eu-LISA Training Activities for Member States

2023

In 2023, a total of 41 training activities were delivered, covering all systems entrusted to eu-LISA, be they in operation or under development, including interoperability. The total number of participants, 4 112, was the highest ever.

41

Training

8 face-to-face courses and **33 online training activities** were delivered in 2023.
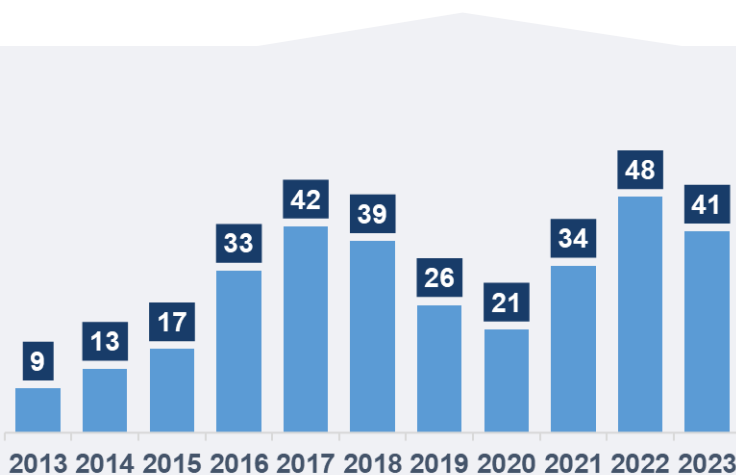
4112

Participants

The number of participants increased by 8% compared to 2022's record. **Self-paced courses were the preferred way for learning**.
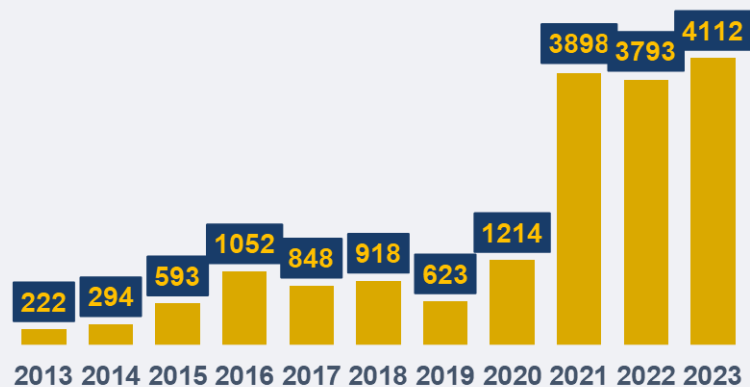
88%

Satisfaction

The average satisfaction with training activities was 88%. **The highest satisfaction rate was reported for face-to-face courses (92%)**, while satisfaction with online activities remained stable in 2023, with an average rate of 86%.

▲   *Figure 1. **Number of eu-LISA training events** per year*

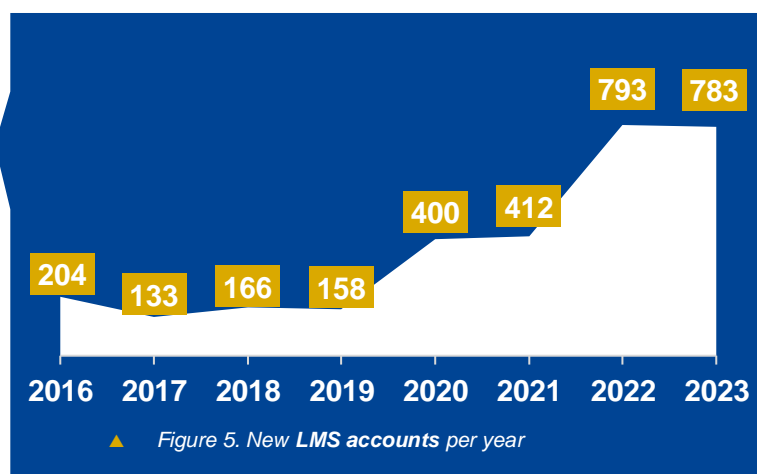▲   *Figure 2. **Number of participants** in eu-LISA training per year*

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1

▲ *Figure 3. **Number of eu-LISA training events** per format*

▲ *Figure 4. **Number of participants** in eu-LISA training per format*

The number of new users for the eu-LISA Learning Management System (LMS) reached a similar level as in 2022. The overall user satisfaction level with the LMS also remains stable (88% compared to 89% in 2022).

However, user satisfaction **with both accessing**, **and with using the LMS in general** has climbed over the past **four** years, from 77% to 89% and from 86% to 89% **respectively**.

▲ *Figure 5. New **LMS accounts** per year*

28 Contributions

Contributions to training initiatives organised by partners: **28 presentations** were provided in **19 training courses** organised by **Frontex** and **CEPOL**.

eu-LISA is the European Union Agency which ensures the 24/7 operational management of large-scale IT systems and their respective communication infrastructure, in the EU's area of freedom, security and justice. Further to the systems currently managed (e-CODEX, Eurodac, SIS and VIS), the Agency is also in the process of developing three new systems (EES, ETIAS and ECRIS-TCN), along with their interoperability components.

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2