

TIA Academy Catalog

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1 The TIA Academy

The TIA Academy offers training that enhances your knowledge and skills related to the many advanced features and possibilities in the TIA solution. The catalog of courses covers everything from basic configuration to more advanced options.

Note that all training material is based on the TIA Core insurance modules and the TIA Wiki in the latest training environment of the most current TIA Release (not including Project Packs). The training material, technical environment and language is in English by default.

1.1 General Description of Business Training

Proficiency and a Common Reference Point

The TIA Academy business training courses, described in Section 2, provide a straightforward way to establish a common set of TIA solution reference points and vocabulary throughout your organization.

We offer first-time TIA users, managers (Business and IT), business analysts, systems analysts, developers and people with similar roles insight and skills in setup and both daily and advanced usage.

1.2 General Description of Technical Training

A Foundation to Build On

The TIA Academy technical training courses, described in sections 3 and 4, build a solid understanding of the TIA development standards. We provide developers, technical analysts, system administrators and people with similar roles with skill sets in content setup, configuration and enhancement of the TIA Solution.

Please note: The Technical Fundamentals course (Section 3.1) is highly recommended as the starting point as it covers the basic development standards, which are the foundation for the other technical courses. The ideal training curriculum for new developers is:

1. Business Fundamentals
2. Technical Fundamentals
3. Specific TIA module training relevant to the participant

If more than one specific module is relevant to a participant, the following sequence is recommended:

Step 1: Technical Policy & Product Editor course

Step 2: Technical Claims and Technical Account course

The Technical System Administrator course can be taken independently at any point after the Technical Fundamentals course.

1.3 Registration, payment and contact information

Training courses are offered on a by-request basis and the training calendar is updated throughout the year.

How to register: Please e-mail to academy@tia.dk the number of participants, which courses you are interested in and if relevant, which specific areas you would like to focus on. The training fee will be invoiced shortly after the final registration date.

If you are looking for training outside the scope of this catalog, please contact academy@tia.dk, so we can tailor a custom training program to match your needs.

Cancellation terms

15 business days before course start:	Full training fee is refunded
6-14 business days before course start:	50 % training fee is refunded
1-5 business days before course start:	Training fee is not refunded

Courses are held at the TIA Academy at the address below in Denmark. For more information about on-site training prices, please contact:

TIA Technology A/S
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2 Business Training Courses

2.1 Business Fundamentals

Duration:2 days

Audience:First-time users, managers (IT and Business), business analysts, systems analysts, developers and similar roles

Required prerequisites:None

Suggested prerequisites:An understanding of the basic insurance processes

What you will gain:

- A general overview of the TIA Solution
- An understanding of how TIA supports the various insurance business processes

Course topics:

- General Overview
- Navigation, help, language, translation, authorization
- TIA Party: Name information, relation, customer history, customer workplace
- TIA Case: Case item, user inbox, supervisor form
- TIA Policy: Data structure, policy/policy line information, history, additional information, clauses, policy cancellation, MTA, temporary insurance, interested party, affinity group, renewals, referrals
- Claims handling: Introduction to TIA Claims, claim case, relation, maintain claim reference tables, claim item, claim payment, claim payment plan, reversed payment, claim handling, service supplier
- Account: General TIA Account overview, account maintenance, account items, workpad, payment details, payment/collection maintenance, processing, reminder rules and processes, commission structure, algorithm

2.2 Familiarization to TIA Version 7

Duration:1 day

Audience:Business analysts and functional architects, end users, super users, program managers and similar roles

Required prerequisites:A working knowledge of the TIA solution

What you will gain:

- Familiarity with how to approach, think about and work with TIA Version 7
- An overview of the new features, design and concepts
- An understanding of the potential value inherent in the new generation software

Course topics:

- The foundational approach in TIA version 7 (accordions, party and policy hubs)
- Homepages: Concept, data overview and navigation panel
- Personalization of role-specific workspaces (columns, placement of accordions)
- New features: Basic P&C processes



3 Technical Training Courses

3.1 Technical Fundamentals

Duration:3 days

Audience:Developers, technical analysts, system administrators and similar roles

Required prerequisites:PL/SQL and enough Oracle Forms/Oracle ADF work experience to benefit from this course and complete the exercises

Suggested prerequisite:Business Fundamentals

What you will gain:

- A fundamental knowledge of the TIA Solution and TIA development standards
- A technical introduction to the main modules in the application. For each module, the attendees gain knowledge of:
 - The terminology
 - The data model
 - Fundamental configurations

Course topics:

- TIA Development Standards: architecture, The TIA Core, Help/TIA Data Dictionary, naming conventions, database files, Oracle Forms, libraries-standard functionalities, general forms configuration, how to create a new form, documentation
- TIA Party: Terminology, data model, set up, reference, stored procedures, configuration
- TIA Policies: Overview of architecture and fundamental configuration
- TIA Case
- TIA Claims: Overview of architecture and fundamental configuration
- TIA Accounts: Overview of architecture and fundamental configuration (accounts, payment/collection, reminders, flexible installments)

3.2 Technical Policy & Product Editor

Duration:3½ days

Audience:Developers, technical analysts, system administrators and similar roles

Required prerequisites:PL/SQL and enough Oracle Forms work experience to benefit from this course and complete the exercises

Suggested prerequisites:Business Fundamentals and Technical Fundamentals

What you will gain:

An understanding of how working in the product editor using TIA development standards has an effect on policies and vice versa. The main focus will be on how to setup and configure the TIA Product Editor and policies. You will gain an understanding of:

- The terminology
- The data model
- How to build a product
- The different parts of a product
- How to plan your product setup
- How to set up a policy and where it is possible to configure using TIA standard procedures and functions

Course topics:

- TIA policies vs. the TIA Product Editor
- The TIA Product Editor: Product, product line, clause, object/view, risk, tariff, export and versioning
- TIA policies: Setup, configuration

3.3 TIA Product Center

Duration:3 days

Audience:Product managers, technical analysts, developers and similar roles

Required prerequisites:PL/SQL and enough Oracle Forms work experience to benefit from this course and complete the exercises

Suggested prerequisites:Business Fundamentals and/or Technical Fundamentals

What you will gain:

An understanding of how working in the TIA Product Center using a UI drive approach to set up insurance products in the TIA Solution. The main focus will be on how to setup and configure the TIA Product Center. You will gain an understanding of:

- The terminology
- The data model
- How to build a product
- The different parts of a product
- How to plan your product setup

Course topics:

- The TIA Product Center: Product, product line, clause, object/view, risk, tariff, export and versioning
- TIA Product Center
 - A simple product set up
 - A complex product set up

3.4 Technical Claims

Duration:3 days

Audience:Developers, technical analysts, system administrators and similar roles

Required prerequisites:PL/SQL and enough Oracle Forms work experience to benefit from this course and complete the exercises

Suggested prerequisites:Business Fundamentals, Technical Fundamentals and Technical Policy & Product Editor

What you will gain:

- A general understanding of setup and how this influences claims handling
- Tools for configuring claims to meet customer requirements using standard configuration facilities

The course will also provide the participants with fundamental knowledge of:

- The terminology
- The data model
- Setup possibilities
- Main procedures
- Different types of configurations

Course topics:

- Basic claims handling and setup: event, case, subcase
- Advanced usage and setup: Question wizard, task lists, claim items, third party, claims payments, service supplier, history
- Configuring TIA claims
- The TIA Claims Editor: Claim class
- TIA Claims library functions: Fraud detection, flex fields, question validation, item calculation, tax calculation, service supplier

3.5 Technical Accounts

Duration:4 days

Audience:Developers, technical analysts, system administrators and similar roles

Required prerequisites:PL/SQL and enough Oracle Forms work experience to benefit from this course and complete the exercises; Knowledge of how to create a customer, policy and claim within the TIA Solution

Suggested prerequisites:Business Fundamentals, Technical Fundamentals and – if Commission is of special interest – Technical Policy & Product Editor

What you will gain:

- A general understanding of how to set up TIA accounts
- Tools for configuring accounts to meet customer requirements using the standard configuration facilities.

The course will also provide the participants fundamental knowledge of:

- The terminology
- The data model
- Setup possibilities
- Main procedures
- Different types of configurations

Course topics:

- Accounts: General accounts, match, handling currencies, payment method, payment details
- Flexible Installments: Set up, configuration
- Payment/Collection: Payment/Collection flow, cartridges
- Reminders: Setup, reminder process
- Commissions: Commission process, setup
- General Ledger: GL setup, GL transactions

3.6 How to install and update your TIA environments

Duration:2 days

Audience:TIA administrators, System Administrators and similar roles

Required prerequisites:Basic understanding of Linux and to be able to use Linux based tools to install Oracle and Deploy TIA. Understanding of installation of Oracle Database and Oracle Web logic

Suggested prerequisites:

What you will gain:

- A fundamental knowledge of how to install the TIA Solution, how to upgrade and how to handle deliverables received from TIA Technology
- Basic knowledge in how to install the TIA Solution with an ADF based frontend and/or with Forms based frontend.
- Knowledge about deploying TIA ADF with possibility of customizations (including MDS setup)
- Knowledge about deploying TIA services including setup of database for SOA infrastructure
- Fundamental understanding on Oracle License impact as result of Hardware infrastructure

Course topics:

- Oracle Installation with required setup for TIA
 - Database for TIA and for SOA
 - ADF Frontend
 - Forms Frontend
 - Services
- Installation of TIA in Database
- Create ADF domain and deploy TIA ADF
- Create Forms domain and install forms
- Create SOA domain and deploy TIA services
- Oracle license as result of hardware choice - physical and virtual installation
- Patching of TIA
- How to undeploy TIA services
- How to undeploy TIA frontend

3.7 TIA Web Services

Duration:4 days in total (can be divided into sections)

Audience:Both business and technically-oriented roles

Required prerequisites:Experience with the architecture of TIA and the general functionality

Suggested prerequisites:General SOA experience

What you will gain:

- A structured way to access the broad set of web services in the TIA business logic.
- How to produce orchestrated business processes using the Business Process Execution Language (BPEL) in order to allow multiple clients (e.g. mobile apps, desktop apps, web apps, etc.) to consume these business orchestrations through a single endpoint.
- An overview of the technical possibilities for using and customizing TIA web services, including show a demo of how you can do this in practice.

Course topics:

PL/SQL layer (days 1-2)

- Introduction to TIA SOA
- Get familiar with object orientated programming in PL/SQL
- TIA PL/SQL service layer architecture overview
- Roadmap for the PL/SQL service development
- Service packages in detail
- Oracle object types and CSU packages in detail
- Walk-through and coding of the new Get Service
- Summary and questions
- Walk-through and coding of the new Create Service
- Walk-through and coding of the new Search Service
- Techniques for extending core services:
- Country and site-specific functionalities
- Flex field editor
- Summary and questions

Java layer (days 3-4)

- Java layer architecture overview
- Roadmap for Java Service development
- Installing maven archetypes to build TIA web service projects
- Converting the pl/sql objects previously developed in Day 1 and Day 2
- Building the proxy layer
- Summary
- Overview of WSDL and build WS-I compliant WSDL for our own services

- Generation of Java classes (XmlBeans) from WSDL
- Coding the adapter project
- Coding the router project to make the JAX-WS WS-I compliant
- Deploying services to Weblogic
- Calling services from the Weblogic Enterprise Manager
- Summary

3.8 ICom

Duration:1 day

Audience:Developers, Systems Engineers, technical responsible for planning TIA upgrades and similar roles

Required prerequisites:Experience with TIA SOA, preferably installed with the AQ resource adapter configured (otherwise some time needs to be used on covering this) and JDeveloper latest version

What you will gain:

- A working understanding of the ICom module

Course topics:

- Introduction to ICom
- Various ICom components
- Exercise: Creating an interface using ICom (flat file)
- Scenario: Create person list in TIA using some validation rules
- Mapping flat files
- Error handling
- Use BPEL and Oracle File Adapter
- Embedding Java in BPEL
- Bypass SOA suit
 - Calling a public web service to update post codes in TIA
 - XML based
 - Mapping XML file
 - Use Oracle Adapter Framework to call post code web service
- Setting up TIA batch to call ICom Job
- Setting up ICom monitoring demon

3.9 TIA Version 7 and Oracle ADF

Duration:1 days

Audience:Technical business developers, testers and similar roles

Required prerequisites:A working knowledge of Oracle ADF

What you will gain:

- An understanding of how TIA has applied Oracle ADF in Version 7
- Familiarity with the architecture and in-depth knowledge of tailoring

Course topics:

- Architecture
- Overall changes in architecture and toolsets
- Customizing the TIA solution using the new user interface
- Tailoring: Personalization of user profiles and functionality, customizations, 118n and boilerplate management, alert bar, flexfields, extensions



4 Oracle ADF Courses

4.1 Introduction to TIA ADF

Duration:2 days

Audience:First-time users, managers (IT and Business), business analysts, systems analysts, developers and similar roles

Required prerequisites:None

Suggested prerequisites:Basic knowledge of web technologies and enterprise web-based applications

What you will gain:

- This training gives an introduction to ADF programming and covers TIA internationalization and simple TIA customizations.

Course topics:

- Introduction to Fusion and ADF
- TIA ADF Architecture - explain how TIA has implemented ADF using the evolutionary principle meaning doing validation/business logic in the existing P/T packages.
- Getting Started with JDeveloper
- Building a Data Model with ADF Business Components
- Querying and Persisting Data
- Exposing Data
- Validating User Input
- Binding UI Components to Data
- Adding Functionality to Pages
- Implementing Navigation on Pages
- Achieving the Required Layout
- TIA7 internationalization
- TIA7 simple customization:
 - Changing the order of Fields
 - Hiding Fields
 - Changing visual properties of Fields
 - Changing organization (layout) of a page
 - Changing default ordering or filtering of records



4.2 How to work with TIA ADF

Duration:4 days

Audience:Developers, technical consultants, department heads, program managers, testers, super users and similar roles

Required prerequisites:Basic ADF, Java programming knowledge, and have working knowledge with the TIA solution

What you will gain:

This training builds on the basic training and adds additional ADF topics as well as the use of TIA Flex Fields and advanced TIA customizations. This training also allows the participant to develop TIA7 extensions, using business components and task flows from TIA.

Workshop topics:

- Ensuring Reusability
- Passing Values between UI Elements
- Responding to Application Events
- Implementing Transactional Capabilities
- Explore the Project Structure and Core File Architecture
- Extend the ADF Business Components Framework
- Use ADF Business Components for Validation, Calculations and List of Values
- Implement Data Binding Concepts
- Work with Managed Beans and JavaServer Faces
- ADF Faces Advanced Features
- TIA 7 using Flex Fields
- TIA 7 advanced customization:
 - Changing validation logic for existing fields
 - Customizing accordions to replace taskflows
 - Adding navigation to existing taskflows
 - Changing the allowable values (drop down lists, LOVs)
 - Adding fields with derived values or supporting new database columns, Changing navigation rules
- Programmatically Customizing Data Services
- Building and deploying TIA7 extensions

5 TIA BI Cloud Training Course

5.1 TIA BI Cloud

Duration:2 days

Audience:Business Users/BI Super users, technical analysts

Required prerequisites:None – just common sense

Suggested prerequisite:TIA Business Fundamentals

What you will gain:

- Understanding about TIA BI Cloud – the data model (measures and dimensions)
- Key functionality of reporting tool - SAP BO (the web intelligence tool utilized by TIA BI Cloud and BI portal)
- Tips and tricks for easy working with TIA BI Cloud (i.e. setting up reports, visualization, exporting data etc.)

Course topics:

- Introduction to TIA BI Cloud
- Walk through of data model (data model review)
 - Understanding definitions of measures and dimensions
- How to create simple reports with SAP BO Webi
 - Help users create the first reports they need
- Key functionality for data visualization and report layout
- Formulas, creating derived calculations, groupings etc.
- Exporting of results into different formats
- Specific focus on most difficult report and data elements