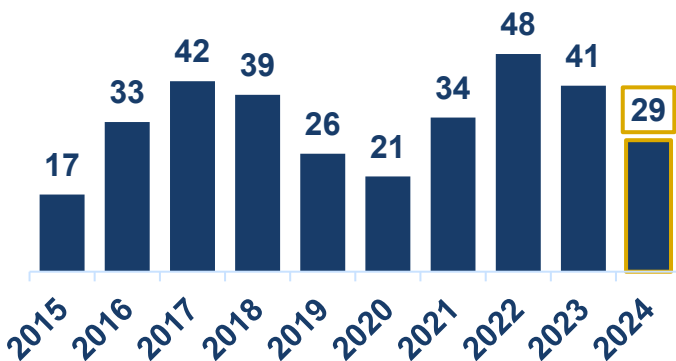# eu-LISA TRAINING ACTIVITIES FOR MEMBER STATES 2024

By the end of 2024, **29 training activities were delivered, including 8** training activities as per **emerging needs** identified during the year**.**
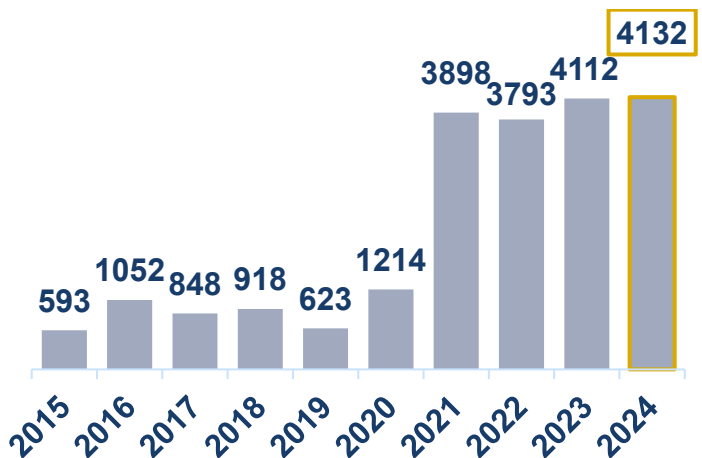
Our training activities reached **4134** participations: the highest number recorded so far. We welcomed **almost 600 new users on our learning and management system**

The **average satisfaction rate** with the training was **87%**. The highest satisfaction was reported for face-to-face courses (92%), while satisfaction with online activities in 2024 remained stable at 86%.

- Figure 1: Annual number of eu-LISA training activities delivered

- Figure 2: Annual number of participants in eu-LISA training activities

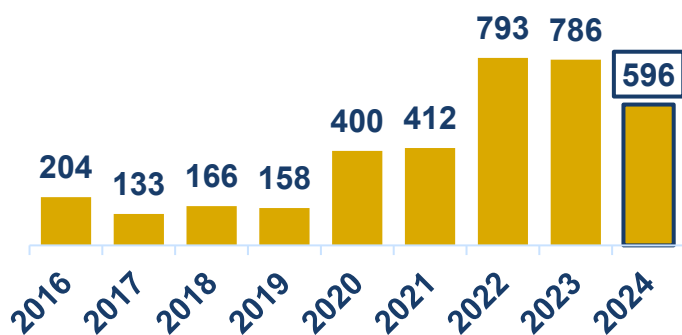Most engaging learning methods in 2024 were online courses and webinars.

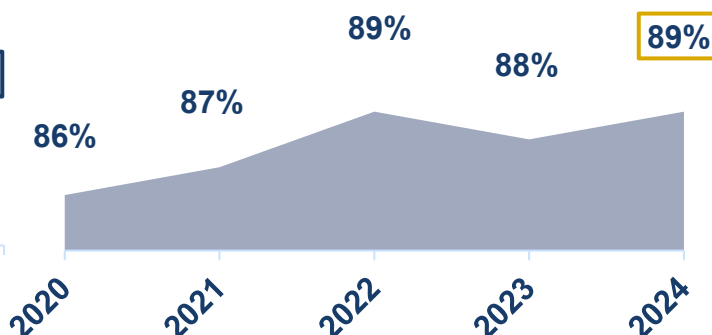- Figure 3: Number of training activities by format in 2024

- Figure 4: Number of participants by format in 2024

European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice

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596 new eu-LISA Learning Management System (LMS) accounts were created in 2024. User satisfaction with eu-LISA LMS increased by 1% in 2024, likely driven by the continuous enhancement of interactive methods in the online training offer, as well as efforts to accommodate diverse learning preferences — such as supplementing video content with reading materials.
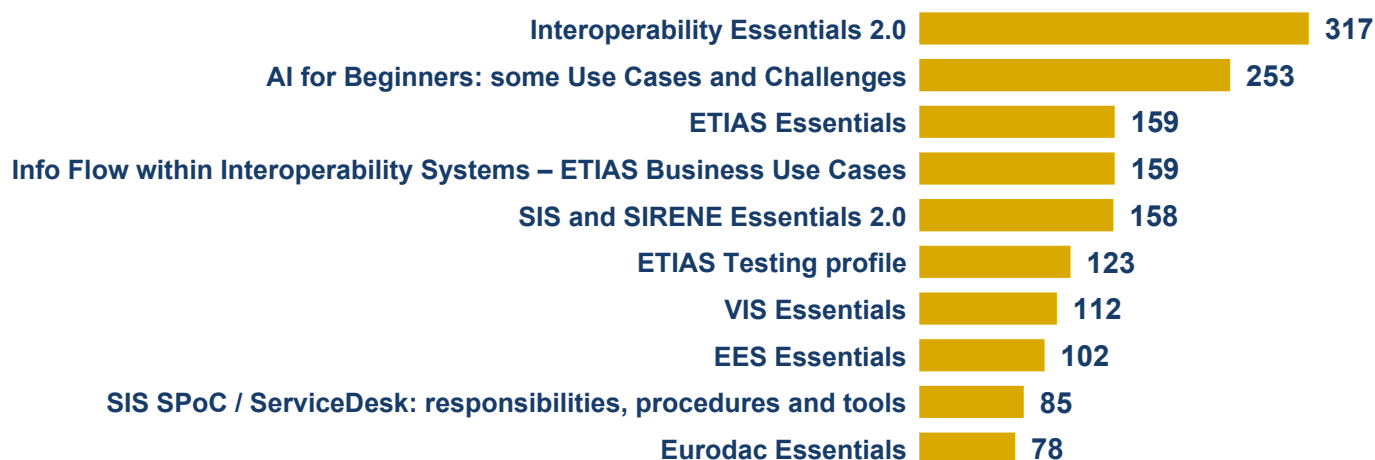
Figure 5: New LMS accounts per year since the establishment of the platform

Figure 6: User satisfaction with eu-LISA LMS in the last 5 years.

Top 10 most popular activities in 2024 among participants.

Activity	Enrolments
Interoperability Essentials 2.0	317
AI for Beginners: some Use Cases and Challenges	253
ETIAS Essentials	159
Info Flow within Interoperability Systems – ETIAS Business Use Cases	159
SIS and SIRENE Essentials 2.0	158
ETIAS Testing profile	123
VIS Essentials	112
EES Essentials	102
SIS SPoC / ServiceDesk: responsibilities, procedures and tools	85
Eurodac Essentials	78

Figure 7: eu-LISA LMS training resources with highest enrolments in 2024

Aside to eu-LISA training plan, we also **contributed to 10 training activities organized by partner agencies** CEPOL and Frontex, as well as the European Commission.

For the transparency and strong link between eu-LISA and the MS to meet the needs that can be addressed via training, we continued building the community of National Contact Points for eu-LISA MS training.

eu-LISA is the European Union Agency which ensures the 24/7 operational management of large-scale IT systems and their respective communication infrastructure, in the EU's area of freedom, security and justice. Further to the systems currently managed (Eurodac, SIS and VIS), the Agency is also in the process of developing three new systems (EES, ETIAS and ECRIS-TCN), along with their interoperability components.