

The Islamic Corporation for the Insurance of Investment and Export Credit (ICIEC)

ICIEC Takaful System

Training Acceptance

ESK/InS-JOR-21:0037 X

ESKADENIA has conducted Knowledge Transfer Sessions (Training Sessions) to ICIEC's designated personnel (IT & End User) on the following contracted systems - as per the shared syllabuses - at ICIEC Azure test environment:

- Core Administration
- Credit Insurance
- Financial System
- DMS
- Workflow
- CRM/ IMS
- Wakala
- Analytics (BI)
- Approvals & Notifications
- Logging
- Audit Trail
- Agent Portal
- Customer Portal
- Banc-assurance Portal

ESKADENIA
S O F T W A R E
— Legal —

- ❖ Training Syllabuses for the above mentioned systems/ modules were signed by both parties.
- ❖ Training Sessions were recorded, documented and shared with ICIEC designated personnel by ICIEC IT team.
- ❖ Training & Trainer Effectiveness Surveys for the conducted sessions were shared with ICIEC IT & End User.
- ❖ As per ICIEC request, ESKADENIA will conduct Credit Insurance Refreshment Sessions before commencing with the UAT related activities.
- ❖ End Users Training Materials (End Users Manuals) for all Portals (Customers, Agent and Banc-Assurance) will be delivered before the Go-Live of Portals.
- ❖ End Users Training Material (End Users Manuals) for all systems in scope (except Portals) will be delivered after the Go-Live of Systems in scope.



Training Acceptance

Signatures

ESKADENIA Project Manager	ICIEC Project Manager
Name : Ms. Laisan Mobaideen Date : 12.12.2021 Approval : _____ 	Name : Mr. Mohamad El-Sayed Date :  2021.12.12 11:33:25 +03'00' Approval : _____