	1 day	4.25	9	4
VIS: Operational Training - Advanced Level (L3)	2 days	4.1	21	9
SIS II Operational Training – Entry Level (L1)	2 days	4.2	10	6
SIS II Operational Training – Intermediate Level (L2)	1 day	4.3	17	4
SIS II Operational Training – Advanced Level (L3)	2days	4.3	19	9
Eurodac Operational Training – Entry Level (L1)	2 days	4.2	12	8
Eurodac Operational Training – Intermediate Level (L2)	1 day	4.5	9	3
Eurodac Operational Training – Advanced Level (L3)	2 days	4.53	21	11
Train the Trainer - SIS II, VIS, Eurodac for IT Operators (joint with CEPOL)	2 days	4.32	29	2
Train the Trainer - SIS II, VIS, Eurodac for IT Operators (joint with CEPOL)	2 days	4.66	23	1
TOTAL		4.35	181	65

**Table 2 – Number of participants, trainers and average satisfaction rate of DTPITO trainings**

Since the launch in September 2017, a total of 151 eu-LISA certificates were issued in the context of DTPITO, respectively 52 certificates in 2017 and 99 certificates in 2018. The average result was 85% which is above the established threshold (80%). The highest average result, 92%, was reached in SIS II Entry level (L1) course. The VIS Intermediate Level (L2) and SIS II Intermediate Level (L2) results were slightly under the threshold (78%). The figures presented demonstrates that, in general, the participants' level of knowledge obtained allows them to pass the examination test.

Following the three-level path from L1, L2, L3, the participant has the opportunity to take a step further by becoming a knowledge multiplier for his/her national peers in the MS. As mentioned before, for that purpose, eu-LISA in collaboration with CEPOL created the training course entitled 'Train the Trainer – SIS II, VIS, Eurodac for IT Operators', which is incorporated into the DTPITO structure. Taking into consideration the universal nature of the course, the content applicable to all System users, it is considered horizontal and therefore open for participation to all target group members or system users. The main focus of the

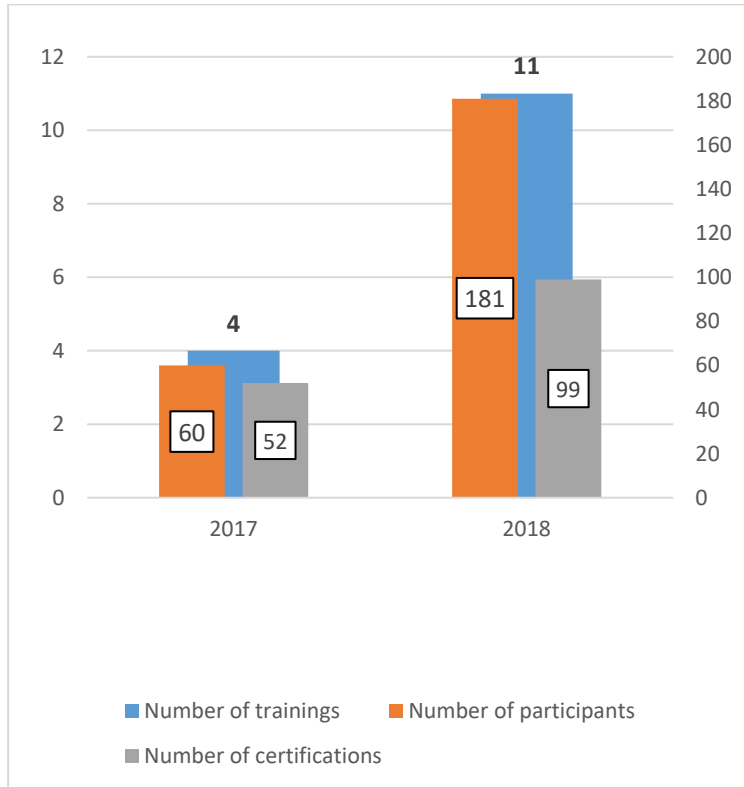
course is to develop practical knowledge and skills necessary for successful tutoring as a trainer. The implementation of the joint action has been successful in 2018 with 2 courses delivered for 52 participants with the average satisfaction rate of 4.49 out of 5 (90%). The participants of the course received an attendance certificate.

Visual Summary of above indicated data is available in table below:

Name of the training	Average result of the test (threshold 80%)	Certificate type	Number of certifications	Number of trainers
VIS Operational Training - Entry Level (L1)	80%	VIS Specialist	7	8
VIS Operational Training - Intermediate Level (L2)	78%	VIS Professional	5	4
VIS: Operational Training - Advanced Level (L3)	85%	VIS Expert	11	9
SIS II Operational Training – Entry Level (L1)	92%	SIS II Specialist	10	6
SIS II Operational Training – Intermediate Level (L2)	78%	SIS II Professional	14	4
SIS II Operational Training – Advanced Level (L3)	88%	SIS II Expert	14	9
Eurodac Operational Training – Entry Level (L1)	85%	Eurodac Specialist	10	8
Eurodac Operational Training – Intermediate Level (L2)	90%	Eurodac Professional	9	3
Eurodac Operational Training – Advanced Level (L3)	91%	Eurodac Expert	19	11
<b>TOTAL</b>	<b>85%</b>		<b>99</b>	<b>62</b>

**Table 3 – Number of certifications and trainers and the average result of the test**

Chart 16, provides summary of number trainings sessions, number of participants and certifications delivered in DTPITO for 2018 compared also with 2017.



**Chart 16 – Number of DTPITO trainings, participants and DTPITO certifications (2017-2018)**

The curricula-development process for DTPITO courses intensely engaged eu-LISA’s experts as well as external content providers who contributed with their specific professional know-how. Following outcome of evaluations, conclusion can be drawn that this combined approach in the curricula development and the subsequent joint delivery of the trainings was highly appreciated by the trainees.



## 2. Highlights from the NCP meeting 2018

An essential tool not only for defining the training needs of the Member States, but also as a valuable forum for all training related matters and discussion between eu-LISA and the MS, is the eu-LISA Network of the National contact points for training (NCP)<sup>11</sup>. In 2018, the annual NCP meeting was held on 16 October during which NCPs were informed of the developments and initiatives which eu-LISA is currently undertaking in the area of training, including an update on the delivery of the Training Plan 2018.

Particular attention was given to providing awareness session on the new eu-LISA Regulation, new systems EES, ECRIS, ETIAS and Interoperability and the role of eu-LISA training. It was repeated, what is also confirmed by the Programming Document 2018- 2020, that eu-LISA will continue to provide high quality trainings for the systems with special attention to the development of the training portfolios related to EES and ETIAS. In that sense, the attendees were also informed on the joint initiative with CEPOL and Frontex in creating joint EES training.

In the context of the annual Training Needs Analyses Exercise, 13 MS participated in the exercise. The majority of topics were proposed for SIS II subjects. Most of the suggestions were made for classroom or blended learning courses suggesting the importance of face-to-face trainings. All inputs were discussed with the representatives of the MS at the NCP meeting and the results were included in the Training Plan for 2019.

A possible new 'profile-based' training model was introduced to the attendees as well. The proposal elaborates a shifting from the current knowledge level training approach, encompassed in DTPITO, to the specific target group level approach for the system target group members. As mentioned previously, from 2017, the operational training courses were framed inside DTPITO and in the delivery followed the "level-based" approach in which each course level provided to the trainees a different level of technical knowledge on the system related topics (gradually increasing from basic to advanced). Following the outcomes of the training evaluations, especially the feedback provided from the trainers' side, it was noticed

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<sup>11</sup> 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.

that a non-harmonised course attending audience is the main challenge this model is facing in its implementation. Currently, the training audience attending a specific course level is very often composed of profiles with different backgrounds, aims or daily tasks (e.g. in case of SIS DTPITO trainings, the training group was composed of trainees from the National SPOCs, from the National SIS Offices and often also from the SIRENE Bureau), consequently, trainers experienced some difficulties to define an appropriate set of topics and training sessions since the training agenda was only partially relevant to job profiles attending.

From 2019, a pilot will be launched replacing the current SIS II DTPITO in which, as explained previously, the focus will be shifted from the level knowledge (basic, intermediate, advanced) to the target group approach. Tailored training courses for each of three identified SIS II Target group members will be prepared:

- 'SIS II Technical training: IT Operators'
- 'SIS II Technical training: SPoC'
- 'SIS II Technical training: Sirene (Technical)'
- 'SIS II Technical training: Sirene (Business)', current 'SIS II for Sirene'

Trainees who will attend will be selected starting from the common backgrounds/aims/interests, so that the course content could be strongly focused on the specific profile features and needs in a more effective way. Special focus will be also given introduction of case studies, simulations, practical exercises, workshops and group discussions in the curriculum.

In 2018, preparations for new model occurred in order to have launch of pilot in 2019, as also confirmed by Training Plan approved by eu-LISA Management Committee in December 2018.

Finally, attendees were also informed on the outcome of discussion held in eu-LISA on possible applying of shared model for financing of attendance costs of the MS to eu-LISA trainings, with conclusion that current model will remain.

### 3. Cooperation with JHA Agencies, European Commission and Member States

Cooperation with JHA Agencies continued also in 2018, with the delivery of joint trainings (with CEPOL) and providing of eu-LISA expertise to several trainings organised by CEPOL and Frontex. In 2018, eu-LISA actively contributed to the CEPOL guided initiative of European Union Strategic Training Needs Assessment (EU-STNA). EU-STNA aims at identifying EU level training priorities in the area of internal security and its external aspects to build the capacity of law enforcement officials. eu-LISA supported the process of identifying the training needs on European level and confirmed availability to provide expertise in the particular thematic areas. In 2017, eu-LISA and Frontex agreed on the inclusion of a training module which was prepared by eu-LISA on the Technical aspects of SIS II and VIS. The material is tailored for Frontex's Integrated Border Management Training for Schengen evaluators. The material was finalised in 2018 and shared with Frontex. The module is currently available on eu-LISA LMS and on Frontex LMS (screenshot available below). eu-LISA contribution to Frontex training for Schengen evaluators is foreseen to be extended also in 2019. Other cooperation projects with Frontex continued also in 2019 especially focusing to find an appropriate technical solution for the integration of eu-LISA and Frontex LMS environments (for content sharing purposes). Different approaches have been evaluated during 2018 and activities will continue also in 2019.

Study material for the Schengen Evaluation – Management of External Borders led by Frontex

eu-LISA's core mission is to be dedicated to continuously add value to Member States, supporting through technology their efforts for a safer Europe.

1. For the start, you are welcome to **watch the videos** about large scale IT systems that are increasingly critical for border management and border control in Europe. These systems are managed by eu-LISA. These 4 short videos are giving a brief introduction to:
  - eu-LISA, the agency itself
  - some of the new systems that are pending
  - systems that are coming in the next few years, that eu-LISA will develop and implement.

2. In addition to the videos, **read about** eu-LISA and our responsibility related to the Schengen Evaluation Mechanism.



Screenshot 1 - eu-LISA module for Frontex training

Following introduction of Entry Exit System, beside previously mentioned start of development of eu-LISA EES pre-deployment curricula, in 2018 cooperation with CEPOL and Frontex started in identifying training needs of respective target groups and identifying

possible (common) topics for future joint EES trainings.

Beside with CEPOL, in 2018, eu-LISA implemented series of other trainings in cooperation with various stakeholders (some foreseen also in Working Arrangements with JHA Agencies for 2018):<sup>12</sup>

- Technical trainings:
  - Webinars: AFIS in SIS II (with CEPOL)
  - Eurodac Operational Training – Advanced Level (L3), MS
- Technical trainings (awareness session on eu-LISA Systems):
  - Eurodac/SIS II: combatting facilitation of illegal immigration (with COM and MS)
- Training for Schengen Evaluators:
  - Schengen evaluation – SIS II and SIRENE (CEPOL)
  - Provision of training material on eu-LISA and SIS II, VIS (Frontex)
- Training for SIRENE Officers:
  - SIS II for SIRENE (Joint course with CEPOL), COM and MS
  - SIRENE Officers – Level 1
  - SIRENE Officers – level 2
- Train the trainer courses:
  - Train the trainers – SIS II, VIS, Eurodac IT operators (Joint course with CEPOL).

In the framework of eu-LISA involvement in the EMPACT (European Multidisciplinary Platform against Criminal Threats) and in particular in the FII - facilitation illegal migration priority, also in 2018 the Agency organised the awareness raising session on Eurodac and SIS II with the training 'Eurodac/SIS II: combatting facilitation of illegal immigration'. The main focus of the training was to explain the role of large-scale IT systems managed by the Agency in combatting illegal immigration phenomena. The target group of the training was Member States' officers dealing with illegal immigration matters, in particular middle management profiles, investigators of smuggling cases and border police. The training touched upon the topics: Empact – FII introduction, European Policy context on the smuggling of migrants, Eurodac and SIS II legal base and new legal proposals, the operation of Eurodac and SIS II, use of Eurodac at national level. Italian and Austrian case studies on the use of Eurodac as SIS II in smuggling cases were additional highlights of the training. The training was attended by

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<sup>12</sup> 2.3.2 Partnership with Agencies and EU bodies. *eu-LISA Programming Document 2018-2020*. p.49  
eu-LISA

27 participants from 20 MS. The course satisfaction rate was 44.4/5. The training was also made available as an online learning module on eu-LISA LMS.

Finally, in 2018, European Institute for Gender Equality (EIGE) hosted Chairmanship of the JHA Agencies Network. Besides other activities, eu-LISA also participated in the meeting of the Training Contact Group of the JHA Agencies. Contribution was focused on the finalisation of the Glossary with the Agencies and working session on the further development of the JHA Training Matrix. The data contained in the training Matrix demonstrated a good and broad level of cooperation between the JHA Agencies and that most of the training needs were being addressed. Nevertheless, there is room for enhancing further the cooperation, especially in terms of joint activities or activities conducted in partnership with one or more Agencies. The Agencies' joint work could also benefit from a more structured needs analysis. In that regard, the JHA Training Matrix should be further developed as a tool that can be used for planning, and Agencies could extend its use to respond even more effectively to policy requirements.

## 4. eu-LISA Learning Management System and e-Learning developments

In terms of eLearning developments, 2018 was the milestone for eu-LISA member state training activities, as this year all training delivered to the Member States had e-learning support. E-learning has become a must have component which has important role for training activities, and which helps eu-LISA to broaden the delivery of the know how in order to answer to the needs of the stakeholders and Member States.

In order to remain competitive, improve customer service for the Member States, and to implement the corporate strategy which foresees providing quality trainings to the Member states and other agencies, there were three main focus on 2018 related to the digital solutions supporting the training:

- eu-LISA Moodle for Member State training upgrade to version 3.5 in order to ensure the availability of the latest opportunities for building effective learning activities for the training, improve the user experience for LMS users and administrators.
- Assure the e-support for the learning and teaching process by developing e-course for each training, and by granting access to the e-course prior, during and after the training for each participant and trainer.
- Development and raise of the e-learning recourses in line with the needs of the Member States.

The LMS is used in different ways, and in several purposes: for supporting training activities, as an opportunity for independent study, for information sharing and as a co-operation space for the National Contact Point community. More precisely:

LMS is used in all training that eu-LISA is providing for MS, for:

- sharing information about the training and study materials
- pre- and post-activities of the blended learning training
- supporting the post-training knowledge transfer in the MS (all materials used in the training will be made available for all LMS users in the Library after the training)

Opportunity for independent study

Resources that are suitable for independent study and available for all LMS users:

- Library of Learning Materials
- Online learning modules (recordings of the webinars, training content of the DTPITO training program, EMPACT online module)

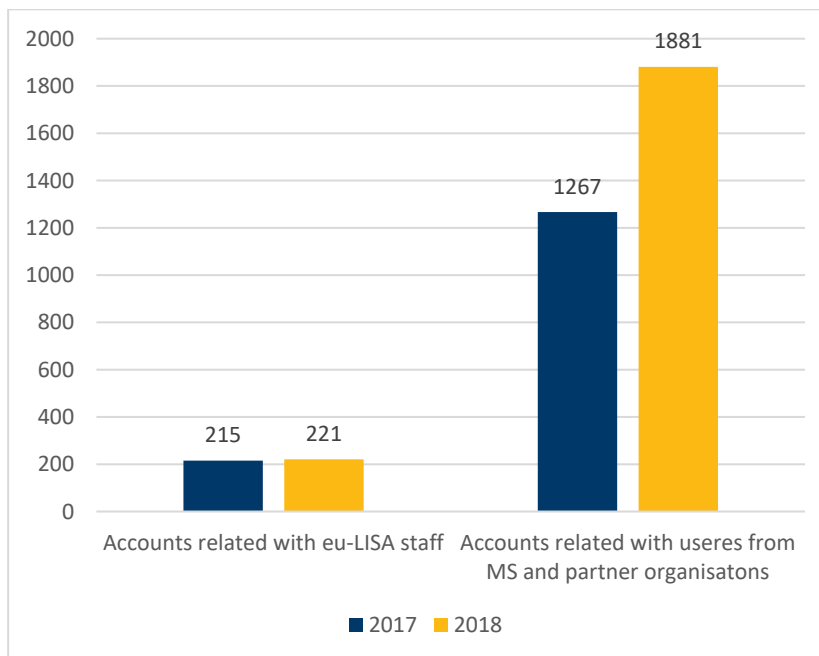
### Information about upcoming training and eu-LISA training portfolio

- Up to date training calendar, which is visible for all users
- Overview of eu-LISA training portfolio

### Co-operation space for eu-LISA National Contact Point community

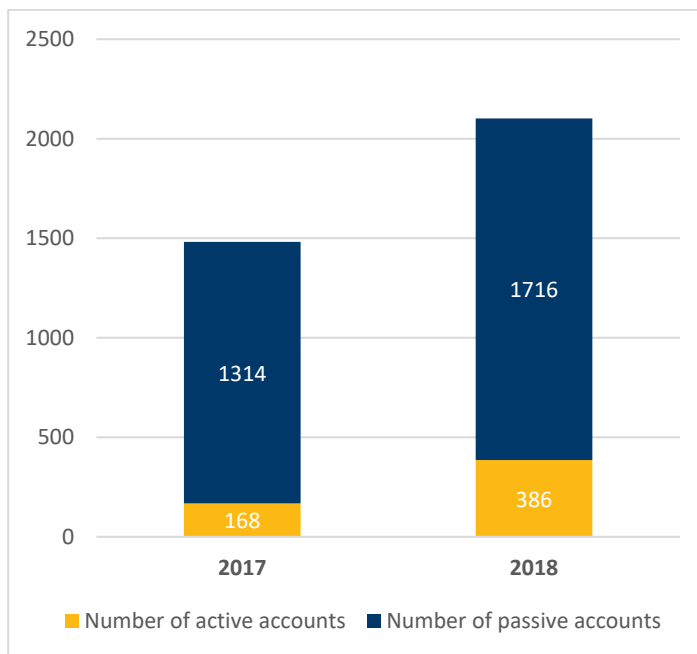
eu-LISA has a site for the NCP community, that is located at eu-LISA LMS. The site supports cooperation between eu-LISA and NCPs by building an informed community (up to date information and communications channel in one place).

The access to LMS is provided to all, who have eu-LISA extranet account. There are **2102** users who have access to eu-LISA LMS for MS training (221 of the accounts are related to eu-LISA staff, 1881 to the users of MS and partner organisations). Compared to the previous year, the number of LMS accounts has increased 30.5% (620 new accounts).



**Chart 17 - Number of accounts on LMS**

Although the access to the eu-LISA LMS (granted by eu-LISA extranet account) is available for many potential users from the MS, the LMS usage is related mostly to the participation of the training events. Today, there are 386 active accounts on eu-LISA LMS (users who have logged in and used the LMS). Compared to the previous year, the number of active users has increased 43.5%.



**Chart 18 - Number of active accounts (users who have logged in to LMS) and passive accounts (users who have not logged in to LMS) in eu-LISA LMS for MS.**

The LMS provides for the users (general users and participants of the training) unlimited access to learning content:

- access to the training materials and activities before, during and after the training
- additional materials on the topic of the training
- training community and communication - contact with the trainers and training group.
- the list of attended training (personal history)
- online learning modules that available for all users of the LMS (with self-enrolment)
- library of learning materials - the database of learning videos, presentations and additional materials from eu-LISA training events for Member States.
- up to date training calendar, overview of eu-LISA training portfolio, NCP contact list, and eu-LISA News (social media feed and relevant news about eu-LISA training activities on front page of the LMS).

In addition to the previous, there are expanded benefits for National Contact Points from MS, to provide relevant information about the training, overview of the training progress of participants from their MS. More precisely:

- NCP has access to all training in LMS (observer role). If needed, NCP can observe the participants of their state, support participants from their state,



and have an overview of the users, who have joined the online learning modules for independent learning purposes.

- The network of NCP-s has their own space in LMS, to provide and share information about news, up to date training plan (for ongoing and for upcoming years), quarterly training reports, quick links to the materials of our main development training programmes. The site for NCP-s is the main communication channel (joint forum) between eu-LISA and NCP network and for the community members. There are 63 users (NCP's and eu-LISA staff) who are joined with the community site.

For trainers, the eu-LISA LMS is an opportunity to create and deliver diverse learning content, to monitor student participation, and assess their performance. There are different tools for the trainers that can be used to prepare learning strategies aimed at helping Member State participants to achieve the desired outcomes. Tools such as book, file, folder, URL, SCORM, etc. help develop and provide different interactive study material. Activity tools like assignment, database, forum, glossary, lesson, quiz, survey and wiki tools are tailored to understand the progress of the training.

The eu-LISA LMS for MS is today and in the future related with all training that eu-LISA is delivering to the Member States. Keeping up the work with the LMS developments is crucial to provide quality service for our target group.

Related to the planned LMS developments on 2018, there was a need to have pre-production environment for the LMS which supports development processes. The pre-production environment is a risk free opportunity for LMS administrator and training team to try out new functionalities for the training. Having the test environment for eu-LISA LMS for Member State training:

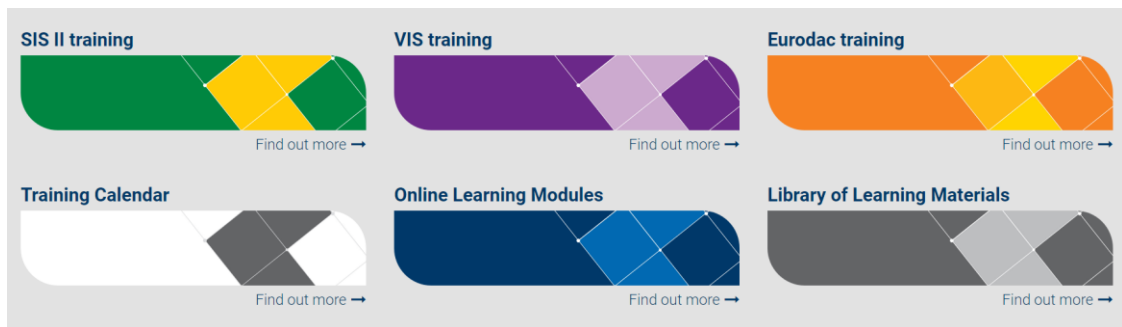
- helps test new features and upgrades risk free before the production
- improves and simplifies the quality of the LMS development process
- supports and implements the corporate strategy that foresees (as one of the strategic objective) to provide quality trainings to the Member states and other agencies.

In 2018, the version of eu-LISA Moodle was upgraded from 3.2 to 3.5. The step was needed to improve the Dashboard which is the most used and relevant site for users (more intuitive and functional, including overview of personal progress during the training), and to ensure the availability of the tools which are used for designing the learning activities on the training.

In addition to the system upgrade, improvements were done on the theme design. More precisely: the font size on the slideshow (slider) was adapted, colours in the calendar (background colour of active dates) were changed to match eu-LISA identity specified in CVI,

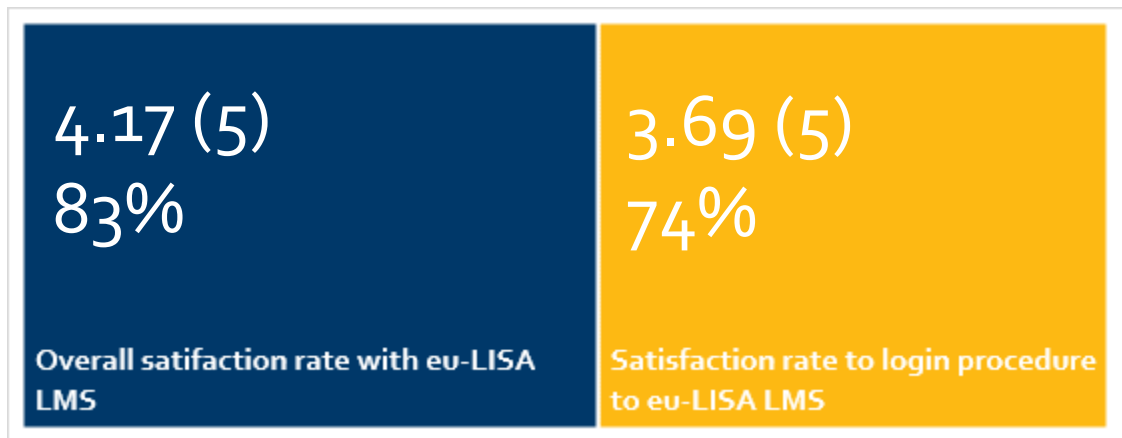
flexible ordering functionality to quick links and header slide show section was added to improve the administration functionality.

The library of the learning materials was created in order to spread the training materials and e-learning recourses with all the LMS users from the Member States. All the resources – presentations, e-learning resources – which are in use in different training, can be found also from the Library.



Screenshot 2 - Quick links on the LMS

In order to design the learning management system based on the needs of eu-LISA LMS users, there is an opportunity for eu-LISA trainees to share their thoughts and evaluate the user experience following each training they are participating. The overall satisfaction rate to eu-LISA LMS on 2018 is 4.17 (83%). The user experience related to the satisfaction with the login procedure to eu-LISA LMS, has been estimated at 74%.



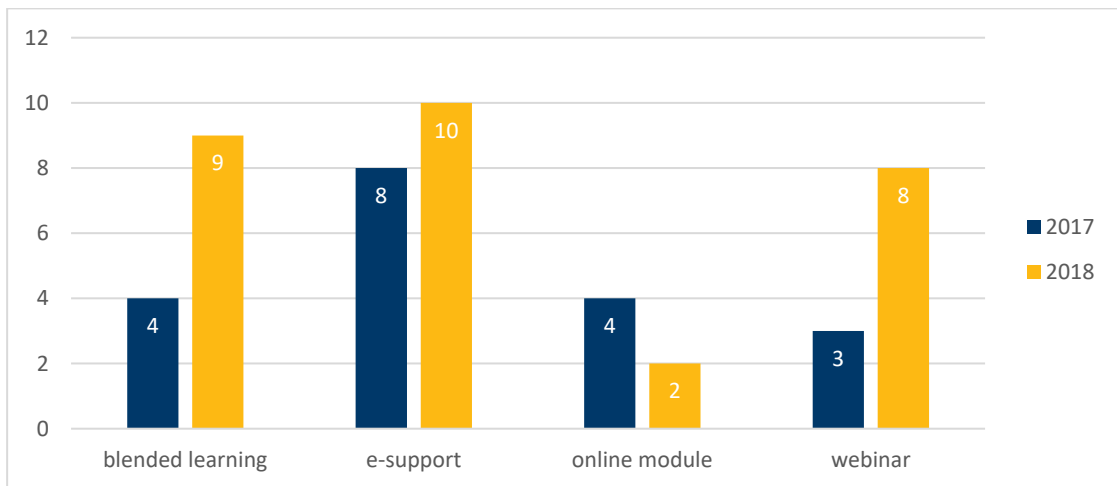
Screenshot 3 – average satisfaction rate with LMS and the login procedure

There are three types of training that eu-LISA is delivering for Member States:

- 1) Training based on blended learning methodology that is used mostly for the trainings part of our three main Development Training Programme for IT Operators on SIS II, VIS and Eurodac (altogether 10 training activities). On these

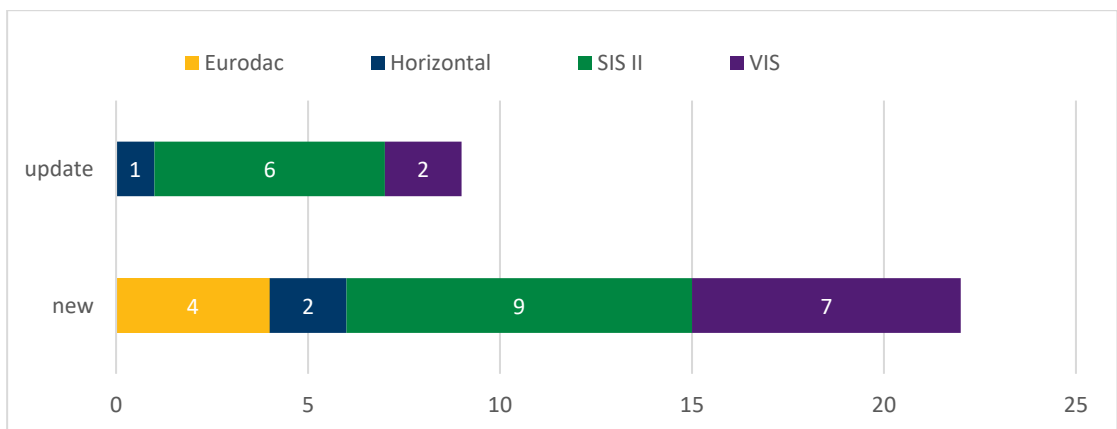
training activities the participant have to pass in addition to the face-to-face training also the e-learning activities (pre-course e-learning, online assessment and evaluation) to be awarded the eu-LISA Certificate.

- 2) Training with e-learning support, for the face-to-face sessions based training, to guarantee access to the training materials for the participants.
- 3) Online training, that are delivered fully online – webinar sessions and self-directed online learning modules for all LMS users from the MS and eu-LISA.



**Chart 19 - Type of the e-learning delivered on 2018**

In 2018, the biggest increase was related to the blended learning training delivery (66%), and to the webinars (66%). In addition to the four self-directed online learning modules which were developed and opened for the MS users on 2017, 2 new modules were developed in 2018 (increase 20%). There were developed altogether 22 new e-courses, 9 e-courses were updated.



**Chart 20 - Number of new and updated e-courses on 2018**

List of the e-courses (blended, e-support, online) are listed below:

### **Eurodac**

#### **new**

- EURODAC Operational Training – Advanced Level
- EURODAC Operational Training – Entry Level
- EURODAC Operational Training – Intermediate Level
- Materials of SIS II Development Training Program
- Technical use of EURODAC – Train the Trainer

### **Horizontal**

#### **new**

- eu-LISA support for JHA agencies training
- Eurodac & SIS II - role of large-scale IT systems in combatting facilitation of illegal immigration
- Eurodac / SIS II combatting facilitating illegal immigration
- Train the Trainer – SIS II, VIS, Eurodac for IT Operators

#### **update**

- Train the Trainer – SIS II, VIS, Eurodac for IT Operators

### **SIS II**

#### **new**

- AFIS Training Session – Management focus
- AFIS Training Session – Technical focus
- Materials of SIS II Development Training Program
- Schengen Evaluation SIS II / SIRENE (LV)
- SIS II Central System Simulator
- SIS II for SIRENE
- SIS II Operational Training – Advanced Level
- SIS II webinar recordings
- SIS II/Sirene Newcomer Training: IE update
- SIS II Operational Training – Entry Level
- SIS II Operational Training – Intermediate Level

#### **update**

- AFIS Training Session – Management focus
- AFIS Training Session for MS – Technical Focus
- SIS II for SIRENE - joint with CEPOL
- SIS II Operational Training – Advanced Level
- SIS II Operational Training – Entry Level
- SIS II Operational Training – Intermediate Level

### **VIS**

#### **new**

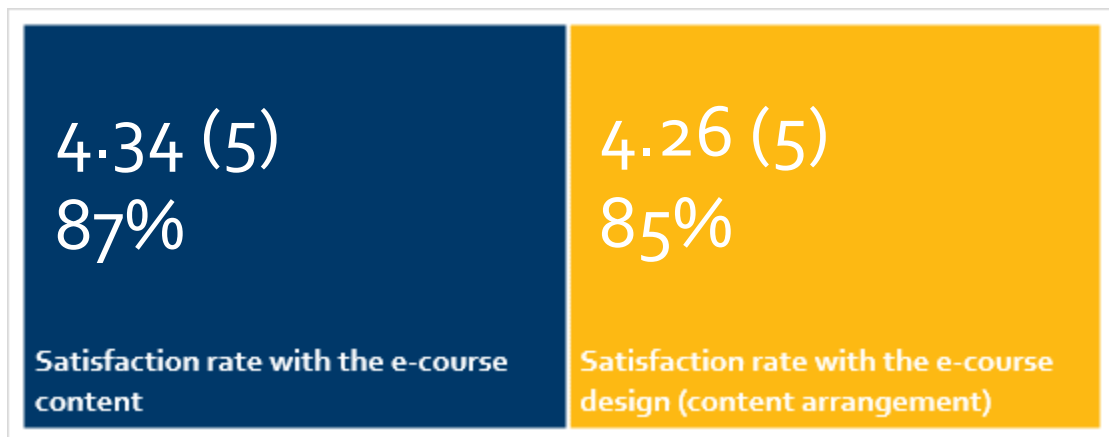
- Materials of VIS Development Training Program

Technical use of VIS – Train the Trainer  
VIS Data Quality – MS Training  
VIS Newcomer Training Program for BG  
VIS Newcomer Training Program for RO  
VIS Operational Training – Advanced Level  
VIS Operational Training - Intermediate Level  
VIS webinar recordings  
VIS Operational Training – Entry Level

**update**

VIS Data Quality – MS Training  
VIS Operational Training – Entry Level

In order to improve the quality of the e-support for training (e-courses, content provided on the courses), there is an opportunity for eu-LISA trainees to share their thoughts and evaluate the user experience following each training they are participating. The **overall satisfaction rate with the e-courses supporting training on 2018 is 4.34 (87%)**. The user experience related to the satisfaction with the **e-course design (content arrangement, structure etc), has been estimated at 85%**.



**Screenshot 4 – satisfaction rates with the content and design of the e-courses**

There are 87 e-learning products available on the LMS for MS training, 53 of them are created and developed in 2018. Compared to the previous year, the increase has been 61%. While 2017 was focussed on the implementation of the newly launched LMS platform and development of the first e-courses, 2018 was focussed on integrating the e-learning component to each training, and on producing new e-learning content in order to assure and broaden e-learning opportunities for the MS representatives and respond to their training needs.

The greatest attention has been on the production of the video based e-learning materials. In general, 65% of the video materials which are available today for the MS, are produced in

2018. 38% (10) of the new video products are video lessons which are produced in cooperation to eu-LISA staff and the contractors. 31% (8) of the video products are webinar recordings, and 31% (8) video presentations recorded on the training.

In comparison to the previous year, the increase in different type of e-course production has been 26%. The main reason behind that is the decision to assure e-support for all training eu-LISA delivers to the MS (e-support for the face-to-face training on minimum level; blended learning model for the Development Training Program for IT Operators which includes e-learning phase as a compulsory part of the training in addition to the face-to-face session; and online modules which are open for all of the LMS users).

New certification tests were developed for Eurodac training program courses (3), and for VIS intermediate and advanced level training (2). Improvements were done and implemented for SIS II training program intermediate and advanced level courses (2).

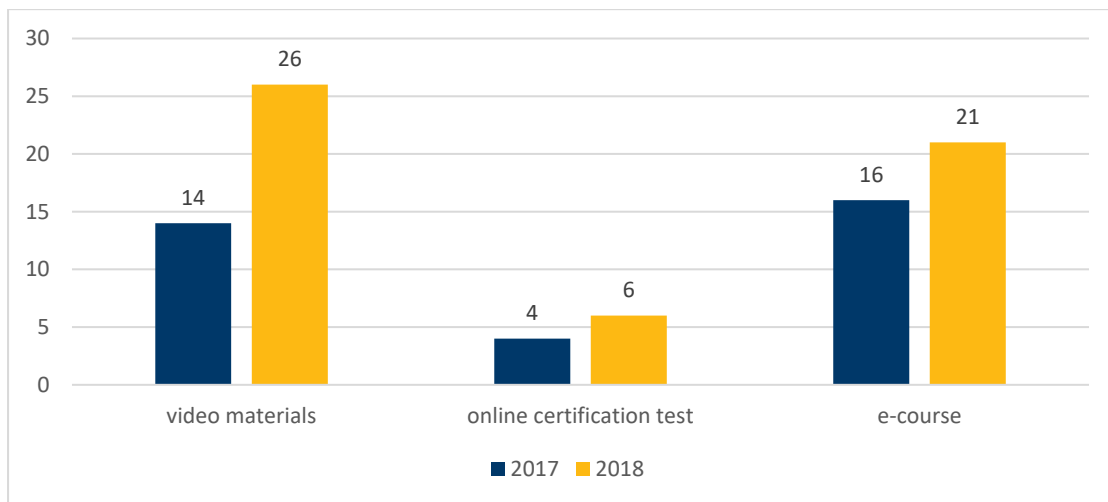
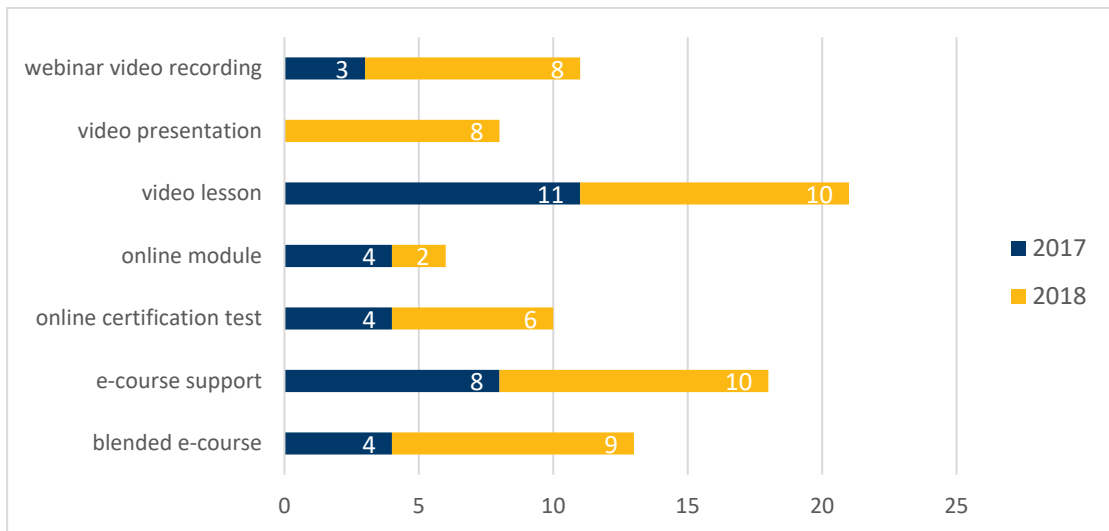
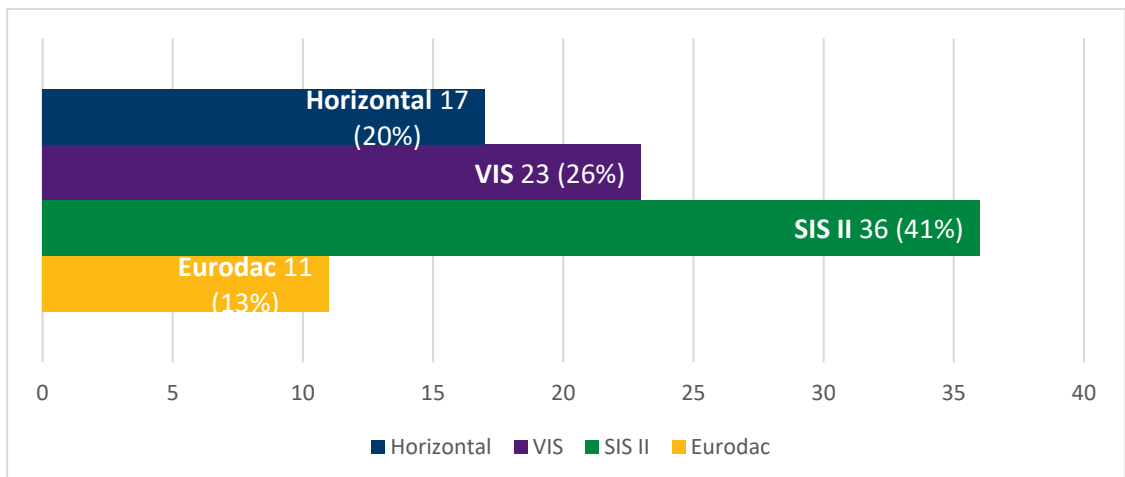


Chart 21 - The e-learning products produced and available for the MS training (2017 -2018)

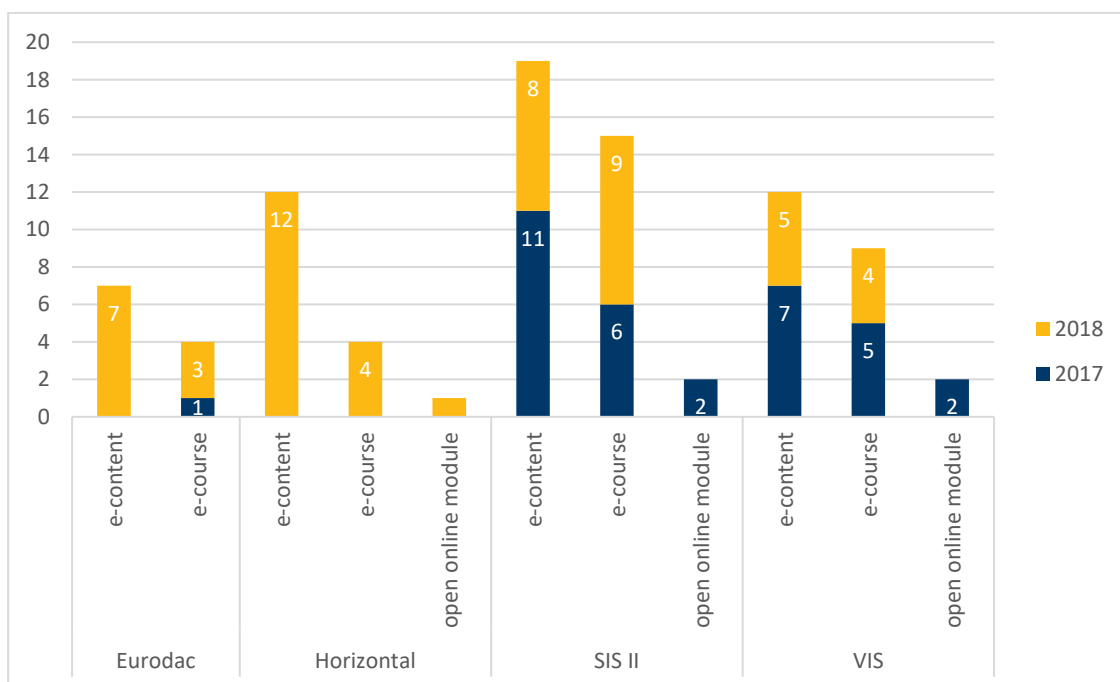


**Chart 22 - Type and amount of the e-learning products produced and available for the MS training (2017 -2018)**

Based on the systems, 41% of the products that are available on LMS today, are related to SIS II, 26% to VIS, 20% to horizontal topics, and 13% to Eurodac. Most of the new (launched on 2018) e-learning products were related to horizontal topics (39%), followed by Eurodac (24%), SIS II (20%), and VIS (17%). 75% of the e-learning content updates were related to SIS II products (9), 17% to the VIS products (2), and 8 to the horizontal topics.



**Chart 23 - Amount of the e-learning products produced and available for the MS training based on the system (2017-2018)**



**Chart 24 - General overview of the e-learning product type, based on the year and system**

E-content consists of video lessons, webinar recordings, video presentations, certification tests. E-course consist of e-support for face-to-face training or blended learning courses. Open online learning module consist of e-courses that are open and accessible for all LMS users).

List of the e-learning content based on the content type, can be found below. Please note that the e-courses, which are indicated in the table above, are excluded from the list.

**Eurodac**

**online certification test**

- Eurodac Expert
- Eurodac Professional
- Eurodac Specialist

**video lesson**

- Eurodac basics (Module 1)
- Eurodac Broadcasting and Transaction Validation (Module 4)
- Eurodac Functionality 1: Search Use Cases (Module 2)
- Eurodac Functionality 2 - Database Operation Use Cases

(Module 3)

**Horizontal**

**video lesson**

- eu-LISA: European Dactyloscopy Eurodac (Module 4)



- eu-LISA: Introduction to eu-LISA (Module 1)
- eu-LISA: Schengen Information System SIS II (Module 2)
- eu-LISA: Visa Information System VIS (Module 3)

#### **video presentation**

- Austrian experiences in smuggling cases and practical use of SIS

II

- Eurodac law Enforcement Access and case studies from

Germany

- Eurodac legal base and new legal proposals
- How does Eurodac work
- How does SIS II work?
- Introduction on EMPACT - FII and its European policy context
- Introduction to eu-LISA Agency
- SIS legal base: overview of main changes and state of play

### **SIS II**

#### **online certification test**

- SIS II Expert
- SIS II Professional
- SIS II Specialist

#### **video lesson**

- Security aspects for Schengen Evaluators
- SIS II AFIS Introduction
- SIS II Architecture
- SIS II Business Information
- SIS II Central Operations
- SIS II Context

#### **webinar video recording**

- Biometrics: Introduction to Biometric Technology (Module 1)
- Biometrics: Introduction to SIS II AFIS (Module 1)
- Concept of National Copy Explained
- DCC Explained SIS II
- SIS II Central System Simulator
- SIS II Search Engine
- Switchover and Switchback

### **VIS**

#### **online certification test**

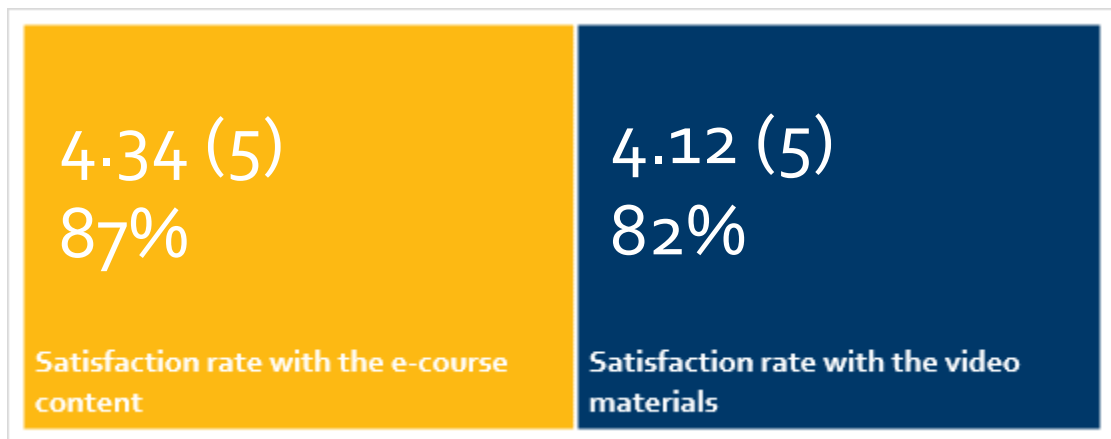
- VIS Specialist

#### **video lesson**

- VIS Data Protection
- VIS Mail Architecture and Technical aspects
- VIS Mail Context and Business Aspects
- VIS Mail in figures and future evolutions

VIS/BMS Architecture, Non- functional aspects and Evolutions  
VIS/BMS Business aspects  
VIS/BMS Functionalities  
**webinar video recording**  
VIS Best Practices  
VIS Business Analytics  
VIS Interface Control Document (ICD)  
VIS Search Functions

The next screenshot shows the average satisfaction rate with the e-course content and video materials which is very high – over 80% out of 100%.



Screenshot 5 – Satisfaction with the e-course content and video materials

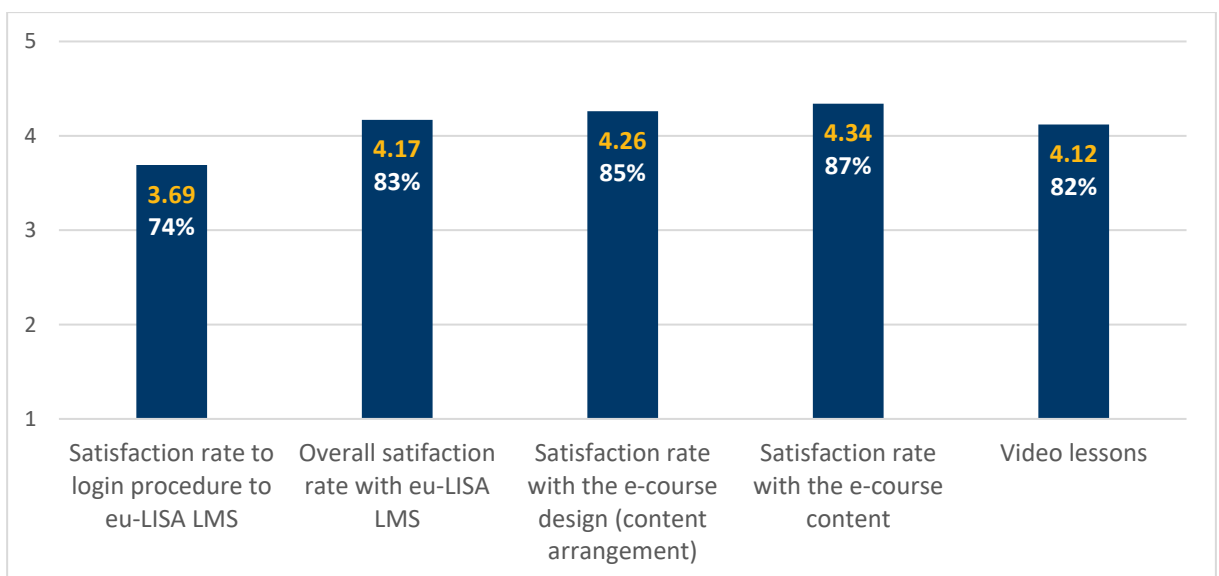


Chart 25 - Satisfaction rate related to eu-LISA LMS and e-elements related to the training activities (content, e-support)

Regardless of whether the training is based only on face-to-face sessions or blended learning concept, feedback to eu-LISA LMS and e-learning content available on LMS is part of every evaluation form. The results are showing that the lowest satisfaction rate is related to the login procedure to eu-LISA LMS (74%). Based on the additional information provided by the trainees, the reason for it is mostly related with the first login experience. eu-LISA is using the two factor authentication method, and the user management system is managed separately from the LMS, which is not the common method in the other similar learning - and management systems. After the first experience, the login procedure is evaluated already with the higher scores (e.g. DTPITO L2 trainees in comparison to L1 trainees). Once the trainees have logged in and are using the LMS and e-courses which are prepared for them to support the study process, the satisfaction rate is very good (82%-87%).

## Conclusion

The results Agency achieved in 2018 in implementation of one of its core tasks, to provide training on Systems managed by the Agency, clearly shows appreciation by MS, or more precisely eu-LISA training target group members with training portfolio and training activities provided.

Following the evaluation results, the Development Training Programme for IT Operators (DTPITO) is considered by trainees as suitable framework for delivery of technical trainings. Nevertheless, evolution of this approach is necessary and foreseen for next year in order to focus more on specific target groups and to better use available training resources. In that sense, pilot on SIS II System, will be launched in 2019.

Beside core training offer, eu-LISA continued also with delivery of Newcomer Training Programmes, including also enhancement of training portfolio with webinars related to all Systems. In addition, in line with the new Entry Exit Regulation, preparatory actions for the establishment of eu-LISA Pre-deployment Technical curricula for the MS joining the System were launched as well.

Cooperation with JHA Agencies continued also in 2018, with the delivery of joint trainings, eu-LISA involvement in EMPACT and contribution to the CEPOL guided initiative of the European Union Strategic Training Needs Assessment (EU-STNA). Following the introduction of the Entry Exit System, besides the above-mentioned start of the of eu-LISA EES pre-deployment curricula, in 2018 cooperation with CEPOL and Frontex started in identifying the training needs of the respective target groups and identifying the possible (common) topics for future EES trainings. Preparatory work in defining of new curricula for upcoming systems, started in 2018, will be the priority for Training MS portfolio in 2019. Cooperation with all relevant stakeholders in order to achieve end-to-end training product will continue.

Finally, in 2018, the process of the update of eu-LISA Training Strategy is completed. The updated training strategy aims to align the training related activities with the Agency's Long-Term Strategy for 2018-2022 as well as to harmonize eu-LISA training activities with the current JHA related training landscape in the EU, to enhance cooperation with other JHA Agencies and stakeholders and to provide an updated vision of the role of the Agency as a service provider for the Member States in the field of training.

## **Annex**

Annex 1: DTPITO Scheme

Annex 2: Training Catalogue 2018

Annex 1: DTPITO Scheme

