

## ANNEX A3 - IT MODULE REQUIREMENTS FOR IT PROFESSIONALS

### 1. Criteria for priority and Level of proficiency

| Priority             | Criteria  |
|----------------------|---|
| M                    | Mandatory   |
| D                    | Desirable   |
|                      | This requirement is compulsory for the project and must be provided by the vendor - either by the requirement specified or by a suitable alternative. |
|                      | This requirement is optional but may be omitted if there is a valid reasons to so do.   |
| Level of Proficiency | Criteria  |
| B                    | Basic   |
| I                    | Intermediate  |
| A                    | Advanced  |

### 2. Instructions

For each requirement please provide the following details

|               |              |  |
|---------------|--------------|--|
| Fully met     | Please check | Please indicate if your solution fully meet this requirement (checked) or not (unchecked).   |
| Work around   | Y/N          | In case you left the "fully met" question unchecked, please indicate if you can provide a work around to this requirement (Yes or No). |
| Cannot be met | Please check | Please indicate here if your solution does not meet this requirement (checked) or not (unchecked).                                     |
| Comments      |              | Free text box for your comments on this requirement.   |

### 3. Requirements - IT Professionals

| Topic Requirements Id.        | Requirement topic   | Description of the topic   | Priority | Level of proficiency | Fully met (please check) | Work-around | Cannot be met | Comments |
|-------------------------------|---|--|----------|----------------------|--------------------------|-------------|---------------|----------|
| TR 1.                         | Software development  | Programming in HTML5   | M        | B,I,A                |                          |             |               |          |
|                               | Software development  | Java   | M        | B,I,A                |                          |             |               |          |
|                               | Software development  | Microsoft .net   | M        | B,I,A                |                          |             |               |          |
| TR 2.                         | Agile software development  | Planning, managing, programming  | M        | B,I,A                |                          |             |               |          |
| TR 3.                         | Software testing  |  | M        | B,I,A                |                          |             |               |          |
| TR4.                          | Operating systems - Sharepoint  | MS Sharepoint 2013 server administration, configuration, customization   | M        | B,I,A                |                          |             |               |          |
| TR 5.                         | Operating systems - Exchange server                                     | Exchange server 2010, 2012 administration, configuration, customization  | M        | B,I,A                |                          |             |               |          |
| TR 7.                         | Operating systems - Windows 10  | Windows 10 administration, configuration, customization  | M        | B,I,A                |                          |             |               |          |
| TR 8.                         | Operating systems - Windows server                                      | Microsoft Windows Server 2008 and 2012 administration, configuration, customization  | M        | B,I,A                |                          |             |               |          |
| TR 9.                         | VMware  | Vmware virtualization, design, optimization  | M        | B,I,A                |                          |             |               |          |
| TR 10.                        | Microsoft Hyper-V   | Server virtualization  | M        | B,I,A                |                          |             |               |          |
| TR 11.                        | Network protocols   | Mobile IP and IP mobility  | M        | B,I,A                |                          |             |               |          |
| TR 12.                        | Vwireless communication   | Understanding wireless communication   | M        | B,I,A                |                          |             |               |          |
| TR 13.                        | Cisco   | CVOICE, ROUTE, TSHOOT, SWITCH, TVOICE, ICND, SECURE, CIPT,   | M        | B,I,A                |                          |             |               |          |
| TR 14.                        | Cloud computing   | Basics, security   | M        | B,I,A                |                          |             |               |          |
| TR 17.                        | Web design for professionals  | Flash, Illustrator, Photoshop, Dreamweaver, inDesign, Captivate, Reader  | M        | B,I,A                |                          |             |               |          |
| TR 15.                        | Security solutions  | certified ethical hacker, certified informations systems security professional, certified information security manager   | D        | B,I,A                |                          |             |               |          |
| TR 16.                        | Oracle  | Basics, administration, development  | D        | B,I,A                |                          |             |               |          |
| TR 18.                        | Scripting and languages   | Javascript basics and advanced   | D        | B,I,A                |                          |             |               |          |
| TR 19.                        | Business Skills for IT professionals                                    | ITIL, PRINCE2  | D        | B,I,A                |                          |             |               |          |
| TR 20.                        | Business Skills for IT professionals                                    | Customer Service Representative communication skills   | D        | B,I,A                |                          |             |               |          |
| TR 21.                        | Business Skills for IT professionals                                    | Writing skills for technical professionals   | D        | B,I,A                |                          |             |               |          |
|                               | Business Skills for IT professionals                                    | Business Analysis, leading technical teams   | D        | B,I,A                |                          |             |               |          |
|                               |   |  |          |                      |                          |             |               |          |
| <b>Language requirements</b>  |   |  |          |                      |                          |             |               |          |
| LR 1.                         | General language requirements   | Courses to be culturally adapted, e.g. in case studies, examples Accent should be neutral  | M        |                      |                          |             |               |          |
| LR 2.                         | English   | All courses to be available in English. UK or US English for text and audio.   | M        |                      |                          |             |               |          |
| LR 3.                         | French  | Most courses should be available in French.  | D        |                      |                          |             |               |          |
| LR 4.                         | Spanish   | Some courses should be available Spanish   | D        |                      |                          |             |               |          |
| LR 5.                         | Arabic  | Some courses should be available in Arabic   | D        |                      |                          |             |               |          |
| LR 6.                         | Russian   | Some courses should be available in Russian  | D        |                      |                          |             |               |          |
| LR 7.                         | Chinese   | Some courses should be available in Mandarin (simplified Mandarin) or Cantonese  | D        |                      |                          |             |               |          |
| <b>Design requirements</b>    |   |  |          |                      |                          |             |               |          |
| DR 1.                         | Diversity   | The courses must reflect UNHCR's culture of - acceptance and respect, recognising our individual differences along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. | M        |                      |                          |             |               |          |
| DR 2.                         | Interactivity   | High-level of learner-course content interaction. High user engagement through interactive games, quizzes, scenario-based learning. The appropriate use of audio, video and animation.   | M        |                      |                          |             |               |          |
| DR 3.                         | Course structure and design   | Logical and pedagogically sound structure Linear and branching navigation depending upon the course content.   | M        |                      |                          |             |               |          |
| DR 4.                         | User friendliness (usability)   | Easy to use interface  | M        |                      |                          |             |               |          |
| DR 5.                         | Assessments   | No training should be required to complete the courses. Scenario-based assessments throughout the courses. End-of-course tests with randomized questions from a question bank.   | M        |                      |                          |             |               |          |
| <b>Technical requirements</b> |   |  |          |                      |                          |             |               |          |
| TR 1/A*                       | Hosted on UNHCR LMS   | Ability to load packages of the content physically on UNHCR's LMS using SCORM 1.2 standards. (See Annex H - Cornerstone SCORM API)   | M        |                      |                          |             |               |          |
| TR 1/B*                       | Linked to UNHCR LMS   | Ability to link to the content on the vendor's server with the ability to track using AICC standards (see Annex I - Cornerstone AICC API)  | M        |                      |                          |             |               |          |
| TR 2.                         | Non-embargo   | The servers hosting the content should not have embargos with any countries, i.e. content should be available in all countries including Cuba,   | M        |                      |                          |             |               |          |
| TR 3.                         | Browser specification   | Please refer to Annex F - Technical Environment at UNHCR   | M        |                      |                          |             |               |          |
| TR 4.                         | Master external hard drive or access to online vendor platform provided | A master external hard drive of the content or access to an online platform should be provided to download courses and course updates  | M        |                      |                          |             |               |          |
| TR 5.                         | Offline availability with tracking back to LMS                          | Ability to use courses offline with the ability to send tracking information back to an LMS (currently not supported by Cornerstone but the functionality will be available soon)  | D        |                      |                          |             |               |          |

\* Supplier should mandatorily comply with either TR1/A or 1/B requirement