

eu-LISA  
TRAINING ACTIVITIES  
FOR MEMBER STATES

Annual Report  
2025

## **eu-LISA Training Activities for Member States Annual Report 2025**

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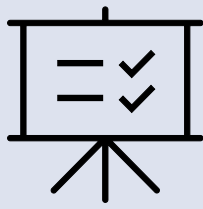
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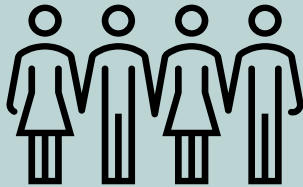
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## KEY ACHIEVEMENTS



**34** training activities delivered in 2025



**3990** participants in activities delivered in 2025, and in past training resources available on the LMS



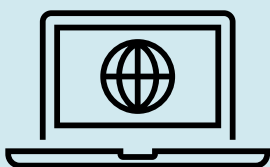
**89%** average satisfaction with training activities



**9 eu-LISA contributions** to training activities organized by CEPOL, Frontex, and European Commission



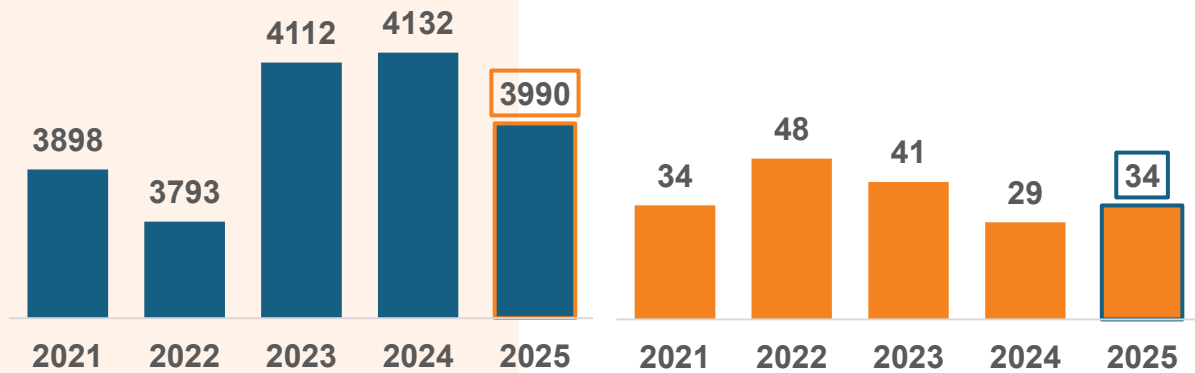
**3 NCP meetings** and **successful collaboration** with Stakeholders and Contractors



**120** online learning resources available on LMS by end of 2025

# SUMMARY

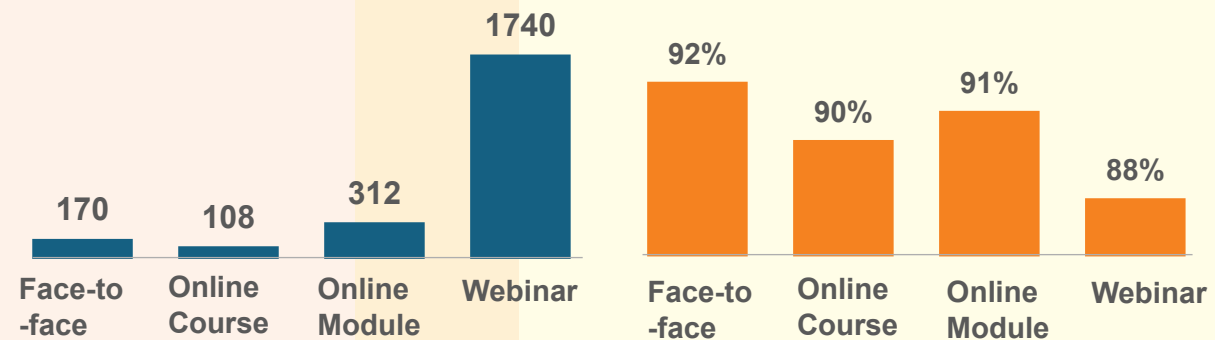
In 2025, the total number of participants in eu-LISA training activities was slightly lower compared to 2024 (- 3,4%). At the same time, the number of delivered activities increased by almost 20%. One face-to-face training targeted 3 communities and is therefore thrice reported in this document (once within each portfolio).



• Figure 1: Participants in training activities

• Figure 2: Training activities delivered

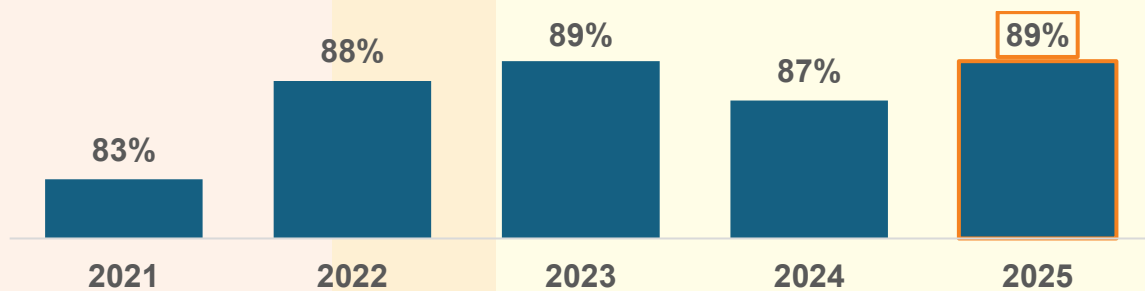
The best-attended delivery method in 2025 was by far webinars. As in the prior years, the highest satisfaction rate was reported for face-to-face courses (92%), while satisfaction with online activities was 89%.



• Figure 3: Participants by activity format in 2025

• Figure 4: Satisfaction rate by activity format in 2025

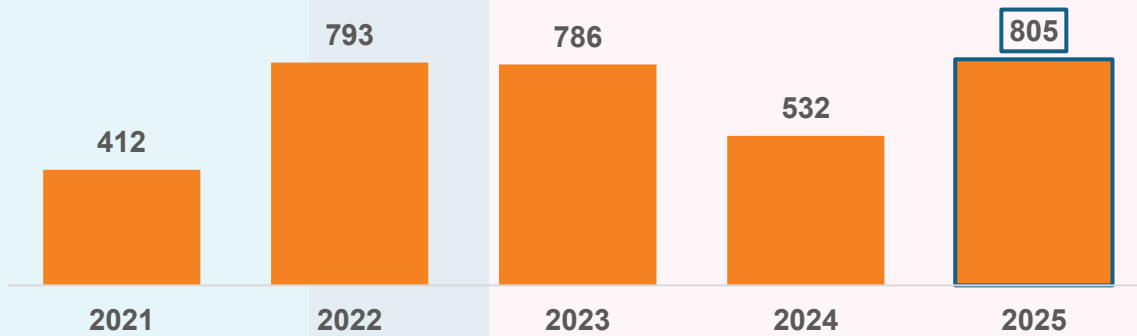
The average satisfaction with eu-LISA training marked a 2-point year-on-year increase, from 87% to 89%. Some of the improvements the Training Team implemented in 2025 included more supporting materials to webinar recordings and online learning resources, as well as new designs and pilot delivery methods.



• Figure 5: Trend of the average satisfaction level with eu-LISA Training

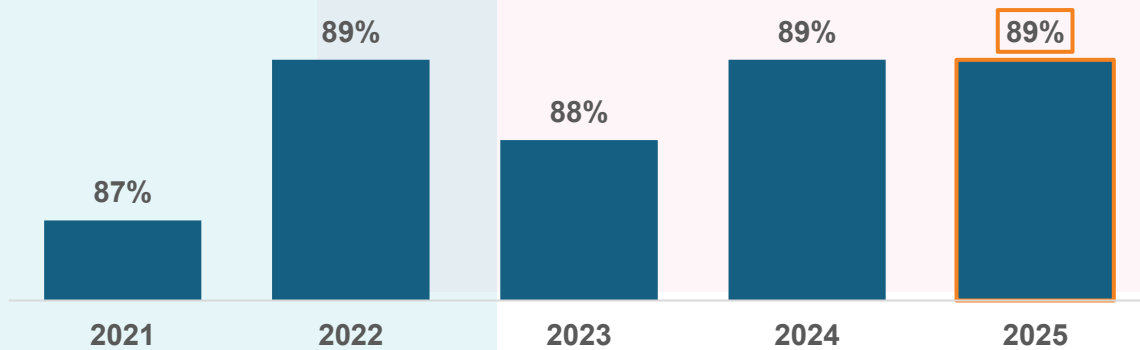
# eu-LISA LMS

805 new eu-LISA Learning Management System (LMS) user accounts were created in 2025, while the total number of active users in 2025 was 1107.



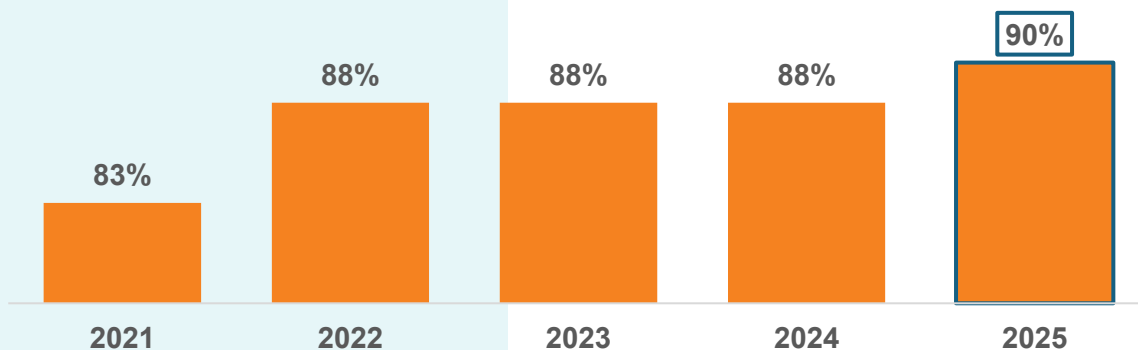
• Figure 6: New LMS accounts 2021 - 2025

In comparison with 2024, user satisfaction with eu-LISA LMS remained at 89% - the highest rate so far.



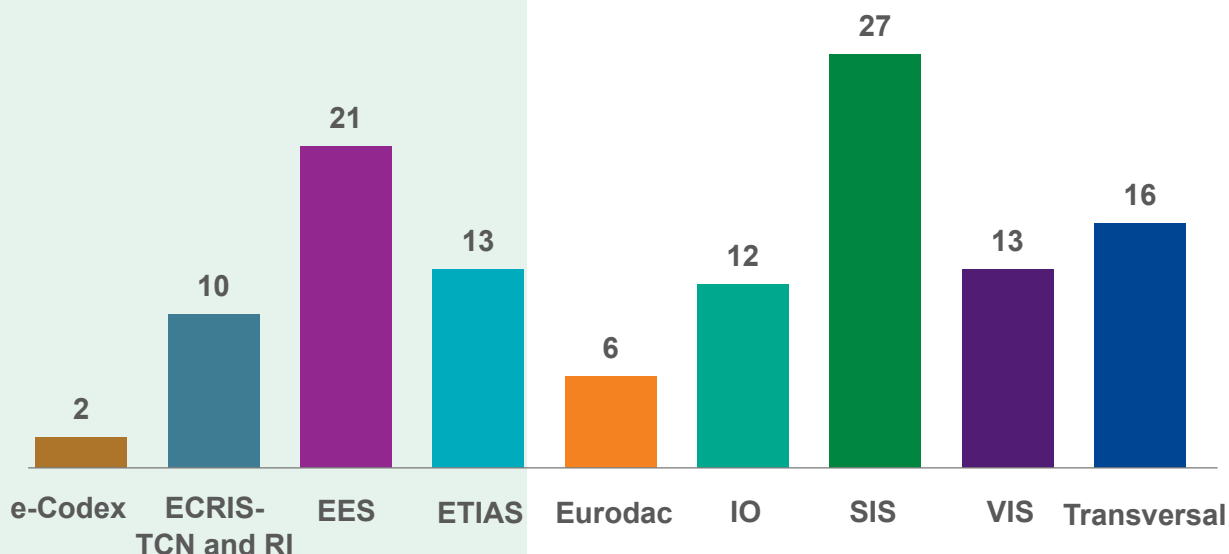
• Figure 7: User satisfaction with eu-LISA LMS.

User satisfaction with accessing the eu-LISA LMS, a long-standing pain-point, reached a new high at 90%. A new authorisation method was introduced in September 2024, easing user-access to the platform, as well as enhancing security.



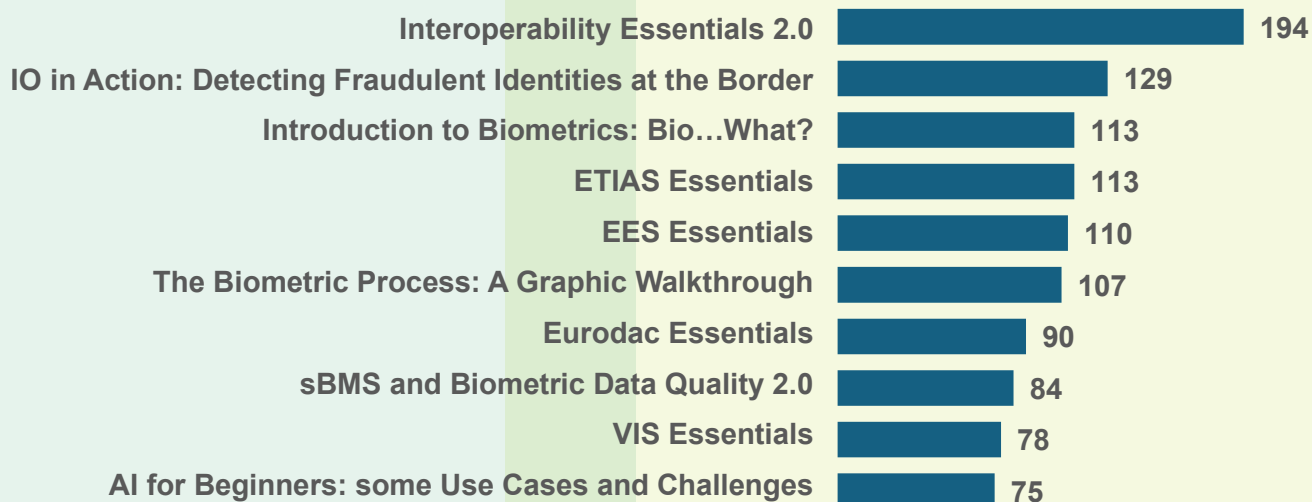
• Figure 8: User satisfaction with accessing the eu-LISA LMS in last 5 years.

By the end of 2025, eu-LISA Learning Management System offered 120 resources, including activities delivered in previous years, most of them open for self-enrolment.



• Figure 9: Number of resources available on LMS per system.

The 10 most popular activities of 2025, measured by the number of users enrolled (training delivered in 2025 as well as past resources), were the following:



• Figure 10: eu-LISA LMS training resources with highest enrolment rates

# FACE-TO-FACE ACTIVITIES



- *The New SIS AFIS for SIRENE Profile, Tallinn*



- *The New SIS AFIS for SIRENE Profile, Tallinn*



- *SPoC / Service Desk – Processes, Tools, and Operational Management, Paris*

In 2025 eu-LISA Training team organised 4 face-to-face activities in total, including 2 training courses for the SIS SIRENE community, a course for Single Points of Contact for multiple communities and an NCP meeting.

Since 2023, the SIS face-to-face activities have been hosted by Member States authorities, using a protected environment for sharing sensitive technical information and allowing live simulations. In a short time, this became a best practice extended also to other communities.

The training year opened in January 2025 with a face-to-face course on *The New SIS AFIS for SIRENE Profile*, held in Tallinn. The activity brought together 53 participants from 27 EU Member States and Schengen Associated Countries, as well as representatives from the European Commission and eu-LISA.

The course was structured around legal, functional and operational sessions, including simulations. Topics ranged from fingerprints and latent management, alerts on unknown wanted persons, to SIS AFIS integration with national systems.

On 23–24 April 2025, a face-to-face course was hosted in Paris by the French Ministry of Interior for 53 Single Points of Contact from 24 Member States. To allow synergies, the training was dedicated to 3 communities EES, VIS, Eurodac. Topics ranged from SPoC / Service Desk – Processes, Tools, and Operational Management.

The face-to-face course on *The role of large-scale IT systems in combatting migrant smuggling* within the framework of EMPACT was organized in the eu-LISA premises in Tallinn on 28-29 January 2025. The focus this year was on the added value of JHA systems' interoperability, in the fight against migrant smuggling.



- *The role of large-scale IT systems in combatting migrant smuggling, Tallinn*



- *The New SIS Functionalities for SIRENE Profile, Rome*



- *The Annual NCP Meeting, Tallinn*

One of the most successful and highly rated face-to-face activities, *The New SIS Functionalities for SIRENE Profile*, took place on 11-12 November 2025 in Rome, kindly hosted by the Italian Ministry of Interior. The event featured eight expert speakers representing eu-LISA, the European Commission, Austria, Germany, and Italy. It brought together 40 trainees from Member States, as well as Frontex.

In addition to covering legislative and operational updates in this area, it included hands-on simulations on the entry and viewing of new alerts, as well as exchanging forms for international police cooperation.

In 2025 we continued strengthening the community of National Contact Points (NCP) for eu-LISA MS training, building strong and transparent links between eu-LISA and the Member States, towards identifying and meeting training needs.

The year concluded with an Annual NCP meeting. The event took place in November and gathered 56 NCPs 21 participating in person, and 35 online, representing altogether 26 Member States.

During the meeting, presentations covered an overview of 2025 activities, key updates on the Learning Management System, and a Training Plan for 2026. The French delegation shared their experience in applying technological solutions in their training strategy, integrating the Large-Scale IT systems agenda. Attendees also took part in structured group discussions.

The meeting concluded with a visit to the Estonian Academy of Security Sciences, where participants were introduced to the simulation centre and its significant role in supporting professional training for future security and law-enforcement experts.



# e-CODEX

With the handover to eu-LISA finalised mid-2024, e-CODEX was a new addition to the training portfolio of eu-LISA as from 2025. The two webinars delivered during the year were recorded and are now available as self-paced learning resources on the LMS.

***"I have already recommended the training to colleagues. A very clear and good overview of the most important issues."***  
- e-CODEX Awareness webinar participant



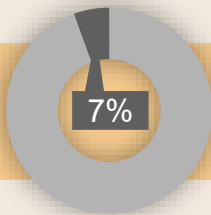
The average satisfaction rate with e-CODEX training activities was **84%**

## 2025

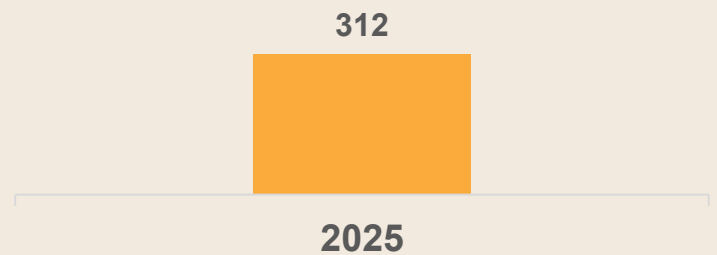
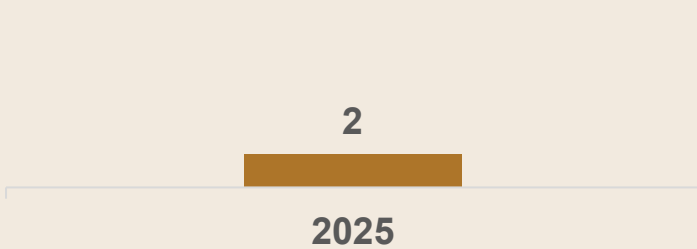
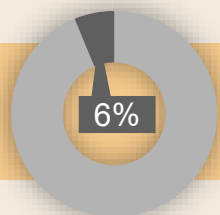
The e-CODEX training portfolio kicked-off with a technical webinar on *Operating an Access Point* in March and followed with a more generic *Awareness* session in May. Both activities served to build the foundation on e-Codex knowledge, introducing key terminology and concepts needed to understand the workings and purpose of the e-CODEX decentralised IT system. The webinar was attended by 265 participants, an impressive number for a new portfolio and target audience.

There was strong cooperation with subject matter experts and eu-LISA project teams, ensuring timely delivery of the activities.

Share of e-CODEX activities among delivered training in 2025



Share of e-CODEX attendees among total number in 2025



• Figure 11: e-CODEX training offer

• Figure 12: Participants engaged in e-CODEX training



# ECRIS-TCN and RI

The eu-LISA LMS maintains a learning history for the ECRIS-TCN portfolio, dating back to the first awareness webinar held in 2021. By the end of 2025, the learning offer available on the LMS encompassed 10 self-paced e-learning resources, including 1 online course and 9 webinar recordings.

*“The extensive explanation on the SoapUI Project was very helpful, as well as the demo of the administration GUI.”*  
 - ECRIS-TCN IS CSSIM Final Release webinar participant



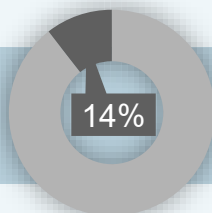
The average satisfaction rate with ECRIS-TCN training activities was **86%**

## 2025

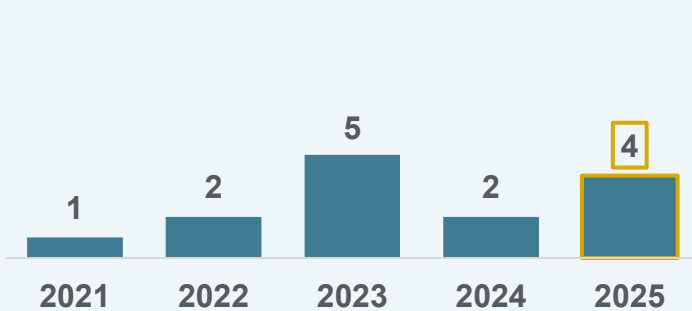
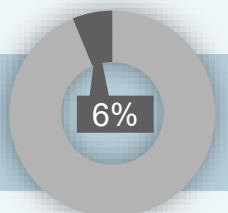
6 webinars were delivered for 267 online participants. The webinars covered various technical topics, such as Interface Software, Legacy Data upload, and Software Installation. Moreover, the ECRIS-TCN Essentials online course, available on the LMS, received 57 new enrolments.

In 2025, the software was still under development, and there was no dedicated playground environment for training purposes. Those represented the main challenges, given the strong demand for demonstration-led activities, and hands-on training.

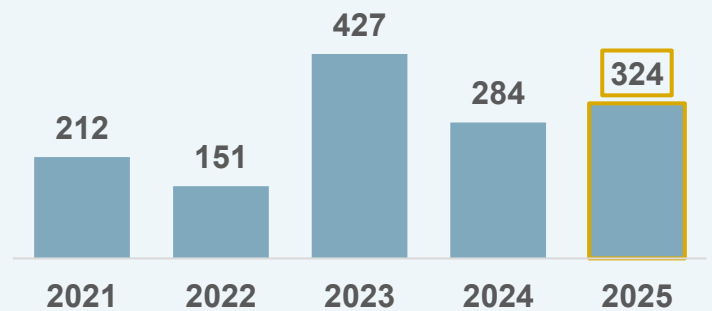
Share of ECRIS-TCN activities among delivered training in 2025



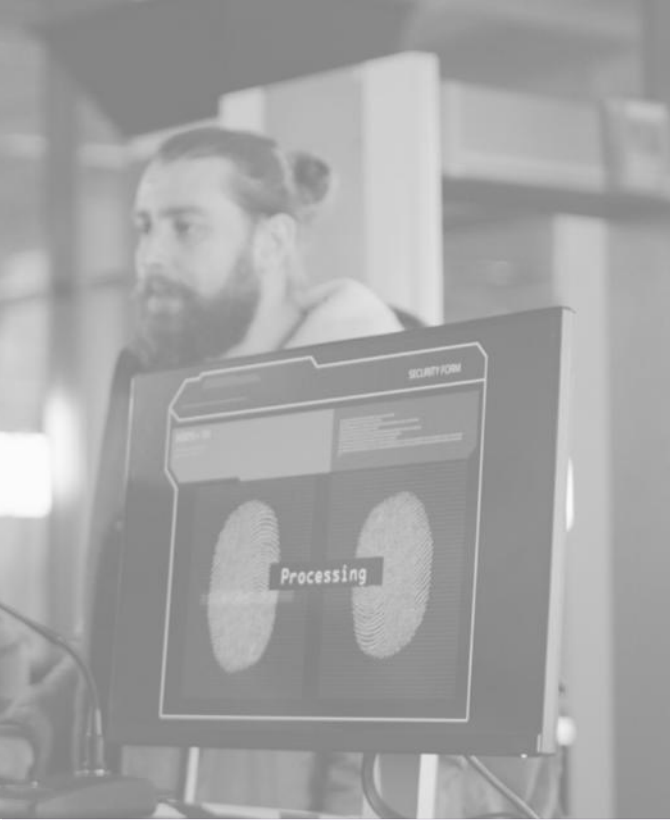
Share of ECRIS-TCN attendees among total number in 2025



• Figure 13: ECRIS-TCN training offer



• Figure 14: Participants engaged in ECRIS-TCN training



# EES

2025 was an important year for EES, preparing for Entry into Operation with the last set of testing activities and the transition to operations. Currently, 20% of the learning resources available on the eu-LISA LMS are dedicated to EES: a wide range of self-paced e-learning resources developed since 2020, including 4 standalone modules, 6 online courses and 11 webinar recordings.

**“The information was relevant and good.”**  
 - Magnolia Content Management System webinar participant



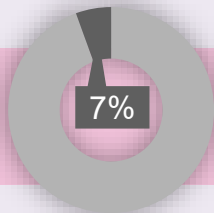
The average satisfaction rate with EES training activities was **89%**

## 2025

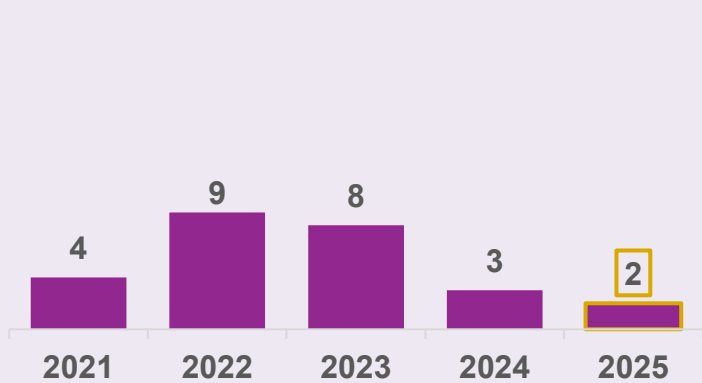
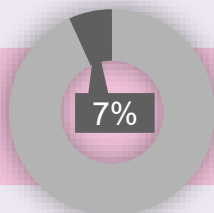
In 2025 there were 2 activities delivered for the EES. In April the Single Point of Contact face-to-face training course was held in Paris, as a joint activity for the VIS and Eurodac communities. The EES community was represented by 17 participants. In conjunction with the Entry into Operation of the system, the *EES SPoC - Processes, Tools and Operational Management* online course was updated and released as 2.0 version. The revamp version of the online course encompasses 7 modules and an assessment test to acquire a certificate of completion.

Over 90% of the EES trainees in 2025 were new enrolments on e-learning resources developed prior to 2025- proof that these learning materials have remained fit for purpose year after year.

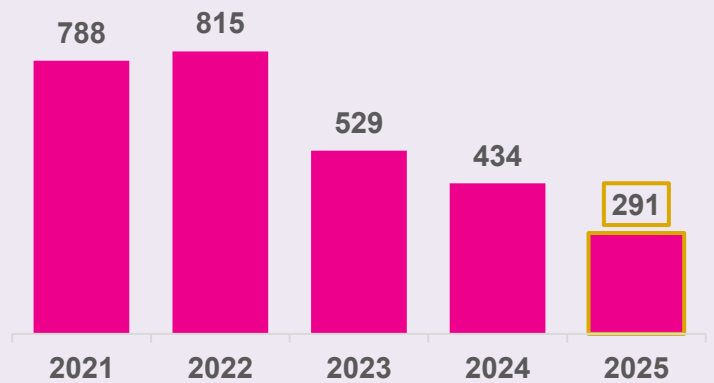
Share of EES activities among delivered training in 2025



Share of EES attendees among total number in 2025



• Figure 15: EES training offer



• Figure 16: Participants engaged in EES training



# ETIAS

The eu-LISA Training team has been working on the ETIAS portfolio since 2021. By the end of 2025 the e-learning platform offered 13 different resources for self-paced study. The package includes 6 online courses and 7 webinar recordings reaching out to different target groups.

**“I am glad that I had opportunity to access the course. Thank you.”**  
*- ETIAS Essentials online course participant*



The average satisfaction rate with ETIAS training activities was **78%**

## 2025

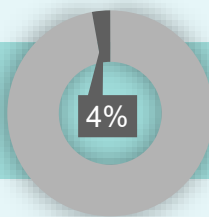
In 2025, ETIAS development progressed to the Compliance Testing phase, and training focused accordingly on supporting testing campaigns. One live session for pre-Compliance/Compliance Testing activities was delivered in March, engaging 98 participants.

A second planned session, focusing on Business Testing was deprioritized, due to revised timelines in the playground environment release and limited availability of testing and project team resources.

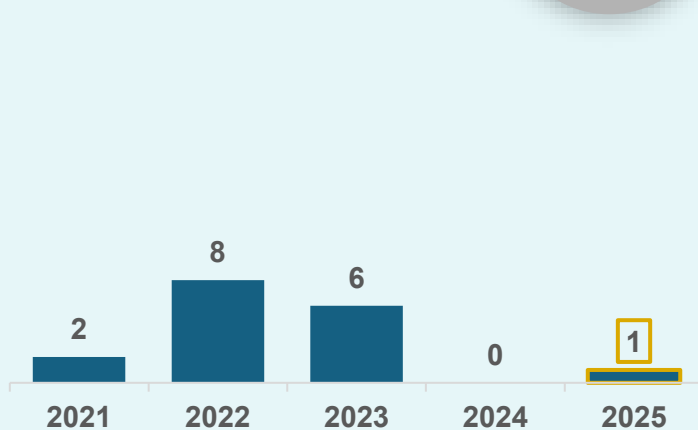
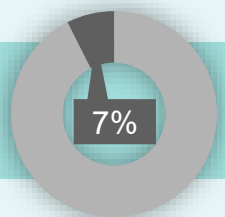
In addition, the training team continued with the coordination of ETIAS external stakeholder training, which remained a strategic priority. Four online sessions were delivered for Frontex (ETIAS National Unit Course) and one for CEPOL (ETIAS Essentials).

Most trainees (almost 70%) on ETIAS activities were registered on ETIAS e-learning resources available on the LMS developed prior to 2025.

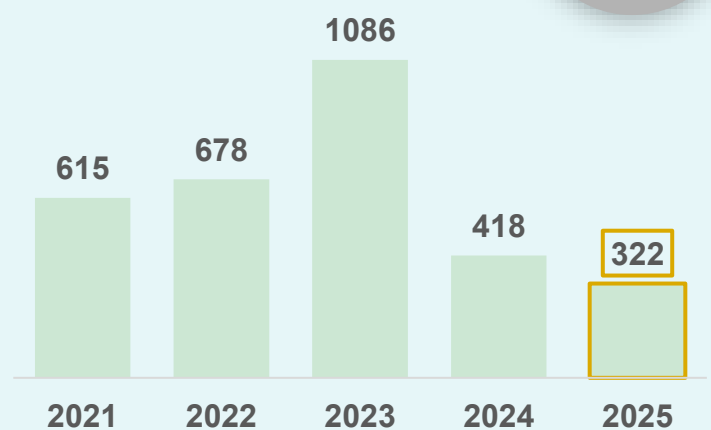
Share of ETIAS activities among delivered training in 2025



Share of ETIAS attendees among total number in 2025



• Figure 17: ETIAS training offer



• Figure 18: Participants engaged in ETIAS training

# EURODAC

eu-LISA Eurodac learning offer on the LMS encompasses 6 e-learning self-paced resources, including 3 online courses and 3 webinars. Activities are covering technical topics and are meant for different target groups.

**“Very interesting and comprehensive training. It allows us to see what information the service desk needs.”**

- “Eurodac SPoC/ Service Desk: Responsibilities, Procedures and Tools” face-to-face course participant



The average satisfaction rate with Eurodac training activities was **93%**

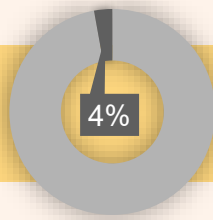
## 2025

If 2025 was characterised by heavy development activities when it comes to Eurodac, it has been a relatively quiet year for training – eu-LISA project teams have been working hard to bring Eurodac Recast to life. Nevertheless, the abovementioned face-to-face training for Member States Single Points of Contact taking place in Paris was very well received by all participants, including the 18 representing the Eurodac community.

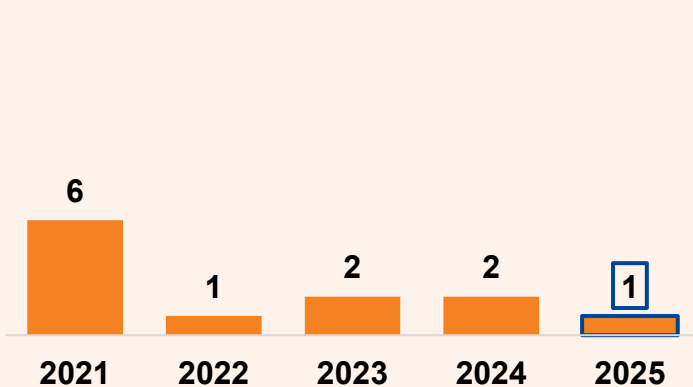
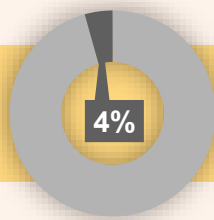
The Eurodac training portfolio picked-up speed towards the end of 2025, planning and designing training for the new Eurodac, and aiming for their delivery in the first quarter of 2026.

In the meantime, the community made use of the learning resources available on the e-learning platform with 164 new enrolments.

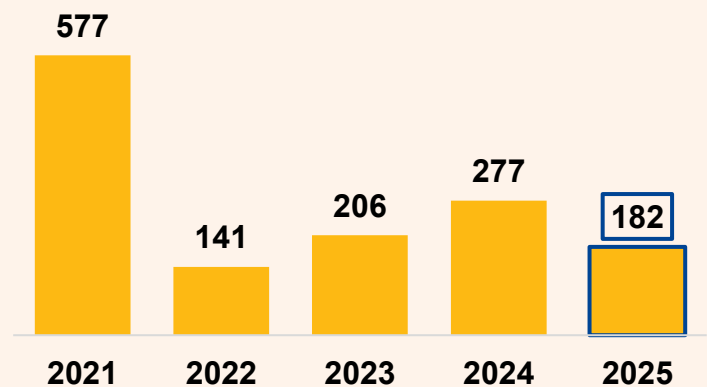
Share of Eurodac activities among delivered training in 2025



Share of Eurodac attendees among total number in 2025



• Figure 19: Eurodac training offer



• Figure 20: Participants engaged in Eurodac training

# INTEROPERABILITY

eu-LISA LMS offers 12 e-learning resources covering different technical aspects of Interoperability. The portfolio includes 2 standalone modules, 3 online courses and 7 webinar recordings.

*“A very good training, but I am afraid that I will need some more in the future.”*  
 - “Querying the Interoperable Systems Through the European Search Portal”  
 webinar participant



The average satisfaction rate with Interoperability training activities was **81%**

## 2025

2 webinars and one module were successfully delivered for Interoperability, focusing on enhancing knowledge in handling interoperability-related queries. The curriculum began with the *Interoperability implications in query response processes* and continued with a deeper analysis of ESP profiles, examined from both the ESP and MID perspectives. 347 participants attended the two webinars on these topics. Considering the high interest on these matters, an online module was created, on Data Access Rules To and Through the MID.

Interest in Interoperability training remains high, with *Interoperability Essentials 2.0 online course* becoming the **most requested** training in 2025. All together online Interoperability resources on the LMS were followed by 354 new participants.

Share of Interoperability activities among delivered training in 2025

10%

Share of Interoperability attendees among total number in 2025

16%

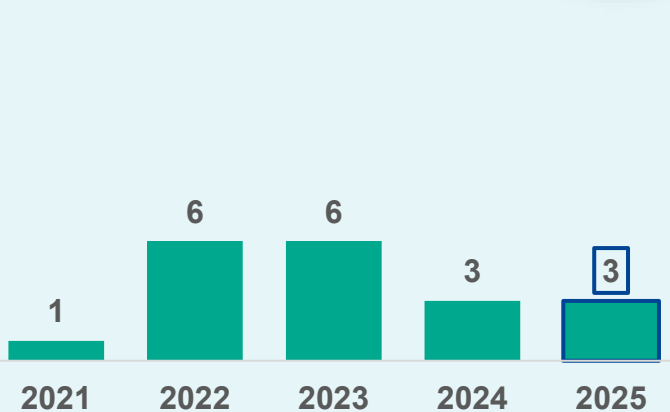


Figure 21: Interoperability training offer



Figure 22: Participants engaged in Interoperability training



# SIS

The SIS community is well-established and very active. eu-LISA has been supporting them with training activities for several years. By the end of 2025, the eu-LISA LMS contained 27 different self-paced e-learning resources dedicated to SIS, including 1 learning programme for Frontex, 9 online courses and 18 webinar recordings.

*“High value topics and useful contents. A nice occasion to compare the procedures with the colleagues from other MS..”*  
*- “The new SIS Functionalities for SIRENE Profile” face-to-face course participant*



The average satisfaction rate with SIS training activities was **92%**

## 2025

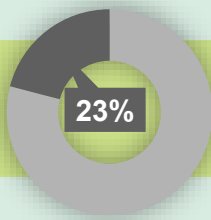
The SIS training portfolio offered a diverse range of activities, including two face-to-face courses hosted by the Estonian and the Italian authorities. The SIS/SIRENE community values these activities for the relevant up-to-date topics, the practical simulations, and the possibilities of exchanging best practices.

In addition to these, a webinar on SIS Data Quality was delivered to support the Member State authorities responsible for entering data into the system.

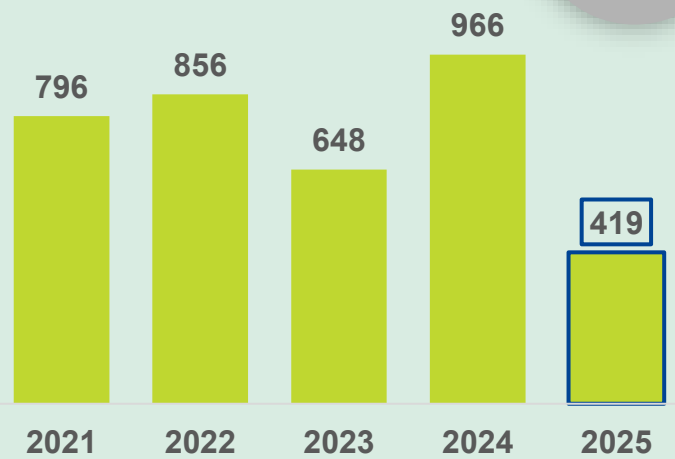
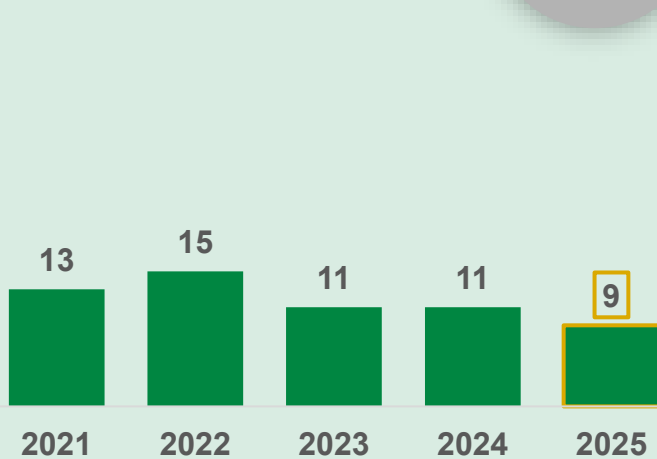
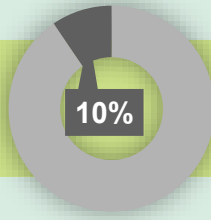
Furthermore, for experts participating in Schengen Evaluations of SIS/SIRENE, the Training team delivered a total of 6 webinars, providing evaluators with statistical data.

LMS e-learning resources developed prior to 2025 continued to be relevant, registering 196 additional enrolments and bringing the total amount of attendees in 2025 to 419.

Share of SIS activities among delivered training in 2025



Share of SIS attendees among total number in 2025



• Figure 23: SIS training offer

• Figure 24: Participants engaged in SIS training

# VIS

The VIS e-learning portfolio on the eu-LISA LMS offers 13 self-paced resources, including 7 online courses and 6 webinar recordings. All resources are available with self-enrolment for authorised users.

**“Thank you for the clear and concise information!”**  
 - “Introduction to VIS sBMS” webinar participant



The average satisfaction rate with VIS training activities was **90%**

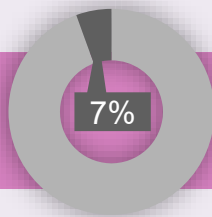
## 2025

There were 2 activities delivered for the VIS community engaging 119 participants in total. In April a face-to-face training for Single Points of Contact was held in Paris and was attended by 18 VIS representatives.

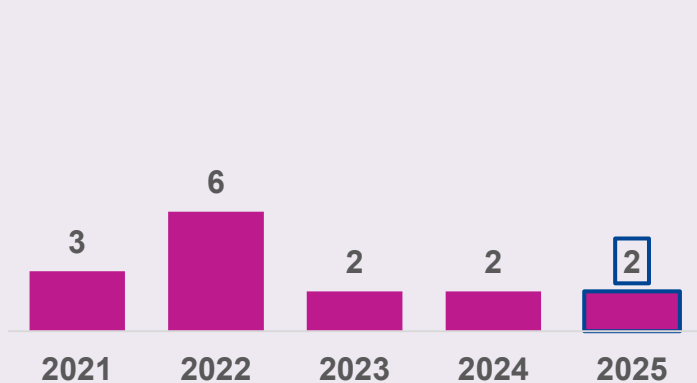
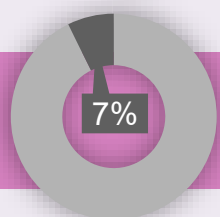
Following the successful entry into operation of the sBMS in May 2025, an introductory webinar on the VIS-sBMS relationship attended by 101 participants was delivered. The aim of the activity was to raise awareness on the new functionalities of VIS upon EES entering into operation.

In addition, almost 200 new enrolments were registered for the existing e-learning resources on the LMS.

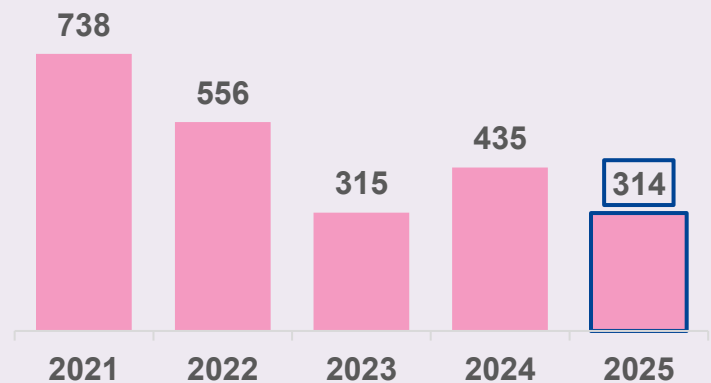
Share of VIS activities among delivered training in 2025



Share of VIS attendees among total number in 2025



• Figure 25: VIS training offer



• Figure 26: Participants engaged in VIS training

# TRANSVERSAL

The Transversal portfolio includes training activities that serve more than one community, hence covering topics that are relevant for several systems. The eu-LISA LMS hosts 16 such e-learning resources, including 8 standalone modules, 1 online course, 7 webinar recordings and one learning programme.

**“Excellent delivery, very pedagogical.”**  
- “Biometric Quality: Secrets of GIGO”  
webinar participant



The average satisfaction rate with Transversal training activities was **91%**

## 2025

4 webinars and 2 modules delivered for Transversal portfolio were part of the **Code of Identity** programme. This programme initially launched in 2024 and is regularly enriched with new resources aimed at leveraging existing knowledge on biometric identity management technologies, and filling knowledge gaps on technical matters related to current and future deployment of such technologies in different EU large scale IT systems. These activities engaged over 670 trainees in 2025.

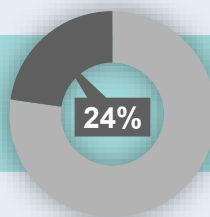
In conjunction of the entry into operation of sBMS in May 2025, the online resources *sBMS* and *Biometric Data Quality 2.0* and *User Software Kit (USK) Version 6* were revamped attracting almost 140 attendees in total.

As in previous years, the face-to-face activity *Interoperability of large-scale IT systems in fighting against migrant smuggling* in the framework of EMPACT priority *Migrant smuggling* was delivered to 33 attendees.

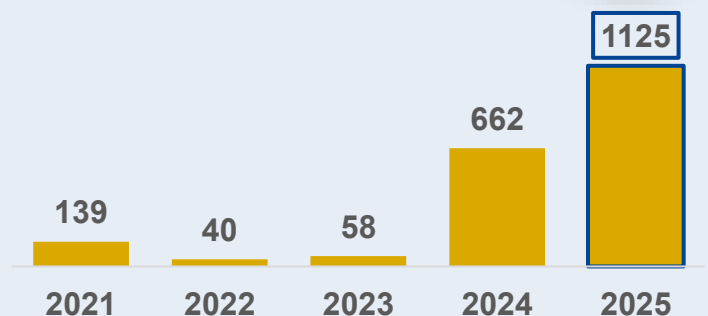
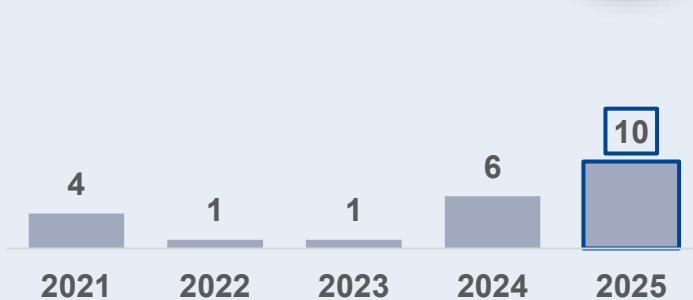
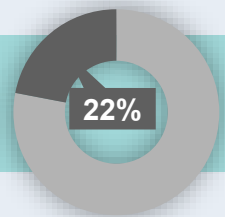
A scenario-based module *Interoperability in Action* was developed to support the understanding of the complexity of interoperability. The module registered over 50 participants.

Additionally, 223 new enrolments were registered to activities prepared in previous years.

Share of Transversal portfolio activities among delivered training in 2025



Share of Transversal portfolio attendees among total number in 2025



• Figure 27: Transversal training offer

• Figure 28: Participants engaged in Transversal training

# CHALLENGES AND CONCLUSIONS

In line with previous years, the focus of 2025 remained the timely response to stakeholders' needs, adapting to an agile IT delivery environment, and adjusting the training plan to the updated Interoperability roadmap, while maintaining a high training quality. The training plan presented in the beginning of the year serves as a compass for our activities, while the implementation of activities always depends on the latest project developments. Evolving priorities and alignment challenges, for example between project and testing teams, might result in activity planned and worked on but eventually not being delivered.

Specific shortcomings of last year included high demand for demonstration-led and hands-on training for example for ECRIS-TCN and ETIAS portfolios. The different pieces of software were still under development and at the same time dedicated playground/training environments were not always available to support.

Moreover, the complexity of the Interoperability content was frequently highlighted by trainees, reflected in the average satisfaction rate of 81%, which while meeting the target of 80%, is below the overall training satisfaction average of 89%. A few actions were implemented to address this, with their effectiveness to be assessed over time. Some examples included: supporting materials, including targeted reading resources, regularly made available for each IO activity; additional efforts in translating complex information into more digestible chunks, for example by piloting a new tool for the online module *Interoperability - Data access rules to and through the MID*; and an interactive scenario-based online module *Interoperability in action: Detecting fraudulent identities at the border* was developed.

Flexibility, close cooperation with different parties, and good preparation contributed in successfully delivering a coherent and satisfactory training offer in 2025. With the increased number of portfolios, and growing amount of LSM resources to be kept updated, it is reassuring to see an increase in the overall satisfaction level, reaching 89%.

Looking ahead, the Training Team remains committed to providing strong support to the Member States and JHA Agencies, with technical training on EU large-scale IT systems. This will include supporting the stakeholders during the entries into operation and beyond, in order to take on their new tasks with confidence. Committed to continuous learning and development, internally as much as training our stakeholders, we strive to leverage lessons learned from the start of operations, maximizing impact, and hopefully optimising usage of the systems.

Looking ahead, in 2026 the Training team will focus on enriching our training offer, assuring the quality of online activities, and further improve the user experience of the eu-LISA LMS platform by pursuing its ongoing development.

