

TietoEVERY Training Plan

for

Instant Payments Solution

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1 Training fundamentals and approach

1.1 Purpose

The purpose of the Training Plan is to identify the appropriate training strategies and activities required to achieve the desired learning outcome during the implementation of each TietoEVERY Project.

The prepared Training Plan provides a clear understanding of what must happen to meet the training requirements (results achieved) that have been defined, thus, end-users receive training with the knowledge, skills, and/or abilities required to support the new roles, business processes, and/or technologies of the targeted solution.

1.2 TietoEVERY Riga Training Centre

TietoEVERY Riga Training Centre is the most efficiently designed professional competence organization for financial institutions focused on Open Banking or Instant Payments products` functionality knowledge sharing and expertise. TietoEVERY Riga Training Centre aims to turn knowledge into sustainable results providing integrated and comprehensive training programs for a productive and effective operation of the customer solution-related business area.

TietoEVERY Riga Training Centre training programs suit different customer needs and embrace all the key areas of TietoEVERY` s product lines and software solutions.

Training Centre`s location: Gustava Zemgala gatve 76, Riga, Latvia, LV-1039; TietoEVERY Office, 15th floor.

Training and training documentation can be provided in English, Russian and Latvian languages.

Contact TietoEVERY Riga Training Centre via email trainingcentre@tietoevery.com

1.3 Training approach

Proposed training modules prepared based on customer implemented solution and fit a certain number of free training days which are included in the scope of the customer implementation project.

As part of the implementation project (bringing proposed TietoEVERY product-based solution into Customer business solution) the number of training days that customer can use for its employees' training to be agreed with TietoEVERY.

Each proposed training process combines interactive presentations and case studies, theory and practical work from all the deliverable system`s aspects:

- business and new enhancements,
- product and solution analysis, daily operation, configuration,
- system and technical administration, process optimization.

Each training module includes a knowledge assessment step as a basis for certification on the module trained.

1.4 Training Delivery Methods

TietoEVERY

Training Delivery method depends on multiple factors, like Customer preferences and internal ways of working, the scope of training needs, trainee's geographical location and the global situation in word.

Options for providing Training:

- Live training Onsite in TietoEVERY premises
- Live training Onsite in Customer premises
- Live training in live Virtual Classroom (online)
- Learning from Live Training Event recordings, with complementary optional Question / Answer session to discuss unclarities.

Tools used during & after training:

- Live training is held on a Virtual Machine, which contains an etalon of the particular Software system of the current version and all the necessary program/network configuration, installed tools to support training.
- TietoEVERY Riga Training Centre`s Academy – a moodle-based portal where for every trainee is created an account to ensure access for:
 - published Live Training Event recordings, for self-managed online learning from past training events.
 - published training material handouts for the training session, like training slides, documentation, practical task descriptions, scripts, etc. These materials are in use during the course as training materials and remain accessible to trainees also after the training.
 - knowledge evaluation as a certification assessment on course completion
 - ensure means for Trainee to provide feedback to TietoEVERY Riga Training Centre about the training session

2 TietoEVERY IPS Training

Customer-specific IPS training is secured as part of the implementation project of the respective solution. It provides the necessary skills for IPS System usage and support, ensuring necessary knowledge transfer and certification of the Customer team dedicated for the solution operations.

2.1 Audience

The target audience for the IPS training may consist of Customer representatives of the following operational roles:

- Operators, which perform daily operations, business data setup and operational data control.
- Technical administrators.
- Implementation (DevOps specialists) and QA team.
- Specialists of a Business department.

2.2 Training Objectives

The IPS training aims to:

- Ensure that customer IPS system operational specialists gain a relevant level of knowledge about the solution functionality to facilitate their everyday activities related to the software operation.
- Ensure that customer IPS system administrative specialists gain a relevant level of knowledge about the solution functionality to set up the solution in the production environment and to facilitate their everyday activities related to the software administrative tasks.

The training process combines presentational and interactive elements. The theoretical part entails a summary of the software business rationale, solution architecture, interfaces with other components of the software and demonstration of the software features on a shared screen. The interactive part brings the completion of the software use cases by participants and a Q&A session.

2.3 Training format

Standard course contains of following parts:

- Theoretical part / lecture ~ 40%;
- Practical tasks ~40%;
- Q&A session ~ 10%
- Test ~10%;

2.4 Recommended audience size

The audience size is recommended to be not more than 10 persons per one training session.

The recordings of all training sessions provided later will be available for the customer thus a bigger number of the customer`s specialists can be introduced with the solution.

2.5 Assumptions

The following assumptions apply to the Training Plan:

- The Training programme will be based on the training requirements gathered through meetings and workshops and standard TietoEVRY approaches.
- Consideration will be given to the use of remote resources for the development of training materials (i.e.video tutorials).

2.6 Dependencies

Successful training depends on the availability of the following:

- Working and accessible solution on a customer test environment.
- Readiness of the connection with participants and other 3rd party systems and test data available on the solution.

Competencies required for training participants:

- Administrators:
 - Familiarized with the solution specification documentation – Instant Payments Solution architecture and functionality.
 - Kubernetes administration level knowledge.
 - Understanding of DevOps practices and tools.
 - Unix server configuration basics.
 - Elasticsearch and Kibana basic knowledge
 - CI/CD implementation.
 - ISO20022 basic knowledge.
 - XML/JSON API basic knowledge.
- Operators:
 - Familiarized with the solution specification documentation – Instant Payments Solution functionality.
 - Knowledge of the schema rulebook.

3 Training infrastructure

The following is the list of the equipment and facilities preparation that is required for training sessions:

- Customer employee computer with a connection to IPS start-up environment.
- Access to the Internet.
- Access to Microsoft Teams application.

4 Duration and Scheduling

Training Name	Description
Instant Payments Switch	Two courses to be provided: <ul style="list-style-type: none">• Standard Administrator – 8 hours• Standard Operator – 8 hours

Training dates to be announced in later stages of the project when planned testing activities are close to the final stage.

5 Training materials

Materials	Description
Software Presentation	Overview of the deployed software solution
Software manual	User guide for using the software
Screens and flows	Included detailed workflows in each of the business and technical operations under the deployed system.

6 Main topics and obtained competences

Area	Skills	Description
IPS and Smart Addressing	Daily Operations	<ul style="list-style-type: none"> Participant management (incl. fees and limits) Reporting Transaction viewer Four-Eyes principles System Issue resolving Business-related issue resolving
	Administration and setup of the module	<ul style="list-style-type: none"> Architecture, technology, and interfaces Administration (including high availability solution administration) Monitoring Kubernetes monitoring Releases and versioning Access rights Audit Alias Management Error handling (logs, errors troubleshooting) Security aspects and risk management Delivery and setup of module releases

The following specifics will not be covered by the training programme:

- Database administration and real-time replication.
- Network and Kubernetes administration.
- OS and Hardware administration and setup.

7 Final Exams and Certification

The exam will be provided in an online format as a test consisting of ~20 questions about IPS main features depending on the role:

- IPS for system operators.
- IPS for system administrators.

After successful completion of the test course participants will receive a certificate from TietoEVRY.

8 Regularity of the Certification

The customer requires to have a regular certification of the specialists every 24 months, the first of which shall take place until Instant Payments Solution launch in production according to the project implementation schedule. The certification can be done more frequently in case the customer needs but the recommended span between subsequent certifications is 24 months.

TietoEvry performs additional certification of specialists upon customer request to the indicated ones. After implementation project completion the requested training and certification is organized remotely, or in TietoEvry premises in Riga, Latvia. If training in customer premises is required, travel expenses for TietoEvry specialists are to be covered by the customer.

Training is subject to an additional charge according to the actual price list or by mutual agreement of parties. Training approach to be agreed separately – customized training programs according to the customer requirements will be available upon request.