

**NICE**  
**Actimize**



**Actimize**  
UNIVERSITY

**2023 Course Catalog**



## Legal Statement

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## Introduction

As the market leader in Financial Crime, Risk & Compliance, NICE Actimize partners with clients to achieve full solution adoption. Actimize helps prepare client users to configure, rollout, operate, and support the Actimize solutions – tailored to client-specific environments and needs.

### Why NICE Actimize University?

In depth product and technology education enables clients to develop the required skills and knowledge to ensure confident understanding and ownership of the solution. With this objective in mind, Actimize offers an extensive suite of courses to:

- Ensure a full and comprehensive product understanding
- Enhance your ability to use the solution effectively
- Create an easy path to product usage mastery
- Leverage your investment in Actimize solutions

NICE Actimize University uses the experience gained in real-world implementations when developing material thus adding value to the overall learning experience. Comprehensive product training is available for investigators, managers, system administrators, developers, and operations staff.

### How does it work?

Structured to meet the needs of each particular audience, NICE Actimize University training is presented using a variety of delivery methods. Whether it is **Virtual Instructor-led Hands-on Training (VIHT)** or in a classroom instructor led, hands-on course, the training builds from initial concepts to more detailed and involved methodologies. Clients learn in a focused, direct manner with appropriate hands-on training to solidify the learning experience. Many advanced courses make use of a Sandbox environment in which each participant can practice in a real-life environment.

Solution education is an integral part of the Actimize philosophy, starting with the core Actimize platform and extending through all Actimize solutions. Public courses and dedicated private courses are offered to our clients and partners. Training is conducted in English and many courses are offered as blended learning.






NICE Actimize University would be happy to discuss your training needs and work with you to find suitable solutions to your training requirements.

### How do I register?

To register for one of our course offerings and to learn what's new at Actimize University, log on to [NICE Dojo](#). For more information on Actimize training and possible course customization to meet your organization's unique business needs, please contact us at [Actimize University](#).

## Target Audience

Each course is designed for a specific audience, based on the unique needs and skill sets of these groups. Using the Target Audience table below, the user can determine to which category they belong. The Training Path has markers for each audience group, ensuring each participant selects the courses that will fit his/her specific needs.


Audience	Description
<b>Business User</b> 	Has a basic understanding of business software. Performs the investigation process using Actimize ActOne Risk Case Manager (ActOne).  Also known as: <i>Investigator, Risk Operations</i>
<b>Strategy Manager</b> 	Performs advanced tasks including defining and configuring business logic, Policy Manager rules, and DART queries. Defining custom logic according to business needs, for example: AAE  Also known as: <i>Advanced Business User</i>
<b>Administrator</b> 	IT user. Granted permission to perform ActOne tasks, such as delegating permissions, establishing groups, and customizing ActOne using the ActOne Designer tool.  Also known as: <i>Super User, ActOne Administrator</i>
<b>IT User</b> 	Advanced technical user responsible for proper maintenance, operation, and performance of the Actimize solution(s).  Also known as: <i>Operations, System Administrator</i>
<b>Implementer</b> 	Advanced technical user responsible for the proper installation, deployment, and customization of the Actimize solution(s).  Also known as: <i>Developer, Software Engineer</i>

## Training Paths

	Level	Suspicious Activity Monitoring (AML-SAM 9)	Customer Due Diligence (AML-CDD-x)	Watch List Filtering (AML-WLF)	Currency Transaction Reporting (AML-CTR)	Suspicious Transaction Activity Reporting (STAR)	Integrated Fraud Management (IFM-X)	Sales Practices and Suitability (FMC-SF)	Communications Surveillance (FMC-CS)	ActOne Extend	Essentials
Basic AIS and ActOne Platform Training	B	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●		
Advanced AIS Platform Training for Developers	A	●	●	●	●			●			
System Operations Training	B	●●●●	●●●●	●●●●	●●●●		●●●●	●●●●	●●●●		
ActOne for Business Users	B	●●●●	●●●●	●●●●	●●●●		●●●●	●●●●	●●●●	ALL	
ActOne for Administrators	B	●	●	●	●		●	●	●		
DART for Business Users	B	ALL	ALL	ALL	ALL		ALL	ALL	ALL	ALL	
DART Implementation and Administration	I	●●●●	●●●●	●●●●	●●●●		●●●●		●●●●		
ActOne Extend Implementation	A								●●●●		
Analytics Authoring Environment	I						●●●●				
Policy Manager for Advanced Analysts and Strategy Managers	I	●●●●	●●●●		●●●●		●●●●	●●●●	●●●●	●	
Individual Solution Implementation Training	A	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●	●●●●			
Scenario Designer	I	●●●●									
Rule Cloning	I	●●●●									
Actimize Visual Analytics	I	●●●●	●●●●	●●●●			●●●●				
Certification Program Information											

## TRAINING COURSE DESCRIPTIONS

### Basic AIS and ActOne Platform Training

**Audience:** Strategy Managers, IT Users, and Implementers. Also for team members who need to understand Actimize concepts and what can be done within the environment. 

**Performance Objectives:** Understand the power and flexibility of the Analytics Intelligence Server (AIS) and ActOne using the Visual Modeler and ActOne Designer desktop tools. Learn the basics of the AIS and ActOne platforms in one easy-to-understand, 5-day hands-on class. This course is replete with examples and practical exercises to ensure comprehension of the tools and encourage immediate usage.

#### Key Topics:

- Overview of Actimize platform and solution architecture
- Using the Visual Modeler to understand each of the basic AIS objects
- Perform basic development tasks in flows, functions, and execution plans
- Running system processes
- Basic AIS monitoring tools
- Exporting and importing AIS packages and objects (migration)
- Distribution of alerts to the ActOne
- Introduction to ActOne
- Defining alert and case types
- Using and defining workflows
- Setting up of alert and cases views
- Defining business units and hierarchies
- Using permissions: setup of users, groups, and roles
- Using settings: thresholds, lists, and references
- Developing and using Platform Lists
- Defining a Settings Navigator
- Creating queries
- Configure Get Next feature
- Performing ActOne Migration
- Using Management Reports and Operations Insights Dashboards

**Prerequisites:** Attendees should have a basic understanding of IT concepts and databases. Previous programming or application development experience recommended.

**Duration:** 5 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Advanced AIS Platform Training for Developers

**Audience:** Implementers and Actimize partners. This training is available only for Actimize customers with a developer's license.

**Performance Objectives:** Provide students with the necessary knowledge and skills to perform advanced development tasks as they are required while developing a business model using both the Analytics Intelligence Server (AIS) and Visual Modeler.

### Key Topics:

- Advanced expressions and AIS functions
- Developing and working with real-time processes, using web services
- Monitoring real-time processes
- Using User Data Types (UDT) in channels and flows
- Understanding the Execute block of the Flow object
- Development and implementation of Exit Points
- Multi-threading
- Debugging
- Understanding the For Each block of the Flow object
- Installing AIS Profiles
- Developing profiles
- Loading profiles in batch and real-time systems
- Loading profile data directly or via the profile context
- Clearing data from profiles
- Using profile data in the detection process
- Using Rule Sets in the detection process

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## System Operations Training

**Audience:** IT Users and Implementers. ● ●

**Performance Objectives:** Provide system administrators and IT team members with the necessary knowledge and skills to run a day- to-day solution operations and perform essential configuration, administration, and maintenance tasks for the installed Actimize platforms and solution(s).

**Note:** *This course is tailored to a specific Actimize solution.*

### Key Topics:

- Installation and initial configuration of the AIS platform
- Installation and initial configuration of the ActOne platform
- Understanding Actimize components: AIS, Visual Modeler, ActOne, and ActOne Designer
- Understanding communication between components
- Using involved databases
- Setting up Data Access – Where and how to configure
- Running system processes
- Monitoring AIS using Server Monitor and Log Viewer
- Monitoring ActOne using the ActOne Log Viewer and Performance Monitor
- Performing an Actimize health check
- Using transaction monitoring tools, such as General Profiler
- Performing regular AIS Server maintenance
- Performing database maintenance
- Cleaning up old log files (ActOne and AIS)
- Archiving and deleting alerts, cases, and reports
- Troubleshooting problems during server start
- Setting up failover and recovery
- Setting up error reporting to Actimize
- Solution specific features

**Prerequisites:** Basic understanding of IT concepts and databases. Knowledge of the Visual Modeler and ActOne Designer is helpful.

**Duration:** 2 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

**When:** Should be presented soon after the client DEV environment is installed.

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## ActOne for Business Users

**Audience:** Business Users, Strategy Managers, and Administrators.



**Performance Objectives:** Learn how to navigate ActOne, investigate work items and cases, use workflows, and view built-in management reports.

**Note:** *This course is tailored to a specific Actimize solution.*

### Key Topics:

- Introduction to ActOne and Actimize Solution
- Understanding the business objectives of the specific Actimize solution
- Viewing and managing work items
- Managing cases
- Understanding the concept of workflow for alert and case investigation
- Managing the configuration of business logic: thresholds and score scales
- Managing rule related lists, such as inclusion/exclusion lists
- Managing permission, delegation, and impersonation
- Creating and viewing alert and case management reports
- Solution specific features

**Prerequisites:** None

**Duration:** 1 day

**Delivery Method:** VIHT or On-site, hands-on using the client's ActOne environment.

**When:** Should be presented prior to UAT.

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## ActOne for Administrators

**Audience:** Administrators. ●

**Performance Objectives:** Learn how to configure and customize work items, cases, and their views; define the step workflow for work items and cases; create predefined notes; and associate tags to notes using the ActOne Designer.

**Note:** *This course is a subset of the Basic AIS & ActOne Platform Training.*

### Key Topics:

- Creating and maintaining business units and hierarchies
- Defining manual work item types
- Understanding the concept of common and custom fields
- Understanding how business types can be used to search for specific work items
- Configuring spellchecker options
- Configuring system to support multiple languages
- Creating predefined notes for work items and cases
- Defining and configuring work item and case views
- Defining new case types
- Creating step workflows for work item and case types
- Understanding how to use the ActOne scheduler for workflow deadline activation
- Configuring and applying workflow restriction templates
- Understanding the workflow-related parameters in the ActOne admin site
- Understanding work items and cases in relation to business units and users
- Creating and managing users and groups
- Creating and maintaining roles
- Understanding the list of permissions that can be given to a role
- Assigning users or groups to a role
- Implementing Confidential Data feature
- Managing user delegation and impersonation
- Exporting and importing ActOne objects using the Export/Import Wizard

**Prerequisites:** Familiarity with ActOne.

**Duration:** 3 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## DART for Business Users

**Audience:** Business Users, Strategy Managers, Administrators, IT Users, and Implementers. ●●●●

**Performance Objectives:** Learn how to use the Detection And Research Tool's (DART) query capabilities, available as an out-of-the-box feature in several Actimize solutions. Understand how to setup and perform data queries on related entities.

### Key Topics:

- Locating the DART query tool within ActOne
- Creating a DART query
- Running and saving a DART query
- Understanding the usage of sub queries
- Managing saved queries
- Understanding the option of linked data source
- Creating sequence-based queries
- Exporting query results to CSV
- Creating DART alerts
- Scheduling DART queries on a regular basis to generate DART alerts

**Prerequisites:** Familiarity with ActOne.

**Duration:** ½ day

**Delivery Method:** VIHT or On-site, hands-on using the client's ActOne environment.

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## DART Implementation and Administration

**Audience:** Administrators, IT Users, and Implementers. ● ● ●

**Performance Objectives:** Learn how to implement the ActOne Detection and Research Tool (DART) tool. Gain experience creating and managing DART views, using the ActOne Designer tool.

**Note:** *Proper license required to add new DART data sources.*

### Key Topics:

- DART views and their layout
- DART permissions
- Manual DART alerts
- Create DART alerts on a regular basis, using Scheduled Queries
- Record Level Permissions, using a security table
- Log files for DART
- Data pickers
- Access to multiple data sources
- Performance considerations
- DART APIs

**Prerequisites:** Conceptual understanding of data. Familiarity with the ActOne Designer tool.

**Duration:** 1 day

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## ActOne Extend Implementation

**Audience:** Implementers. ●

**Performance Objectives:** Learn how to develop and implement ActOne Extend features: Manual work items, customized input forms, ingestion of work items, Display Framework, Entity Insights, APIs and Plugins, Get Next.

### Key Topics:

- Overview of ActOne Architecture
- Configuring manual work items
- Creating and implementing auto-generated forms for manual work items
- Creating queries
- Configuring customized manual item forms using XML and VTL
- Ingestion of work items using various methods (Utility, web-service and AIS Server)
- Developing Data Enrichment and Data Validation for ingestion of work items
- Implementing the ActOne Email Ingestion module
- Overview of Work Item Display Framework
- Development of alert display using the Work Items Display Framework
- Overview and installation of Entity Insight
- Ready-made components and their possible customization
- Unified Data Manager (UDM) in an Actimize system and how it relates to Entity Insight
- Available APIs and how to use them
- Developing plugins
- Overview and implementation of the Get Next feature

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 5 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Analytics Authoring Environment (AAE)

**Audience:** Strategy Managers, IT Users, and Implementers. ●●●

**Performance Objectives:** Learn how to develop your own custom analytics logic. Gain a deep understanding of how to develop custom logic using scoring rules, AIS profiles, and custom lists with the Analytics Authoring Environment in Visual Modeler. Create policy rules using the ActOne Policy Manager.

**Note:** *This course is tailored to a specific Actimize solution. It is currently available for fraud solutions under IFM.*

### Key Topics:

- Understanding basic AIS objects required for self-development process
- Overview of Actimize Self-Development Framework
- Advanced expressions and AIS functions
- Performing system initialization
- Development of user-defined scoring rules
- Development of user-defined AIS profiles
- Creating a new profile
- Reading profile information
- Using profile information in scoring rules
- Browsing profiles
- Creating platform lists
- Understanding Policy Manager
- Creating Policy Manager rules
- Monitoring system processes
- Comparing scoring rules with Policy Manager rules

**Prerequisites:** Advanced understanding of data, profiles, and statistics is strongly recommended. Previous programming or application development experience recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Policy Manager for Advanced Analysts and Strategy Managers

**Audience:** Strategy Managers, IT Users, and Implementers. ● ● ●

**Performance Objectives:** Learn how to define and adjust policy rules that affect a solution's decisions.

**Note:** *This course is currently available for the following Actimize solutions: AML-CDD, AML-SAM, Fraud solutions under IFM, and Employee Fraud.*

### Key Topics:

- Overview of the Policy Manager
- Creating a new policy rule
- Using the expression builder
- Setting an action for the policy rule
- Activating / deactivating a policy rule
- Setting / removing the policy rule priority
- Activating a draft policy
- Deploying the policy rule
- Monitoring activated policies

**Prerequisites:** Experience using ActOne.

**Duration:** ½ day

**Delivery Method:** VIHT or On-site, hands-on using the client's ActOne environment.

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## AML-SAM 9 Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize AML-SAM 9 solution components. Gain a thorough understanding of the available features of the solution along with the configuration and tuning options.

### Key Topics:

- Introduction to the Actimize AML-SAM solution
- Overview of the AML-SAM 9 architecture
- Installation and initial configuration of the Unified Data Manager (UDM)
- Installation and initial configuration of the AML-SAM solution
- Configure and run system processes
- Understand Entity Insight functionality and usage
- Understanding Logical Entities and their configuration options
- Understanding Party Groups and their configuration options
- Configuration of Peer Groups segmentation
- Detection logic and tuning
- Security Blanket
- Implementation of Policy Manager
- Display configuration
- Alert consolidation and distribution
- Implementation of AML-SAM exit points
- Configuration of multiple AIS server instances for a scalable system
- Maintenance and housekeeping
- Implementation of Actimize Visual Analytics

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 5 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## AML-STAR Solution Implementation Training

**Audience:** Implementers, developers and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize AML-STAR solution components. Gain a thorough understanding of the available features of the solution along with the configuration and customization options.

### Key Topics:

- Introduction to the Actimize AML-STAR solution
- Overview of the AML-STAR architecture
- Overview of the Unified Data Manager (UDM)
- Installation and initial configuration of the AML-STAR solution
- Configuring AML-SAM auto mapping
- Introduction to the FinCEN SAR form
- Association of FinCEN SAR form to an alert type
- Apply the form auto mapping
- Configuration of transmitter
- E-Filing and Acknowledgement
- Creating a custom SAR Form
- Overview of Actimize Visual Analytics Architecture
- 90 day review option
- AML-STAR FinCEN SAR 3 Dashboard
- Maintenance and housekeeping
- Troubleshooting

**Prerequisites:** Completion of AML-SAM Implementation Training and pass the Knowledge Test. Development background is highly recommended.

**Duration:** 3 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## AML CDD-X Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize AML CDD-X solution components. Gain a thorough understanding of the available features of the solution along with the configuration and customization options.

### Key Topics:

- Introduction to the Actimize AML CDD-X solution
- Overview of the AML CDD-X architecture
- Installation and initial configuration of the AML CDD-X solution
- Using the out-of-the-box risk factors and their possible configuration
- Running the system processes related to the High Risk Customer model
- Configuring and developing custom risk factors for High Risk Clients
- Development of exit points in the Visual Modeler
- Setting up data integration
- Implementing custom fields for logic, display and policy rules
- Setting up display configuration
- Use of Entity Insight
- Overview of the Change in Customer Risk and Periodic Review models
- Manual Risk Adjustments
- Overview of the Beneficial Ownership model
- Configuring and developing Custom Risk Factors
- Implementing the dynamic Onboarding process
- Developing policy rules using the Policy Manager in ActOne
- Solution specific ActOne roles for CDD-X
- Real-time Web Services for CDD-X
- Maintenance and housekeeping
- Implementing Actimize Visual Analytics

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 5 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## AML WL-X Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize AML WL-X solution components. Gain a thorough understanding of the available features of the solution along with the configuration and customization options.

### Key Topics:

- Introduction to the Actimize AML WL-X solution
- Overview of the AML WL-X architecture
- Installation and initial configuration of the AML WL-X solution
- Loading watch lists
- Managing watch lists using ActOne
- Granting AML WL-X related permissions in ActOne
- Understanding search definitions and their possible configuration
- Using the out-of-the-box processes for customer screening
- Using the out-of-the-box processes for message screening
- Using entity insights view when viewing alert details
- Understanding the various output options for AML WL-X
- Configuring the out-of-the-box score factors
- Configuring and developing custom score factors
- On-Demand Search functionality and possible configuration
- Self-service batch and possible file lay-outs
- Using custom fields for logic and display
- Implementing the Web Services for Customer Screening in real-time
- Create, implement, and migrate Policy Rules
- Monitoring the system
- Maintenance and housekeeping

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## AML-CTR Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize AML-CTR solution components. Gain a thorough understanding of the available features of the solution along with the configuration and customization options.

### Key Topics:

- Introduction to the Actimize AML-CTR solution
- Overview of the AML-CTR architecture
- Installation and initial configuration of the AML-CTR solution
- Configuring ActOne Steps and Internal Status Categories
- Understanding CTR, MIL and DOEP form details
- Working with Online Processes
- Setting up Aggregation and Detection for MIL and CTR forms
- Understanding and working with consolidation options for CTR
- Understanding the Validation Processes
- Using Policy Manager
- Defining the E-Filing and Acknowledgement Process
- Viewing and configuring the MIL and CTR Adjustments
- Configuring custom fields
- Granting solution specific permissions in ActOne
- Setting Up Retention and Purging Options
- Monitoring the system
- Maintenance and housekeeping

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## IFM-X Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize IFM solution. Gain a thorough understanding of the available features along with the configuration and customization options.

### Key Topics:

- Introduction to Actimize Integrated Fraud Management (IFM) solution
- Introduction to X-Sight (new from IFM 10.0)
- Overview of IFM architecture and UDM usage in IFM
- Installation and initial configuration of IFM
- Setting up data integration
- Usage of domain values
- Usage of custom fields in web service input
- Modifying the web service response
- Implementing data validation
- Real-time processes for detection and alert distribution
- Customizing alert details display, adding custom fields and customizing distribution
- Modifying the alert consolidation settings
- Understanding the available Policy Types
- Developing policy rules using the Policy Manager in ActOne
- Developing Platform Lists and Policy Rules based on the Platform Lists
- Implementation tasks related to Policy Manager
- Customizing the context for input and policy rules
- Various run modes: Validation, Loading, Tuning, Full Mode, etc.
- Maintenance and housekeeping
- Data Integration Management and Data Quality Dashboard (new from IFM 10.0)

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 5 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## FMC-SP Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize FMC-SP solution components. Gain a thorough understanding of the available features of the solution along with the configuration and customization options.

### Key Topics:

- Introduction to the Actimize Sales Practices & Suitability solution
- Overview of the solution architecture
- Installation and initial configuration of the Unified Data Manager (UDM) and Trading Surveillance Connector (TSC)
- Installing the Sales Practices & Suitability solution
- Overview of SP detection model groups
- Configure and run SP detection processes
- Settings module – references and thresholds configuration
- Data integration customization
- OOTB suppression logic and possible customization
- Alert Consolidation and Distribution
- Alert display
- Configuring Policy Rules
- Configuring the Account search module
- Understand the Trade Blotter module and configuration
- Introduction to the Broker Risk Dashboard
- AVA server installation and configuration
- Broker risk dashboard installation
- Maintenance and housekeeping

**Prerequisites:** Must have successfully completed our Basic AIS and ActOne Platform Training and passed the Knowledge Test. Students who have 3-6 months hands-on experience with AIS Visual Modeler and ActOne Designer, but have not completed the Basic AIS and ActOne Platform Training must pass the Knowledge Test to qualify for this class. These tools are used extensively during the training. Development background is highly recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## FMC-CS Solution Implementation Training

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who are or want to be actively involved in the implementation process.



**Performance Objectives:** Learn how to install and configure the Actimize FMC-CS – Communications Surveillance – solution components. Gain a thorough understanding of the available features of the solution along with the configuration and tuning options.

### Key Topics:

- Introduction to the Actimize Communications Surveillance solution
- Overview of the solution architecture
- Installation of all required components including ActOne Server and Designer, AVA Server, Smart Index Server, CS Application Server, Transcription Agent and Nexidia Server, CSM
- Initial configuration after the installation
- Creating users and roles in CS and ActOne
- Ingesting non-audio files using the Smart Index connectors
- Ingesting audio files using the File Connector
- Review Communications work items
- Running a search in the Explore module
- Creating a scenario in the Investigate Module
- Setting up and configuring CS specific Dashboards
- Configuring Custom Fields
- Using the CSM Maintenance tool
- Maintenance and housekeeping

**Prerequisites:** Basic understanding of IT concepts and databases. Development background is highly recommended.

**Duration:** 4 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Scenario Designer

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who want to develop own Query Rules and Query Rule Templates. For AML-SAM only. ● ● ●

**Performance Objectives:** Learn how to write own query rules and query rule templates for the Actimize AML-SAM solution.

Note: This training is available only for Actimize clients with an appropriate license.

### Key Topics:

- Introduction to the Actimize AML-SAM solution
- Overview of the AML-SAM architecture
- Overview of the Unified Data Manager (UDM)
- Understanding the system processes
- Using the Policy Manager to develop new Query Rules
- Out-of-the-box Query Rule Templates
- Trial Run feature
- Developing new Query Rule Templates
- Developing Data Pickers
- Migration of Query Rules and Query Rule Templates
- Monitoring
- Performance considerations

**Prerequisites:** Basic understanding of IT concepts and databases. Conceptual understanding of data. Familiarity with ActOne Designer.

**Duration:** 2 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Rule Cloning

**Audience:** Strategy Managers, IT Users, Implementers, and Actimize partners or clients who want to implement their own cloned rules. For AML-SAM only.



**Performance Objectives:** Learn how to implement own custom rules (cloned rules) for the Actimize AML-SAM solution.

Note: This training is available only for Actimize clients with an appropriate license.

### Key Topics:

- Introduction to the Actimize AML-SAM solution
- Overview of Rule Cloning in the AML-SAM solution
- Understand the role of custom rules in the detection process
- Classic use cases for custom rules
- Creating custom rules
- Deploying custom rules
- Testing and Debugging the custom rules
- Understand best practices
- Best practices

**Prerequisites:** Basic understanding of IT concepts and databases. Conceptual understanding of data. Familiarity with ActOne Designer.

**Duration:** 2 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

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## Actimize Visual Analytics Installation Training

**Audience:** IT Users and Dashboard designers.



**Performance Objectives:** Provide system administrators and IT team members with the necessary knowledge and skills to perform an installation, essential configuration, administration and maintenance tasks for the Actimize Visual Analytics Server.

**Note:** *This course is tailored to a specific Actimize solution.*

### Key Topics:

- Understanding Actimize components: AIS, Visual Modeler, ActOne, ActOne Designer, AVA server and AVA Designer
- Understanding communication between components
- Installation and initial configuration of the AVA server
- Manage and review the AVA server
- Installation and initial configuration of the Operations Insights
- Performing regular AVA server maintenance
- Performing regular ActOne maintenance
- Performing database maintenance
- Troubleshooting problems

**Prerequisites:** Basic understanding of IT concepts and databases. Knowledge of the Visual Modeler and ActOne Designer is helpful. It is recommended to complete the Basic AIS & ActOne Platform Training course.

**Duration:** 2 days

**Delivery Method:** VIHT or On-site. This is a hands-on class using a sandbox training environment.

**When:** Should be presented soon after the client DEV environment is installed.

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## **WATCH FOR MORE EXCITING NEW COURSES TO BE ADDED TO OUR CURRICULUM.**

Log on to [NICE Dojo](#) to register for Actimize training and to learn what's new.

Contact [Actimize University](#) for more information.

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## Certification Program

The NICE ACTIMIZE Technical Certification Program ensures that implementers are provided with essential tools to install and support the latest version of NICE ACTIMIZE solutions. It also assures that technical personnel involved in their project are well trained and certified. Customers are entitled to the very best support for their new NICE ACTIMIZE solutions. This means that all service staff must be thoroughly trained to install and support the latest product release.

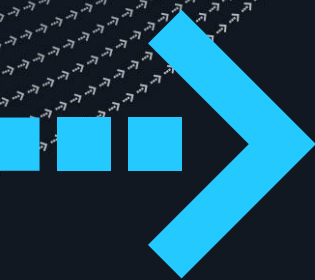
Certification courses are available for all Actimize solutions based on completion of a specific learning path for each solution. The path for solution certification is shown below:



**Notes**

**Notes**

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