

Training – Available Now

Course	Length	Delivery	Description/Value
Business Analyst Boot Camp for UI SMEs	3 days	In Person	Reduce state BA ramp up time, and ensure all basics are covered; reduce project risk in the key areas of system requirements and interfacing with development vendor.
Intro. to BA Role for UI Managers	3.5 hours	Live Webinar	Ensure UI Managers understand what is involved when their staff act as BAs, and the benefits and risks involved.
UC Legislative Training	25 hours for online course, plus 18 hours for formal webinar series.	Online, self-paced; Live Webinar	Year-round self-paced access to training on Federal law requirements for UC programs. Eliminates travel requirements for state UC staff. A four-week enhanced web-based seminar is offered to replicate the in-person training as closely as possible.

Training – Available Now

Course	Length	Delivery	Description/Value
SIDES Online Training	4 hours for business users; 6 hours for technical users.	Online, self-paced	Ensure SIDES adopters have sufficient information to onboard efficiently and operate SIDES. The online course provides overlapping tracks for business and technical users that include state UI staff, employers, and third party administrators (TPAs).
UI 101 Training	3 days	In Person	Initially began as a vendor training that reduces risk of vendor misunderstanding of UI issues and allows their staff to onboard more quickly in UI projects. This training as well as materials are available for states to access and use.
UI Technical Training (BAM Investigator/Supervisor, Data Validation, SUN System)	Series of 3-4 day in-person courses and half-day webinars.	In Person and Live Webinar	Technical training for UI state and Federal employees focusing on increasing states' ability to configure, maintain, use, and analyze data in commercial and UI-developed software applications.

Training – Coming Soon

Course	Available	Length	Delivery	Description/Value
SME Survival Guide	FFY17 Q2	2 days	In Person	Ensures that all state staff understand the different roles involved in a UI IT Modernization project, and how it will affect them.
Hearing Officer (Appeals) Online Training	FFY17 Q2		Online, self-paced	Ensures that state hearing officers understand the processes, procedures, and practices of UI Lower Authority Appeals (LAA).
User Acceptance Testing (UAT) Training	FFY17 Q4	1 day	In Person	Ensures that state BAs, managers, and other state staff involved in User Acceptance Testing (UAT) understand how to perform UAT, including working with the vendor.
UI Technical Training - BAM Online Lessons	FFY18 Q4	3 to 5 days	Online, self-paced; Live Webinars	Aids investigators and supervisors in implementing the Benefits Accuracy Measurement (BAM) program. Online training will save states travel expenses and will allow access to training, when needed.

(BAM Basic for Investigators, BAM Intermediate for Investigators, and BAM for Supervisors)

Learning Catalog

on UI Learning Center

ITSC Online Training / Course Materials

- UI SIDES Orientation
- BA Boot Camp for UI SMEs (Materials)
- Intro. to BA Role for UI Managers (Materials)
- UI 101 Training for Vendors (Materials)
- Subject Matter Expert's UI IT Modernization Survival Guide (Materials)

USDOL Online Training

- Federal-State 2016 UC Legislative
- UI Hearing Officer Fundamentals
- Cultural and Language Sensitivity
- UI Lower Authority Appeals Hearing Officer Online Training
- UI Lower Authority Appeals Hearing Officer Extended Training (In Dev, 2017)

National Integrity Academy Training (Integrity Center) Registration Required

- UI Fraud Investigations Certificate
- UI Operations Integrity Certificate
- UI Program Leadership Certificate