NICE
Actimize

Actimize
UNIVERSITY

2024 Course Catalog

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.

NICE Actimize

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
Business User ●	Has a basic understanding of business software. Performs the investigation process using Actimize ActOne Risk Case Manager (ActOne). Also known as: *Investigator, Risk Operations*
Strategy Manager ●	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: *Advanced Business User*
Administrator ●	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: *Super User, ActOne Administrator*
IT User ●	Advanced technical user responsible for proper maintenance, operation, and performance of the Actimize solution(s). Also known as: *Operations, System Administrator*
Implementer ●	Advanced technical user responsible for the proper installation, deployment, and customization of the Actimize solution(s). Also known as: *Developer, Software Engineer*

Training Paths

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

Prerequisites:

1. Actimize Courses: *None*
2. Technical domain:
   a. Proficiency in writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 5 days

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

back to Training Paths

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:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform Training*.
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency in writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 4 days

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

back to Training Paths

System Operations Training - Generic

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 is followed by a specific solution self-paced eLearning module.

Key Topics:

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

Prerequisites:

1. Actimize Courses: *None*
2. Technical Domain:
   a. Proficiency in writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 2 days

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

back to Training Paths

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
- Graphical Workbench
- Managing cases
- Understanding the concept of workflow for alert and case investigation
- Workflow Manager
- Managing the configuration of business logic: thresholds and score scales
- Managing rule related lists, such as inclusion/exclusion lists
- Managing permission, delegation, and impersonation
- Solution specific features
- Operations Insights Dashboard

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.

ActOne for 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:

• ActOne overview	• Understanding the workflow-related parameters in the ActOne admin site
• Graphical Workbench	
• Defining manual work item types	• Understanding work items and cases in relation to business units and users
• Understanding the concept of common, custom & virtual fields	• Creating and managing users and groups
• Understanding how business types can be used to search for specific work items	• Creating and maintaining roles
• Creating predefined notes for work items and cases	• Understanding the list of permissions that can be given to a role
• Defining and configuring work item and case views	• Creating and maintaining business units and hierarchies
• Defining new case types	• Assigning users or groups to a role
• Creating step workflows for work item and case types	• Implementing Confidential Data feature
• Understanding how to use the ActOne scheduler for workflow deadline activation	• Managing User Delegation and Substitution
• Configuring and applying workflow restriction templates	• Exporting and importing ActOne objects using the Export/Import Wizard
	• Creating queries
	• Configuring Get Next feature

Prerequisites:

1. Actimize Courses: *None*
2. Technical domain:
   a. Proficiency in writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 3 days

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

back to Training Paths

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: *None*

Duration: 1 day

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

back to Training Paths

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:

1. Actimize Courses:
    a. Attending: *ActOne for Administrators Training* is a plus.

2. Technical domain:
    a. Familiarity with ActOne Designer tool is recommended.
    b. Proficiency in writing SQL queries.
    c. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
    d. Programming / application development experience or some hands-on coding skills.

Duration: 1 day

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

back to Training Paths

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
- Implement the Easy Ingest feature
- Available APIs and how to use them
- Overview of Plugins

Prerequisites:
1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform Training.*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.
   d. Must have a fair understanding of webservices, API's and Plugin development.

Duration: 5 days

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

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

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform Training.*
   b. Pass the respective *Knowledge Test.*
   c. Prior knowledge of Actimize Fraud-IFM solution is a plus.
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.
   d. Advanced understanding of data, profiles, and statistics is strongly recommended.

Duration: 4 days

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

back to Training Paths

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.

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
- Use Case -Examples

Prerequisites: Experience using ActOne application is a plus.

Duration: 1 day

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

back to Training Paths

NICE Actimize

AML-SAM 10 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 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	• Detection logic and tuning
• Overview of the AML-SAM architecture	• Security Blanket
• Installation and initial configuration of the AML-SAM solution	• Identity Resolution Implementation of Policy Manager
• Distribution and Alert Consolidation	• Rule Tagging
• Configure and run system processes	• Data Integration
• Understand Entity Insight functionality and usage	• Implementation of AML-SAM exit points
• Understanding Logical Entities, Party Groups, Peer Groups and their configuration options	• Configuration of multiple AIS server instances for a scalable system
	• Maintenance and housekeeping
	• AML-SAM Advanced Features

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform training.*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.
   d. Must have a fair understanding of webservices.

Duration: 5 days

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

back to Training Paths

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

Prerequisites:

1. Actimize Courses:
    a. Must have successfully completed: *AML-SAM Implementation Training* and pass the respective *Knowledge Test*.
2. Technical domain:
    a. Proficiency writing SQL queries.
    b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
    c. Programming / application development experience or some hands-on coding skills.
    d. Knowledge of regulatory compliance (e.g. FinCEN, FINTRAC) is a plus.

Duration: 3 days

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

back to Training Paths

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

Prerequisites:

1. Actimize Courses:
    a. Must have successfully completed: *Basic AIS and ActOne Platform Training.*
    b. Pass the respective *Knowledge Test.*
2. Technical domain:
    a. Proficiency writing SQL queries.
    b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
    c. Programming / application development experience or some hands-on coding skills.

Duration: 5 days

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

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

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.
   d. Must have a fair understanding of webservices.

Duration: 4 days

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

back to Training Paths

NICE Actimize

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

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 4 days

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

back to Training Paths

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

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform.*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: Cassandra / MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.
   d. Must have a fair understanding of webservices.

Duration: 5 days

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

back to Training Paths

NICE Actimize

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

Prerequisites:

1. Actimize Courses:
   a. Must have successfully completed: *Basic AIS and ActOne Platform.*
   b. Pass the respective *Knowledge Test.*
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 4 days

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

Confidential

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:

1. Actimize Courses:
   a. Attending *Basic AIS and ActOne Platform Training* or *ActOne for Administrators Training* is a plus.
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 4 days

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

NICE Actimize

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:
1. Actimize Courses:
   a. Attending *Basic AIS and ActOne Platform Training or ActOne for Administrators Training* is a plus.
2. Technical domain:
   a. Proficiency writing SQL queries.
   b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
   c. Programming / application development experience or some hands-on coding skills.

Duration: 2 days

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

back to Training Paths

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:
1. Actimize Courses:
    a. Attending: *Basic AIS and ActOne Platform Training or ActOne for Administrators Training* is a plus*.*
2. *Technical domain:*
    a. Proficiency writing SQL queries.
    b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
    c. Programming / application development experience or some hands-on coding skills.

Duration: 2 days

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

back to Training Paths

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:

1. Actimize Courses:
    a. Attending: Basic *AIS and ActOne Platform Training or ActOne for Administrators Training* is a plus.
2. Technical domain:
    a. Proficiency writing SQL queries.
    b. Familiarity with RDBMS: MS-SQL / Oracle / PostgreSQL.
    c. Programming / application development experience or some hands-on coding skills.

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.

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.

back to Training Paths

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:

Basic Platform / Knowledge Test

Solution Implementation / Knowledge Test

Solution System Operations / Knowledge Test

Solution Practical Test

NICE ACTIMIZE Certified Implementation Engineer (**ACIE**)

Notes

Notes

Confidential