



DIGITAL SKILLS DEVELOPMENT PROGRAMME FOR ICT PROFESSIONALS



Enterprise Technology
Solutions



Innovative Technology
Solutions



IT Governance



Strategic
Management

Training Catalogue 20/21



ICT Shared Learning Opportunities

The OICT Operations Support Division (OSD) and the UNGSC Service for Geospatial, Information and Telecommunications Technologies (SGITT) are launching the *Digital Skills Development Program for ICT Professionals*. The Program aims at developing the capabilities, skills and competencies of the field digital solutions support workforce at large, in line with the Strategic Vision of the Office of Information and Communication Technology (OICT).

The program has evolved from a primarily centralized and on-site global *training* programme to an agile *learning* program, with new learning paths and flexible delivery models, to better respond to the learner's new expectations.

The majority of learning activities are proposed as **on-demand onsite** or **online** learning solutions, where available and meaningful, with the ultimate objective of bringing the right solutions, at the right place and right time.

Centralized on-site global events are planned for specific thematic areas and strategic contents, which will be mainly hosted at the United Nations Global Service Centre (UNGSC) in Brindisi, Italy and Valencia, Spain, and at the Regional Service Centre (RSCE) in Entebbe, Uganda.

The offered courses are available to all field missions, and other offices, through open online resources, UNGSC system contracts, and UNHQ centralized system contracts. Program delivery is managed at the UNGSC level through a combined effort between the Service for Geospatial, Information and Telecommunications Technologies (SGITT) and the UNICC Training Management Team.



Additional Information

How to access

The delivery format of each course is specified in the catalogue.

Free online courses

Free courses are accessible to all UN personnel by scanning the QR code available in the course page.

On-demand courses

On-demand courses both onsite at the mission level or online, are offered through UNGSC or UNHQ system contracts and require an official request from the field missions to OICT/OSD and/or UNGSC. Payment of the service is the responsibility of the mission and will be processed through a purchase order managed at the UNGSC level.

Centralized global courses

Participation to global events planned by OSD for the fiscal year 2020/2021, both onsite at centralized locations or online/virtual, require an official request from the field missions and approval of participation by OICT/OSD.

Field personnel interested in any centralized global event should liaise with their supervisor. Approximately three months prior to the start of each course, missions will be asked to submit their recommendations to OSD. After review, in approximately 30 days, OSD 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 through a centralized purchase order managed at UNGSC level.

For more information



Contact the ICC Training Management Unit:
icctrainingunit@un.org



Categories



Enterprise Technology Solutions

Cloud, Networking, Videoconferencing, GIS, Tetra, Satellite, Radio



Innovative Technology Solutions

FRIM, M-Product, UAS, Green Energy Systems



Governance

IT Governance, IT Program management, IT Project Management, IT Service Management



Strategic Management

IT Security, Managerial Development, Unite Aware, Power BI



Enterprise Technology Solutions

CLOUD

- Microsoft 365 Certified: Modern Administrator Associate Learning Path
- Cloud Business Professional - Foundation UN Learning Path
- Cloud Technical Professional - Foundation UN Learning Path
- Cloud Architect UN Learning Path
- Cloud Developer UN Learning Path
- Cloud DevOps Administrator UN Learning Path
- Cloud DevOps Expert UN Learning Path
- Cloud Security Expert UN Learning Path

NETWORKING

- CISCO CCNA 200-301 Implementing and Administering Cisco Solutions v1.0
- In-house Mission Infrastructure Performance Optimization Program
- Lightning and Grounding Protection for Communications Sites

GIS

- Geospatial Data Standardization Workshop
- GeoVisualization Standardization Workshop
- Remote Sensing for Intelligence Imagery Analysis

SATELLITE

- GVF Satcom Learning Path

RADIO

- Rigging Re-certification
- Height Safety and Telecommunications Rigging

TETRA

- Tetra MSO Engineer Learning Path
- Motorola Radio Solutions online courses



Microsoft 365 Certified: Modern Administrator Associate Learning Path

Objectives

- Microsoft 365 offers enterprises a complete business solution around Office 365, Windows 10, and mobility and security services. This learning path includes comprehensive courses that dive into each Microsoft 365 product, providing IT professionals the guidance they need to successfully implement and manage solutions for the modern workplace.

It also helps you create a secure, always-up-to-date environment by using Windows 10 devices that run Office 365 ProPlus apps and are managed by Microsoft Enterprise Mobility + Security.

Target Audience

- IT professionals and system administrators who want to learn about administration and troubleshooting techniques in Office 365

Prerequisites

- Basic understanding of Microsoft 365. If you are unfamiliar with this, we recommend you take Microsoft 365 Fundamentals

Courses to be taken in the learning path

Microsoft 365 Certified: Modern Administrator Associate

Microsoft 365 - Windows 10 - MD-100

Duration: 3hrs | **Delivery Format:** free online | **Final certification exam:** yes



Microsoft 365 - Managing Modern Desktops - MD-101

Duration: 10hrs | **Delivery Format:** free online | **Final certification exam:** yes





Cloud Business Professional Foundation UN Learning Path

Objectives

- It covers the fundamentals of cloud computing and shows that individuals understand cloud computing from both a business and a technical perspective. In addition, the certification covers migration to the cloud and governance of cloud computing environments.

Target Audience

- IT Architects, Business Relationship Managers and IT project managers of the United Nations Secretariat who aspire to perceive the basics and practical segments of cloud computing technology and how the cloud affects the business.

Prerequisites

- None

Courses to be taken in the learning path

CompTIA CLOUD ESSENTIALS+ - CLO-002

Duration: 15hrs | Delivery Format: online | Final certification exam: yes

AWS Certified Cloud Practitioner

Duration: 18hrs | Delivery Format: Free Online | Final certification exam: yes



Microsoft Azure Fundamentals - AZ 900

Duration: 1 day | Delivery Format: Free online | Final certification exam: yes





Cloud Technical Professional Foundation UN Learning Path

Objectives

- It validates technical competency in methodology required to securely implement and maintain cloud technologies and specifically covers cloud models, virtualization, infrastructure, security, resource management and business continuity.

Target Audience

- All IT staff of the United Nations Secretariat involved in the implementation, maintenance and administration of the IT infrastructure at their organization.

Prerequisites

- None

Courses to be taken in the learning path

CompTIA CLOUD +

Duration: 10 hrs | Delivery Format: Free Online | Final certification exam: yes



AWS Certified Cloud Practitioner

Duration: 18 hrs | Delivery Format: Free Online | Final certification exam: yes



Microsoft Azure Fundamentals - AZ 900

Duration: 1 day | Delivery Format: Free online | Final certification exam: yes





Cloud Architect UN Learning Path

Objectives

- The Cloud Architect path is intended for IT Staff of the United Nations Secretariat responsible for overseeing the organization cloud computing approach, for planning, organizing and structuring cloud delivery models. All involved staff are recommended to reach the AWS Associate level and the Microsoft Azure Solutions Architect Expert level. A selected group might reach the AWS Professional level.

Target Audience

- Selected IT staff of the United Nations

Prerequisites

- Cloud Technical Foundation Learning Path is recommended

Courses to be taken in the learning path

AWS Certified Solutions Architect - Associate

Duration: 18hrs | Delivery Format: free online | Final certification exam: yes



AWS Certified Solutions Architect - Professional

Advanced Architecting on AWS

Duration: 3 days | Delivery Format: virtual classroom | Final certification exam: yes

Microsoft Azure Solutions Architect Expert

Microsoft Azure Architect Technologies - AZ303

Duration: 22hrs | Delivery Format: free online | Final certification exam: yes



Microsoft Azure Architect Design - AZ304

Duration: 9hrs | Delivery Format: free online | Final certification exam: yes





Cloud Developer UN Learning Path

Objectives

- The Cloud Developer path is intended for selected staff of the United Nations Secretariat responsible for designing and developing secure cloud applications, products and services. All involved staff are recommended to reach the AWS Associate level and the Microsoft Azure DevOps level. A selected group might reach the AWS Professional level

Target Audience

- Selected staff of the United Nations

Prerequisites

- Cloud Technical Foundation Learning Path is recommended

Courses to be taken in the learning path

AWS Certified Developer - Associate

Developing on AWS

Duration: 3 days | Delivery Format: virtual classroom | Final certification exam: yes

Microsoft Certified Azure Developer Associate

Developing Solutions for Microsoft Azure - AZ204

Duration: 8hrs | Delivery Format: free online | Final certification exam: yes





Cloud DevOps Administrator UN Learning Path

Objectives

- The Cloud DevOps Administrator path is intended for IT staff of the United Nations Secretariat responsible for mitigating and managing the organization cloud capabilities. The role is mainly about implementation and management of cloud service delivery models (IaaS, PaaS and SaaS).

Target Audience

- IT staff of the United Nations

Prerequisites

- Cloud Technical Foundation Learning Path is recommended

Courses to be taken in the learning path

AWS Certified SysOps Administrator - Associate

Duration: 21hrs | Delivery Format: free online | Final certification exam: yes



Microsoft Azure Administrator Associate

Developing Solutions for Microsoft Azure - AZ104

Duration: 12hrs | Delivery Format: free online | Final certification exam: yes





Cloud DevOps Expert UN Learning Path

Objectives

- The Cloud DevOps Expert path is intended for a selected group of IT staff of the United Nations Secretariat who may require a deeper knowledge of cloud operations and are involved in designing, implementation and management of the selected cloud providers.

Target Audience

- IT staff of the United Nations

Prerequisites

- Staff are recommended to be AWS Certified SysOps Administrator Associate or AWS Certified Developer Associate

Courses to be taken in the learning path

AWS Certified DevOps Engineer - Professional

DevOps Engineering on AWS

Duration: 3 days | Delivery Format: virtual classroom | Final certification exam: yes

Microsoft Azure DevOps Engineer Expert

Designing and Implementing Microsoft DevOps Solutions – AZ400

Duration: 22hrs | Delivery Format: free online | Final certification exam: yes





Cloud Security Expert UN Learning Path

Objectives

- The Cloud Security Expert path is meant for IT Security Professionals and any other IT staff responsible for securely managing the organization's data. Involved staff may take either all or some of the mentioned certifications, depending on their role.

Target Audience

- IT security professional staff of the United Nations

Prerequisites

- None

Courses to be taken in the learning path

Certified Cloud Security Professional (CCSP)

Duration: 11hrs | Delivery Format: free online | Final certification exam: yes



AWS Certified Security Specialty

Security Engineering on AWS

Duration: 3 days | Delivery Format: virtual classroom | Final certification exam: yes

Microsoft Azure Security Technologies - AZ500

Duration: 10hrs | Delivery Format: free online | Final certification exam: yes





Cisco CCNA 200-301 Implementing and Administering Cisco Solutions v1.0

Date: Q1 2021

Duration: 5 Days

Delivery Format: Virtual Classroom

Status: TBC

Objectives

- The Implementing and Administering Cisco Solutions (CCNA) v1.0 course gives you a broad range of fundamental knowledge for all IT careers. Through a combination of lecture, hands-on labs, and self-study, you will learn how to install, operate, configure, and verify basic IPv4 and IPv6 networks. The course covers configuring network components such as switches, routers, and wireless LAN controllers; managing network devices; and identifying basic security threats. The course also gives you a foundation in network programmability, automation, and software-defined networking.

Target Audience

- All IT staff of the United Nations Secretariat who will be required to operate in the cloud environment.

Prerequisites

- Understanding of network fundamentals, compute fundamentals and storage fundamentals.



In-house Mission Infrastructure Performance Optimization Program

Venue: UNGSC Brindisi

Date: Q2 2021 | Duration: 5 Days

Delivery Format: Classroom-based

Status: TBC

Objectives

- Scope of this workshop will be to provide the missions focal point at the managerial level with the knowledge and tools required to analyze, identify and improve the overall end-user experience for all the applications hosted in both UNGSC (i.e. UMOJA) or cloud (i.e. Outlook). It will cover
 - introduction with the explanation of the iWAN, the benefit and limitations of this technology, the policy implemented and how missions could monitor the performance of the network and applications
 - the tools available to provide visibility of the network and performance for the DOS missions (LiveNX, HQ scorecard, KNOA, ARX, UMS and ELK), how to connect, run reports for utilization, trend, etc.
 - what to monitor to identify possible issues or optimization (i.e. how to identify Antivirus traffic, what level is acceptable and when this traffic can create concern or impact other applications), how to identify one location with problems, diagnose why performance is bad and finally suggest possible improvements.
 - Present a case study showing the collaboration between the UNGSC and the involved mission to identify the network issues, optimize the network utilization and improve the overall performances of the applications.

Target Audience

- Since this workshop is meant to provide monitoring knowledge rather than pure technical knowledge, it is intended for the Chief Technology Officers and/or missions focal points responsible for diagnosing the network in collaboration with UNGSC, take the right decisions to optimize the performance and make sure that the identified issues are corrected at mission level.

Prerequisites

- None



Lightning and Grounding Protection for Communications Sites

Venue: RSCE, Entebbe

Date: Q2 2021 | Duration: 2 Days

Delivery Format: Classroom-based

Status: TBC

Objectives

- During this 2-day course, participants will learn what are the key elements of a communications site grounding and protection system and how they function. During the theoretical part, they will learn the basics of groundings, resistance and impedance of grounding, grounding of AC and DC circuits, grounding conductor requirements in equipment building, communication facility isolation from a Lightning Induced Ground Potential Rise (GPR). The hands-on part will be held at a tower site where participants will learn how to conduct a grounding and electrical protection survey, the techniques to identify discrepancies that may require correction.

Target Audience

- This course is intended for ICT field staff involved in the installation and maintenance of communications equipment on buildings or antenna and exposed to weather adversities.

Prerequisites

- Basic understanding of electrical theories.



Geospatial Data Standardization Workshop

Venue: UNGSC, Brindisi

Date: Q2 2021 | Duration: 5 Days

Delivery Format: TBC

Status: TBC

Objectives

- This 2 days workshop covers the governance, generalization and multi-office/scale data management aspects and other geodata-related topics and activities. It is usually run in conjunction with a standard 3 days technical training in the relevant area of expertise.

Target Audience

- Appointed members of the Geospatial Data Standardization Working Group, geospatial database managers, mapping specialists, and/or technicians of UN offices who are responsible for database maintenance and update within their organizations

Prerequisites

- Appointed staff members to the Geospatial Data Standardization Working Group.



GeoVisualization Standardization Workshop

Venue: UNGSC, Brindisi

Date: Q2 2021 | Duration: 5 Days

Delivery Format: TBC

Status: TBC

Objectives

- During this 2-day Workshop usually run in conjunction with a standard technical training, the designated Working Group will elaborate and adapt Geovisualization standards, practices and recommendations in order to produce and provide effective and standardized Geovisualization products in support of mapping and design activities.

Target Audience

- Cartographers or mapping expert and designers of UN Entities, responsible for production of web maps or other visualization products such infographics using standardized symbology, styles and templates in their organizations.

Prerequisites

- Relevant mapping and visualization experience, and staff members officially appointed to the visualization working Group.



Remote Sensing for Intelligence Imagery Analysis

Venue: UNGSC, Brindisi

Date: Q2 2021 | Duration: 5 Days

Delivery Format: TBC

Status: TBC

Objectives

- This course enhances imagery interpretation and imagery analysis techniques to analyze multitemporal situations applied to Logistic Operations (Infrastructure, installations, mobility, trafficability), Protection of Civilians (Human right monitoring, IDP, damage assessment), Humanitarian operations (Food security, POC, water and sanitation, shelter etc.), and Force Operations (troops movement, armed groups monitoring, etc.). Specific analysis modules are dedicated to Pre-collected UAV and SAR data for Imagery Intelligence in UN Operations. Mission needs and recommendations, expressed by participants during the first Image Intelligence (IMINT) Workshop, were considered in order to establish a suit of selected areas of interest to be developed during these upcoming training/workshop sessions within a broader Imagery Analysis, Remote Sensing, and Earth Observation perspective. The workshop will focus in the workflow's definition and interaction of GIS offices under a tiered service delivery approach as well as Services/Products description and procedures definition, and a DG Webinar.

Target Audience

- Mapping and spatial analyst experts of UN Entities, responsible for analytic products rapid response generation of image interpretation and analysis products in their organizations.

Prerequisites

- Remote Sensing and analyst experts. Staff officially appointed to the IMINT Working Group or other UN Entity with related experience.



GVF Satcom Learning Path

Objectives

- These online self-paced courses are part of the VSAT Installer Certification Programme which provides the core skills required by all satellite technicians for accurate antenna alignment, the fundamental theories of VSAT Communications as well as of techniques and practical tips that field technicians need to know in order to perform a high quality, reliable VSAT installation.

The HOST is the final practical exam required for for both the GVF Basic Installer Certification and the GVF Advanced Installer Certification. It is a 4 to 8 hour classroom-based event administered by GVF examiners and aimed at verifying the student's ability to use the core skills learned through the online courses in a hands-on environment.

Target Audience

- This learning path is intended for field technicians involved in the satellite area, responsible for installing any tpe of VSAT terminal and interested in earning GVF Satcom certification

Prerequisites

- Students should complete the GVF 510 before accessing the GVF 520 and GVF 521

Courses to be taken in the learning path

GVF 510 - Core Skills for VSAT Professionals

Delivery Format: online | Course certification: yes

GVF 520 Satcom Fundamentals

Delivery Format: online | Course certification: yes

GVF 521 Practical Technique dor VSAT Installer

Delivery Format: online | Course certification: yes

GVF Basic Hands-On Skills Test (HOST)

Delivery Format: classroom based | Final certification exam: yes



Rigging Re-certification

Venue: TBA

Date: Q1 2021 | Duration: 2 Days

Delivery Format: Classroom-based

Status: TBC

Objectives

- Course agenda will cover the following topics through theory and practice:
 - Fall arrest: Shock absorber movement, vertical and horizontal lifeline, work positioning, roof top, knots
 - RF & Rigging
 - Rescue: Self rescue and buddy rescue
 - Rope rigging: slinging vertical and horizontal objects, top anchor, 1:1 and 3:1 Pulley systems, backup ropes, guide ropes

Course participants will have to pass a final assessment.

Target Audience

- The course is intended for the certified rigger whose credential is going to expire.

Prerequisites

- Participants in this training must be certified riggers.



Height Safety and Telecommunications Rigging

Venue: TBD

Date: Q2 2021 | Duration: 10 Days

Delivery Format: Classroom-based

Status: TBC

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 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, participants will receive an ID card as evidence of 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 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.



MSO Engineer Refresher

Venue: TBA

Date: Q4 2021

Delivery Format: virtual class

Status: TBC

Objectives

- The Motorola MSO Engineer Refresher course, previously held as classroom-based event, will be delivered as virtual class scheduled on multiple sessions of the duration of 4 hours each.

The aim of this virtual class is to provide field staff who hold the MSO Engineer Certification with the new skills to operate the Motorola Dimetra IP D9.x system. They will learn how to use the upgraded version of the system to configure, administer, identify faults, and interpret system and user performance on system components.

At the end of the virtual sessions, participants will take the MSO Engineer Refresher certification exam, proctored remotely.

Target Audience

- The course is intended for field staff who are already MSO Engineer Certified.



Motorola Product and Systems Online Courses

Delivery Format: free online link

Status: on demand



Objectives

- As part of the agreement with OSD, Motorola grants free access to a series of online courses that are relevant to the Motorola technology in use at the field missions. The courses cover generic foundational radio topics for those who may need to build a basic understanding of the radio technology. In addition, field technician may build a good basic knowledge on MOTOTRBO system, ASTRO 25 system, DIMETRA Express system and WAVE system. The exact list of free courses is available on the Motorola LXP system.

Target Audience

- This series of courses are intended for field radio operators who are new to radio functions or may need to get basic knowledge on Motorola specific systems.



Innovative Technology Solutions

- In-house Unite FRIM Workshop
- In-house M-Product for Train-the-Trainers workshop
- UAS Instructor Program
- UAS Operators training



In-house Unite FRIM Workshop

Date: Feb 2021

Duration: 5 Days

Delivery Format: virtual

Status: in the pipeline

Objectives

- Unite FRIM tool provides UN secretariat entities with an advanced and standardized platform to monitor their infrastructure enabling them to optimize the use of scarce resources in support of their respective mandates. The related workshop is intended for UN Secretariat entities (Field Missions, SPMs, OAHs, ECs, Tribunals, etc.) and provides participants with the necessary information and knowledge to plan, implement and use Unite FRIM at their mission or office. Participants will be provided with planning/preparation templates to be completed prior to the workshop and will be trained to install, configure and connect end-point sensors to the back-end platform, as well as to use and maintain the system.

Target Audience

- The workshop is open to Engineering/SSU focal points and FTS/ICT focal points responsible for coordinating Unite FRIM implementation at their Office/Mission. Due to the hands-on nature of the workshop enrolment is limited.

Prerequisites

- None



In-house M-Product for Train-the-Trainers workshop

Venue: RSCE

Date: TBD | Duration: 10 Days

Delivery Format: classroom-based

Status: confirmed

Objectives

- Scope of this workshop is to develop a pool of trainers who can effectively and efficiently train others to safely deploy, operate and dismantle the M-Product.

The training objectives of *M-Product for Train-the-Trainers* will be as follows:

- To be aware of the idea and background
- To describe the functions and features
- To appreciate the necessary conditions for set up
- To describe all necessary items and importance of proper loading
- To be capable to deploy, operate, maintain and troubleshoot
- To be able to dismantle and organise items for future use
- To understand fundamentals of instructional methodology

Target Audience

- Develop a pool of trainers who can effectively and efficiently train others to safely deploy and operate MCC and MPP. To build a skill set for a successful and safe deployment and dismantling of MPP and MCC.

Prerequisites

- Prerequisites of operational knowledge
 - Radio
 - Satellite
 - Network
 - Alternative energy
- Demonstrated ability to train others (Endorsement and tasked by Chief FTS to conduct in-mission training)



UAS Instructor Program

Venue: RSCE

Date: Q2 2021 | **Duration:** 8 Days

Delivery Format: in-house classroom

Status: in the pipeline

Objectives

- The 9-day UAS Instructor program is aimed at preparing future trainers to teach UAS operators on how to operate the UAS in compliance with the aviation law on UAS flights and principles of flight. The program will consist of 2 main parts, each requiring a certification exam.
- 4-day CompTIA Train-the-Trainer (CTT+) certification aimed at teaching the students how to deliver training
- 5-day classroom-based training consisting of lectures on the below listed topics, practical, hands-on part and scenario-based use-cases as experienced in the missions
 - UN Specific Use-cases and Lessons-learned
 - Aviation Law and Regulations for UN operations
 - UN UAS SOP
 - Human Factors in Aviation
 - Meteorology
 - Principles of Flight
 - UAS Technical and General
 - Emergency Procedures
 - Operations Planning and Navigation
 - Immediate Operations
 - Mapping Mission and Map Generation
 - Infrared Technologies
 - Night Flying
 - Advanced Flight Skills
 - Data Management
 - Peacekeeping-Intelligence Reporting and ISR
 - Counter UAS Threat and Mitigation
 - Future UAS Technologies
 - UN Specific Considerations

Target Audience

- The UAS Instructor Program is intended for FTS staff and selected military and police staff from field missions, as well as uniformed personnel (military and police) from Member States T/PCCs who will train other people at the mission level.

Prerequisites

- Nominated staff should have a basic understanding of the UAS technology and should attend the UAS Foundation e-learning course, once it is made available.



UAS Operators training

Venue: within the mission area

Date: Q2 2021 | **Duration:** 5 Days

Delivery Format: in-house classroom

Status: TBC

Objectives

- This 5-day training will provide the students with the knowledge and skills on how to operate the UAS in compliance with the aviation law on UAS flights and principles of flight and in line with the UN regulations. During the event, the certified UAS instructors will deliver lectures on the below listed topics, practical hands-on sessions and scenario-based use-cases as experienced in the missions.
 - UN Specific Use-cases and Lessons-learned
 - Aviation Law and Regulations for UN operations
 - UN UAS SOP
 - Human Factors in Aviation
 - Meteorology
 - Principles of Flight
 - UAS Technical and General
 - Emergency Procedures
 - Operations Planning and Navigation
 - Immediate Operations
 - Mapping Mission and Map Generation
 - Infrared Technologies
 - Night Flying
 - Advanced Flight Skills
 - Data Management
 - Peacekeeping-Intelligence Reporting and ISR
 - Counter UAS Threat and Mitigation
 - Future UAS Technologies
 - UN Specific Considerations

Target Audience

- The UAS Operator training is intended for FTS staff and selected military and police staff from field missions, as well as uniformed personnel (military and police) from Member States T/PCCs who will be involved in the use of UAS.

Prerequisites

- Nominated staff will be required to take the UAS Foundation e-learning course, once it is made available.



IT Governance

IT GOVERNANCE

- COBIT5 Foundation
- COBIT 2019 Learning Path

IT PROGRAM MANAGEMENT

- MSP Learning Path
- MoR Learning Path

IT PROJECT MANAGEMENT

- Prince2 Learning Path
- Prince2 Agile Learning Path
- BRM Learning Path

IT SERVICE MANAGEMENT

- ITIL V.4 Managing Professional Learning Path
- ITIL V.4 Strategic Leader Learning Path
- ITIL Intermediate Lifecycle stream & Capability stream
- ITIL 4 Managing Professional Transition
- ISO 20000 Learning Path
- ISO/IEC 20000 Lead Implementer
- ISO 20000 Lead Auditor



COBIT5 Foundation

Delivery Format: Online

Status: On demand

Objectives

- This course aims at acquiring knowledge and skills on the *ISACA's framework*, focusing on achieving world-class governance and management of enterprise IT. It helps maximize the value of information by incorporating the latest thinking in enterprise governance and management techniques, and provides globally accepted principles, practices, analytical tools and models to help increase the trust in, and value from, information systems.

Target Audience

- The course is intended for Business Managers and ICT mid level managers involved in the organization of the ICT services.

Prerequisites

- None



COBIT 2019 Learning Path

Objectives

- The 2019 framework has been updated with modern processes and design factors – resulting in a more adaptable framework regardless of an organization's industry, attributes or strategic goals. It confirms the proficiency in utilizing the contemporary version of *ISACA's COBIT framework*, maximizing the value an organization achieves from reaching its strategic goals.

Target Audience

- The course is intended for Business Managers and ICT mid level managers involved in the organization of the ICT services.
- Stakeholders with responsibilities for designing enterprise governance systems and implementing governance systems within their organization

Prerequisites

- Cobit 2019 Foundation Certification for the advanced course (Cobit 2019 Design & Implementation)

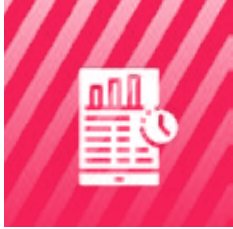
Courses to be taken in the learning path

Cobit 2019 Foundation

Duration: 3 days | Delivery Format: online | Final certification exam: yes

Cobit 2019 Design & Implementation

Duration: 3 days | Delivery Format: online | Final certification exam: yes



MSP Learning Path

Objectives

- The *MSP Foundation* introduces the Managing Successful Programmes (MSP) method and terminology. The purpose of the Foundation certification is to determine the understanding of the MSP guidance to be able to work with a team involved in the management of a programme within an environment supporting MSP.
- The purpose of *MSP Practitioner* is to confirm the understanding of the MSP guidance to apply it to the personal work, and the ability to act as an informed member of a programme management team. It also aims at applying the MSP guidance in a relatively uncomplicated programme within an environment that uses MSP.

Target Audience

- Members of a Programme Office (PO), business change team members, project delivery team members, as well as anyone who needs to understand the terminology and concepts underpinning MSP and those wishing to pursue higher level certifications (e.g. programme managers, business change managers (BCMs) and senior responsible owners (SROs).
- People responsible for managing, leading, supporting or advising on work within an MSP environment.

Prerequisites

- MSP Foundation certification is required to access the MSP Practitioner Course.

Courses to be taken in the learning path

MSP Foundation

Duration: 3 days | Delivery Format: online | Final certification exam: yes

MSP Practitioner

Duration: 3 days | Delivery Format: online | Final certification exam: yes



MoR Learning Path

Objectives

- This learning path aims at giving knowledge on the *Risk Management Certification* area, and in particular on the main elements of the M_o_R framework and their application in the support to corporate governance.

Target Audience

- Business Change Managers, Programme and Project Managers, Risk Managers, Business and Programme and Project Support staff and managers, operational staff and managers.

Prerequisites

- MoR Foundation Certificate is required to access the MoR Practitioner.

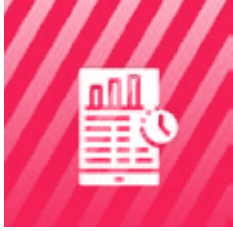
Courses to be taken in the learning path

MoR Foundation

Duration: 3 days | Delivery Format: online | Final certification exam: yes

MoR Practitioner

Duration: 3 days | Delivery Format: online | Final certification exam: yes



Prince2 Learning Path

Objectives

- This course delineates the fundamental constituents of the PRINCE2® methodology - including the processes, themes, and principles, that underpin proficient project management. Whilst learning how to increase productivity and functionality of a project, this popular PRINCE2® training course will help candidates appreciate that a project must remain worthwhile and of business value throughout its lifecycle, in order to be deemed a success.
- *PRINCE2 Practitioner* certification is suitable for anyone managing projects. This could be as part of a formal project management function or a role which involves project management as part of day-to-day work. The Practitioner certification aims to confirm that you have sufficient knowledge and understanding to apply and tailor the method in a range of different project environments and scenarios.

Target Audience

- ICT personnel involved in projects

Prerequisites

- Prince2 Foundation Certification is required to attend the Prince2 Practitioner

Courses to be taken in the learning path

Prince2 Foundation

Duration: 3 days | Delivery Format: online | Final certification exam: yes

Prince2 Practitioner

Duration: 3 days | Delivery Format: online | Final certification exam: yes



Prince2 Agile Learning Path

Objectives

- *PRINCE2 Agile* provides structure, governance and controls when working with agile concepts, methods and techniques. Designed to help professionals tailor management controls when working in an agile environment, the new product will help practitioners understand PRINCE2 governance requirements clearly and comprehensively as well as the interface between PRINCE2 and agile ways of working.
- *PRINCE2 Agile® Practitioner* combines agile concepts with the world's most popular approach to project management. Developed in response to user demand, the PRINCE2 Agile Practitioner certification teaches you to blend structure, governance and control with agile methods, techniques and approaches.

Target Audience

- ICT personnel involved in projects

Prerequisites

- Prince2 Foundation Certificate or Prince2 Agile Foundation Certificate

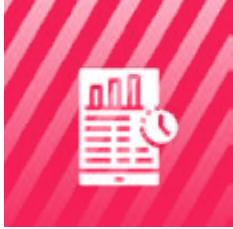
Courses to be taken in the learning path

Prince2 Agile Foundation

Duration: 3 days | Delivery Format: online | Final certification exam: yes

Prince2 Agile Practitioner

Duration: 3 days | Delivery Format: online | Final certification exam: yes



BRM Learning Path

Objectives

- The *Business Relationship Management learning path* and certification program are intended for Business Relationship Managers or equivalent roles who want to acquire a solid baseline level of knowledge. The involved courses focus on how to perform as a strategic partner, contribute to business strategy formulation, shape business demand for the provider's services, use the Portfolio Management disciplines and techniques to maximize realized business value, and align the Service Management services with business needs in a given scenario situation.

Target Audience

- ICT personnel involved in projects

Prerequisites

- BRMP Foundation Certification in order to attend the CBRM Practitioner course

Courses to be taken in the learning path

BRM Fundamentals

Duration: 1 day | Delivery Format: classroom | Final certification exam: no

BRMP Foundation

Duration: 3 days | Delivery Format: classroom | Final certification exam: yes

CBRM Practitioner

Duration: 5 days | Delivery Format: classroom | Final certification exam: yes



ITIL V.4 Managing Professional Learning Path

Objectives

- The ITIL 4 is the latest evolution of the ITIL framework and prepares IT and digital professionals with the skills needed for managing services in the digital age.

ITIL 4 has two different job-role streams and ITIL Managing Professional (MP) is one of them. It has been created for IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.

Target Audience

- Support ICT staff who need a good understanding of the ITIL framework

Note

- To obtain the ITIL 4 Managing Professional, the candidate must complete the ITIL 4 Foundation level and all modules in MP stream. ITIL 4 Strategist Direct, Plan and Improve will be released during 2021.

Courses to be taken in the learning path

ITIL Foundation 4

Delivery Format: online | Final certification exam: yes

ITIL 4 Specialist Create, Deliver and Support

Delivery Format: online | Final certification exam: yes

ITIL 4 Specialist Drive Stakeholder Value

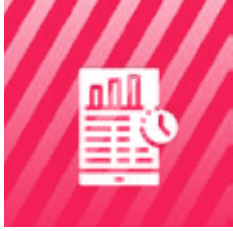
Delivery Format: online | Final certification exam: yes

ITIL 4 Specialist High-velocity IT

Delivery Format: online | Final certification exam: yes

ITIL 4 Strategist Direct, Plan and Improve

Delivery Format: online | Final certification exam: yes



ITIL V.4 Strategic Leader Learning Path

Objectives

- The ITIL 4 is the latest evolution of the ITIL framework and prepares IT and digital professionals with the skills needed for managing services in the digital age.

ITIL 4 has two different job-role streams and ITIL Strategic Leader (SL) is one of them. It recognizes the value of ITIL, not just for IT operations, but for all digitally-enabled services. Becoming an ITIL 4 Strategic Leader demonstrates a clear understanding of how IT influences and directs business strategy.

Target Audience

- Support ICT staff who need a good understanding of the ITIL framework

Prerequisites

- To obtain the ITIL 4 Strategic Leader, the candidate must complete the ITIL 4 Foundation level and all modules in SL stream. ITIL 4 Strategist Direct, Plan and Improve and ITIL 4 Leader Digital and IT Strategy will be released during 2021.

Courses to be taken in the learning path

ITIL Foundation 4

Delivery Format: online | Final certification exam: yes

ITIL 4 Strategist Direct, Plan and Improve

Delivery Format: online | Final certification exam: yes

ITIL 4 Leader Digital and IT Strategy

Delivery Format: online | Final certification exam: yes



ITIL Intermediate Lifecycle stream & Capability stream

Objectives

- The ITIL v.3 Intermediate modules play a key role for those professionals who want to transition to the ITIL 4 scheme. Should you have already collected more than 6 credits within the ITIL v.3 Intermediate learning path, it is recommended to continue your ITIL v3 journey and collect 17 credits for an easy transition to ITIL 4 Managing Professional.

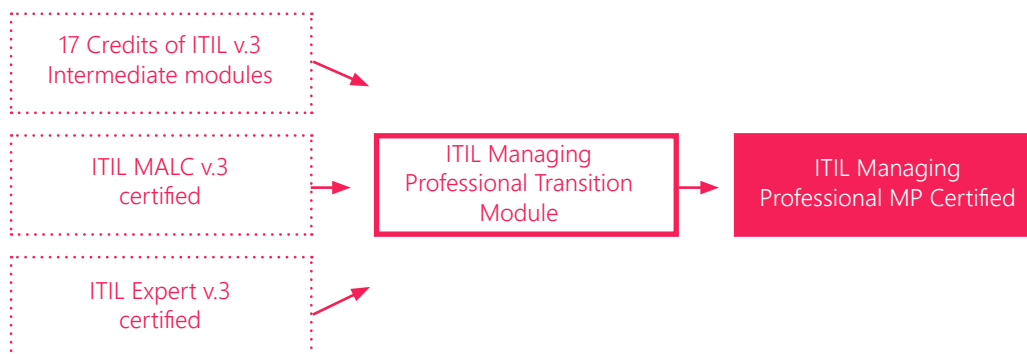
Modules from both the Service Lifecycle and Service Capability streams may be chosen in order to combine management and technical knowledge.

Target Audience

- ICT staff who have already started their certification path in ITIL v3 and require to accumulate 17 credits for taking the *ITIL Managing Professional Transition* training to become ITL v4 certified.

Prerequisites

- ITIL Foundation V3 Certificate



Courses to be taken to earn credits to apply for ITIL MP Transition

ITIL Intermediate Lifecycle stream

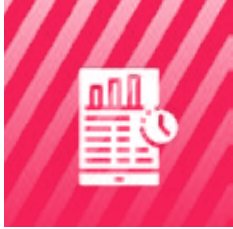
- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI)

Delivery Format: online | **Final certification exam:** yes (one exam per each course)

ITIL Intermediate Capability stream

- Operational Support and Analysis (OSA)
- Planning, Protection and Optimization (PPO)
- Release, Control and Validation (RCV)
- Service Offerings and Agreements (SOA)

Delivery Format: online | **Final certification exam:** yes (one exam per each course)



ITIL 4 Managing Professional Transition

Delivery Format: Online

Status: On demand

Objectives

- The ITIL 4 Managing Professional transition module is designed to allow ITIL v3 certified staff to easily transition across to ITIL 4. They can gain the designation of ITIL 4 Managing Professional via one course and one exam.

The transition module enables candidates to recognise their previous achievements while still gaining the up-to-date skills and knowledge needed to navigate the digital service economy.

The module will provide information on the key elements of the following modules from ITIL 4 Managing Professional:

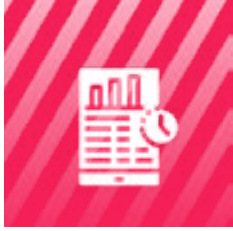
- ITIL 4 Specialist Create, Deliver and Support
- ITIL 4 Specialist Drive Stakeholder Value
- ITIL 4 Specialist High Velocity IT
- ITIL 4 Strategist Direct Plan and Improve.

The course will also provide an introduction and cover the key concepts found in ITIL 4 Foundation.

Prerequisites

- To take the transition module, all candidates must be at Expert level or have a minimum of 17 v3 credits. Candidates can continue to collect their v3 Intermediate or Practitioner credits to enable them to be eligible to take the transition module .





ISO 20000 Learning Path

Objectives

- ISO/IEC 20000-1 is the international standard for *Service Management Systems (SMS)*. In changing service delivery environments, it helps you respond to increasing service demands and deliver value for customers, users and your organization.

Target Audience

- The course is intended for ICT staff requiring an understanding of Service Management System and the benefits that the business can get from it.

Prerequisites

- None

Courses to be taken in the learning path

ISO 20000 Introduction

Delivery Format: online | Final certification exam: no

ISO 20000 Foundation

Delivery Format: online | Final certification exam: yes

ISO 20000 Practitioner

Delivery Format: online | Final certification exam: no



ISO/IEC 20000 Lead Implementer

Venue: UNGSC, Brindisi

Date: Sept 2020

Delivery Format: Classroom / VILT

Status: TBC

Objectives

- The ISO/IEC 20000 Lead Implementer training course will enable participants to develop the necessary expertise to support an organization in establishing, implementing, managing and maintaining a Service Management System (SMS) based on the requirements of the ISO/IEC 20000-1 standard. During this training course, participants will also explore the different components of an SMS, which help in improving the quality of the services provided and delivered by an organization, and thus increase its customer satisfaction and overall performance.

Participants will gain a thorough understanding of best practices for planning and implementing IT Service Management processes of ISO 20000, in particular: service portfolio processes; relationship and agreement processes; supply and demand processes; service design, build and transition processes; resolution and fulfilment processes; and, service assurance processes

Target Audience

- ICT personnel and project managers in charge of supporting an organization in the implementation of an Information Technology Service Management System (SMS);

Prerequisites

- None



ISO 20000 Lead Auditor

Delivery Format: Online

Status: On demand

Objectives

- This course will provide students with a general understanding of the concepts of the ISO 20001:2018 standard and the principles and practices of leading management systems and process audits in accordance with ISO 19011:2018

Upon course completion participants will be able to:

- Understand IT service management definitions, concepts, and guidelines
- Understand the purpose of the ISO 20000 series
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2018 concepts, new terminology and guidelines
- Understand the types of risks and opportunities associated with auditing
- Recognize the principles, practices, and types of audits
- Conduct all phases of an audit adopting a risk-based approach
- Prepare and present effective reports
- Understand Exemplar Global's certification scheme
- Understand the role of objectives, scope and criteria in the audit process
- Conduct audit team selection
- Initiate the audit and conducting opening meetings
- Understand audit team leader responsibilities
- Communicate effectively during the audit
- Apply the latest auditor techniques and identify appropriate use
- Conduct on-site activities
- Prepare audit conclusions and conduct closing meetings

Target Audience

- Management Representatives, Information Security Officers, Managers, Security personnel involved in audits.

Prerequisites

- None



Strategic Management

IT SECURITY

- Field InfoSec Certification Program UN Learning Path

MANAGEMENT

- Supervisory Skills for Digital Managers
- Project Online Training

POWER BI

- Data Visualization & Data Transformation
- Self-service Analytics & Power BI workshop

UNITE AWARE

- Unite Aware Data Entry Learning Path
- Unite Aware Visualization Learning Path



Field InfoSec Certification Program UN Learning Path

Objectives

- The *Field Information Security Certification Program* is a learning path tailored for UN Staff, which aims at developing a cadre of Information Security specialists as part of an overall strategy to protect the Organization's assets from cyber-based vulnerabilities and to build in house knowledge and capacity which can be adapted to future challenges that can be faced as the nature of conflict evolves and as the cyber threat grows.
- The *Year-1 path* provides a basic but complete understanding of all the IT Security domains across an organization. The CompTIA Security+ certification represents a requirement for Field Technology staff not intending to specialize in InfoSec, but who require basic InfoSec knowledge to perform their core duties, while the SSCP – Systems Security Certified Practitioner (ISC2) certification provides more technical skills to implement, monitor and administer IT infrastructure using information security policies and procedures, and represents a requirement for Field Technology staff in a hands-on, operational IT role who intend to specialize in InfoSec area.
- The *Year-2 path* is targeted at information security specialists in field operations responsible for developing a preventive posture and minimizing exposure to the ever-growing IT security risks in the field. Upon SANS SEC504 course completion participants are expected to achieve the GIAC Certified Incident Handler (GCIH) certification.
- The *Year-3 path* will include the CISM - Certified Information Security Manager certification.

Target Audience

- This course and certification is intended for ICT staff involved in the IT Security field in their location and who require specialized technical skills relevant to field operations.

Courses to be taken in the learning path

CompTIA Security+

Duration: 21hrs | Delivery Format: free online | Final certification exam: yes



System Security Certified Practitioner (SSCP)

Duration: 18hrs | Delivery Format: free online | Final certification exam: yes



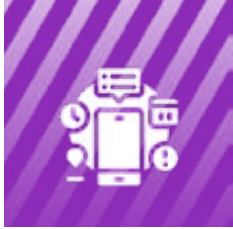
SANS SEC 504: Hacker Tools, Techniques, Exploits and Incident Handling

Delivery Format: online | Final certification exam: yes

CISM - Certified Information Security Manager

Duration: 13hrs | Delivery Format: free online | Final certification exam: yes





Supervisory Skills for Digital Managers

Venue: UNGSC Brindisi

Date: Q1 2021 | Duration: 5 Days

Delivery Format: in-house classroom

Status: TBC

Objectives

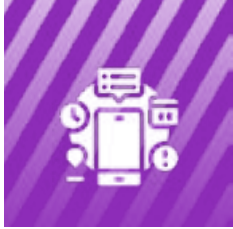
- This course is part of the managerial roadmap for ICT staff aimed at building future managers who should be able to direct and oversee the strategic and cross-cutting mission support functions of HR, finance, performance management, field technology, Mission Support Centre and regional offices as well as to grow into technological advisers to the Mission Leadership Teams (MLTs).

Participants in this course will go through the following topics:

- From Visioning to Using a Strategic Map
- From External and Internal Analysis to SWOT
- Difficult Conversations
- Develop Your Coaching Skills
- How to Motivate Yourself and Others
- Perception and Communication of Risk
- Delegation Skills
- Conflict Resolution
- Active Listening
- Effective Meetings
- Financial Management
- Change Management
- Risk Management
- BRM Fundamentals

Target Audience

- Current and future ICT managers at FS5, FS6, P2 and P3 level with supervisory roles



Project Online Training

Date: TBC

Duration: 12 hours over 3 days

Delivery Format: VILT via MS Teams

Objectives

- Project Online Training is composed of 2 parts:
 - a theoretical training explaining the Project Management Methodology enforced by the Office of Information and Communications Technology (OICT), and
 - a practical / hands-on training using the Microsoft Project Online tool.

This role based training is delivered remotely, over the span of 3 days, to accommodate the busy schedule of staff. Trainees will have the ability to apply their acquired knowledge to manage projects, utilizing the UN Project Management Methodology.

Target Audience

- FTS staff that perform any PM functions: Project Managers, the Project Management Office as well as the Project Board members.

Prerequisite

- Know how to use MS Teams to meet, share screens, and download files.
- Have read the Project Management Policy and Framework documents. Please click the following link to access these document PMO Governance.



Data Visualization & Data Transformation

Venue: UNHQ NY

Duration: TBD | Duration: 2 Days

Delivery Format: in-house classroom

Status: in the pipeline

Venue: RSCE

Duration: TBD | Duration: 2 Days

Delivery Format: in-house classroom

Status: in the pipeline

Objectives

- The course will cover Self-Service Analytics introduction; Power BI components and user interface; licensing; data access and refresh; hands-on report building; exploring visual types; data visualization best practices.

Target Audience

- It is intended for the staff who may require a basic understanding and use of Self-Service Analytics.

Prerequisite

- Courses will be organized on quarterly basis in UNHQ NY and RSCE during 2020. Other venues can be organized upon request.



Self-service Analytics & Power BI workshop

Venue: UNHQ NY

Duration: TBD | Duration: 2 Days

Delivery Format: in-house classroom

Status: in the pipeline

Objectives

- During the course, participants will be exposed to in-class quizzes, hands-on training and labs, fullday Hackathon of team-based problem solving activity using Power BI, Bring-Your-Own-Data support sessions.

The course will cover:

- Self-Service Analytics theory; analytics context in UN & success stories;
- Power BI components and user interface;
- report design, visualization, data transformation and modelling, DAX; - data storytelling

Target Audience

- The event is intended for all UN staff who are requested to analyze data and produce reports.

Note

- Courses will be organized on quarterly basis in UNHQ NY and RSCE during 2020. Other venues can be organized upon request.



Unite Aware Data Entry Learning Path

Objectives

- The *Unite Aware Foundation Course*, introduces the suite of applications, explains the importance of each Unite Aware application, learn about the each eLearning course, become familiar with the Unite Aware portal Unite Aware portal and how the suite is supported.
- The *Unite Aware Data Entry Beginner* course, introduces 2 Unite Aware applications in 2 separate lessons, although it is not mandatory to complete both lessons.
 - Lesson 1 introduces the Unite Aware Incidents application, and explains how to create, categorize and submit incidents and flash reports. This lesson is envisioned to be used by data entry staff in operations centres, and other components within a mission.
 - Lesson 2 introduces the Unite Aware Patrol Plans application, and explains how to create and submit patrol plan. This lesson is intended to be used by members of the uniformed patrolling units who are tasked with creating patrol plans.
- The *Unite Aware Data Entry Advanced* course, builds on the concepts covered during the beginner course. It also includes two lessons and introduces more advanced functions to the approvers of the Unite Aware Incidents and Unite Aware Patrol Plans applications.
 - Lesson 1 demonstrates more advanced functions of the Unite Aware Incidents application and explains how to edit submitted incidents, link multiple incidents to the same event, as well as to approve incidents.
 - Lesson 2 demonstrates more advanced functions of the Unite Aware Patrol Plans application, and demonstrates how to edit patrol plans and approve patrol plans.

Target Audience

- Beginner Lesson 1: targets mission staff working in operations centres at the battalion, sector or mission HQ level.
- Beginner Lesson 2: targets mission personnel who are responsible to plan patrols within a mission area.
- Advanced Lesson 1: targets senior staff who will approve Incidents entered in operation centres.
- Advanced Lesson 2: targets senior personnel who will review and approve patrol plans.

Courses to be taken in the learning path

Unite Aware Foundation

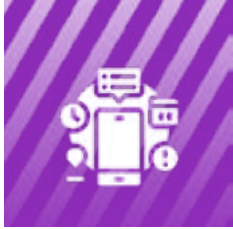
Delivery Format: online | Final certification exam: no

Unite Aware Data Entry Beginner

Delivery Format: online | Final certification exam: no

Unite Aware Data Entry Advanced

Delivery Format: online | Final certification exam: no



Unite Aware Visualization Learning Path

Objectives

- The *Unite Aware Visualization Beginner* course, introduces the Unite Aware Maps application, and explains how to navigate around a map using core functionality to visualize situational and operational data layers.
- The *Unite Aware Visualization Advanced* course, introduces advance functionality in UA Maps to prepare the user to perform certain metrics and use analytical tools to analyse the data collected through the Unite Aware applications and data.

Target Audience

- The *Beginner* course, targets mission staff working in operations centers in charge of handling operations and managing crises
- The *Advanced* course, targets operation and crises management staff, as well as analysts and intelligence personnel

Prerequisites

- Unite Aware Foundation and Unite Aware Visualization Beginner

Courses to be taken in the learning path

Unite Aware Foundation

Delivery Format: online | Final certification exam: no

Unite Aware Visualization Beginner

Delivery Format: online with additional practice sessions delivered by OSD trainers

Unite Aware Visualization Advanced

Delivery Format: online with additional practice sessions delivered by OSD trainers

DIGITAL SKILLS DEVELOPMENT PROGRAMME

FOR ICT PROFESSIONALS



ICC Training Management Unit

icctrainingunit@un.org

