

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
- ❖ 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 : _____