SAI360 Academy: Course Catalog GRC

April 2024

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1.   SAI360 ACADEMY COURSE CATALOG

1.1 Introduction
Training is a key part of any GRC implementation. With training from the SAI360 Academy, you ensure that you maximize the success of your implementation. Your employees will be more productive and efficient. Our common objective is a successful implementation and true embedding of our solution in your organization.

This course catalog gives you information on all the GRC courses offered by the SAI360 Academy. To find the right course for your needs, several aspects need to be taken into consideration: the role of the attendees, whether certification is required and which learning format is preferred. If you have any questions or would like to speak to an educational advisor, please contact the SAI360 Academy.

1.2 Course offerings
The courses on offer are divided into the following categories:
- Basic training
- Certification Tracks: Functional Administrator and Technical Administrator Certification
- Solution Training
- Platform Functionality
- Reporting

An overview of each course is available from page 6 onwards.

1.3 Learning formats
We understand your business needs: you are looking for well-educated professionals, but they often have to be educated in a limited time frame and in a cost-effective way. Therefore, the SAI360 Academy offers you a variety of learning formats:
- Instructor-led training (ILT):
  These courses are offered in a classroom environment. These courses are offered in open roster on a SAI360 location, on-site at the customer or virtual.

- Virtual Course (VC):
  These courses are a blend of live virtual classroom sessions, e-learning and off line assignments.

- eLearning (EL):
  These courses are interactive eLearning modules which may include supporting off-line material. All eLearning courses can be found in the SAI360 Academy Learning Center which can be accessed 24/7 from any computer with internet access.

- Guided self-study (GS):
  These courses are a blend of personal face-to-face contact with a trainer, self-study, and hands-on practice in your personal training environment.

On request, all tracks and courses can be personalized to get an optimal fit with your training requirements.

1.4 Registration

There are several ways to register for a SAI360 course:

- Contact your SAI360 Account Manager
- Send an e-mail to: academy@sai360.com

In case of an Open Roster course, the participant will receive a confirmation of registration within a few working days and an invitation with further details about the training location approx. five (5) working days before the start of the course. If the desired course is fully booked, the SAI360 Academy will contact the participant to reschedule their participation.

In case of an eLearning course, the login details to the Academy Learning Center will be sent via email to the participant(s).

Dedicated training courses can be planned in collaboration with our Planning Department.

Cancellation policy

Cancellation must always be in writing, at which the cancellation date will be the date of receipt of the written cancellation by SAI360 Academy.
In the event of an Open Roster Course, the cancellation costs will be a percentage of the course price, namely:

- Up to and inclusive twenty (20) working days before start of the course: 0%.
- Twenty (20) up to and inclusive ten (10) working days before start of the course: 50%.
- Less than ten (10) working days before start of the course: 100%.

You can substitute a participant enrolled for a course by another person, if this has been notified to SAI360 Academy before the start of the course. Such a replacement will not result in additional costs. SAI360 Academy reserves the right to cancel course dates due to insufficient enrollment. Participants will be notified of cancellations within seven calendar days of the course start date. If a course is cancelled for any reason by SAI360, any pre-paid registration fees will be refunded. SAI360 Academy is not responsible for airline penalties related to the cancellation of SAI360 courses or events. Please be aware of the airline restrictions regarding non-refundable airline tickets when purchasing an airline ticket.

The same cancellation policies apply for dedicated groups.

1.5 Contact information

For more information on our learning activities, contact your SAI360 Account Manager or contact the SAI360 Academy directly: academy@sai360.com

2. GRC COURSES – VUE PLATFORM

2.1 BASIC COURSES

SAI360 Academy offers several basic eLearning courses as self-study introduction to its further trainings.

2.1.1 Quick-Start with GRC (VUE)

Quick-Start with GRC (VUE)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English)
Format	eLearning course (available in the Learning Center)
Duration	15 minutes
Learning Objectives	After completing this course, students will be able to: • Log on and off • Identify reporting capabilities in the solutions • Navigate in the VUE solution interface • Familiarize yourself with the solution basics before following any solution or functionality-specific training

2.1.2 Frameworks in GRC (VUE)

Frameworks in GRC (VUE)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course
Format	eLearning course (available in the Learning Center)
Duration	60 minutes
Learning Objectives	After completing this course, students will be able to: • Understand the definition of frameworks • Identify and create framework elements • Identify and create framework trees • Edit and delete framework elements

2.1.3 Introducing Reporting with GRC (VUE)

Introducing Reporting with GRC (VUE)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course
Format	eLearning course (available in the Learning Center)
Duration	30 minutes
Learning Objectives	After completing this course, students will be able to: • Navigate in the report solution • Generate a report • Drill-down in report data • Use filters in a report • Export a report

2.2 CERTIFICATION PROGRAMS

SAI360 Academy offers certification tracks to certify the Functional and Technical Administrators within your organization. Certification will ensure the competence of your professionals. We offer two certification tracks:

- Technical Administrator
- Functional Administrator

Only certified professionals have access to the Online Support Desk.

Note: Certification is done on an individual basis and therefore related to the employee and not to the organization.

2.2.1 Technical Administrator Certification Track

A Certified Technical Administrator is capable of maintaining the application environment individually on a technical level. They will be able to support the organization in keeping the application environment up-to-date. This will result in more adequate and independent technical maintenance without involvement of SAI360 support and/or consultancy.

The Technical Administrator Certification Track is formally assessed using an online exam (available in the Academy Learning Center). After passing the exam, students will be certified as Technical Administrators.

Technical Administrator Certification Track	
Target Audience	The target audience of this course consists of individuals who will be responsible for maintaining the application environment on a technical level.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English)
Format	eLearning course (available in the Learning Center)
Duration	7 hours
Learning Objectives	The following topics are covered: • The platform architecture • Installation of the platform • Installation of Business Objects • Technical configuration to the BWie platform • Backup and restore • Application updates (releases and hot fixes) • Troubleshooting and support
Note	*This training is only applicable if your organization has an on-premise installation of the GRC VUE platform.*

2.2.2 Functional Administrator Certification Track

The Functional Administrator (FA) is an important role for the functional stability of the application. The Functional Administrator configures the application and supports the end users. In addition to these activities, the Functional Administrator will communicate with IT (Technical Administrator) when updates need to be installed or other technical support is necessary to maintain the stability of the application.

The Functional Administrator Certification Track is formally assessed using an online exam (available in the Academy Learning Center). After passing the exam, students will be certified as Functional Administrators.

Functional Administrator Certification Track	
Target Audience	The target audience of this course consists of individuals who will be responsible for configuring the application and supporting the end users.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • completed the 'Quick-Start' eLearning course • completed the 'Frameworks' eLearning course
Format	• (Virtual) Classroom Training • Guided self-study
Duration	2 days
Learning Objectives	• Identify and understand the overall architecture of your application • Understand your responsibilities as a Functional Administrator • Support your users efficiently • Manage and authorize users, persons, and divisions • Manage a data framework • Update basic configuration settings • Conduct data import • Understand basic principles of the underlying technology

2.3 SOLUTION COURSES

The solutions are preconfigured best practice solutions including a set of predefined reports. These solutions are a de facto standard, based on the many projects that are implemented around the globe in combination with the expertise of the SAI360 consultants and our partner community.

SAI360 Academy offers training courses for the following solutions:

- Internal Control
- Risk Management
- Internal Audit
- Incident Management / Loss Database
- Regulatory Change Management
- Business Continuity Management
- Vendor Risk Management
- Policy Management
- IT Risk Management
- Disclosure Management (Conflict of Interest)

2.3.1 Solution Internal Control

This course explains the Internal Control functionalities in the solution supporting the basic use of Internal Control following the SAI360 Internal Control methodology.

Solution Internal Control	
Target Audience	The target audience of this course consists of internal control professionals who will be working with the solution for Internal Control.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Internal Control processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Identify the tasks in the solution which are related to the Internal Control Process • Complete the Internal Control Framework • Setup the Reference and Local Control Framework • Using Framework Signoff Assessments • Schedule a Control Assessment • Document effectiveness of Control activity • Monitor a Control Assessment • Create an IC Issue • Follow-up on an IC Issue • Overview available reports and dashboards

2.3.2 Solution Risk Management

This course explains the Risk Management functionalities in the solution supporting the basic use of Risk Management following the SAI360 Risk Management methodology.

Solution Risk Management	
Target Audience	The target audience of this course consists of risk professionals who will be working with the solution for Risk Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Risk Management processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Identify the tasks in the solution which are related to the Risk Management Process • Maintain the reference and local risk framework • Setup and start a risk assessment (enterprise and operational) • Perform a risk assessment: assess the risks • Validate and publish a risk assessment • Create a treatment plan • Follow up on a treatment plan • Setup and start a risk re-assessment • Monitor the performance of the risk management program: use of dashboards and generate reports

2.3.3 Solution Internal Audit

This course explains the Internal Audit functionalities in the solution supporting the Internal Audit process. The auditing process is explained and visualized in a process map. Each step is discussed, followed by exercises to obtain hands-on experience of the Internal Audit functionalities in the solution training environment.

Solution Internal Audit	
Target Audience	The target audience of this course consists of audit professionals who will be working with the solution for Internal Audit.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Internal Audit processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day or 1,5 days
Learning Objectives	• Understand and manage the Internal Audit process in the solution • Understand the elements that compose the Audit Universe • Perform an auditable entity risk assessment • Create and manage the audit plan • Setup an audit • Execute audits by answering audit work papers and creating findings • Review and approve audit work papers and findings • Decline and reopen audit work papers to request rework • Progress the status of audits to the next step • Generate audit reports • Close audits • Follow up on findings • Overview available reports and dashboards

2.3.4 Solution Incident Management (and Loss Database)

This course explains how to use the main functionalities of the Incident Management (IM) solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the IM process in the training environment.

Solution Incident Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Incident Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations IM process • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	0,5 day
Learning Objectives	• Understand how the solution supports the incident management process • Raise an incident • Investigate an incident • Validate and close an incident • Create an action • Follow-up on an action (execution) • Validate and close an action • Monitor the progress of and report on the incident management process

2.3.5 Solution Regulatory Change Management

This course explains how to use the main functionalities of the Regulatory Change Management solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the Regulatory Change Management process in the training environment.

Solution Regulatory Change Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution Regulatory Change Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • knowledge of Regulatory Change processes within their organization • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	4 – 6 hours
Learning Objectives	• Understand how the solution supports the regulatory change management process • Interpret incoming notifications and determine their applicability • Map notifications to business units and send impact assessments • Assess the impact of a notification • Create regulatory actions • Follow-up on actions (remediation) • Monitor the progress of and report on the regulatory change management program

2.3.6 Solution Business Continuity Management

This course explains how to use the main functionailites of the Business Continuity Management solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the BCM process in the training environment.

Solution Business Continuity Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Business Continuity Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations BCM program • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Understand how the solution supports the end-to-end Business Continuity Management process • View the organizational structure • Create and maintain processes, risks, controls, resources and vendors • Perform a BCM risk assessment • Start and perform a Business Impact Assessment (BIA) • Document normal and recovery steps for processes • Build a Crisis Management Action Plan (CMAP) • Generate, approve and download recovery plans • Schedule and conduct exercises and tests • Create and follow up on actions • Monitor and report on BCM activities

2.3.7 Solution Vendor Risk Management

This course explains how to use the main functionalities of the SAI360 Vendor Risk Management (VRM) solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the VRM process in the training environment.

Solution Vendor Risk Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Vendor Risk Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations VRM program • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Understand how the solution supports the end-to-end vendor risk management process • Create and maintain vendors and products / services • Complete a vendor profiling assessment to determine the criticality level • Complete a vendor compliance assessment to determine the compliance level • Complete a vendor risk assessment to determine the risk level • Provide a recommendation to engage with a vendor • Follow up on findings • Create and publish a vendor or product/service contract • Monitor and report on the vendor risk management program

2.3.8 Solution Policy Management

This course explains how to use the main functionalities of the Policy Management (PM) solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the PM process in the training environment.

Solution Policy Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Policy Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations PM process • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	0,5 day
Learning Objectives	• Understand how the solution supports the policy management process • Perform the lifecycle of publishing a new policy • Perform the lifecycle of renewing an existing policy • Cancel an obsolete policy • Send out and perform an attestation • Create a policy action • Follow up on a policy action • Monitor the progress of the policy management program

2.3.9 Solution IT Risk Management

This course explains how to use the main functionalities of the SAI360 IT Risk Management (ITRM) solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the ITRM process in the training environment.

Solution Vendor Risk Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for IT Risk Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations ITRM program • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day

Learning Objectives	• Build and manage the IT Risk framework:
	   o IT asset
	   o IT risk
	   o IT control
	   o Threat
	   o Vulnerability
	• Setup and perform the Impact Assessment
	• Setup and perform the Threat and Vulnerability Assessment
	• Setup and perform the IT Compliance Assessment
	• Setup and perform the IT Control Assessment
	• Create an action during an IT Compliance Assessment
	• Follow-up on an action
	• Use the dashboard

2.3.10 Solution Disclosure Management (Conflict of Interest)

This course explains how to use the main functionalities of the Disclosure Management (COI) solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the Disclosure Management process in the training environment.

Solution Incident Management	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Disclosure Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations Disclosure Management process • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	0,5 day
Learning Objectives	• Report a disclosure • Review a reported disclosure • Escalate a reported disclosure to the Compliance Team (and/or Legal Team) • Reopen (revoke) a closed disclosure • Setup an attestation campaign • Complete an attestation • Close an attestation campaign • Use the dashboard

2.4 PLATFORM FUNCTIONALITIES

The platform functionality training will provide your application users with a broad understanding of how to use the functionalities of maintaining and building:

- Assessments with the One Assessment Type tool
- Pages in the solution

2.4.1 Level 1: Discover One Assessment Type (VUE)

During this training, you will learn the One Assessment Type (OAT) and Workflow functionalities, which support the new assessment and workflow modules. Basic functionalities and features are explained. The course contains practical exercises that you have to complete to obtain hands-on experience with exploring the capabilities of OAT in the training environment.

Level 1: Discover One Assessment Type	
Target Audience	The target audience for this course consists of trainees who will be working with the One Assessment Type, Assessment Tree and associated Workflow definition.
Prerequisites	Before attending this course, students must have: • Completed the "Quick-Start" eLearning course (available in the Learning Center) • Completed the "Frameworks" eLearning course (available in the Learning Center) • Completed a solution course
Format	Classroom Training (ILT)
Duration	0,5 day
Learning Objectives	• Understand how to design an assessment from a business perspective • Understand how you can use assessments in various business contexts • Launch and answer an assessment (single step / multi step assessment) • Understand the basics of the OAT capabilities, so you can create a business design for an assessment

2.4.2 Level 2: Basic Administration One Assessment Type (VUE)

During this training, This manual explains the One Assessment Type and Workflow functionalities, which support the new assessment and workflow modules. Basic functionalities and features are explained. The course contains practical exercises that you have to complete to obtain hands-on experience with implementing the basic capabilities of OAT in the training environment.

Level 2: Basic Administration One Assessment Type	
Target Audience	The target audience for this course consists of trainees who set up One Assessment Type templates and associated components.
Prerequisites	Before attending this course, students must have: • Completed the course Level 1: Discover One Assessment Type • Successfully passed the Functional Administrator certification for version 5.0 or higher
Format	Classroom Training (ILT)
Duration	1 day

Learning Objectives	• Understand the implementation cycle of an OAT assessment
	• Implement a One Assessment Type assessment:
	    o Build an OAT template
	    o Create a question template and related questions
	    o Configure a one-step workflow (Flowable)
	    o Build an assessment form (a portlet) in One Design (VUE)
	    o Embed the OAT template in the One Design assessment form
	    o Adding enhanced question types

2.4.3 Discovery of the GRC User Interface (VUE)

During this training, you will learn how to use the console to build VUE portlet pages and a solution. The course contains practical exercises that you have to complete to obtain hands-on experience with building portlets and a solution in the training environment.

Discovery of the User Interface: ONE Design (VUE)	
Target Audience	The target audience for this course are trainees who have to configure the VUE User Interface (UI)
Prerequisites	Before attending this course, students must have: • Being a Certified Functional Administrator (5.x or higher) • Having a strong affinity with IT • Having hands-on experience with GRC implementations, authorizations, and configuration • Having practical experience with HTML 5, JScript and JSON is recommended • Mastering the knowledge documents 'Configuring the data model', 'Change procedures in the data model' and 'Language management'
Format	Classroom Training (ILT)
Duration	1 day
Learning Objectives	• Identify the design components of the VUE User Interface • Build a view (portlet page) • Build a form • Use label keys in the user interface • Build a solution and authorize access to it • Enhance the layout of a view and form • Add a dashboard with charts to the solution • Example of codes to build your own VUE portlet pages

2.5 REPORTING

SAI360 Academy offers three reporting courses:

- Introducing Reporting
- Level 1: Basic Report with Risk Intelligence (expected Q2 2024)
- Level 2: Advanced Report Development with Power BI desktop (expected Q3 2024)

2.5.1 Introducing Reporting with GRC (VUE)

This course introduces the basic reporting functionality in the application (Risk Intelligence). Practical exercises allow you to obtain hands-on experience of the report functionality in a simulated application environment.

Introducing Reporting with GRC (VUE)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course
Format	eLearning course (available in the Learning Center)
Duration	30 minutes
Learning Objectives	After completing this course, students will be able to: • Navigating the report solution • Generate a report • Drill-down in report data • Use filters in a report • Export a report

3. GRC COURSES – CLASSIC PLATFORM

3.1 BASIC COURSES

SAI360 Academy offers several basic eLearning courses as self-study introduction to its further trainings.

3.1.1 Quick-Start with GRC (Classic)

Quick-Start with GRC (Classic)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English)
Format	eLearning course (available in the Learning Center)
Duration	30 minutes
Learning Objectives	After completing this course, students will be able to: • Identify which version of the GRC interface you will be using • Log on and off • Navigate in the solution interface • Generate predefined reports • Familiarize yourself with the solution basics before following any solution or functionality-specific training

3.1.2 Frameworks in GRC (Classic)

Frameworks in GRC (Classic)	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course
Format	eLearning course (available in the Learning Center)
Duration	90 minutes
Learning Objectives	After completing this course, students will be able to: • Understand the definition of frameworks • Identify and create framework elements • Identify and create framework trees • Edit and delete framework elements

3.1.3 Introducing Reporting with GRC (Classic)

Reporting	
Target Audience	Business users, key users, functional administrators, technical administrators
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course
Format	eLearning course (available in the Learning Center)
Duration	90 minutes
Learning Objectives	After completing this course, students will be able to: • Navigate in GRC reporting interfaces (BI Launch Pad and WebI) • Organize, view and distribute documents • Set your BI Launch Pad and WebI Document Preferences • Schedule reports • Understand the design considerations for developing reports

3.2 CERTIFICATION PROGRAMS

SAI360 Academy offers certification tracks to certify the Functional and Technical Administrators within your organization. Certification will ensure the competence of your professionals. We offer two certification tracks:

- Technical Administrator
- Functional Administrator

Only certified professionals have access to the Online Support Desk.

Note: Certification is done on an individual basis and therefore related to the employee and not to the organization.

3.2.1 Technical Administrator Certification Track

A Certified Technical Administrator is capable of maintaining the application environment individually on a technical level. They will be able to support the organization in keeping the application environment up-to-date. This will result in more adequate and independent technical maintenance without involvement of SAI360 support and/or consultancy.

The Technical Administrator Certification Track is formally assessed using an online exam (available in the Academy Learning Center). After passing the exam, students will be certified as Technical Administrators.

Technical Administrator Certification Track	
Target Audience	The target audience of this course consists of individuals who will be responsible for maintaining the application environment on a technical level.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English)
Format	eLearning course (available in the Learning Center)
Duration	7 hours
Learning Objectives	The following topics are covered: • The platform architecture • Installation of the platform • Installation of Business Objects • Technical configuration to the BWie platform • Backup and restore • Application updates (releases and hot fixes) • Troubleshooting and support
Note	*This training is only applicable if your organization has an on-premise installation of the GRC Classic platform.*

3.2.2 Functional Administrator Certification Track

The Functional Administrator (FA) is an important role for the functional stability of the application. The Functional Administrator configures the application and supports the end users. In addition to these activities, the Functional Administrator will communicate with IT (Technical Administrator) when updates need to be installed or other technical support is necessary to maintain the stability of the application.

The Functional Administrator Certification Track is formally assessed using an online exam (available in the Academy Learning Center). After passing the exam, students will be certified as Functional Administrators.

Functional Administrator Certification Track	
Target Audience	The target audience of this course consists of individuals who will be responsible for configuring the application and supporting the end users.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • completed the 'Quick-Start' eLearning course • completed the 'Frameworks' eLearning course
Format	• (Virtual) Classroom Training • Guided self-study
Duration	2 days
Learning Objectives	• Know your responsibilities as a Functional Administrator • Manage users and entities • Set up authorizations for the users • Update basic configuration settings • Create and maintain lifecycle workflows • Identify which data can or cannot be imported / exported • Conduct data import with import tools • Locate and restore deleted content from the archive folders • Communicate efficiently with Customer Support

3.3 SOLUTION COURSES

The solutions are preconfigured best practice solutions including a set of predefined reports. These solutions are a de facto standard, based on the many projects that are implemented around the globe in combination with the expertise of the SAI360 consultants and our partner community.

SAI360 Academy offers training courses for the following solutions:
- Internal Control
- Operational Risk Management
- Enterprise Risk Management
- Internal Audit
- Loss Database

3.3.1 Solution Internal Control (Classic)

This course explains the Internal Control functionalities in the solution supporting the basic use of Internal Control following the SAI360 Internal Control methodology.

Solution Internal Control	
Target Audience	The target audience of this course consists of internal control professionals who will be working with the solution for Internal Control.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Internal Control processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Identify the tasks in the solution which are related to the Internal Control Process • Complete the Internal Control Framework • Setup the Local Control Framework • Using Framework Signoff Assessments • Schedule a Control Assessment • Document effectiveness of Control activity • Monitor a Control Assessment • Create an Issue • Follow-up on an Issue • Overview available reports

3.3.2 Solution Operational Risk Management (Classic)

This course explains the Risk Management functionalities in the solution supporting the basic use of Risk Management following the SAI360 Risk Management methodology.

Solution Operational Risk Management	
Target Audience	The target audience of this course consists of risk professionals who will be working with the solution for Risk Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Risk Management processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Identify the tasks to perform in the solution related to the ORM Management Process • Identify Processes, Risks and Controls • Add new elements (Processes, Risks and Controls) to the Framework • Setup and start the Risk Control Self-Assessments (RCSA) • Assess Risks and Controls and submit assessment results • Validate and publish RCSA results • Create Treatment Plans • Validate and follow-up on Treatment Plans • Setup a re-assessment of a published RCSA • Overview available reports

3.3.3 Solution Enterprise Risk Management (Classic)

This course explains the Risk Management functionalities in the solution supporting the basic use of Risk Management following the SAI360 Risk Management methodology.

Solution Enterprise Risk Management	
Target Audience	The target audience of this course consists of risk professionals who will be working with the solution for Risk Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Risk Management processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1 day
Learning Objectives	• Identify the tasks to perform in the pltaform related to the Enterprise Risk Management Process • Identify Objectives • Create a Risk assessments • Identify and assess Risks • Create Treatment Plans • Generate and sign off the Risk Report • Validate and publish Risk Assessment results • Validate and follow-up on Treatment Plans • Overview available reports

3.3.4 Solution Internal Audit (Classic)

This course explains the Internal Audit functionalities in the solution supporting the Internal Audit process. The auditing process is explained and visualized in a process map. Each step is discussed, followed by exercises to obtain hands-on experience of the Internal Audit functionalities in the solution training environment.

Solution Internal Audit	
Target Audience	The target audience of this course consists of audit professionals who will be working with the solution for Internal Audit.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of the Internal Audit processes • completed the 'Quick-Start' and 'Frameworks' eLearning courses (available in the Learning Center)
Format	• Classroom Training (ILT) • Guided self-study
Duration	1,5 day
Learning Objectives	• Understand and manage the Internal Audit process in the application • Understand the elements that compose the Audit Universe in the application • Perform an open assessment to update the risk rating of an auditable entity • Create and modify Audit Plans • Understand how audits are generated from an Audit Plan • Set up audit high level planning • Define detailed planning and schedule resources for audits • Modify audits • Execute audits by answering audit work papers and creating findings • Review and approve audit work papers and findings • Decline and reopen audit work papers to request rework • Create, review and respond to audit notes • Progress the status of audits to the next step • Generate audit reports • Close audits • Follow up on findings • Understand the time registration functionality • Overview available reports

3.3.5 Solution Loss Database (Classic)

This course explains how to use the main functionalities of the Loss Database solution. Practical exercises allow you to obtain hands-on experience of performing the steps in the IM process in the training environment.

Solution Loss Database	
Target Audience	The target audience of this course consists of individuals who will be working with the solution for Incident Management.
Prerequisites	Before attending this course, students must have: • a good understanding of English (all training materials are in English) • a good understanding of your organizations IM process
Format	• Classroom Training (ILT) • Guided self-study
Duration	0,5 day
Learning Objectives	• Understand the loss database process in the solution • Document a loss • Update a loss • Review and approve/reject a loss • How to create a treatment plan • How to follow-up and close a treatment plan • How to close a loss • Overview available reports

3.4 PLATFORM FUNCTIONALITIES

The platform functionality training will provide your application users with a broad understanding of how to use the functionalities of building and maintaining:

- Assessment with the Open Assessment tool
- Pages for combining and/or aggregating information (portlets)

3.4.1 Open Assessment Foundation

This course explains the Open Assessment functionality in the application. The Open Assessment process is explained and visualized in a process map. Each step is discussed, followed by exercises to obtain hands-on experience of creating and answering Open Assessments in the training environment.

Open Assessments Foundation	
Target Audience	The target audience for this training consists of users who will be working with the software and are responsible for Open Assessments.
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' *and* 'Frameworks' eLearning courses (available in the Learning Center)
Format	Classroom Training (ILT)
Duration	0,5 day
Topics	• Understand the concept of open assessments and what they can be used for • Introduction to Open Assessments configuration • Generate Open Assessment sessions • Answer Open Assessments • Close Open Assessment • Generate Open Assessment reports • Using multi-step Open Assessments

3.4.2 Discovering Portlets

This course provides an introduction to using portlets in the application. The course contains practical exercises that you have to complete to obtain hands-on experience with basic portlet functionality in the training environment.

Discovering Portlets	
Target Audience	Business users who will use portlets in the solution to support their GRC processes
Prerequisites	Before attending this course, students must have: • A good understanding of English • Completed the "Introduction eLearning Modules" curriculum
Format	Classroom Training (ILT)
Duration	1 day
Learning Objectives	• Introduction to portlets and how they enhance the solution • How to approach portlets from the business perspective • Prepare the solution for using portlets • Building blocks to configure portlets • Create a basic portlet based on existing datastores • Apply formatting enhancements to a portlet • Understand how datastores are used to retrieve data for portlets • Create a basic datastore

3.4.3 Portlets Development

This course explains how to build portlets in the application. The course contains practical exercises that you have to complete to obtain hands-on experience with building portlets in the training environment.

Portlets Development	
Target Audience	The target audience for this training consists of users who will build portlets.
Prerequisites	Before attending this course, students must have: • A good understanding of English • Basic knowledge of the Windows platform and web browser • Completed the "Discovering portlets" course • SQL knowledge and work experience • Recommended: Complete "Data Modelling" (BI Level 3) • Recommended: HTML, CSS and JavaScript knowledge
Format	Classroom Training (ILT)
Duration	3 days
Learning Objectives	• Portlet development process • Re-cap of the portlet fundamentals • Business requirements and designing the portlet • Data architecture • Portlet authorizations • Datastores • Building the portlet • Testing the portlet • Deployment and maintenance of portlets • Master case

3.5 REPORTING

SAI360 Academy offers four reporting courses, the first two introduce key and end business users to the standard reporting functionality (BI Launch Pad/WebI), and the last two are for BI professionals who will be responsible for developing and maintaining reports and universes:

- Introducing Reporting
- BI Level 1: Discovering WebI Reports
- BI Level 2: Advanced WebI Report Development
- BI Level 3: Reporting Universes Development

3.5.1 Introducing Reporting (SAP BOE)

This course introduces the basic reporting functionality in the application. Practical exercises allow you to obtain hands-on experience of the BI Launch Pad and Web Intelligence (WebI) report functionality in a simulated application environment.

Introducing Reporting (SAP BOE)	
Target Audience	Key users and end users who will generate standard reports in the application
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • completed the 'Quick-Start' eLearning course • completed the 'Frameworks' eLearning course
Format	eLearning
Duration	1,5 hour
Learning Objectives	• Navigate in reporting interfaces (BI Launch Pad and WebI) • Organize and work with documents • Set BI Launch Pad and WebI preferences • Create basic WebI reports (with simple queries) • Format and enhance report design • Schedule WebI reports

3.5.2 BI Level 1: Discovering Reporting (SAP BOE)

This course explores the Business Intelligence capabilities to understand what is possible with Web Intelligence (WebI) reports in the application. Practical exercises allow you to obtain hands-on experience with basic WebI report functionality in the training environment.

BI Level 1: Discovering Reporting (SAP BOE)	
Target Audience	Key users and end users who will generate standard reports in the application
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • Completed the 'Quick Start' eLearning course • Completed the 'Frameworks' eLearning course • Completed the 'Introducing Reporting' eLearning course • Application product knowledge
Format	Classroom Training (ILT)
Duration	1 day
Learning Objectives	• Understand the possibilities with BI reporting • Understand the reporting architecture and integration • Understand the Universe Template (high level) • Identify BI user profiles and authorizations • Develop basic WebI reports based on the application's universe template • Format and update existing WebI reports • Write basic report formulas • Add charts/graphs to reports • Complete a master case to create a report

Note: This training is based upon the SAP BOE 4.3 SP2 version.

3.5.3 BI Level 2: Advanced Report Development (SAP BOE)

This course explores the Report Development Process and Web Intelligence (WebI) report development skills for building complex reports in the application. Practical exercises allow you to obtain hands-on experience with the WebI report development functionality in the training environment.

BI Level 2: Advanced Report Development (SAP BOE)	
Target Audience	Key users/Report Developers who will create WebI reports in the application.
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • Completed the 'BI Level 1' classroom course • Application product knowledge • Database (query) experience • SQL knowledge and work experience
Format	Classroom Training (ILT)
Duration	2 days
Learning Objectives	• Understand the report development process • Analyze business needs and design reports to meet these needs • Understand the architecture and data retrieval flow • Demonstrate advanced WebI report development skills for application reports • Setup report authorizations (report access and data retrieved) • Test and troubleshoot reports • Migrate reports from Test to Production environments • Maintain and document reports and provide user support • Complete a master case to design and build a complex report

3.5.4 BI Level 3: Reporting Universes Development (SAP BOE)

This course explores building and maintaining reporting universes. Practical exercises allow you to obtain hands-on experience with Universe development functionality (Information Design Tool) in the training environment.

BI Level 3: Reporting Universes Development (SAP BOE)	
Target Audience	Business Intelligence professionals who will develop and maintain application reporting universes
Prerequisites	Before attending this course, students must have: • a good understanding of English (training materials are in English) • Completed the 'BI Level 1' and 'BI Level 2' classroom courses • In-depth knowledge and work experience of databases, queries, SQL, BO WebI and BO Universe
Format	Classroom Training (ILT)
Duration	5 days
Learning Objectives	• Understand the building blocks for Universe Development • Create simple and complex SQL queries • Create a dimensional data model • Understand universe design and templates • Create and maintain universes • Understand the application's BI architecture and data retrieval flow • Apply advanced data modelling techniques • Test Universes and troubleshoot common errors • Complete a master case to analyze requirements and build a reporting universe