• Global Service Centre
  - Conference and Learning Centre
  - Logistics Service
  - Safety and Security Section
  - Clinic

• Integrated Training Service

• International Computing Centre Training Management Unit

Brindisi and Valencia

Online and also residential courses organized in UNGSC

Depending on the nature of courses, these will be delivered by internal facilitators, consultants or contracted trainers.
About this Catalogue

This catalogue covers the online resources and also the residential courses organized in UNGSC (Brindisi and Valencia). It is the result of the cooperation among the Global Service Centre (Conference and Learning Centre, Logistics Service, Safety and Security Section and Clinic), the Integrated Training Service, and the International Computing Centre Training Management Unit.

The programme covers the period July 2015 – June 2016 and is a live document that will be updated with final dates and other useful information. Depending on the nature of courses, these will be delivered by internal facilitators, consultants or contracted trainers.
Mandatory Training Courses

Computer Based in Inspira

Please check in Inspira under “Mandatory Training” to access job profiles specific programmes in the area of Security, Ethics and Integrity and Procurement.

Instructor Led

For All Staff Members
- HIV/AIDS Orientation Session (see page 9)
- Standard of Conduct & Discipline and Prevention of Sexual Exploitation and Abuse [SEA] (coming soon)
- Mission-Specific Induction Training

For Panel Members, Local Subsidiary Panel Members and Hiring Managers
- Competency-Based Interviewing Skills Workshop

For Panel Members, Local Subsidiary Panel Members and Hiring Managers
- Competency-Based Interviewing Skills for Interviewees

For Staff deploying to DPKO-led field missions
- Civilian Pre-deployment Training

For First Reporting Officers FRO and Second Reporting Officers SRO
- Performance Management and Development Learning Programme [New Module: Information on Content and Schedule will be posted soon]

Computer Based Training in Inspira

A series of computer based training courses are offered in Inspira for staff members at all levels with the aim of promoting personal/professional development

Please check under My Learning/Browse Catalogue. For guidance, please contact the Conference and Learning Centre Team

Webex Courses

OHRM offers various webex sessions in the area of Client Orientation, Report Writing, Project Management, etc. These courses are delivered through Inspira

The CLC Team will inform staff members about upcoming opportunities. For guidance, please contact the Conference and Learning Centre Team

Instructor-Led on Protection of Civilians and Inspira features

The trainers operating in CLC and ITS office will deliver sessions in the following areas

- Protection of Civilians
- Inspira E-Performance Modules
- Inspira for Applicants
- Drafting E-Performance Smart Goals
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Computer Based Training in Inspira
Webex Courses

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ICTD Training Courses                           page 95
Instructor led Mandatory Training Courses

UN Cares HIV in the Workplace
Delivered by Clinic Staff

Objectives
Cover essential HIV and AIDS-related information concerning transmission, prevention, care and treatment
Introduce the UN’s policies, initiatives and services related to HIV and AIDS in the UN workplace
Promote within the UN system, culture of tolerance and understanding with regard to the AIDS epidemic and people living with and affected by HIV

Topics
- HIV prevention, care and treatment
- UN-specific policies and entitlements
- Extent and effects of HIV and AIDS in the world
- Living and working with people living with, or affected by HIV, and elimination of stigma and discrimination

Audience
The course is mandatory for all UN Personnel

Outcomes
On completion of this workshop, participants will have basic knowledge of:
- HIV prevention, care and treatment
- UN-specific policies and entitlements
- Extent and effects of HIV and AIDS in the world
- Living and working with people living with, affected by HIV, and elimination of stigma and discrimination

Schedule:
1/2 day

Methodology:
Classroom based (Interactive participation, Group discussion, Group activities, VIPP method, Question and Answers, Distribution of booklet and fact sheets)

Dates:
Upon request
Standard of Conduct & Discipline and Prevention of Sexual Exploitation and Abuse (SEA) for UN Personnel

Delivered by ITS Staff

» Objectives
Provide participants with the fundamental principles of the UN Standards of Conduct and an understanding of the full scope of sexual exploitation and abuse issues and prevention strategy.

» Topics
- CDU, SEA and office of Administration of Justice

» Audience
- newly hired UN Personnel (Core Staff, temporary Staff on a 6 month contract, Intl and Natl, Individual Consultants)

» Outcomes
- Define misconduct according to UN Standards
- List consequences of misconduct for UN Personnel
- List the steps of reporting misconduct
- Describe what constitutes sexual exploitation and abuse
- Outline the Department of Peacekeeping Operation’s three-pronged approach to addressing sexual exploitation and abuse
- Outline the consequences of misconduct – particularly sexual exploitation and abuse - for peacekeeping personnel, the host population and the mission.

Schedule:
90 minutes

Methodology:
Classroom based [Video, Discussion, VIPP: use of visual aids]

Dates:
TBA
UNGSC Mission-Specific Induction Training (MSIT)*
Delivered in conjunction by CLC, Liaison Office, Clinic, ITS, HR and Security staff

» Objectives
Provide overview of UNGSC goals and mandate to newly employed staff
Enable them to familiarize with essential matters related to their health, safety and security
Equip them with set of information necessary for their quick integration into the system
Ensure that — upon completion of the course — new staff will be able to start their support to mission operations

» Topics
• Mission structure, mandate and main activities
• Training Activities and Learning Opportunities
• Medical issues and Travel Health
• UN Core Values & Competencies
• Cultural Awareness and Respect for Diversity
• Conduct and Discipline and Gender issues
• Performance Management – Inspira briefings
• Personnel and Administration
• Best Practice
• Safety and Security
• Background information on the country (current political, social and economic situation) for international staff only

» Audience
All new peacekeeping personnel (including military, police, international and national civilian staff) upon arrival to UNGSC

» Outcomes
Participants will have a clearer understanding of the Mission structure, mandate and main activities, of health and safety requirements, of learning opportunities, and of personnel, administration and security rules

A Global Induction Platform (GIP) has been launched to which all incoming staff are to have access. All staff should be encouraged to access the platform upon entry, based on the need to share the same information about the organisation with all staff and personnel.

However, as instructed by OHRM, the GIP does not replace the mandatory Mission-Specific Induction Training (MSIT) required to be conducted by all peacekeeping missions (including UNGSC) for incoming staff.

Schedule:
2 days

Methodology:
Classroom based (Separate sessions for National and International staff)

Dates:
Upon request
Competency Based Interviewing Skills Workshop
Delivered by CLC & ITS Office Staff

» Objectives
This two-day training course is mandatory for all supervisors, managers and staff members participating in interviewing panels. The main objective is to instruct panel members on how to conduct competency based interviews.

» Topics
- Strengths and limitations of the Interview
- Competency Framework
- Core skills of interviewing
- Objective assessment
- Panel interviews
- Panel interviews preparation and practice
- Candidate evaluation

» Audience
Staff members participating in recruitment, interviewing activities and members of the local subsidiary panel

» Outcome
- Understand best practice principles in selection
- Understand the importance of the UN Values and Competencies as the framework against which to assess people
- Reaffirm that Competency-based interviews are used as mandatory in the Secretariat to assess candidates orally, in addition to other selection criteria
- Have practiced the key skills of interviewing, including listening, questioning and probing, building rapport and objective assessment
- Understand the strengths and limitations of the interview as a selection tool
- Appreciate the strengths and limitations of the interview as a selection tool
- Appreciate the importance of fairness and objectivity in selection
Competency Based Interviewing Skills for Interviewees (Recommended Only)
Delivered by CLC Staff

» Objectives
The overall purpose of this session is to sharpen staff members’ skills on how to perform well as interviewees, in competency-based interviews.

» Topics
• Understanding UN Competencies
• Understanding the requirements of Competency-Based Interview
• Focus of Interview Reports
• Interviewing Skills
• Practice makes perfect

» Audience
Newly employed staff and/or staff wishing to receive new inputs on how to perform well as interviewees, in competency-based interviews

» Outcome
• By the end of the training, participants will be able to:
  • Demonstrate an understanding of the meaning of UN competencies
  • Explain the importance of competencies in the assessment of interviewees
  • Describe the requirements of Competency based Interviews
  • Demonstrate how to present useful evidence of competencies possessed, during interviews
  • Practise interviewing skills and receive feedback

Schedule:
1 day

Methodology:
Classroom based [Presentation, Case studies]

Dates:
Upon request
**Civilian Pre-Deployment Training CPT**
*Managed and Delivered by ITS Office Staff*

» **Objectives**
The Civilian Pre-Deployment Training CPT course is one of the primary tools used by DPKO and DFS to generate competent, institutionally knowledgeable, and ethically aware civilian peacekeepers capable of serving in dangerous and complex peacekeeping environments.

» **Topics**
- Strategic level overview of UN Peacekeeping
- Standards and values of the United Nations
- Security, safety and health
- The establishment and functioning of UN Peacekeeping operations
- Human Resources management

» **Audience**
All civilians up to D1 level who are new to the UN peacekeeping, or who have not been employed in a UN peacekeeping operation in the past three years.

» **Outcomes**
The improvement in preparedness, effectiveness and productivity of civilian peacekeepers operated in a UN peacekeeping Mission.

**Protection of Civilians (POC) in Peacekeeping**
*Delivered by ITS Office Staff*

» **Objectives**
This awareness session will familiarize peacekeeping personnel with the importance of POC for the peacekeeping mission and UN as well as the range of protection objectives, threats and actors.

» **Topics**
- Reasons for violence
- What is Protection
- The threats facing civilians
- Responsibilities to Protect civilians
- Importance of POC
- Failure to provide Protection of Civilians

» **Audience**
All interested staff. Priority to be given to members of Mobile Training Teams and staff likely to be deployed to the field missions.

» **Outcomes**
- Explain reasons POC has become a priority objective for UN peacekeeping
- Describe the range of protection threats facing civilians and the role of peacekeepers in protecting against those threats
- Describe the range of protection actors that operate alongside Peacekeeping Operations.

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**UNGSC Training Catalogue**

**Schedule:**
- 5 days

**Methodology:**
Classroom based [Presentation, individual work, team-work, case-studies, video, practical exercises]

**Dates:**
2015
- 31 August - 04 September
- 14 -18 September
- 28 September - 02 October
- 26 - 30 October
- 09 -13 November
- 23 - 27 November
- 07-11 December

2016 TBA

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**Schedule:**
- 1/2 day

**Methodology:**
Classroom based [Presentation, individual work, team-work, case-study documentary/video]

**Dates:**
Upon request
Inspira E-Performance Modules Training
Delivered by CLC Staff

» Objectives
The overall purpose of this session is to provide instructions for every step of the e-Performance process: Workplan, Mid-Point Review, End-Of-Cycle Evaluation

» Topics
- Getting started: accessing Inspira
- Navigation tips
- Creating the performance document
- Adding the FRO and the SRO
- Correcting the functional title
- Selecting additional supervisors

Phase 1:
» Workplan – Creation SM and Approval FRO

Phase 2:
» Mid-Point Review – Start Mid-Point Review SM and complete Mid-Point Review FRO

Phase 3:
» End-Of-Cycle evaluation – Self evaluation SM, Evaluation FRO, Approve evaluation SRO, Acknowledge evaluation SM
- Printing supervisee’s performance document FRO
- Printing own performance document SM
- Getting support

» Audience
Newly employed staff approaching the e-Performance tool and/or staff wishing to receive new inputs on e-Performance special tools

» Outcomes
Ability to:
- Access and navigate Performance Management tab in Inspira
- Create and manage new e-Performance Document
- WMake use of all related tools available in the electronic platform

Schedule:
1/2 day

Methodology:
Classroom based [Presentation, case studies, documentary/video]

Dates:
Upon request
Inspira for Applicants
Delivered by CLC Staff

» Objectives
Review of the job application process in Inspira from an applicant’s perspective
Provide helpful hints along the way based on frequently asked questions

» Topics
• Inspira overview
• Application process
• Login into Inspira
• Careers home
• My profile
• Job search and job alerts
• Creating an application
• Submitting an application
• My applications
• Roster memberships
• Notification and attachments

» Audience
All staff members interested in using the new application system in Inspira

» Outcomes
Ability to use the Staffing module in Inspira for the necessary application process (i.e. from the creation to the submission of an application)

Schedule:
1/2 day

Methodology:
Classroom based [Presentation, case studies, documentary/video]

Dates:
Upon request
Drafting E-Performance Smart Goals
Delivered by CLC Staff

» Objectives
The overall purpose of this session is to reinforce one of the principles of performance management, namely, setting work goals and defining performance expectations.

» Topics
• The performance management cycle
• What is a goal?
• When can goal setting go wrong
• Where do goals come from?
• Types of goals
• Criteria for writing goals – SMART criteria
• Action verbs
• Setting goals – a simple formula
• Goals and success criteria
• Related actions
• Selecting competencies
• The discussions on setting goals and related actions

» Audience
Newly employed staff approaching the e-Performance tool and/or staff members wishing to receive new inputs on goal drafting technique.

» Outcomes
• Develop work plan goals/key results in terms of SMART criteria
• Create accurate statements that lay out criteria for success
• Identify core values and competencies that are most relevant to the key results/goals identified for the reporting cycle.

Schedule:
1/2 day

Methodology:
Classroom based [Presentation, case studies, documentary/video]

Dates:
Upon request
Cross Competencies

- Emotional Intelligence at the Workplace
- Improve your Performance
- Skills for Senior Administrative Assistant - Advanced
- Writing Skills
- Supervisory Skills
- Customer Care
- Key Performance Indicators
- PRINCE2 Foundation
- PRINCE2 Practitioner
- Fundamentals of Business Analysis
- Microsoft Access Basic 2013
- Microsoft Access Advanced 2013
- Microsoft Excel Basic 2013
- Microsoft Excel Advanced 2013
- Business Objects Web Intelligence 4.0
- Galileo Management System
- Umoja Courses [Programme will be posted in September]
The courses indicated in this section are organized and managed by the Conference and Learning Team to respond to UNGSC staff needs in terms of soft and office skills. They cover the areas of Management, Project Management, Communication and Job specific requirements.

For further info, please contact the CLC team at: ungsc-cslc@un.org
Emotional Intelligence at the Workplace

» Objectives
Emotional Intelligence or EQ is a ‘must have’ skill for all levels of staff members. It is the cornerstone skill for management and leadership and it is the key to improving relationships and performance.

By attending this course, participants will uncover their Emotional Intelligence literacy, and be provided with action plans and strategies to improve their EQ competencies.

The action plan when completed, will lead you to improve relationships with co-workers, better job satisfaction, increased productivity and improved profitability.

» Topics
  » What is Emotional Intelligence?
  Learn and understand the competencies and skills that make up the Emotional Intelligence specific model.

  » The Business Case for Emotional Intelligence
  Case studies of global companies benefiting from applying Emotional Intelligence, which resulted in high employees’ retention rate and improved relationships.

  » View of My EQ
  Understand self-emotional intelligence, self-appraisal, pinpoint strengths and areas for further development.

  » Personal Competence
  Learn the skills to stay aware of your emotions, manage behaviour and tendencies to interact and engage others effectively.

  » Social Competence
  Learn to understand other people’s mood, behaviour and motivation in order to improve the quality of relationships.

  » Action Plan

» Audience
All interested staff members.

» Outcomes
- Understand how emotions affect interpersonal relationship and decision-making across situations, which can result in low morale and resignation.
- Understand why a lack of emotional management can lead to the worst outcome thereby affecting performance and projects’ outcomes.
- Manage anxiety and anger by seeing from different perspectives.

Schedule:
3 days

Methodology:
Classroom based (Presentation, case studies, videos, tutoring)
Follow up on action plan with mentors via Skype

Dates:
TBA
Team Building Activity

» Objectives
• Increase the individual’s knowledge and skill levels in team building and team working skills
• Gain skills using methods, techniques and tools which will improve the delegates’ effectiveness as team leaders and team members
• Improve the individuals understanding of effective communication within the team and to external departments and contacts

» Topics
• How to establish mutual trust and respect
• Practice Emotional Intelligence skills such as emotional awareness, emotional expression & emotional management
• How to minimize team dysfunctions
• Cross organization collaboration & effective conflict resolution

» Audience
The course will be organized upon request, for teams that are willing to become more effective and improve internal dynamics

» Outcomes
• Raise skill levels to produce effective practical knowledge of methods and techniques
• Understand the nature, purpose and structure of a working team and the individual requirements which contribute to its success
• Effective use of a range of tools and techniques to improve communications and relations within the team
• Understand the differences and effectiveness of different types of communication
• Use these techniques to build an effective structure and Team process that can be used to deliver professional results for the team on a consistent basis

Schedule:
• Preparation meeting with Team Leader
• 2 day, classroom based
• Coaching meetings
• Presentation of summary report and definition of following steps

Methodology:
Classroom based [Group work, open discussions, coaching]

Dates:
Upon request
Upon funds availability
Improve Your Performance Training Course
(Skills and techniques to improve performance, quality of working life and communication with colleagues and managers)
Delivered by Mr Simone Rosati, Engineering Informatica ltd

» Objectives
The overall objective of this course is to acquire new tools and skills that allow Staff Members to become more efficient and develop better relationship with other Staff Members and Managers.

» Topics
• Understanding and definition of role
• Workflows and priorities
• The Importance of the network
• Present ideas and influence others
• Self-confidence and assertiveness
• Optimizing professional meetings
• Controlling Stress
• Action Plan

» Audience
The Course is designed for any Staff Member working in the office willing to or In need of improve in any of the areas mentioned

» Outcomes
To acquire an understanding of role and responsibilities, improve communication skills and built excellent relationships, apply business writing techniques and effective editing, become familiar with tools that lead to organize/manager and report on meetings at all levels.
Skills for Senior Administrative Assistant - Advanced
Delivered by tbc

» Objectives
The Course is intended to help Senior Administrative Assistant to increase awareness on behaviour and performance, practice key communication skills to properly influence and advise, improve people skills and effectiveness.

» Topics
- Relationship with the stakeholders
- Transactional analysis to manage relationship
- Reverse leadership
- Customer orientation
- Proactivity and Innovation
- Effective analysis techniques
- Time management

» Audience
The Course is designed for any Senior Administrative Assistants who need/are willing to learn new techniques and explore new communication/analysis tools.

» Outcomes
To increase awareness of role and potentials, to work by clearly defined goals. The course will build on the ability to achieve a desired result, accepting the challenges and the associated risks and refining the way interact with stakeholders.

Schedule:
- Pre-work e-assessment
- 3 days classroom based
- 1 hour individual coaching session on day 4 and 5

Methodology:
Classroom based [Case studies, Presentations, Group exercises, Individual practice, On the go feedback to students, Discussion]

Dates: TBC
Effective Writing/Report Writing Skills
Delivered by external consultant

» Objectives
The Course will introduce a practical method for gathering, selecting, organizing and structuring information to draft effective messages

» Topics
• Thinking it through clearly: subject, audience, purpose/objective
• Conveying a logical message: organizing and structuring ideas
• Choosing the right words: style, tone and language
• Making your writing attractive and reader-friendly: visual tools (length of sentences and paragraphs, headings, fonts, white space, tables, graphs; Organization’s standards)
• Checking the effect, proofreading, editing, revising; receiving and giving feedback; packaging reports – executive summary, table of contents, appendix
• Guidelines for specific types of official communications

» Audience
The Course is for Staff Members at all levels who need to learn and/or review practical techniques for producing more effective written communications

» Outcomes
Students will be able to become familiar with techniques for highlighting key messages and with guidelines for drafting different types of written communications.

Schedule:
• Pre course assessment
• 3 days classroom based
• Individual coaching session on day 4

Methodology:
Classroom based [Presentations, Group exercises, Individual practice, On the go feedback to students, Discussion]

Dates:
10-13 November 2015
Supervisory Skills Programme

» Objectives
Purpose of the program is to provide the participants with the skills and competencies that are necessary for Supervisors to secure a successful mandate for their service/section/unit/team

Topics
• Being a successful supervisor
• Effective Communication Skills
• Leading groups and teams effectively
• Employee Motivation
• Controlling a team performance
• Interpersonal Skills
• Coaching and Mentoring
• Delegation
• Problem Solving / Decision Making
• Situation Leadership
• Interaction Management
• Dealing with difficult situations

» Audience
The course is open to staff members supervising other people, to staff members at supervisory levels but who do not presently have people under them or those being considered for imminent supervisory positions

» Outcomes
• Become aware of his/her own role as Supervisor within the organization
• Learn how the team can work more effectively and consistently with its business partners
• Understand how to develop staff capability and business strategy effectively

Schedule:
Learning need assessment
First Session: 4 days, classroom based
Methodology:
Classroom based [Lectures, team-work, case-studies, discussions, computer aided and non-computer simulations, role-plays, games, individual work, videos, exercises, quizzes, tests and other]
Dates:
13 - 18 May [9.00 - 17.00 from Friday to Wednesday]
Client Service Skills Training

**Objectives/Topics**

The course is designed to provide Staff Members with the necessary skills to fulfill the Client Orientation Core Competency indicators:

- Considers all those to whom services are provided to be “clients” and seeks to see things from the clients’ point of view
- Establishes and maintains productive partnerships with clients by gaining their trust and respect
- Identifies clients’ needs and matches them to appropriate solutions
- Monitors on-going developments inside and outside the clients’ environment to keep informed and anticipate problems
- Keeps clients informed of progress or setbacks in projects
- Meets timeline for delivery of products or services to client

**Audience**

DPKO/DFS staff

**Outcomes**

Participants will be able to:

- Add value to their office contribution through informed understanding of clients’ needs and expectations
- Apply techniques for managing client interactions effectively within the parameters of UN policies
- Foster associations of mutual respect with internal and external clients, stakeholders and partners
- Understand the clients’ or partners’ view of services provided, and act on feedback to meet their needs
- Use the tools and resources available for addressing particular issues or further learning as they carry out client service activities

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Key Performance Indicators Certification Course

*Delivered by external consultant*

**Objectives**

The Course offers participants the opportunity to get certified in the ability to deploy and use KPI in accordance with the KPI Institute’s Key Performance indicators Management Framework.

**Topics**

- Introduction to the world of KPIs
- The pillars of KPI architecture
- KPI selection
- Data visualisation: designing KPI dashboards and scorecards
- Generating value from using KPIs
- Measuring and Learning with KPIs

**Audience**

The Course is for Staff Members working as line, operational and project managers from both delivery and support functions

**Outcomes**

Students will get both the theoretical understanding and practical experience of using a variety of performance management tools and techniques for KPI management
Business Analysis
Delivered by External Consultant

» Objectives
  • Familiarize with fundamentals of business analysis
  • How interact with stakeholders for the requirements analysis
  • Be provided with a framework to improve the business analysis
  • Familiarize with basic techniques of business analysis and how to apply them through the project life cycle.

» Topics
  • Business Analysis – Concepts
  • Business Analysis Planning and Monitoring
  • Elicitation
  • Enterprise Analysis
  • Requirement Analysis
  • Solution Assessment and Validation
  • Requirement Management and Communication

» Audience
  The Course is for non native English speakers at the B2 level or above involved in major projects

Project Management Workshop

Objectives/Topics

This is an introductory programme which focuses on the basics of results-oriented project management, with an attention to project design. The training provides an overview of the Project Management principles as well as practical tips and interactive exercises

» Audience
  Project managers and staff whose responsibilities include the results-based design of projects or programmes, or who are collaborating in teams with these responsibilities

» Outcomes
  At the conclusion of the training, participants will be able to:
  • Identify the tasks, skills and role and responsibilities of the project manager
  • Understand the logic of the project through the different stages of the project management life cycle, focusing in particular on project design
  • Identify the critical factors for the successful design of results-oriented projects or programmes - Apply basic project planning tools and concepts to increase the strategic relevance of their projects for the UN and for UN beneficiaries
  • Apply basic tools to consider different stakeholder perspectives and risks in project designs - Understand how design choices affect the subsequent implementation of projects, i.e. the development of the work plan and budget
  • Understand how design choices are linked to the Monitoring and Evaluation of projects and programmes
Project Management  
*Delivered by QA Ltd*

**PRINCE2 Projects in Controlled Environments**

PRINCE2 is a de facto process-based method for effective project management. Used extensively by the UK Government, PRINCE2 is also widely recognized and used in the private sector, both in the UK and internationally. The PRINCE2 method is in the public domain, and offers best practice guidance on project management.

**The key features of PRINCE2 are**

- Focus on business justification
- Defined organization structure for the project management team
- Product-based planning approach
- Emphasis on dividing the project into manageable and controllable stages
- Flexibility that can be applied at the project appropriate level

PRINCE2’s formal recognition of responsibilities within a project, together with its focus on what a project is to deliver (the why, when and for whom) provides projects with

- A common, consistent approach
- A controlled and organized start, middle and end
- Regular reviews of progress against plan
- Assurance that the project continues to have a business justification

This six-day accredited course provides participants with a thorough grounding in PRINCE2 and is comprised of three main elements

**The first element provides**

- Coverage of PRINCE2 principles
- The need for structured project management
- Why pragmatic and intelligent use of methods is so important
- How PRINCE2 can be employed to achieve business-related objectives

**The second element considers the method itself**

- The structure of PRINCE2
- How the major themes and processes work on their own as well as together. The themes are examined in detail, as are the processes and their related activities
- How the roles associated with the PRINCE2 method can be made really effective

**The third element**

Deals with the tailoring of PRINCE2 and explores the need for tailoring the method when introducing it into a different environment and using it in different sizes of project, always bearing in mind the need to keep bureaucracy to a minimum. Presented by skilled lecturers with extensive experience in the
practical application of project management, the course includes examination coaching and practice using sample questions

» Prerequisites

The PRINCE2 Practitioners course is intended for managers and potential PRINCE2 practitioners who require hands-on experience of the method, themes, processes and activities

• Delegates are likely to have experience of team leading, project management, project's assurance/support or user management
• Delegates will be provided with pre-course reading by email two weeks prior to attending the course. Success on the course will be enhanced by close attention to the pre-reading materials. It is recommended that candidates spend 10 hours working through the pre-reading
Objectives

Access Basic Course introduces the essential concepts of the database structure, enabling the participant to use existing Access databases and create a new one.

Participants will understand and be able to build tables, fields and records, set the rules for entering data and create forms for input.

Topics

- Create and name a database
- Naming Conventions
- Create a Database Table Set Field Names, Data Types and field
- Create Input Forms & Input Data
- Sort a Table
- Filter information from a Table
- Generate selection queries to analyse data
- Create Reports - using the Report Wizard and format reports
- Export to Excel and PDF
- Use a query with Microsoft Word for Mail Merge
- Understand & Establish Table Relationships
- Create Forms with sub-forms
- Create Multi-Table Queries
- Create Calculated Queries
- Create Parameter Queries
- Using the Totals Button
- Work with Reports and enter calculations

Sharing Databases with Windows SharePoint Services non riesco a mettere il bullet point

Audience

Access new users or current users who need to familiarize with all the system’s features
Objectives
Access Advanced Course aims to deepen the concepts and the tools needed for the design and the creation of your own applications.

Topics
- Database structure. Relationships and referential integrity
- Summary on selection queries and command queries, joins and groups
- Calculated fields, expressions, use of operators and functions
- Calculation on texts, dates and logical calculations
- Reference to database objects and their properties
- Masks: creation, properties and the editing tools
- Controls: bound and unbound, the properties and the different types
- Create and edit buttons and other controls
- The Expressions generator
- Access macros. Event management
- Report: structuring and customization, sorting and grouping and subreport

Audience
Access current users who need to deepen with all the system’s features

Schedule:
2 days

Methodology:
Classroom based [Presentations, Hands-on demonstration and exercises]

Dates:
08 - 09 October 2015
Microsoft Excel 2013 - Basic
Delivered by Fast Lane - GKI srl - Italy

» Objectives
Microsoft Excel Basic training course is suitable for users who need to improve in the use of the programme. At the end of the course, participants will be able to correctly use the program for drafting and printing of spreadsheets (invoices, forms, calculations and reports).

» Topics
- Familiarize yourself with the Excel working environment
- Change the content of a cell
- Format
- Insert cells, rows, columns
- Enter formulas
- Use the Autofill
- Working with Dates
- Filter and aggregate data
- Working with Charts
- Display Options
- Working with Spreadsheets
- Print
- Other Commands and Functionality

» Audience
Current users who need to familiarize with all the system’s features

Schedule:
2 days

Methodology:
Classroom based [Presentations, Hands-on demonstration and exercises]

Dates: 30 September - 01 October 2015
Microsoft Excel 2013 - Advanced
Delivered by Fast Lane - GKI srl - Italy

» Objectives
Microsoft Excel Advanced training course covers all the advanced features of Excel, resuming and deepening the topics covered in the Excel Basic course.

» Topics
- Zone Names
- Functions
- Charts
- Using Data Tables
- Links
- Models
- Protection
- Loading External Data
- The Data Sheet
- Check on Formulas
- Web
- Workspace
- Sharing Workbooks
- Last Menu labels
- Saving the file
- Macro (outline)

» Audience
Current users who need to deepen with all the system’s features

Schedule:
2 days

Methodology:
Classroom based [Presentations, Hands-on demonstration and exercises]

Dates:
12 - 13 October 2015
09 -10 November
Business Objects Web Intelligence 4.0 Training
Delivered by ICC Staff

» Objectives
Give participants the skills to create comprehensive SAP Business Object Web Intelligence 4.x reports. They will learn how to analyze information, distribute information, and use the major reporting features of Web Intelligence.

» Topics
- The BI Launch Pad
- Creating your first report
- Selecting and filtering data
- Evaluating data
- Formatting your report
- Working with data

» Audience
The course is designed for Business users who need to generate effective reports using SAP Business Object Web Intelligence 4.x.

» Outcomes
This course will make users familiar with concepts and terms, the first steps in database design, and how to build tables.

Participants will learn how to:
- To build complete Web Intelligence reports
- To restrict data using filters
- To use various presentation styles
- To analyze data

Galileo Inventory Management System
Delivered by ICC Staff

» Objectives
Purpose of this course is to provide participants with the skills and competencies that are necessary to operate the system or improve their knowledge of its features.

» Topics
- Galileo Inventory Universe
- Other Galileo Universes
- Expendables, Maintenance/Fleet Management, Shipping, R&I
- Operations
- Write Off and Disposal Module Universe

» Audience
Galileo new users or current users who need to improve their ability in using the system.
The 2015/2016 Language Programme is structured as follows:

» **Online Courses**
  Rosetta Stone licences assigned to staff interested in English and/or Spanish language

» **Classroom-based courses**
  30 hour courses organized from January to May 2016, according to the schedule below:

  **Italian Classes:**
  - Beginner level: Tuesday/Thursday: 13.00 hrs – 14.00 hrs
  - Basic level: Monday/Wednesday: 13.00 hrs – 14.00 hrs

  **French Classes:**
  - Beginner level: Tuesday/Thursday: 13.00 hrs – 14.00 hrs
  - Intermediate level: Monday/Wednesday: 13.00 hrs – 14.00 hrs
  - Advance level: Monday/Wednesday: 13.00 hrs – 14.00 hrs

<table>
<thead>
<tr>
<th>Schedule:</th>
<th>Methodology:</th>
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<tbody>
<tr>
<td>Classroom based courses: 2</td>
<td>Online method (Rosetta stone)</td>
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<td>lessons per week, 1 hour per lesson</td>
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Health Courses

- HIV/AIDS Orientation Session [see Mandatory Training Courses Section]
- UN for ALL - Core module
- First Aid and CPR Training
- Medical Brief in Civilian Pre-deployment Training
- Stress Management Training
- The Resiliency Programme
The courses indicated in this section are organized and managed by the UNGSC Clinic Staff

For further info, please contact the Clinic team at: UNLB-Clinic@unlb.org
Instructor led Recommended Training Course
UN for ALL - Core module
Delivered by Clinic Staff

» Objectives

  By the end of this workshop, participants will be able to:

  • Acknowledge that they all have unconscious biases about people based on attitudes and practices of their families, cultures, religions, education, media and personal experiences, and that by acknowledging these biases, they can take actions to address those that may be hurting others
  • Choose and use language that is inclusive of all people who work in the UN system and their families
  • Affirm that, as an employer, the United Nations system expects each of its employees to contribute to the universal implementation of human rights, both inside and outside the UN system
  • Relate to how stigma and discrimination in the UN system based on sexual orientation, gender identity, disability, mental health status or substance use negatively impacts their colleagues, their working environment and their productivity
  • Commit to personal actions and recommend collective measures to ensure a more inclusive workplace for all UN system personnel and the families

» Topics

  • Human rights
  • Unconscious bias
  • Inclusive language
  • Diversity and inclusion and applicable UN policies
  • UN Expectations of Personnel

» Audience

  • All staff

» Outcomes

  • Staff are aware of what is expected of them while working for the UN system in regards to diversity and inclusion for all
  • Staff are aware of what unconscious biases are and how to deal with them
  • Staff are aware of respectful language that can be used in the UN workplace
  • Staff have a basic understanding of issues affecting with different sexual orientations or gender identities, persons with disabilities, and persons who use substances
Instructor led Recommended Training Course
First Aid and CPR Training
Delivered by Clinic Staff

» Objectives
  • To provide participants a basic knowledge on how to deliver first aid for minor injuries, how to deal with life-threatening situations, and keeping a casualty alive, until the emergency services arrive.
  • Provide training in the delivery of Cardio Pulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) use

» Topics
  • First Aid Techniques
  • Medical guidelines for non-medical personnel

» Audience
   Civilian UN staff

» Outcomes
  • To provide participants a basic knowledge on how to deliver first aid for minor injuries, how to deal with life-threatening situations, and keeping a casualty alive, until the emergency services arrive
  • Provide training in the delivery of Cardio Pulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) use

Schedule:
4 hours

Methodology:
Classroom based [Presentation, Hands-on practice under various scenario’s, Role-playing sessions and simulation exercises, Distribution of specific case study material and information leaflets]

Dates:
Upon request
Mandatory Training Courses

Medical Brief in Civilian Pre-deployment Training
Delivered by Clinic Staff

» Objectives
- To provide participants a basic understanding of how to protect their health prior to taking on peacekeeping duties
- Discuss common diseases, including pandemic influenza, and means of prevention
- Describe personal hygiene practices that will help avoid contracting diseases or spreading them to others

» Topics
- Malaria prophylaxis
- Hygiene
- Vaccinations
- Travel health

» Audience
- Civilian staff up to D1 level deploying to UN field missions

» Outcomes
On completion of this section, participants will be able to:
- List the potential health hazards faced on mission
- Explain when to seek medical attention
- List the required and recommended vaccinations for field missions
- Describe where to access to Medical Assistance

Schedule:
Twice per month, 1 hour

Methodology:
Classroom based [Presentation, Questions and answers, Distribution of advisory medical leaflets]

Dates:
TBA
Stress Management Training

» Objectives
  - Identify different types of stress
  - Increase knowledge of the effects of chronic stress on physical and psychosocial health
  - Increase awareness of stress in the workplace
  - Understand the signs and symptoms of excessive stress
  - Identify the positive aspects of stress
  - Develop a personal stress profile
  - Practice two different stress management strategies
  - Identify the human and economic costs of excessive workplace stress
  - Identify ways in which workplace stress can be “leverages” into a positive force
  - Practice applying a model of workplace stress to initiate development of effective group-based stress management practices

» Topics

  Module I: Stress in the Workplace
  - Unique characteristics of the UN workplace
  - Definitions of stress, strain, distress, and related terms
  - Research data on the links between stress, psychosocial well-being, and physical health outcomes/status
  - General stress risk management strategies

  Module II: Individual Self-Care Practices
  - The impact of stress on psychosocial health: cognitive, emotional, physical, social/relational and spiritual aspects
  - Using a personal stress profile as a guide to stress management
  - Effective self-care practices

  Module III: Organizational Stress Management Practices
  - Additional data regarding the effects of stress in the workplace
  - Sources of stress in the workplace
  - Understanding stress in the workplace as a psychosocial hazard
  - Models of workplace stress
  - Effective organizational stress risk management practices

» Audience
Directors, managers and supervisors; and staff members preparing for various phases of mission assignment

» Outcomes
  - Ability to:
    - Identify signs and symptoms of stress in the workplace
    - Develop effective group-based stress management practices
    - Apply self-care practices
    - Understand risk of stress in the workplace and
    - Develop organizational stress risk management practices

Schedule:
1 day

Methodology: Classroom based [Practice and Exercises]

Dates: TBA
The Resiliency Programme

» Objectives
- Understand Resilience & Its Components
- Identify own Strengths & Areas of Growth
- Develop a “Resilience Goal”
- Understand techniques to relax body and mind

» Topics

Module 1 – Building Resilience:
- An Introduction to resiliency in the workplace

Module 2 – Mind-Body Connection:
- Techniques to Relax the Body & Calm the Mind
- Introduction to Mindfulness
- Breathing Techniques
- Progressive Muscle Relaxation
- Gentle Seated Yoga
- Visualization

» Audience
All staff members

» Outcomes
Participants will be able to build individual psychological resilience and apply techniques drawn from evidence-based practices in Cognitive Behavioural Therapy, Mindfulness-Based Stress Reduction, Dialectical Behaviour Therapy and Positive Psychology.

Schedule:
1/2 day

Methodology:
Classroom based [Participatory lecture with PowerPoint presentation, Exercises (individual and group), Group discussions]

Dates:
TBA
Safety & Security

- Field Occupational Safety
- Field Occupational Safety Specialist
- Fire Prevention Training
The courses indicated in this section are organized and managed by the Safety & Security Section

For further info, please contact the Section at: securitysectionungsc-br@un.org
Field Occupational Safety
Training Course 1 – FOS

» Objectives
Through classroom theoretical lectures, demonstrations, student working group assignments, discussions and classroom exercises the student will be introduced to, and provided the basic field occupational safety risk management programme knowledge.

» Topics
- DPKO, DFS and DPA Field Occupational Safety Risk management (FOSRM) - Policy
- DPKO, DFS and DPA Incident Reporting - SOP
- FOSRM Programme Development
- Main Occupational Safety Hazards in the UN Workplace
- Safety Signs & Symbols
- Occupational Safety Risk Assessment Methodology (O-SRA)
- Personal Protective Equipment – PPE

» Audience
UN staff members any level and from any occupational group

» Outcomes
- Understand, know and describe the DPKO, DFS and DPA Field Occupational Safety Risk Management (FOSRM) Policy, SOP’s and relevant/related guidelines on Occupational Safety Risk Management in general
- Display competency and ability to identify and determine the most obvious and apparent occupational safety hazards and subsequent risks in workplaces of UN staff
- Display competency and ability to provide recommendations on control measures to eliminate, contain, substitute, prevent and/or mitigate occupational safety hazards and risks
- Explain the core concept, need and importance of a simple but effective Occupational Safety Risk Management Program
- Introduce, assist with, and undertake basic occupational safety risk assessments and workplace inspections
- Support and assist in the development of the individual missions Field Occupational Safety Programmes in accordance with the DPKO, DFS and DPA FOSRM Policy
- Participate in or directly support the missions Occupational Safety and Health Committee

Schedule:
Two 1/2 day classroom [4 + 4 hours] or One day classroom [8 hours]

Methodology:
Classroom based [Presentation, Exercises, Individual work, Video]

Dates:
Course held on a quarterly basis and/or upon request
Field Occupational Safety Specialist
Training Course 2 - FOSS

» Objectives
Through classroom theoretical lectures, demonstrations, working group assignments, discussions, and practical exercises in actual workplaces, the student will be introduced the knowledge and competence to function as a Field Occupational Safety Focal Point (FOSFP) in DPKO, DFS and DPA directed or supported missions to include support and logistical bases and centres.

» Topics
- DPKO, DFS and DPA Field Occupational Safety Risk Management (FOSRM) - Policy
- DPKO, DFS and DPA Field Occupational Safety Focal Point (FOSFP) - ToR
- DPKO, DFS and DPA Incident Reporting - SOP
- FOSRM Programme Development
- FOSRM Programme Implementation Plan
- Main Occupational Safety Hazards in the UN Workplace
- Main Activities and Hazards in the UN Construction Sites
- Occupational Safety & Health Committee
- Field Occupational Safety Fact Finding
- Field Occupational Safety Incidents/Accidents Statistics
- Safety Signs & Symbols
- Occupational Safety Risk Assessment Methodology (O-SRA)
- Personal Protective Equipment – PPE
- Occupational Health, Occupational Medical Aspects, Injuries, First-Aid

» Audience
In-line managers, supervisors and staff (at any level) who will perform in the capacity of either Occupational Safety Officer (OSO) or Field Occupational Safety Focal Point (FOSFP)

» Outcomes
- Understand, know and describe the DPKO, DFS and DPA Field Occupational Safety Risk Management (FOSRM) Policy, SOP's and relevant/related guidelines on Occupational Safety Risk Management in general
- Display competency and ability to identify and determine the most obvious and apparent occupational safety hazards and subsequent risks in workplaces of UN staff
- Display competency and ability to provide recommendations on control measures to eliminate, prevent or mitigate occupational safety hazards and
Fire Prevention Training
Delivered by External Consultant

» Objectives
To address the need and to improve the safety and security of UN staff at the workplace. The training provides staff with the essential knowledge and skills to improve their ability to work safely.

» Topics
- Fire training
- Fire and fire prevention
- Fire protection
- Measures in case of fire
- Use of firefighting equipment

» Audience
The Fire Prevention Training is for all staff assigned as building fire and safety wardens. Priority to be given to members of Mission Support Teams and staff likely to be deployed to the field.

» Outcomes
Participants will:
- Improve their ability to work safely
- Increase their confidence and improve understanding and knowledge of the Fire Prevention procedures
- Improve their knowledge and build their overall emergency response capacity with particular focus on fire prevention and incipient fire fighting in emergency situations
- Improve the skills in the use of fire fighting equipment (different types of fire extinguishers, - CO2, Powder & water)
- Identify fire hazards and actions to be taken
- Obtain technical and basic fire prevention capabilities in emergency situations
- Obtain certification for basic fire prevention

They will also be able to:
- Follow key procedures in Fire Prevention and Basic Fire Fighting
- Identify the threats that can be expected in hazardous environment
- Handle and explain what actions to take in case of fire
- Use the fire extinguishers and related equipment

Schedule:
4 days

Methodology:
Classroom based/Hands-on exercise [Presentation, individual work, team-work, case-studies, video, practical exercise]

Dates: TBC
Logistic Services Training Courses

- DFS Chartered Aircraft Inspections Air Operators, Military Aviation Units Performance Evaluations and Carrier Assessments
- Introduction to EMS
- ISO14001 EMS Implementation
- UN Requisitioner Training Programme
- Nissan Spare Parts Management Training
- Defensive Driving
- ICAO/IATA/IMO Dangerous Goods by Sea & Air
- Essential Warehousing
- Aviation Risk Management (ARM)
- Driving Test Officer Certification Course
- Managing Aviation Policy and Regulation
- Ford 4x4 Everest, Ranger & Transit Technical
- Alternator and Control System Course
- Autodesk AutoCAD 2015 2D
- Autodesk Revit 2015 – Level 1
- Autodesk Revit 2015 – Level 2
- Senior Civil Aviation Management
- Integrated Aviation Management System - IAMS
- Senior Transport Staff Course
- Multi – Level Supply Chain Qualification Training Programme (3 course Levels)
- Automotive W/shop Health & Safety Best Practice
- Supply Management
- Warehouse Safety
- Svos Armoured 4x4 Maintenance
- Installation, Operation & Maintenance - Supply of Drinking Water Systems/Materials & Services
- Installation, Operation & Maintenance - Supply of Waste Water Treatment Systems/Materials & Services
- Vehicle & Equipment Body Repair & Refinishing Training
- Nissan Heavy Duty 4X4 Technical Training
- Caterpillar Basic Operator/Maintenance/Service/ Spare Parts
- Armoured 4x4
- Terex Crane Technical & Operator Training
- Manitou Rough Terrain Forklift Operation, Preventive Maintenance & Spare Parts Training
- Iveco Trucks Technical Training
- Rapid Intervention Vehicles Operation & Preventive Maintenance Training
- Airfield Tow Tractors Operation/Instructor & Maintenance Training
- Ground Handling Equipment - Operation, Preventive Maintenance & Spare Parts Training
- Rough Terrain Forklifts - Operation, Preventive Maintenance & Spare Parts Training
- Medium buses, Spare Parts, Tools & Equipment Training
- Industrial Forklifts - Operation, Preventive Maintenance & Spare Parts Training

UNGSC Training Catalogue
The Logistics Service (LS) of the United Nations Global Service Centre (UNGSC) offers a variety of training courses in the following logistics fields: Engineering; Aviation; Supply Chain; Transport, Maintenance & Spare Parts Management.

The training courses offered are a result of an extensive analysis based on recurring requirements and the need to develop staff working both in the field and HQ. Our aim is to enhance the knowledge of UN staff in the Logistics field on a global perspective.

For further info, please contact the LS team at:
LSTraining@un.org
DFS Chartered Aircraft Inspections Air Operators, 
Military Aviation Units Performance Evaluations 
and Carrier Assessments 
Delivered by Ricardo Garcia & Martin Lopez Gomez

» Objectives
Standardise the aircraft inspections, air operators / military aviation units’ performance evaluations and carrier assessment processes across DFS supported Missions

Apply the above-mentioned common Annex 15 methodology, to determine that the aircraft offered/positioned, as well as its utilization do not pose a safety risk to the organisation and complies with the ICAO SARP’s, AVS-TADS and any other UN requirement

Produce aviation safety technical reports that reflect the value of the safety inspections, performance evaluations and carrier assessments, and not a burden to the management

» Topics
- Course introduction
- Aircraft Initial & follow up Inspections
- Air Operators / Military Aviation Units Performance Evaluations
- Carrier Assessment Reports
- Inspections and Recommendations Module utilization
- Safety and Quality Assurance application
- Documenting your activities

» Audience
Aviation Technical Compliance & Aviation Safety Officers

» Outcomes
Train aviation related personnel for the effective implementation of the procedures set forth in the DPKO Aviation and DPKO/DFS Aviation Safety Manual (ASM) common Annex 15 – Aircraft Inspections, Air Operators / Military Aviation Units Performance Evaluations and Carrier Assessment procedures
Introduction to EMS
Delivered by (TBA)

» Objectives
Overview of the EMS Standard ISO 14001 and the relevance of it to a business management system. The Environmental Backdrop to, and Drivers for, an EMS Exploration/Discussion of participant’s own organisational position; Overview of Standards and the complementary ISO 14000 Series Guidance Standards; Identification and Management of Environmental Risks; Requirements of ISO14001 and their relationship to the Backdrop; Outline implementation project issues

» Topics
• The Introduction to Environmental Management Systems module shall be designed for those who wish to gain a general understanding of EMS, particularly ISO 14001 and other management systems
• The module shall provide middle management, line managers, as well as individuals from environmental background with information on why an EMS should be implemented, a summary on the EMS Standards available and the main elements that comprise these
• Successful completion of this module does not, however, infer that an individual has the competence to design and implement an EMS unsupervised, and without the assistance of technical and other experts where appropriate

» Audience
All responsible for environmental, waste management and environmental engineering activities

» Outcomes
Understand ISO 14001 better establish a clear environmental management system framework; Benchmark missions business against EMS best practice; Build customer/client confidence in management of environmental impacts; Streamline processes and cut costs; Advance environmental awareness across the mission
ISO14001 EMS Implementation
*Delivered by (TBA)*

**Objectives**
- Defining the purpose and structure of the EMS Standards ISO 14001, Eco-Management and Audit Regulation (EMAR); Review of environmental legislation and codes of practice and defining an environmental policy
- Identification of environmental aspects and impacts, risk evaluation
- Planning the EMS implementation programme: Timescales and resources
- Gaining management commitment; Environmental performance measures; Establishing policy and setting objectives and targets
- Documentation, monitoring and auditing for improvement
- Accreditation and certification activities

**Topics**
- The second module shall provide an advanced training on the same topics covered in the first module
- This module will facilitate UN DPKO/DFS candidates with the aim of designing and implementing an EMS within their missions
- The module shall include references to management standards, such as ISO 14001, and the EU Eco-Management and Environmental Scheme (EMAS)
- It will also include references to other relevant standards such as BS 8555, and performance-related standards

**Audience**
- All responsible for environmental, waste management and environmental engineering activities

**Outcomes**
- Gain confidence in implementing an ISO 14001 compliant EMS framework
- Understand how to drive efficiency and cut costs with streamlined processes; raise employee awareness of EMS responsibilities
- Learn how to monitor and constantly improve your environmental systems
- Gain competitive advantage and stakeholder recognition through environmental commitment

**Schedule:**
1.5 or 2 days

**Methodology:**
*Instructor led [Classroom lecture and practical hands-on exercises]*

**Dates:**
27 April 2016 [4 short sessions for all GSC staff (30 minutes each)]
UN Requisitioner Training Programme
Delivered by Chartered Institute of Purchasing & Supply (CIPS)

» Objectives
- Acquire a solid knowledge and application of quality-focused requisitioning processes and technical evaluation of Suppliers’ offers and Vendors’ performance, in accordance with industry and UN contract management best practices and standards. Increase awareness of UN Requisitioners’ roles and responsibilities as per the UN Procurement Manual

» Topics
- Introductive web conferencing meeting with the Programme participants, the Trainer and the UNGSC LS PMU training representative. This on-line meeting is an opportunity for the participants to know each other, to virtually meet the trainer and the UNGSC training representative. The meeting introduces the Programme learning topics, the on-line Student Discussion Forum and the other Programme aspects

Distance learning focusing on the following three modules:

Module 1
» Development of statement or requirements (SOR), statement of work (SOW), terms of references (TOR)

Module 2
» Development of technical evaluation criteria and technical evaluation of bidders’ technical proposals

Module 3
» Contract monitoring/management and technical evaluation of vendors’ performance

- Pre-webinar practice exercises on module topics
- 3 on-line webinars conducted on-line by the Programme Trainer and focusing on the three modular training topics
- Post-webinar practice exercises on module topics
- participation at the on-line UN dedicated Programme Discussion Forum: delegates have the possibility to raise queries and exchange comments to the Trainer on the Programme topics and the module assignments. The Forum offers also some selected integrative web resources (case studies and webinars) on Programme topics

- 3 module written examinations consisting of: a) 3 written assignments (1500 words each) based on UN sample SOW and other Requisitioning documents, b) 3 written assignments (1000 words each) based on the UN Procurement Manual. Each module assignment needs to be passed with a minimum marking of 60%

- Residential tutor-led training workshop in Brindisi of 5 days. Participants who have passed each module assignments with minimum 60% are admitted to the residential training workshop. The training workshop engages UN Programme participants in a series of learning-by-doing activities including: analysis of business case studies, SOR, TOR, SOW documents, problem solving and interactive class-room activities, meaningful discussions on relevant topics of the course and preparation for the final Programme examination assignment
- Final Programme examination assignment. Participants have four week after the training workshop to prepare a written assignment covering all Programme training topics. Minimum passing score 60%

Schedule: Distance learning followed by 5 days workshop
Methodology: Blended training | Distance learning, Manual self-study, Practice exercises, Written assignments, On-line webinars and Residential training workshop
Dates: Distance learning starts Oct. 2015
» **Audience**
UN Requisitioners, Asset Management and Contract Management and all UN staff involved in the development of statements of requirements, scope of works, bid technical evaluation criteria and in the conduction of bid technical evaluations and vendor performance evaluations, staff

» **Outcomes**
At the end of the training programme UN Requisitioners will have developed their ability to:

- Accurately identify goods and service technical requirements
- Identify, assess and manage local and international purchasing risks for goods and services
- Conduct effective market research for goods and services
- Draft clear and accurate technical specifications for goods and/or services required
- Develop quality performance and/or conformance based Statement of Requirements (SOR), Statement of Work (SOW), Terms of References (TOR), in accordance with identified requirements
- Identify and draft accurate and measurable technical evaluation criteria to evaluate technical proposals submitted by prospective Suppliers and Contractors in response to UN Invitation to Bids and Requests for Proposals;
- Conduct sound evaluations of technical proposals in accordance with pre-developed technical evaluation criteria included in the SOR, SOW or TOR documents;
- Develop sound Key Performance Indicators (KPI) to measure and evaluate supply of goods and provision of services
- Conduct efficient and effective monitoring and proper evaluation of Suppliers’ and Contractors’ technical performance in accordance with pre-identified KPI’s
- Develop and maintain good interpersonal and business relationship with Suppliers and Contractors during and after contract periods, always in line with the UN Code of Ethics
Nissan Spare Parts Management Training
Delivered by Nissan Trading Co., Ltd

» Objectives
Improve technological awareness and become familiar with the management of spare parts warehouse, inventory control, orders and familiarise with the Nissan’s Electronic Parts System (FAST)

» Topics
- Dealer Parts Operation KAIZEN Activities
- Dealer Parts Operation KAIZEN Video
- Warehouse Management
- Inventory Control
- KPI Management
- Inventory Control: Mandatory Stock Parts Operation
- Mandatory Stock Parts Selection
- Order Creation and Order Type
- Monthly KPI Monitoring
- Dealer Parts Operation Evaluation and Action Making Sheet
- Introduction of Other Excel Tools
- Dealer visit (benchmarking to NISSAN Dealer)
- Lead-time Review (From Ordering to FCA)
- Vehicle familiarisation (VIN No., Model Code)
- FAST system operation

» Audience
Stores personnel and Supervisors

» Outcomes
- Improve Parts Operations at each Mission warehouse, after study Good & Bad practice
Defensive Driving
Delivered by Automotive Management Services FZ-LLC (AMS FZ-LLC)

» Objectives
Learning defensive driving best practice techniques in order to reduce road fatalities, avoid crashes and choose safe, responsible and lawful driving behaviour. The Course will enable driving instructors and testers to deliver defensive driving training courses and briefing to other UN staff on mission(s).

» Topics
- The driver
- The vehicle
- Safe Driving for Life (responsible driving habits for safe, accident-free driving)
  - Traffic laws
  - Highway safety
  - Driving environment and impairment
  - Alcohol and drug impaired driving
  - Planning the journey
  - Threats and risks
  - Hazards and observations
  - Driving in emergency situations
  - Driving in convoy

» Audience
All drivers in the Missions including Transport, Dispatch, Contingent and Security Staff

» Outcomes
The expected outcome of the Training Course is to provide participants with enhanced knowledge of major topics and best practices in the driving field. Enhance the UN participants’ capability to train or supervise other personnel in the tasks outlined in the course topics above. Enhance driving skills and risk awareness of UN participants.
ICAO/IATA/IMO Dangerous Goods by Sea & Air
Delivered by Peter East Associates Ltd

» Objectives

The aim is to provide participants with the following skills and competencies:

Enable initial DG trainees to acquire an in-depth knowledge and understanding of the implementation, limitations, classifications, identifications, packing, marking, labelling, and documentation requirements in compliance with the updated ICAO/IATA and IMO Dangerous Goods Regulations and work applicability; enable initial DG trainees to gain an in-depth knowledge about shippers’ responsibilities and the operators’ requirements such as acceptance, storage, loading, inspection, and provision of information, retaining of records, training and reporting of dangerous goods for air and sea transportation modes; enable recurring DG trainees to refresh and further expand their initial knowledge and skills on how to identify and manage, operationally and administratively Dangerous Goods in compliance with the updated ICAO/IATA and IMO Dangerous Goods Regulations and work applicability.

» Topics

- Training Module on ICAO/IATA DG Training – Air Mode
  - legal responsibilities in accordance with ICAO and IATA Regulations
  - limitations for the Carriage of Dangerous Goods by Air in accordance with ICAO and IATA Regulations
  - identification of articles and substances with dangerous properties
  - procedures for dangerous goods classifications
  - usage of the Dangerous Goods List to identify requirements for different chemicals
  - completion and check of the transport documentation in accordance with ICAO and IATA Regulations
  - correct packing in accordance with the Packing Instructions and the General Packing Requirements under ICAO and IATA Regulations
  - correct marking and labelling of selected packaging in accordance with ICAO and IATA Regulations
  - application of the State and Operator Variations when applicable
  - offering of properly prepared dangerous goods consignments for air travel in accordance with ICAO and IATA Regulations;
  - procedures on how to handle dangerous goods emergencies.
- Training Module on IMO DG Training – Sea Mode
  - legal responsibilities in accordance with IMO Regulations;
  - classification of dangerous goods in accordance with the IMDG Code;
  - preparation of the IMO Dangerous Goods Declaration in accordance with the IMDG Code:
  - correct packaging for dangerous goods in accordance with the IMDG Code;
  - correct packing, marking and labelling of dangerous goods shipments to IMDG standards;
  - procedures required for segregating and stowing dangerous goods shipments to IMDG standards
  - handling of limited quantities of dangerous goods in accordance with the IMDG Code
  - validation of dangerous goods in accordance with the IMDG Code
  - Usage of Emergency Response Procedures for Ships Carrying Dangerous Goods (EmS Guide);
  - Usage of the Medical First Aid Guide (MFAG)

Schedule: 5 days
Methodology: Instructor led [Instructor-led, hands-on exercises and workshops]
Dates: 26 – 30 October 2015
» **Audience**
UN personnel within the following IATA personnel categories 1, 2, 3, 4, 5, 6, 7 & 8 i.e. packers, shippers, freight forwarders, operators and ground handling agents, receiving and inspection, warehousing staff involved in the packaging, documentation and handling of dangerous goods, and Aviation Staff

» **Outcomes**
- Upon successful completion of the course participants will be able to identify, handle and manage Dangerous Goods safely and professionally, avoiding and minimising damage and loss to both people and property
- prepare required documents for the warehousing and shipping operations by air and sea, in accordance with the updated ICAO/IATA and IMO Dangerous Goods Regulations
Essential Warehousing
Delivered by Ailog Servizi srl

» Objectives
The aim of this course is to enhance the knowledge of warehouse operations, and maintain a practical tool which reflects the best practices and appropriate guidance for warehouse and inventory management.

This course aims to provide participants with the skills and competencies to:
• Organise and run a warehouse to suit UN supply-chain and accounting systems
• Applying the best practices in order to improve the efficiency of warehouse operations, working methods and processes
• Challenging the established thinking of staff involved in the existing warehouse operations; problem solving and decision making

» Topics
Principles of warehousing:
• Warehouse workflow
• Warehouse layout
• Warehousing and stock keeping
• Shelf life management

Principles of inventory management and codification:
• Basics of item codification
• Maintenance of different stores related records
• Stock taking and cycle-counting techniques
• Issue of stocks, monitoring and documentation
• Basics of packing and labeling techniques:
• Packing techniques for different types of materials
• Labeling techniques for different types of materials
• Dangerous goods marking and labeling

Principles of security and safety in the warehouse:
• Protection of stores against losses and damages
• Material preservation techniques
• Storage conditions for different types of materials (gases, paints, liquids etc.)
• Dangerous goods storage and handling

Basics of Receiving and Inspection techniques:
• Sampling techniques
• Quality inspections

» Audience
Supervisors, Supply and Warehouse Staff

» Outcomes
This course is designed to improve the process and meet the requirements of mission support. Develop and deliver overall warehouse solutions tailored to the supply-chain process specific to the Mission. Establish proper inventory levels in order to avoid excess. Efficiently manage flow of materials, effectively utilise people and equipment, improve coordination of internal activities and communication with customers
Aviation Risk Management (ARM)
Delivered by Ricardo Garcia & Martín Lopez Gomez

» Objectives
Recognise “organisational & management” factors influence in accident causation. Recognise the respective ARM roles and responsibilities. Review and apply ARM in all DPKO/DFS aviation related activities. Practice ARM in DPKO/DFS daily aviation related activities
Support Aviation RM implementation process in DPKO/DFS aviation related activities

» Topics
- DPKO / DFS Av. ARM Policy Directive
- Organizational and Management factors influence in accident causation

ARM Fundamentals:
- principles and components
- roles and responsibilities
- decision making process
- 6 steps process
- Implementation and integration strategy for DPKO/DFS field missions
- Applying and documenting ARM process in all DPKO/DFS aviation related activities
- ARM exercises for UN Field Missions
- Developing an ARM SOP for a DPKO/DFS field Mission

» Audience
Aviation, Aviation Safety and MOVCON personnel

» Outcomes
Train aviation related personnel for the effective implementation of the Policy Directive on Aviation Risk Management in field Missions
Driving Test Officer Certification Course  
*Delivered by Automotive Management Services FZ-LLC (AMS FZ-LLC)*

» **Objectives**
Understanding road safety best practices, planning safety campaigns, gain knowledge in leadership and teaching skills and provide internationally-recognised certification for UN Driving Test Officers. The course must cover driver competence requirements, test procedures, test standards, and procedures relating to the conduction of driving tests.

» **Topics**
- Theory test
- The psychology of driver testing
- Developing driver briefings for varying Mission conditions
- Hazard perception and Hazard mitigation strategies
- Practical driving test
- Eye tests and other driver health considerations
- Intervention by the tester during the test
- Road sign test
- Safe Driving for Life (responsible driving habits for safe, accident-free driving)
- Driving procedures, driving test standards, and procedures relating to conduction of driving tests

» **Audience**
- All Driving Testers and Dispatch Staff

» **Outcomes**
The expected outcome of this course is to provide participants with enhanced knowledge of major topics and best practices in the Transport and Driving fields. Enhance the UN participants’ capability to train or supervise other personnel in the tasks outlined in the courses syllabus above. Enhance driving skills, risk awareness and Driving Certification knowledge and skills.

**Schedule:**
- 5 days

**Methodology:**
Classroom based and practical activities [This Training Course will be a combination of instructor-led theory, practical activities and feedback sessions]

**Dates:**
- 16-20 November 2015
Managing Aviation Policy and Regulation

Delivered by (TBA)

» Objectives
- Analyze and understand the status of civil aviation regulation worldwide;
- Follow the recommendations of ICAO;
- Develop strategies for civil aviation in keeping with the operational circumstances;
- Apply civil aviation regulatory practices in a cost conscious manner

» Topics
- The context of civil aviation regulation
- Aviation economic theory
- International regulatory framework
- National regulatory framework
- Current trends
- The role of aviation policy and how it is developed
- Organizational design to support analysis for policy creation and regulation
- Management practices
- Practices and administration
- Policy effectiveness
- Policy and performance
- Policy and economic regulation
- Policy and aviation
- Changing corporate culture
- Organization of the policy and regulatory function
- Management practices and processes in policy administration. Roles and responsibilities of the regulator. Aviation regulation as practiced and administered
- Regulatory formats in use and their pros and cons. The impact of regulation on fees and charges. Airport economics and policy impacts. Air navigation economics and regulatory impacts. Measuring policy and regulatory performance

» Audience
- Intermediate and senior managers

» Outcomes
- Aviation managers skilled to manage aviation policies and regulations.

Schedule:
- 5 days

Methodology:
- Instructor led [Classroom tutor led, exercises and exams]

Dates:
- TBA
Ford 4x4 Everest, Ranger & Transit Technical
Delivered by Global Fleet Sales (GFS), RMA Group USA

» Objectives
The Objective of this course is the realization of the pre-delivery inspection (PDI) and the maintenance for the Ford Transit, Ranger and Everest.

» Topics
- PDI Training on Ranger / Transit – Method for the deactivation of “Transport mode”
- Demonstration on Vehicle and PRACTICE FOR TECHNICIANS

Introduction to IDS:
» Self-test
» Datalogger
» After maintenance/Service function

- Presentation of the workshop manual and wiring diagram

PRACTICE SESSION

Ford Ranger:
» Vehicle introduction – Maintenance – IDS after maintenance
» Presentation of Engine 2.2/3.2l TDCI Puma (Mechanical, Fuel system,… ) & Transmission (Gearbox, Transfer case, …)
» Presentation of Chassis systems (ABS, Power steering, Driveshaft, …)
» Presentation of Electrical systems (Multimedia, Instrument cluster, …)
» Presentation of Body systems (Wiper, Airbag, Lighting, …)

PRACTICE SESSION ON THE DIFFERENT SYSTEM WITH THE WORKSHOP MANUAL & IDS

Ford Transit:
» Vehicle introduction – Maintenance – IDS after maintenance
» Presentation of Engine 2.2/3.2l TDCI Puma (Mechanical, Fuel system, … ) & Transmission (Gearbox, AWD, …)
» Presentation of Chassis systems (ABS, Power steering, Driveshaft, …)
» Presentation of Electrical systems (Multimedia, Instrument cluster, …)
» Presentation of Body systems (Wiper, Airbag, Lighting, …)

PRACTICE SESSION ON THE DIFFERENT SYSTEM WITH THE WORKSHOP MANUAL & IDS

Ford Everest:
» Vehicle introduction – Maintenance
» Presentation of Engine 2.5l WLT (Mechanical, Fuel system, … ) & Transmission (Gearbox, Transfer Case, …)
» Presentation of Chassis systems (ABS, Power steering, Driveshaft, …)
» Presentation of Electrical systems (Multimedia, Instrument cluster, …)
» Presentation of Body systems (Wiper, Airbag, Lighting, …)
PRACTICE SESSION ON THE DIFFERENT SYSTEM WITH THE WORKSHOP MANUAL & IDS

**Configuration**
- Utilisation of the diagnostic tools for programing module
- Method for the modification of the configuration on the car (after modification of tire size for example)
- Presentation and utilization of the “RMA Technical Helpdesk”

**Audience**
Vehicle Mechanics & Workshop Supervisors

**Outcomes**
At the end of this session, the learner will be able to realize the PDI & main maintenance of Ford Ranger/Transit/Everest, using mechanical and electrical tools (multimeter & IDS diagnostic Tool) following the Workshop manual and Wiring diagram.

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**Alternator and Control System Course**
Delivered by Caterpillar (NI) Limited (FG Wilson)

**Objectives**
This specially designed course will concentrate on the FG Wilson control systems and their key functions, with a particular focus on installation, commissioning, and fault diagnosis. The programme includes both classroom lecture and practical hands-on exercises

**Topics**
Outcomes

**Audience**
Engineering & Generator Staff

**Outcomes**
Attendees will obtain: An understanding of the key components making up a diesel generator set, and will be able to detail their function, operation and interaction; A knowledge of the key aspects of the integration and connection of a Diesel generator set into a power distribution system; A good technical and operational understanding of FG Wilson engines, control systems and changeover switches, with a particular focus on installation, commissioning, and fault diagnosis; An Understanding of how to use FG Wilson Electronic Service Tooling to aid system programming, modification and fault diagnosis
Autodesk AutoCAD 2015 2D  
Delivered by (TBA)

» **Objectives**

This course is to provide participants with a comprehensive knowledge of "Autodesk AutoCAD 2015" 2D features and processes.

» **Topics**

- Software overview and introduction to the graphical interface
- Display/visualization commands
- Primary objects design tools (lines, circles, rectangles, polylines, etc.)
- Selection and editing commands (move, rotate, scale, stretch, mirror, cut, explode, etc.)
- Complex objects design tools (block, text, hatch, polyline editing and tables)
- Objects properties and layers
- Creation of project dimensions (linear, aligned, continuous, base line, etc., dimension style set up)
- Import/use of External Referenced drawings, e.g. Xref files, raster images, etc.
- Layout creation and managing (plotting, ctb files, viewports, scaling, templates import and creation, etc.)
- Export of dwg files into other software and import of various files type into AutoCAD

» **Audience**

ESDC staff

» **Outcomes**

By attending such course participants will get familiar with the main functions of the software, being able to develop 2D drawings (plans, sections and elevations)

Schedule:
5 days

Methodology:
Classroom based [Classroom lecture and practical hands-on exercises]

Dates:
TBA
Autodesk Revit 2015 – Level 1  
Delivered by (TBA)

» Objectives
This course is to provide participants with a comprehensive knowledge of "Autodesk Revit 2015” features and processes.

» Topics
- Software overview and introduction to interface/workspace
- Working with the basic drawing and editing tools
- Creating Levels and Grids as datum elements for the model
- Creating a 3D building model with walls, curtain walls, windows and doors, structures and systems
- Adding floors, ceilings, roofs, columns, stairs, ramps, railings, etc. to the building model
- Adding component features, such as furniture and equipment
- Families (creating, adding, modifying)
- Project views
- Site design/modeling
- Massing studies
- Annotation and detailing
- Layout creation 2D and 3D
- Managing Layouts (setting up sheets for plotting with text, dimensions, details, tags, and schedules)
- Materials, rendering and visualization
- Export Revit files in dwg format and import dwg files into Revit

» Audience
ESDC staff

» Outcomes
By attending such course participants will get familiar with the main functions of the software, being able to develop 2D drawings (plans, sections and elevations), 3D views and rendered models along with bills of quantities.
Autodesk Revit 2015 – Level 2  
Delivered by (TBA)

» Objectives  
This course is to provide participants with an advanced knowledge of "Autodesk Revit 2015" features and processes

» Topics  
Advanced modeling (storefront, curtain wall, creating families, creating forms, creating furniture families)  
• Advanced site design/modelling using topo-surface  
• Advanced schedules and lists  
• Advanced photorealistic rendering (photorealistic materials, painting materials, assigning materials to families, rendering, render quality and lighting, rendering check list)  
• Work-sharing  

» Audience  
ESDC staff  

» Outcomes  
By attending such course participants will get familiar with the advanced modeling and rendering functions of the software  

Schedule:  
5 days  
Methodology:  
Classroom based [Classroom lecture and practical hands-on exercises]  
Dates:  
TBA
Senior Civil Aviation Management

Delivered by (TBA)

» Objectives
How to plan and execute the delivery of efficient, effective and sustainable aviation regulatory and operational services to meet air transportation policies and objectives. Team exercises to resolve problems and issues, applying the concepts and principles learned during the course.

» Topics
Overview of air transportation
- The business plan
- Development of the course integration exercise
- Introduction to financial management
- Capital investment evaluation
- Working in teams

Fees and charges:
ICAO and Document 9082, policies on charges for airport and Air Navigation Services
- Economic regulation
- Aviation policy
- Commercialization, private sector participation and privatization
- Time management
- Visit to ICAO (when the course is held in Montreal)
- The regulatory framework
- CAA activities
- The Civil Aviation Master Plan (CAMP)
- Managing the CAA
- ICAO CNS/ATM and the transition to performance-based systems, ICAO Doc 9750, Global Air Navigation Plan for CNS/ATM Systems
- Presentation skills
- ICAO Doc 9859 AN/474 Safety Management Manual (SMM) and ICAO Safety Management System (SMS)
- The impact of technology and infrastructure planning
- Airport certification
- Aircraft airworthiness and air carrier certification
- Course integration exercise team work and presentations

» Audience
Individuals aspiring to senior management responsibilities. Experienced Managers

» Outcomes
- Aviation regulatory and operational services provided efficiently and effectively
- Utilization of strategies for aviation management based on the latest trends and market/organizational needs
Integrated Aviation Management System - IAMS
Delivered by (TBA)

» Objectives

Learn a phased approach on how to integrate the following systems:

- Safety Management System (SMS); Security Management System (SEMS);
- Quality Management System (QMS); Supplier Management System (SUMS);
- Enterprise Risk Management (ERM); Environment Safety Management System (ESMS); Crisis Management;
- and the relevance of the IATA Operational Safety Audit (IOSA) and IATA Safety Audit for Ground-handling Organizations (ISAGO)

- Implement a phased approach in your aviation organization

» Topics

IAMS overview:

- SMS, Security Management System (SEMS)
- Quality Management System (QMS), Supplier Management System (SUMS), Enterprise Risk Management (ERM)
- Environment Safety Management System (ESMS), Crisis Management
- IATA operational Safety Audit (IOSA) and
- IATA Safety Audit for Ground-handling Organizations (ISAGO)
- Phased implementation of the IAMS as it applies to your organization
- Communication of IAMS implementation progress of your organization with relevant industry stakeholders
- Global regulatory requirements and good governance

» Audience

Professionals and Managers

» Outcomes

Integrated systems in the organization

- (Safety Management System (SMS); Security Management System (SEMS))
- Quality Management System (QMS); Supplier Management System (SUMS)
- Enterprise Risk Management (ERM); Environment Safety Management System (ESMS); Crisis Management; IATA Operational Safety Audit (IOSA) and IATA Safety Audit for Ground-handling Organizations (ISAGO)
Senior Transport Staff Course

Delivered by (TBA)

» Objectives
Transport Management, financial planning, operational planning, leadership accountability, safety, decision making

» Topics
This in depth and comprehensive transport management course will address the following components of transport operations:

- Introduction to the Management of Transport
- Management Practice in Transport Operations
- Financial Planning
- Management of Transport Assets and Accounts
- Safety in Transport Operations
- Transport Operations Planning
- Planning and Operation of a Modern Workshop
- Management Information and the Role of IT
- Parts Management
- Outsourcing and Contract Management

» Audience
Transport Staff performing at supervisory or management role

» Outcomes
At the end of the course participants will have developed their skills in Transport Management, Transport Operations, Financial Planning Management of Transport Assets and Accounts Safety in Transport Operations, Planning and Operation of a Modern Workshop, Management Information and, the Role of IT Parts Management Outsourcing and Contract Management
Multi – Level Supply Chain Qualification Training Programme (3 course Levels)

Delivered by (TBA)

» Objectives
To acquire as solid knowledge and application of integrated supply chain processes, efficient logistics strategies and smooth interrelationships between and within logistics networks

» Topics
The training programme is designed to provide a framework of topics related to logistics and supply chain management, covers several areas of interest among the following:

• Inventory and Warehouse Management
• Logistics Management
• Sourcing and Procurement
• International Transportation
• Supply Chain Flow and Network Management
• Supply Chain Strategy
• Innovation and Change Leadership

» Audience

Level 1
(Certificate - Supervisory/Operational): team leaders, new supervisors or aspiring managers

Level 2
(Professional Diploma – Senior Management Level): professionals already working within the logistics and transport sectors, particularly those who aspire to middle management positions in supply chain management, transport planning or transport operations

Level 3
(Advanced Diploma – Strategic Level):
managers aspiring to move to a strategic role, for those already working within the Logistics and transport professions

» Outcomes
Level 1 (Certificate - Supervisory/Operational): At the end of the course, participants will be able to understand and apply the key principles of (not limited to):

• Marketing and Product Positioning, Managing Information, Reporting to Finance and, the Aspects of Legality
• Functional Management, Business Planning and, People Management
• Operational Supply Chain in various business settings
• Inventory Management and Techniques
• Warehouse Management

Level 2 (Professional Diploma – Senior Management Level): At the end of the course, participants will be able to understand and apply the key principles of (not limited to):

Schedule:
3 programme course levels that can be studied in isolation and consist of:
a) Distance learning, indicatively 8 months
b) Training workshop at UNGSC, 5 days
c) Final qualification exam at UNGSC, 1 day

Methodology:
Blended training (Distance learning, consisting of Mandatory and Elective units, Self-study, Practice exercises, Written assignments and Residential training workshop at the UNGSC)

Dates: TBA
- Logistics and Transport Management
- Supply Chain Management and Planning
- Transport Planning Techniques
- Project Management and sourcing and Procurement

*Level 3 (Advanced Diploma – Strategic Level): At the end of the course, participants will be able to understand and apply the key principles of:

- Logistics and Transport – Strategic Contexts
- Leadership and Strategic Management in Logistics and Transport
- Strategic Network Planning in Logistics and Transport
- Delivering Strategic Performance in Logistics and Transport
- Research Methods and Professional Projects in Logistics and Transport

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**Automotive W/shop Health & Safety Best Practice**

*Delivered by (TBA)*

- **Objectives**
  - Establish and guarantee security guidelines for the running of operational workshop activities, ensuring Staff safety and health and the security of the equipment involved, in compliance with the UN Rules and Regulations and with its Security & Safety Program

- **Topics**
  - Methodology and strategies
  - List of measures collected and analysed
  - Best practices in automotive workshop safety (measures at the country/European level), review of implementation
  - Education and campaigns (technical staff education, training & safety briefing)
  - Rehabilitation of established practices and problem diagnostics
  - Vehicles as sources of hazards
  - Infrastructures and equipment-generated hazards
  - Enforcement and ensuring compliance
  - Statistics and using lessons learnt (feedback)

- **Audience**
  - Transport Staff and Staff who are sufficiently capable to train or supervise other personnel in the tasks outlined in the course syllabus/topics

- **Outcomes**
  - Upon completion of the course participants will be able to adopt best practices in the workplace; minimise risk and loss to both people and property
Supply Management
Delivered by (TBA)

» Objectives
The aim of this training course is to enhance the managerial knowledge and acquire practical supply management tools, particularly in the government/Public Sector and UN that reflect best practices and appropriate guidance in supply management.

» Topics
Results Based Budgeting in Context of Supply Operations:
• results based budgeting [RBB] and supply operations
• budget documents and its supply related components
• budget expenditure controls
• budget formulation for supply support to supply client base
• supply ratios, depreciation and impact on budget.
• Multi-year projects and their management in the budget process
• supply operations and their impact on performance report
• supply budget and its correct utilisation
• finding supply related goals and their measurement and supply KPIs
• supply Performance report problem solving.
• Fuel Management:
• fuel types and various needs
• fuel contracts: their formulation and their implementation
• effects of fuel operations on host country environment
• risks to smooth operation and their management
• Supply Operations:
• supply commodities and their significance
• acquisition planning, procurement planning and relationships with supply budget
• establishment of warehouses or distribution centers, control of supply chain, inventory control, procurement process, systems contracts
• warehouse management, safety and security issues
• supply risks: their evaluation and management
• supply material support in context of Contingent Owned Equipment (COE)
• Memorandum of Understanding (MOU) with local Governments on wet or dry lease
• organisation of distribution operations
• support to substantive mission’s elements
• outsourcing implications and problems.
• Purchasing and Contract Management principles:
• introduction of international purchasing of goods and services
• supply chain environment and rules
• rations and fuel statement of works, site visits and their conduct
• purchasing within different market settings
• sources of finance and basic financial performance
• contract management
• contractor performance measurement
• purchasing for the public sector
• role of contracts management
• international commodities markets and their indices.
• Supply and Management of Rations (Provisions and Food):
• rations scale, its working and its uses
• rations supply methodology

Schedule:
5 days
Methodology:
Classroom based [Classroom, Exercises, and Workshop]
Pre-training Evaluation test consisting of multiple-choice questions, Business case review and Final business evaluation test
Dates:
TBA
• reserves and their management
• ration performance management and its KPIs
• rations systems improvements
• rations standards and compliance issues
• customer care and management
• rations quality control and its impact on clients.
• Quality Management System (QMS):
  • concepts of a quality management system (QMS) and its impact on supply operations
  • QMS internal quality audits and continuous improvement process

» Audience
General Supply Supervisors/aspiring mid level Supply Chain Managers

» Outcomes
Upon completion of this course participants will enhance their knowledge and skills in the following areas: supply management major topics and best practices; supply Results Based Budgeting (RBB) within supply operations; management of fuel and rations; supply operations; international procurement and contract management in the public sector and in the UN context and quality management system.
Warehouse Safety
Delivered by (TBA)

» Objectives
The aim of this training course is to enhance the knowledge of supply warehouse safety, operational risk implementation of the related best safety and risk prevention practices. The training course aims to provide participants with the skills and competencies to: acquire best practices, appropriate guidance for safe warehouse and distribution operations; analyse warehouse and distribution processes; identify and classify warehouse and distribution operational risks; learn best warehouse, distribution safety practices and key elements of international safety legislation; challenge the established thinking of staff involved in the existing safety warehouse operations with the scope of applying the best practices in order to improve the safety of warehouse operations.

» Topics
The training course must provide the basics of the following subjects:
- safety and security practices in supply warehousing and distribution operations
- key elements of international safety legislation
- the difference between safety and security
- need for safety, safe working conditions
- different types of stresses on human body and their implication
- personal protection equipment
- safety cargo handling (both manual and mechanical)
- charging station hazards, electrical hazards, warehouse hazards of communication
- equipment
- international warehousing safety standards
- conducting safety audits, risk assessment, analysis and mitigation measures
- case studies of successful safety enhancement programs and their impact on the processes
- cost of workplace accidents and mitigation measures
- safe working initiatives and program implementation

» Audience
Warehouse Staff/Supervisors

» Outcomes
Upon completion of this course participants will enhance their knowledge and skills in the supply warehouse and distribution operational risks; supply warehouse and distribution best safety practices; compliance with the international warehouse safety standards; prevention and mitigation of warehouse and distribution safety risks; implementation of efficient and effective supply warehouse and distribution safety measures; and reduction of warehouse and distribution accidents and damages.

Schedule:
5 days
Methodology:
Classroom based [Classroom and final evaluation multiple choice questions]
Dates:
TBA
Svos Armoured 4x4 Maintenance
Delivered by SVOS, spol. s r.o.
Location Prelouc - Czech Republic

» Objectives
Familiarise with the Theoretical background of armoured vehicles, ballistic glass, runflat tyres, suspension and electrical system of the vehicles

» Topics
Day 1:
Theoretical background of armoured Toyota Land Cruiser 200-differences between standard vehicle and armoured superstructure, general armoured vehicle maintenance and repair

Day 2:
Training of most common repair activities of armoured superstructure (replacement, maintenance of ballistic glasses)

Day 3:
Continue of training most common repair activities of armoured superstructure (maintenance and replacement of runflat system of tyres, adjustment of window lifting mechanism, replacement and adjustment of suspension system, electrical system maintenance) and practical tips for common use

» Audience
• Transport Supervisors, Technical Staff & Mechanics

» Outcomes
• At the end of this course, participants will become familiar with the characteristics of an armoured vehicle.
Installation, Operation & Maintenance - Supply of Drinking Water Systems/Materials & Services

Delivered by Euro Mec
Location UNGSC - Brindisi

» Objectives
The training programme is designed to enable effective operation and maintenance of the
- Drinking Water Treatment Systems.

» Topics

Part 1:
Water Treatment
- General description of the water treatment plant
- Installation and commissioning of water treatment plant
- Routine operation procedures
- The different unit operations of water treatment incorporated in the water treatment plant
- Water flow directions during water treatment and backwash
- Parts of the plant responsible for each unit operation
- Valve positions during water treatment and backwashing
- Results of the water treatment process
- Chemicals used in the water treatment process, doses, injection points and functions of each
  - chemical
- Laboratory tests and interpretation to assess plant performance
- Health and safety requirements for the operators

Part 2:
Maintenance of Water Treatment Plant
- Key indicators signaling need for plant maintenance
- Safety procedures required before and during plant’s maintenance
- Routine and periodic maintenance of the plant and their frequency
- Maintenance and replacement drills/procedures of different parts of the plant
- Trouble shooting

» Audience
Engineering Staff and Mission Support Staff

» Outcomes
At the end of the course operators will enhance their knowledge and skills in
the operation and maintenance of Euro Mec water treatment plants to produce effluent quality that conforms to WHO drinking water quality guidelines

Schedule:
5 days

Methodology:
Classroom based [Training includes both theory and practical hands-on exercises to maximise comprehension in the following areas: Water treatment processes, Individual components of the water treatment plant(s) such as (but not limited to) Pumps, Control panels, Filters, Membranes, Chemical dosing systems, Water analysis laboratories, Focused training on Site preparation, Connections, Installation and Commissioning.]

Dates:
Upon request
(minimum number of participants 7-21)
Installation, Operation & Maintenance - Supply of Waste Water Treatment Systems/Materials & Services
Delivered by Peak International Trade (Tianjin) CO., LTD.
Location Tianjin - China

» Objectives
The training programme is designed to enable effective operation and maintenance of the:
- Waste Water Treatment Systems

» Topics
Installation, operation and/or maintenance of the Waste Water Treatment System or component parts thereof including, but not limited to

» Audience
Engineering Staff and Mission Support Staff

» Outcomes
At the end of the course operators will enhance their knowledge and skills in the operation and maintenance of Waste Water Treatment Systems

Schedule:
5 days
Methodology: Classroom based [Classroom and Hands on]
Dates: Upon request
(minimum number of participants required)
Vehicle & Equipment Body Repair & Refinishing Training
Delivered by Lechler S.p.A.
Location Como - Italy

» Topics
- OIM Painting
- Painting phases: putty, primer, filler
- Lechsys System: Product range and focus on Lechsys Hydro
- Practical Tests with fillers: comparison between water/solvent on w/w and d/d cycles
- Test evaluation and further applications
- The colour world
- Industry Top Coat Product Range
- Top Coats application on d/d and w/w cycles
- Macrofan Top Coat: practical tests
- Fade-out and Polish Techniques
- Practical Tests: touch-up and polish
- Evaluation of practical Tests

» Audience
Transport & Body Shop Staff

» Outcomes
At the end of the course body work staff will familiarise with the usage of water based paint, fillers, colour and colour codes

Nissan Heavy Duty 4X4 Technical Training
Delivered by Nissan Japan

» Audience
Transport Supervisors, Technical Staff & Mechanics

Schedule:
5 days

Methodology:
Instructor led [Instructor led classroom and Hands on]

Dates:
Upon request
(minimum number of participants 8-10)
Armoured 4x4 Technical  
*Delivered by Jankel Armouring Limited*

**Course Type**
- Operator Training – 2 days
- Maintenance – 2 days
- Spare Parts Management – 1 day
- Train the trainer – 2 days

**Audience**  
Transport Supervisors, Technical Staff & Mechanics

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Terex Crane Technical & Operator Training  
*Delivered by Terex Corporation*

**Course Type**  
Operation, Preventive Maintenance and Spare Parts training

**Audience**  
Transport Staff, Mechanics & MHE operators

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Manitou Rough Terrain Forklift Operation, Preventive Maintenance & Spare Parts Training  
*Delivered by Manitou BF*

**Course Type**  
Operation, Preventive Maintenance and Spare Parts training

**Audience**  
Transport Staff, Mechanics & MHE operators
Iveco Trucks Technical Training  
*Delivered by Copenhagen Global A/S*

» **Course Type**  
Operation, Preventive Maintenance and Spare Parts training

» **Audience**  
Transport Staff, Mechanics and Supervisors

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Rapid Intervention Vehicles Operation & Preventive Maintenance Training  
*Delivered by Rosenbauer International AG*

» **Course Type**  
Operation & Preventive Maintenance training

» **Audience**  
Transport Supervisors, Technical Staff & Mechanics
Caterpillar Basic Operator/Maintenance/Service/Spare Parts
Delivered by Caterpillar S.A.R.L.

Course Type
Operation, Maintenance and Spare Parts training

Audience
Transport Staff, Mechanics & MHE operators

Airfield Tow Tractors Operation/Instructor & Maintenance Training
Delivered by TLD America Corporation

Course Type
Operator, Maintenance & Train the trainer

Audience
Transport Supervisors, Technical Staff & Mechanics

Schedule: 4-5 days
Methodology: Instructor led [Instructor led classroom and Hands on]
Dates: Upon request (minimum number of participants required)
Location: Malaga - Spain

Schedule: 5 days
Methodology: Instructor led [Instructor led classroom and Hands on]
Dates: Upon request (minimum number of participants required)
Location: UNGSC/Mission/Vendor location
Ground Handling Equipment - Operation, Preventive Maintenance & Spare Parts Training  
*Delivered by Aircraft Maintenance Support Services LTD*

» **Course Type**  
Operator, Preventive Maintenance & Spare Parts training

» **Audience**  
Mechanics, MHE, Transport & Technical Staff

**Schedule:** 5 days  
**Methodology:** Instructor led (Instructor led classroom and Hands on)  
**Dates:** Upon request (minimum number of participants required)  
**Location:** UNGSC/Mission/Vendor location

Rough Terrain Forklifts - Operation, Preventive Maintenance & Spare Parts Training  
*Delivered by Liftking Industries INC*

» **Course Type**  
Operator, Preventive Maintenance & Spare Parts training

» **Audience**  
Mechanics, MHE, Transport & Technical Staff

**Schedule:** 5 days  
**Methodology:** Instructor led (Instructor led classroom and Hands on)  
**Dates:** Upon request (minimum number of participants required)  
**Location:** UNGSC/Mission/Vendor location

Medium buses, Spare Parts, Tools & Equipment Training  
*Delivered by Hyundai Motor Company*

» **Course Type**  
Spare Parts, Tools & Equipment training

» **Audience**  
Mechanics, Transport & Technical Staff

**Schedule:** 5 days  
**Methodology:** Instructor led (Instructor led classroom and Hands on)  
**Dates:** Upon request (minimum number of participants required)  
**Location:** UNGSC/Mission/Vendor location
Industrial Forklifts - Operation, Preventive Maintenance & Spare Parts Training
Delivered by Doosan Infracore America Corporation

» Course Type
  Operator, Preventive Maintenance & Spare Parts training

» Audience
  Mechanics, MHE, Transport & Technical Staff
Information and Communication Technologies and Development

- **Geospatial Information**
  ArcGIS Portal for Field Operations
  ArcGIS PRO and Geospatial Analysis

- **Network**
  Implementing CISCO Switched Networks (SWITCH) V1.0
  Designing for CISCO Internetwork Solutions (DESGN) v2.1 & UN Network Standardization Workshop
  Implementing CISCO Unified Wireless Networking Essentials (IUWNE) 2.0
  Implementing Advanced CISCO Unified Wireless Security (IAUWS) 2.0
  Implementing CISCO Collaboration Devices (CICD) 1.0
  Supporting CISCO Data Centre System Devices (DCTECH) 2.0
  Supporting CISCO Routing and Switching Network Devices (RSTECH)
  Supporting CISCO Telepresence Systems Devices (TPTECH) 1.0

- **Radio**
  Rigging Re-Certification
  Height Safety and Telecommunications Rigging

- **Satellite**
  GVF 510 Core Skills for VSAT Installers
  GVF 520 Satcom Fundamentals & GVF 521 Practical Technique for VSAT Installer
  GVF Specialist Certification: GVF 503
  GVF Basic Hands-on Skills Test (HOST)
  GVF Satellite Systems Engineer Seminar

- **Systems**
  EMC Data Domain System Administration & UN Data Replication Strategy Workshop
  MS Active Directory Services with Windows Server 2012 UN Active Directory Standardization Workshop

- **Videoconference**
  In-House Videoconferencing Essential

- **Governance**
  Green Energy Workshop

- **Personal Development**
  ICTD Management Certification Program
  Supervisory Skills for New ICT Managers

- **Project Management**
  PRINCE2 Foundation

- **Service Management**
  ITIL Foundation v3
  COBIT 5 Foundation
  COBIT 5 Implementation
  Help Desk Support and Structured Problem Solving

- **IT SECURITY**
  Check Point Security Administration R77 (CCSA) & Check Point Security Expert (CCSE)
  Incident Handling Advanced
  In-House IT Security Awareness UN Workshop
  Symantec Endpoint Protection 12.1: Administration & UN Standardization Configuration Workshop
The ICTD Staff Development Programme begins its 15th year in 2015 and continues to grow in scope. The portfolio of continuing education and certification programmes for CITS field personnel, offered and administered by the ICC Training Management Unit (TMU) in Brindisi, encompasses highly technical training courses in the ICT infrastructure, ICT management, ICT security and geospatial information domains.

Centralized on-site global trainings are hosted at the United Nations Global Service Centre (UNGSC) in Brindisi (UNLB), Italy and Valencia (UNSB-V), Spain, and additionally at vendors’ premises. The ICT Regional Programme for African Missions is hosted at the Regional Service Centre (RSCE) Regional Training & Conference Centre (RTCC) in Entebbe, Uganda.

A practical and popular On-Demand learning service is also included and is bringing instruction right to the mission at their request. These programmes are available to all field missions through UNGSC system contracts, and course descriptions indicate available delivery formats.

A comprehensive list of ICT training offerings is available at http://www.cits-training.unlb.org

**How to Register**

Class participation requires mission and ICTD UNHQ approvals. Field personnel interested in attending any ICTD Staff Development Programme course should inform their immediate supervisor as soon as possible.

Approximately three months prior to the start of each course, missions will be asked to submit their recommendations to ICTD via official fax. After review, in approximately 30 days, ICTD will notify missions which courses/students have been approved, as well as provide a cost estimate for course fees—payment for which is the responsibility of the mission.

Contact the ICC Training Management Unit for more information and for courses upon request in this section:

citsstaffdev@un.org or icctrainingunit@un.org
ArcGIS PORTAL FOR FIELD OPERATIONS
*Category: Geospatial Information/General*

» **Objectives**

This course will focus on how to use Field Global Portal (FGP) and will teach participants:

- how to share data, map services and applications
- design and publish data/map layers through FGP
- create rapid web maps
- build web map applications with “web app builder”
- conduct spatial analysis and create compelling maps using storytelling and story map journal to communicate events using GIS

The participants will also learn how to secure and manage user access to published resources

» **Target Audience**

This course is intended for GIS staff tasked with map production and/or implementation of web mapping services

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ArcGIS PRO AND GEOSPATIAL ANALYSIS
*Category: Geospatial Information/General*

» **Objectives**

This course introduces the essential ArcGIS Pro terminology and prepares participants to efficiently complete many different tasks related to mapping, editing, geoprocessing and analysis

The participants will learn how to complete GIS projects and share results more quickly and easily

This is coupled with integration of 2D and 3D capabilities that facilitate conduction of a range of geospatial analyses and visualization of a variety of geospatial data

» **Target Audience**

The course is intended for experienced ArcGIS staff using ArcGIS for Desktop (ArcMap) in field missions

» **Prerequisites**

Participants attending this course should have good knowledge of ArcGIS
Implementing CISCO Switchet Networks (SWITCH) V1.0

Category: ICT Infrastructure/Network

» Objectives
As part of the DFS Network Standardization and Optimization plan, this course will teach students how to create an efficient and expandable enterprise network by installing, configuring, monitoring and troubleshooting network infrastructure equipment (especially Catalyst Multilayer Switches) according to the Campus Infrastructure module in the Enterprise Composite Network model.

The campus switched network includes converged IP data, IPC (voice) and Airspace WLAN (Wireless) connectivity.

After completing the course, students will be able to:
- Analyze campus network designs
- Implement VLANs in a network campus
- Implement spanning tree
- Implement inter-VLAN routing in a campus network
- Implement a highly available network
- Implement high-availability technologies and techniques using multilayer switches
- Implement security features in a switched network
- Integrate WLANs into a campus network
- Accommodate voice and video in campus networks

» Target Audience
This course is open to network focal points involved in the designing and application of network systems in field missions.

» Prerequisites
The participants should have practical experience with deploying and operating networks based on Cisco network devices.

» Note
This course will be held in conjunction with the Designing for Cisco Internetwork Solutions (DESGN) v 2.1 & the UN Network Standardization workshop.
Designing for CISCO Internetwork Solutions (DESGN) v2.1 & UN Network Standardization Workshop

Category: ICT Infrastructure/Network

» Objectives

As part of the DFS Network Standardization and Optimization plan, the Designing for Cisco Internetwork Solutions (DESGN) v 2.1 course promotes Cisco solutions in designing and implementing scalable internetworks, in addition to general approaches and technologies for network design. The last day of the course will be dedicated to the UN Network Standardization workshop aimed at discussing with the involved parties the strategic approach and constraints in the designing of the mission campus network.

After completing this course the student should be able to:

- Discuss methodology in network design
- Describe how to structure and modularize the network design using the Cisco Enterprise Architecture
- Design the Enterprise Campus and Enterprise Data Center modules
- Design the Remote Connectivity modules as needed
- Design a network addressing plan and select a suitable routing protocol for a given network design
- Evaluate security solutions for the network
- Discuss the design implications of voice transport across the network
- Discuss the design implications of wireless networking

» Target Audience

This course is open to network focal points involved in the designing and application of network systems in field missions.

» Prerequisites

The participants should have practical experience with deploying and operating networks based on Cisco network devices.

» Note

This course will be held in conjunction with the Implementing Cisco Switched Networks (SWITCH) v1.0

Schedule:
5 days
Methodology: Instructor led
Dates: 16-20 November 2015
Implementing CISCO Unified Wireless Networking Essentials (IUWNE) 2.0

Category: ICT Infrastructure/Network

Objectives
In line with the ICTD initiative to improve the wireless services and seamless mobility on UN premises, the goal of this course is to provide students with information and practice activities to prepare them to design, install, configure, monitor and conduct basic troubleshooting tasks of a Cisco WLAN in enterprise installations.

Upon completing this course, the learner will be able to meet these overall objectives:

- Understand WLAN fundamentals
- Describe basics of spread spectrum technology
- Describe the impact of various wireless technologies
- Describe wireless regulatory bodies, standards and certifications
- Describe WLAN RF principles
- Describe networking technologies used in wireless
- Describe wireless topologies
- Describe 802.11 authentication and encryption methods
- Describe frame types Install a basic Cisco wireless LAN

Target Audience
This course is designed for network technicians responsible for implementing and configuring Cisco WLAN within the mission area.

Prerequisites
Attendants to this course should have working knowledge of ICND1 and ICND2.

Note
This course will be held in conjunction with the Implementing Advanced Cisco Unified Wireless Security (IAUWS)
Implementing Advanced CISCO Unified Wireless Security (IAUWS) 2.0

Category: ICT Infrastructure/Network

Objectives
In line with the ICTD initiative to improve the wireless services and seamless mobility on UN premises, the goal of this course is to provide students with information and practice activities to prepare them to secure the wireless network from security threats via appropriate security policies and best practices to ensure the proper implementation of security standards and proper configuration of security components, and to integrate the wireless network with the existing wired security infrastructure.

Upon completing this course, the learner will be able to meet these overall objectives:

- Describing Regulatory Compliance
- Segmenting Traffic
- Configuring Administrative Security
- Managing Autonomous AP, WLAN Controller and Cisco WCS Alarms
- Identifying Security Audit Tools
- Understanding Cisco’s End-to-End Security Solutions
- Configuring EAP Authentication, Certificate Services, HREAP Clients Authentication, OEAP, Cisco AnyConnect
- Describing the Impact of Security on Application and Roaming
- Implementing Access Control Lists
- Describing Guest Access Architecture
- Configuring the WLAN to Support Guest Access and Guest Access Accounts
- Troubleshooting Guest Access
- Troubleshooting Wireless Connectivity Connectivity Issues Related to EAP authentications
- Mitigating Wireless Vulnerabilities
- Configuring Management Frame Protection
- Integrating the WLAN Infrastructure with IPS

Target Audience
This course is designed for network technicians responsible for implementing and configuring Cisco WLAN within the mission area.

Prerequisites
Participants in this course should have attended the IUWNE – Implementing the Cisco Unified Wireless Network Essentials or have similar knowledge.

Note
This course will be held in conjunction with the Implementing the Cisco Unified Wireless Network Essentials (IUWNE).
Implementing CISCO Collaboration Devices (CICD) 1.0

Category: ICT Infrastructure/Network

» Objectives
Aim of this course is to provide field technicians involved in this area of expertise with the knowledge and skills necessary to work closely with the FTOC teams in the implementation and configuration of the Cisco Unified Communications solutions.

It covers administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance. The introduction of the Discovery lab and of the Challenge lab will help the students to learn in a more interactive way and immediately test the knowledge gained through the lessons.

Upon completing this course, the learner will be able to meet these overall objectives:

- Describe the components of a Cisco Unified Communications solution
- Provide an overview of administrator and end-user interface options as well as understand the call flows
- Perform endpoint and end-user administration tasks
- Describe the telephony features supported
- Administer users and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified Communications solution

» Target Audience
This course is designed for network and voice technicians responsible for implementing and configuring Cisco Unified Communications Manager within the mission area.

Schedule:
5 days

Methodology:
Instructor led

Dates:
04-08 April 2016

Location:
UNSB-V
Supporting CISCO Data Centre System Devices (DCTECH) 2.0
Category: ICT Infrastructure/Network

» Objectives
This online course is one of the technology tracks in the Cisco Certified Technician Certification (CCT). The aim of this certification is to expand the technicians’ basic knowledge in the specific area of expertise and enable them to quickly and efficiently cooperate with the FTOC teams in the infrastructure support and resolution of incidents.

The goal of this course is to provide students with the skills and knowledge necessary to provide onsite support and maintenance of Cisco Unified Computing System components and servers, accessories. It will prepare the students for the Cisco CCT Data Centre certification exam DCTECH 640-893.

Upon completing this course, the learner will be able to meet these overall objectives:

- Review Cisco data centre networking fundamentals
- Identify Cisco Unified Computing System components
- Understand Cisco operating modes and identify software
- Use the Cisco command line interface
- Demonstrate effective field servicing and equipment replacement

» Target Audience
This course is designed for field technicians involved in the maintenance and support of Cisco data centres within the mission area.

Schedule:
5-6 hours
Methodology:
Online
Dates:
Upon request
Supporting CISCO Routing and Switching Network Devices (RSTECH)

Category: ICT Infrastructure/Network

» Objectives
This online course is one of the technology tracks in the Cisco Certified Technician Certification (CCT). The aim of this certification is to expand the technicians’ basic knowledge in the specific area of expertise and enable them to quickly and efficiently cooperate with the FTOC teams in the infrastructure support and resolution of incidents.

The goal of this course is to provide students with the skills and knowledge necessary to provide onsite support and maintenance of Cisco routers, switches and operating environments. It will prepare the students for the Cisco CCT Routing and Switching certification exam RSTECH 640-692.

Upon completing this course, the learner will be able to meet these overall objectives:
- Review networking fundamentals
- Identify Cisco router and switch components
- Understand Cisco operating modes and identify software
- Use the Cisco command line interface
- Demonstrate effective field servicing and equipment replacement

» Target Audience
- This course is designed for field technicians involved in the maintenance and support of Cisco network.

Supporting CISCO Telepresence Systems Devices (TPTECH) 1.0

Category: ICT Infrastructure/Network

» Objectives
This online course is one of the technology tracks in the Cisco Certified Technician Certification (CCT). The aim of this certification is to expand the technicians’ basic knowledge in the specific area of expertise and enable them to quickly and efficiently cooperate with the FTOC teams in the infrastructure support and resolution of incidents.

The goal of this course is to provide students with the skills and knowledge necessary to provide onsite support and maintenance of Cisco TelePresence system devices and operating software. It will prepare the students for the Cisco CCT TelePresence certification exam TPTECH 640-792.

Schedule:
- 5-6 hours
Methodology:
- Online
Dates:
- Upon request
Upon completing this course, the learner will be able to meet these overall objectives:

- Review networking fundamentals including VoIP, Cisco Unified Call Manager, IP Phones
- Identify Cisco router and switch components
- Understand Cisco TelePresences operating modes and identify software
- Use the Cisco command line interface
- Demonstrate effective field servicing and equipment replacement

» Target Audience

This course is designed for field technicians involved in the maintenance and support of Cisco voice devices.
Rigging Re-Certification
Category: ICT Infrastructure/Radio

» Objectives
This training is to be completed by all certified riggers every 3 years

Course agenda will cover the following topics:

• Personal Protective Equipment for telecommunications rigging update
• Risk assessment and method statements for rigging update
• Inspection of PPE refresher
• High structure rescue and self-evacuation reassessment

» Target Audience
The course is intended for certified riggers whose credential is going to expire

» Prerequisites
Participants in this training must be already certified riggers.

Schedule:
2 days
Methodology:
Instructor led
Dates:
18-19 January 2016
Height Safety and Telecommunications Rigging
Category: ICT Infrastructure/Radio

» Objectives
Scope of this course will be to qualify rigging technicians in field missions as Certified Riggers, which is a mandatory requirement for climbing communications towers. This course will introduce participants to the equipment, tools and safety techniques required to climb a tower and will provide an overview of the issues of constructing and maintaining wireless communications sites.

At the end of the course and upon successful completion of the exam, the participants will receive an ID card showing their certification.

During the course, participants will acquire the required knowledge on:

- Relevant law and regulations pertaining work at height
- Assessment and management of risk for work at height
- Selection and correct usage of safe systems and suitable Personal Protective Equipment
- Tower climbing
- Fixed and temporary fall arrest systems
- Lanyard and work positioning systems
- Rescue from height
- RF hazards and its effects on people
- Regulations governing lifting and lowering activities
- Selection of suitable equipment
- Safe systems for raising and lowering loads
- Use of load directional control systems
- Principles and practice on tower building
- Principles and practice on feeders installation
- Lifting of antennas
- Correct installation orientation of common antennas
- Grounding principles
- Earthing fundamentals and theory
- Practical systems for structures and communication equipment and testing

» Target Audience
This training course is intended for communications technicians who are required to climb wireless communication installations and are responsible for building, inspecting, monitoring and maintaining wireless communications towers.

» Note
Dedicated sessions of this course can be arranged upon request at mission level in classroom-based format.
GVF 510 Core Skills for VSAT Installer
Category: ICT Infrastructure/Satellite

» Objectives
The GVF 510 – Core Skills for VSAT Installers online self-paced course is part of the VSAT Installer Certification Program. It will teach the core skills required by all satellite technicians for accurate antenna alignment and prevention of major sources of uplink interference. Participants who complete this online self-paced course can be enrolled to the GVF Basic Hands On Skills Test (HOST) and, upon successful pass of the test, receive the GVF Basic Satcom Professional Certification.

The HOST exam will be centrally organized.

Course agenda will include:

- Learning system orientation
- VSAT hardware with a review of the key components found in all satellite terminals
- Cables and connectors
- Selecting a site
- Polarization theory
- Finding the satellite
- Accurate picking
- Cross-pool alignment
- Decommissioning and equipment faults

» Target Audience
This course is intended for field technicians involved in the satellite area who are responsible for installing any type of VSAT terminal.

» Prerequisites
The course requires 5 to 15 hours of online self-paced study and can be bundled with the online self-paced courses GVF 520 – Satcom Fundamentals and GVF 521- Practical Technique for VSAT Installers.

Online sessions will be offered upon request.
GVF 520 SatCom Fundamentals & GVF 521 Practical Technique for VSAT Installer

Category: ICT Infrastructure/Satellite

» Objectives
The GVF 520 – Satcom Fundamentals and the GVF 521 – Practical Technique for VSAT Installer online self-paced courses are part of the VSAT Installer Certification Program. They will provide a thorough understanding of the fundamental theories of VSAT Communications as well as of techniques and practical tips that filed technicians need to know in order to perform a high-quality, reliable VSAT installation job.

These courses will lead the participants toward the GVF Advanced VSAT Installer Certification. To receive the certification, the participants are required to complete the two self-paced courses and enroll in the GVF Basic Hands-On Test. The HOST exam will be centrally organized.

Course agenda will include:
- Satellite communication overview
- Orbits, footprints, waves
- Gains, losses, signals, noise, modulation
- Antennas, propagation, satellite links
- Earth station and VSAT equipment
- Mobile VSAT overview
- Site survey and planning
- Outdoor equipment assembly, grounding
- Troubleshooting and maintenance

» Target Audience
This course is intended for field technicians involved in the satellite area who are responsible for installing any type of VSAT terminal.

» Prerequisites
Students enrolling in these courses should have taken the GVF 510 – Core Skills for VSAT Installers online training.

» Note
These two courses require 5 to 20 hours each of self-paced study and can be bundled with the online self-paced course GVF 510 – Core Skills for VSAT Installers. Online sessions will be offered upon request.
GVF Specialist Certification: GVF 503
Category: ICT Infrastructure/Systems

» Objectives
The GVF 503 Specialist series online self-paced courses are part of the VSAT Installer Certification Program. Each of them will provide the detailed knowledge and skills required for the installation of the specific brand VSAT terminals, iDirect, Hughes HN/HX, Gylat SkyEdge II.
Specific course descriptions are available in the attachments below.
- Each of these courses will lead the participants toward the GVF Satcom Specialist Certification.
- To receive the certification, the participants are required to complete one brand-oriented self-paced course and enroll the GVF Basic Hands-On Test. The HOST exam will be centrally organized.

» Target Audience
This course is intended for field technicians involved in the satellite area who are responsible for installing any type of VSAT terminal.

» Prerequisites
- Students enrolling in these courses should have taken the GVF 510 – Core Skills for VSAT Installers, the GVF 520 – Satcom Fundamentals and the GVF 521 – Practical Technique for VSAT Installers online training.
- To enroll into the GVF Satcom Specialist Certification, participants should hold the GVF Advanced Installer Certification.

» Note
- Each of these online brand-oriented courses requires 5 to 15 hours self-paced study.
- Online sessions will be offered upon request.
GVF Basic Hands-On Skills Test (HOST)

Category: ICT Infrastructure/Systems

Objectives
The GVF Basic Hands-on Skills Test (HOST) is the final practical exam required for all GVF Satcom Professional Certifications to get the GVF Basic Installer Certification, or the GVF Advanced Installer Certification or the GVF Specialist Certification.

It’s a 4 to 8 hours classroom-based event administered by GVF examiners aiming at verifying the students’ ability to use in a hands-on environment the core skills taught in online courses.

Target Audience
- This test is intended for field technicians involved in the satellite area who are responsible for installing any type of VSAT terminal and are interested in getting the GVF Satcom Certification.

Prerequisites
Students should complete the GVF 510 to access the GVF Basic Installer Certification, the GVF 510 + 520 + 521 to access the GVF Advanced Installer Certification, the GVF 510 + 520 + 521 + GVF 503 to access the GVF Specialist Certification.

Note
- This exam session will be held in conjunction with the GVF Satellite Systems Engineer Seminar.
- The exam can also be organized upon request at mission level or as a regional event.

Schedule:
- 1 day

Methodology:
- Classroom based

Dates:
- 7 June 2016
- 8 June 2016
GVF Satellite Systems Engineer Seminar
Category: ICT Infrastructure/Systems

» Objectives
Aim of this course is to increase the high end technical overview of experienced satellite field staff

During the course participants will explore the following domains:

- Noise: Thermal noise and noise temperature; antenna noise; noise of a transmission loss
- Modulation and coding
- Antennas for Satcom: optical design; unit-to-unit repeatability; pointing accuracy; wind resistance; tracking antennas; how to specify an antenna; testing and type approving antennas
- Downlink system engineering: transmit block and level diagrams; linear distortion; group delay
- Uplink system engineering: block and level diagram; gain tolerance; distortion in intermediate stage; combining multiple signals; redundancy switching; leakage and radiation; using antenna hubs as equipment enclosures; heating and cooling of equipment
- Link budgets: basics of uplink budgets; basics of downlink budgets; advanced link budget issues; path availability; link performance

» Target Audience
This advanced course is intended for experienced satellite technicians

» Prerequisites
Participants in this course should have the GVF Advanced Installer Certification

» Note
This course will be held in conjunction with the GVF Basic Hands-on Skill Test (HOST)
EMC Data Domain System Administration & UN Data Replication Strategy Workshop

Category: ICT Infrastructure/Systems

» Objectives
In line with the DFS global data replication strategy, scope of this event is to develop an updated data replication strategy leveraging on the new technologies used globally. The event encompasses the EMC Data Domain System Administration training and the UN Data Replication Strategy workshop.

The EMC Data Domain System Administration course will provide the IT professional with the knowledge and skills needed for managing Data Domain systems.

Course agenda will include:
- Describe deduplication
- Describe the Data Domain operating environment, including Data Domain deduplication
- Identify and configure Data Domain data paths
- Perform a Data Domain system initial setup
- Access and copy data to a Data Domain system
- Configure and manage Data Domain network interfaces
- Describe and configure a VTL
- Customize and manage a Data Domain deduplication file system
- Describe and perform data replication and recovery
- Configure and manage data security on a Data Domain system
- Describe DD Boost
- Perform a DD Boost backup
- Describe capacity and throughput planning
- Monitor a Data Domain system

During the one-day workshop the participants will assess and improve the strategy of data replication from field missions to UNGSC, will review the existing DR strategies and identify gaps and weaknesses, will assess and identify problems in the implementation of data domain and Netbackup.

» Target Audience
This course is designed for ICT system administrators and ICT backup administrators who are responsible for using and managing Data Domain systems.

» Prerequisites
Students attending this course should have an understanding of computer storage, networking and backup concepts, as well as experience with operational aspects of backup administration and Oncourse replication.

Schedule:
- 5 days

Methodology:
- Instructor led

Dates:
- 26-30 October 2015

Location:
- UNSB-V
MS Active Directory Services with Windows Server 2012
Category: ICT Infrastructure/Systems

» Objectives
This course is in line with the standardization of the UN Active Directory for all field missions
Participants will learn how to better manage and protect data access and information as well as how to configure some of the key features in Active Directory

Upon completion of the course, the students will be able to:
• Deploy and administer AD DS in Windows Server 2012
• Implement AD DS sites, configure and manager replication
• Implement and manage Group policy
• Implement and manager AD RMS
• Secure and provision data access
• Monitor, troubleshoot and establish business continuity for AD DS services

» Target Audience
This course is intended for the field missions Active Directory focal points who are cooperating with the FTOC team for the standardization of the UN AD

» Prerequisites
Participants in this course should have consolidated experience with AD DS in Windows Server 2012

» Note
This course will be held in conjunction with the UN Active Directory Standardization Workshop

Schedule:
5 days
Methodology:
Instructor led
Dates:
23-27 November 2015
UN Active Directory Standardization Workshop
Category: ICT Infrastructure/Systems

» Objectives
This workshop is in line with the standardization of the UN Active Directory for all field missions. Its scope is to encourage and discuss the standardization of the UN Active Directory with the FTOC team.

The AD focal points will go through the details of AD Standardization initiative including AD standard configuration in the field mission, administrative procedures, compliance, performance expectations, escalation and troubleshooting tips.

» Target Audience
This course is intended for the field missions Active Directory focal points who are cooperating with the FTOC team for the standardization of the UN AD.

» Prerequisites
Participants in this course should have consolidated experience with AD DS in Windows Server 2012.

» Note
This course will be held in conjunction with the MS Active Directory Services with Windows Server 2012.
In-House Videoconferencing Essentials

Category: ICT Infrastructure/Videoconference

» Objectives
This in-house training is in line with ICTD continuous attempt to improve the reliability of DFS VC services. It will provide delegates with an understanding of the essentials behind video conferencing. Students will learn how to implement a strong and reliable videoconference network and solve issues related to network or to equipment (System settings, tracing).

In the first 2 days of the course the end-user, under the guidelines of UN experts, will go through theory and hands-on sessions to learn how to operate the system and eventually solve the issues.

Course agenda will include:
- New equipment training on C-series, SX-series, MX-series (Installs, Upgrades, Configuration, Integration, etc)
- Tips and tricks for Video Conferencing
- Security / Passwords / Remote Access
- Communication: Technicians role in communicating with Bridge, other endpoints, and Scheduling.
- Conference Room Up Time: Room checks, TMS, Room logs
- Conference Support: Before the conference, during the conference, after the conference
- Knowledge: Time management for training, and keeping up with new technology
- Procedures during the DFS Global VC; why do we test? And what do we expect from you?
- Reporting / Daily Logs

The third day will be more focused on UN processes and procedure and is aimed at helping them improve performance in this field of expertise by learning the following:

- VCMS Reviewing reservations: how to ensure requests are handled efficiently
- EBMS full overview of the reservation system: New Event Booking and Management System for DFS
- Local VC Scheduling and Room reservations: Recommendations on implementation
- New Equipment SmartNet Maintenance Contracts – How to analyse your environment (rooms, bandwidth, links, and network infrastructure) to decide what is required
- Audio Visual Conference room solutions
- Conference room setup and improvements
- Continuation on VC reporting and statistics. (TMS, EBMS, Logs
- Discussion and solutions on what can be improved at your location
- Technician availability: When is a tech needed in the room, and how to manage techs availability?
- Importance of user training

» Target Audience
This event is intended for communications field staff involved in the installation, support and management of VC technology in field missions. The full course is also open to videoconferencing focal points as well as to expert-technicians who attended the technical training in the past years.

» Note
In addition to the scheduled classes at the regional level, this course can be organized upon request at mission level.
Green Energy Workshop
Category: ICT Management/Governance

» Objectives
Scope of this workshop is to bring together those field staff members who have actively participated in the planning and procuring of Alternate Energy equipment to gather that knowledge and produce a common plan for procurement specifications and guidelines for standard installation.

During the workshop, an external trainer will guide the members along proven work practices and will provide instructions on analyzing requirements by use of calculations on current devices and those supplied by the missions in their submissions.

The workshop will cover the following points:
- Overview of Solar PV including monitoring existing power consumption
- Basic electrical power theory
- Review of Standards and Regulations applicable to Solar PV Systems and overview of key safety factors and parallel generation
- Fundamental principles of Solar PV systems
- Local grid networks and codes, PV modules, PV specific shock hazards, PV array design, d.c. systems – minimum voltage and current ratings
- d.c. cables, cable sizing, cable types and installation methods, string cables, main d.c. cable, d.c. plug and socket connectors
- Earthing and lightning protection
- a.c. system, a.c. cabling, a.c. switch disconnector, inverters
- Design of inverter and a.c. systems
- Battery systems, PV array charge controller
- System performance (including shading), PV and wind specific hazards, installation sitework
- d.c. circuit installation, sequence of works (to limit shock risk), live working, labelling
- Software design packages
- Array commissioning tests, inspecting and operational and maintenance monitoring
- Common documentation for all sites covering; design, procurement, installation dates, modifications, commissioning, maintenance and fault recording

» Target Audience
This workshop is intended for ICT focal points, supervisors and/or installers involved in alternate energy and experienced in the purchasing and/or installation of this technology.

» Prerequisites
Delegates should have knowledge and experience in planning and designing PV networks.

» Note
- Prior to the workshop, a survey/questionnaire will be distributed to gather as much information as possible on current systems in place
- Staff attending the workshop will be required to prepare and submit a presentation covering set points

UNGSC Training Catalogue
ICTD Management Certification Program
Category: ICT Management/Personal Development

» Objectives
The goal of this year-long programme is to provide current mid-level ICT staff with guided opportunities in professional development to improve their leadership, managerial skills and competencies required to be considered for managerial positions.

The programme will provide participants with managerial knowledge aimed at:
- Increasing the understanding of their role within the organization
- Familiarizing them with management tools from various disciplines while using critical thinking
- Providing them with the tools to develop staff capability and effective business strategy in order to enable them to work more effectively with their associates, colleagues and partners
- Improving their managerial work performance and their ability to handle daily work challenges
- Participants will also attend Prince2 Foundation training course and take final certification exam

» Target Audience
This course is designed for mid-level ICT Staff in Field Missions who will eventually assume Chief ICT position

» Prerequisites
Participants should have the following criteria:
- Grade Level FS-5, FS-6 or P-3 (note that FS-6 and P-3 candidates will be given priority)
- At least three years of experience within the UN
- Experience at minimum of three different field missions
- Experience at a supervisor level
- At least five years left before retirement
- Successful completion of Supervisory Skill for New ICT Managers training course

» Note
Only those participants who pass the Prince2 Foundation exam will be admitted to the reminder of the programme. Those participants who are already Prince2 certified will not be required to attend the related course and certification exam, subject to provision of evidence.

Schedule:
- 5 days Module 1
- 5 days Module 2

Methodology:
- Instructor led

Dates:
- TBA

Location:
- TBA
SUPERVISORY SKILLS FOR NEW ICT MANAGERS
Category: ICT Management/Personal Development

» Objectives
The aim of this ten-day training course is to provide Communications and Information Technology field staff, new to the supervisory roles within ICT, with the core and managerial competencies required to conduct their daily work as unit supervisors. It is also aimed at assisting them in transitioning from the technical to the managerial position.

The current program encompasses the following:
- People Management – 4-day outsourced training aimed at developing the skills required to effectively manage people
- Competency-based Performance Management - 1 ½ -day in-house workshop aimed at reinforcing the supervisors’ skills on the principles of performance management, i.e. work planning, on-going feedback, mid-point review, end-of-cycle appraisal against agreed expectations
- ICT Governance – 4 ½ days in-house workshop conducted by an ICTD/DFS Officer and focusing on procurement process and ICT contract administration and management, CITS Assets management, results-based budget, billing administration for CITS services, ICT infrastructure management and services in the field, ICTD governance and policies

» Target Audience
This training course is intended for Communications and Information Technology new supervisors of all field missions who are moving from technical to managerial position within ICT

» Note
This course is one of the prerequisites required for being admitted to the ICTD Management Certification Program
PRINCE2 Foundation
Category: ICT Management/ Project Management

» Objectives

The Prince2 Foundation qualification is the first of two PRINCE2 qualifications required to become a PRINCE2 Practitioner.

The PRINCE2 Foundation examination is aiming to measure whether a candidate would be able to act as an informed member of a project management team using the PRINCE2 methodology within a project environment supporting PRINCE2.

To this end they need to show they understand the principles and terminology of the method.

Specifically, candidates must be able to:

- Describe the purpose and major content of all roles, the eight components, the eight processes and the sub-processes, and the techniques.
- State which management products are input to, and output from the eight processes.
- State the main purpose, and key contents, of the major management products.
- State the relationships between processes, deliverables, roles and the management dimensions of a project.

» Target Audience

This course is intended for field staff working in project environments.

» Note

This training course can be arranged upon request within the mission area in online format.
ITIL Foundation v3
Category: ICT Management/ Service Management

» **Objectives**

This course provides comprehensive first-level training for field staff involved in the provision, support, and delivery of IT Services

It is a 3-day training course leading to the v3 Foundation Certificate in IT Service Management. During the course, delegates will gain knowledge of best practice terminology, the structure and basic concepts of ITIL v3 Service Management

_The course syllabus will focus on the following topics:_

- Service Management as a practice
- The service lifecycle
- Key concepts and definitions
- Key principles and models:
  - service strategy
  - service design
  - service transition
  - service operation
- Functions
- Roles
- Technology and architecture

» **Target Audience**

This course is intended for CIT staff holding support roles and who need a basic understanding of the ITIL framework

» **Note**

This course can be arranged upon request within the mission area in online format
COBIT 5 Foundation
Category: ICT Management/Service Management

» Objectives
COBIT 5 is the business framework for the governance and management of enterprise IT.
Through this course participants will learn to enable business value.

At the conclusion of this course, attendees will understand:

• How IT management issues are affecting organizations
• The need for an effective framework to govern and manage enterprise IT
• How COBIT meets the requirement for an IT governance framework
• How COBIT is used with other standards and best practices
• The functions that COBIT provides and the benefits of using COBIT
• The COBIT Framework and all the components of COBIT
• How to apply COBIT in a practical situation

At the end of the course, participants will be required to take final certification exam.

» Target Audience
This course is intended for mid-level managers involved in the organization of the ICT services.
COBIT 5 Implementation  
Category: ICT Management/ Service Management

» Objectives
The course material is supported by practical exercises and case-based scenarios. Candidates learn how to apply the COBIT 5 continual improvement lifecycle approach to address requirements and establish and maintain a sustainable approach to governing and managing enterprise IT as “normal business practice.”

At the conclusion of this course, attendees will understand:
- How to analyze enterprise drivers
- Implementation challenges, root causes and success factors
- How to determine and assess current process capability
- How to scope and plan improvements
- Potential implementation pitfalls

At the end of the course, participants will be required to take final certification exam.

» Target Audience
This course is intended for mid-level managers involved in the organization of the ICT services.

» Prerequisites
Participants in this course must hold Cobit 5 Foundation certification.

Schedule:
- 3 days
Methodology:
- Instructor led
Dates:
- TBA
Location:
- TBA
Help Desk Support and Structured Problem Solving

Category: ICT Management/Service Management

» Objectives
This course is in line with the DFS ongoing effort to improve the skills of the Tier 1 Service Desk at the mission level. During this course, students will learn methods for effective customer service, procedures for efficient handling of calls, incident management, communication skills, basic components of ITIL processes as well as problem-solving and troubleshooting techniques.

Course will also cover concepts of critical thinking and listening skills and will help students to understand core help desk processes and best practices in service and support centers.

The training course will include a final certification exam.

Topics covered will include:

- Role of a Support Centre and of the Help Desk Support Analyst
- Understanding the strategic perspective
- Service Level Agreements
- Standard Operating Procedures
- Service delivery methods and technologies
- Service management systems
- Best practices in IT service management
- ITIL Service Support
- Security management
- Quality assurance
- Handling of calls
- Communication aspects
- Systematic Problem solving
- Structured troubleshooting
- Root cause analysis
- Understanding customer’s needs
- Open- and close-ended questions
- Appropriate selection of information
- Handling difficult customers
- Documentation

» Target Audience
Course is addressed to help desk technicians and support center personnel in the field who provide primary contact and front-line support to internal and external customers.

» Prerequisites
Participants must hold the ITIL Foundation Certificate v3

» Note
This course can be arranged upon request at mission level.
Objectives
In line with the migration to the organization firewall standard platform, the Check Point Security Administration R77 and the Check Point Security Expert R77 training courses will provide an understanding of the basic concepts and skills necessary to configure Check Point Security Gateway and Management Software Blades.

During this course you will configure a Security Policy and learn about managing and monitoring a secure network, upgrading and configuring a Security Gateway and implementing a virtual private network.

Target Audience
This course is designed for system and network administrators in the field involved in the migration project and in charge of supporting, installing, deploying or administering Check Point Software Blades.

Prerequisites
Students attending this course should have general knowledge of TCP/IP, and working knowledge of Windows, UNIX, network technology and internet.
Incident Handling Advanced
Category: ICT Security/Network Security

» Objectives
In line with ICTD continuous efforts in strengthening IT security levels, this course will provide guidance in responding to system compromises at the privileged (root or administrator) level. Through interactive instruction, facilitated discussions, and group exercises, instructors should help participants identify and analyze a set of events and then propose appropriate response strategies.

Upon completion of the course, participants will be able to:
- Detect and characterize various attack types
- Understand the complexity of and effectively respond to privileged and major events and incidents
- Gain a practical understanding of various methods for analyzing artifacts left on a compromised system
- Explore new developments in the area of computer forensics
- Obtain practical experience in the analysis of vulnerabilities and the coordination of vulnerability handling tasks
- Formulate effective advisories, alerts, and management briefings

» Target Audience
This workshop is designed for ICT Security Operational Functions and ICT Security Tactical Functions.

» Prerequisites
- Participants must have knowledge and experience with operational aspects of network and systems security
- They should also have several months of incident handling experience, and responding to current and emerging computer security threats and attacks that are targeted at a variety of operating systems and architectures

» Note
This course will be held in conjunction with the In-house IT Security Awareness UN Workshop.
In-House IT Security Awareness UN Workshop
Category: ICT Security/Network Security

» Objectives
This in-house workshop will be an opportunity for the field staff involved in IT Security to discuss best practices and strategy with UNHQ experts. It will be organized in a series of workshops focusing on different IT Security topics. Detailed agenda will be provided at later stage.

» Target Audience
This workshop is designed for ICT Security Operational Functions and ICT Security Tactical Functions.

» Prerequisites
  • Participants must have knowledge and experience with operational aspects of network and systems security.
  • They should also have several months of incident handling experience, and responding to current and emerging computer security threats and attacks that are targeted at a variety of operating systems and architectures.

» Note
This course will be held in conjunction with the Incident Handling Advanced training.

Schedule:
5 days

Methodology:
Instructor led

Dates:
08-12 February 2016

Location:
UNSB-V

Information and Communication Technologies and Development
Symantec Endpoint Protection 12.1: Administration & UN Standardization Configuration Workshop
Category: ICT Security/Security Systems

» Objectives
This class covers how to design, deploy, install, configure, manage and monitor Symantec Endpoint Protection 12.1 (SEP 12.1)

Students will learn how to create and implement the client firewall, intrusion prevention, application and device control, and behavioral protection policies that guard the enterprise from viruses and hackers. In addition, students will learn how to perform server and database management, expand the management environment, use virtualization features for virtual clients and interface the Symantec Endpoint Protection Manager with Protection Center

By the completion of this course, students will be able to:

• Describe Symantec Endpoint Protection products, components, dependencies and system hierarchy
• Install and configure Symantec Endpoint Protection management and client components
• Deploy Symantec Endpoint Protection clients
• Manage the client user interface
• Manage product content updates
• Design a Symantec Endpoint Protection environment
• Manage Virus and Spyware Protection policies
• Manage SONAR scans
• Manage Firewall and Intrusion Prevention policies
• Manage Application and Device Control policies
• Manage virtualized clients
• Configure replication and load balancing
• Monitor and maintain the Symantec Endpoint Protection environment

The last day of the event will be dedicated to the UN Standardization Configuration Workshop which will provide the students with the knowledge on the scope and applicability within the UN

» Prerequisites
Students should have working knowledge of advanced computer terminology, including TCP/IP networking terms and Internet terms, and an administrator-level knowledge of Microsoft Windows 2000/XP/2003 operating systems