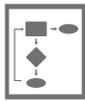


# UI ITSC LEARNING OPPORTUNITIES

AVAILABLE ONLINE AT [WWW.ITSC.ORG](http://WWW.ITSC.ORG) UNDER "UI LEARNING CENTER" TAB

UI ITSC's mission is to assist states with UI IT modernization. To support this, UI ITSC develops educational materials and training programs for state UI agencies focused on UI IT systems and processes. UI ITSC provides a mix of instructor-led, webinar, and online training.

## UI IT MODERNIZATION TRAINING



### BUSINESS ANALYST BOOT CAMP FOR UI SMEs

**INSTRUCTOR-LED**

A course designed to help UI SMEs transition to the role of Business Analyst (BA) in participating in a modernization project. Provides hands-on experience with techniques for developing and documenting requirements.



### SME UI IT MODERNIZATION SURVIVAL GUIDE

**INSTRUCTOR-LED**

A course for UI SMEs in understanding their role in working with Business Analysts in a modernization project. This course explores topics such as project planning, requirements definition, implementation, and ongoing support.



### USER ACCEPTANCE TESTING TRAINING

**INSTRUCTOR-LED**

A course designed to ensure that state BAs, UI SMEs, managers, and other state staff involved in User Acceptance Testing (UAT) understand how to perform UAT and effectively report results.

## UNEMPLOYMENT INSURANCE PROGRAM TRAINING



### FEDERAL-STATE UC LEGISLATIVE SEMINAR

**ONLINE | WEBINAR**

An overview of specific Federal law requirements for tax credit and administrative grant certification, as well as other specific Federal law provisions that affect state UC programs.



### UI LOWER AUTHORITY APPEALS HEARING OFFICER

**ONLINE**

An online course covering the Federal criteria used by UI Lower Authority Appeals Hearing Officers to measure the quality of Lower Authority Appeals hearings.



### DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

**ONLINE**

An introduction to the background and history of the Disaster Unemployment Assistance (DUA) Program. Provides a resource for information when a disaster strikes and DUA is required.



### UI TECHNICAL TRAINING

**INSTRUCTOR-LED | WEBINAR**

Instructor-led trainings on multiple topics such as the UI SUN system, data validation, and BAM investigations. This training provides UI staff with hands-on activities and example scenarios.



### CULTURAL AWARENESS AND LANGUAGE SENSITIVITY

**ONLINE**

An online lesson about cultural awareness and sensitivity, including language barriers and how to work with interpreters for UI agency staff.



### BAM INVESTIGATOR TRAINING

**ONLINE**

An online course that will aid investigators and supervisors in understanding the Benefits Accuracy Measurement (BAM) program. Provides sample cases to practice coding claims in BAM.