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# 1 TIA Academy

TIA Academy provides training in the TIA solution. Our mission is to enhance participants' knowledge about the many advanced features and possibilities of TIA. The comprehensive training offering cover most TIA aspects from basic configuration to the most enhancement options offered by the solution. All training material is based on TIA Core and TIA Wiki the latest training environment is the latest TIA Release without Project Packs. Training material, technical environment, and training language is by default English.

## 1.1 Business Training

Business training includes how to use TIA and covers basic daily usage, setup, and advanced usage. The target audience group is first time TIA users, managers (Business and IT), business analysts, systems analysts, and developers. Our experience is that the entire organisation benefit from participation in this training course as it is an easy way to establish a common set of reference within the TIA world and vocabulary.

The Business Fundamentals training is offered on a regular basis, and can on request be extended with an additional day to cover Claims Setup. Please note that the Claims Setup course is already included in the Technical Claims course.

## 1.2 Technical Training

Technical training includes setup, configuration, and enhancement of the TIA Solution. The target audience group is developers, technical analysts, system administrators, etc.

Core in the technical courses is to build an solid understanding of the TIA Development Standards. We therefore highly recommend Technical Fundamentals to any developer before the commence the work with TIA, as this course teaches the basic development standards which are the foundation for the other technical courses.

The ideal training curriculum for new developers is:

Step 1: Business Fundamentals

Step 2: Technical Fundamentals

Step 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: Technical Policy & Product Editor, Technical Claims,

and Technical Account. Technical System Administrator is an independent training and can be fitted in anywhere in this order.

### 1.3 Registration, payment, and contact.

Training courses are offered on a by-request basis and the training calendar is updated throughout the year. We do not have any pre-booked courses during the year.

For registration please e-mail the number of participants, which courses and if you have specific areas you would like to have focus on to [Training@tia.dk](mailto:Training@tia.dk). Training fee will be invoiced shortly after final registration date.

If your training needs are not fulfilled in this catalogue please contact Frank Kastholm at [Training@tia.dk](mailto:Training@tia.dk) and we can tailor a custom training program that match your requests.

#### **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

For more information about on-site training prices please contact Frank Kastholm at:

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## 2 Business Training Courses

### 2.1 Business Fundamentals

**Duration:** 2 days

**Audience:** The intended audience for this course is TIA first time users, Managers (IT and Business), business analysts, systems analysts, and developers

**Required pre-requisites:** None

**Suggested pre-requisites:** An understanding of the different insurance processes

**Objectives:** To give participants an understanding of how TIA supports the different business processes for insurance

**Course Topics:**

- General Overview
- Navigation, help, language, translation, authorisation
- TIA Party: Name information, relation, customer history, customer work place
- 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
- Claim 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 Business Claims

**Duration:** 1 day

**Audience:** The intended audience for this course is Managers (IT and Business), and business analysts

**Required pre-requisites:** Business Fundamentals

**Objectives:** The aim is to give participants a general understanding of setup and the influence on Claims Handling. The course will provide the participants fundamentals knowledge of setup possibilities to suite customer requirements by using the standard setup facilities.

**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

## 3 Technical Training Courses

### 3.1 Technical Fundamentals

**Duration:** 3 days

**Audience:** The intended audience is developers, technical analysts, system administrators, etc

**Required pre-requisites:** PL/SQL and Oracle Forms working experiences in order to benefit from this course and complete the exercises

**Suggested pre-requisite:** Business Fundamentals

**Objectives:** To give participants a fundamental knowledge of how to work in the TIA Solution, TIA Development Standards and also a technical introduction to the main modules in the application. For each module the attendees should afterwards have gained knowledge of:

- the terminology
- the data model
- fundamental configurations

#### **Course Topics:**

- TIA Development Standards: Architecture, 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 Policy: Overview architecture and fundamental configuration
- TIA Case
- TIA Claims: Overview architecture and fundamental configuration
- TIA Account: Overview architecture and fundamental configuration (Account, Payment/Collection, Reminder, Flexible Instalment)

## 3.2 Technical Policy & Product Editor

**Duration:** 3½ days

**Audience:** The intended audience is developers, technical analysts, system administrators, etc

**Required pre-requisites:** PL/SQL and Oracle Forms working experiences in order to benefit from this course and complete the exercises.

**Suggested pre-requisites:** Business Fundamentals, and Technical Fundamentals

**Objectives:** To enable participants in working with TIA Product Editor and TIA Policy based on TIA Development Standards and gives an understanding of the link/interaction between the product editor and policy.

The main focus will be on how to setup and configure TIA Product Editor and TIA Policy.

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

### **Course Topics:**

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

### 3.3 Technical Claims

**Duration:** 2½ days

**Audience:** The intended audience is developers, technical analysts, system administrators, etc

**Required pre-requisites:** PL/SQL and Oracle Forms working experiences in order to benefit from this course and complete the exercises

**Suggested pre-requisites:** Business Fundamentals, Technical Fundamentals, and Technical Policy & Product Editor

**Objectives:** To give participants a general understanding of setup and the influence on Claims Handling. The course will provide tools for configuring the functionalities in TIA Claims to suite customer requirements by using the provided standard configuration facilities.

The course will also provide the participants fundamental knowledge of:

- the terminology
- the data model
- setup possibilities
- the main procedures
- different ways 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
  - TIA Claims Editor: Claim class
  - TIA Claims library functions: Fraud Detection, Flexfields, Question validation, Item Calculation, Tax Calculation, Service Supplier

## 3.4 Technical Accounts

**Duration:** 4 days

**Audience:** The intended audience is developers, technical analysts, system administrators, etc

**Required pre-requisites:** PL/SQL and Oracle Forms working experiences in order to benefit from this course and complete the exercises. Knowledge of how to create a customer, policy and claim within the TIA Solution

**Suggested pre-requisites:** Business Fundamentals, Technical Fundamentals, and due to Commission Technical Policy & Product Editor

**Objectives:** To give participants a general understanding of how to set up TIA Account. The course will provide tools for configuring the functionalities in TIA Accounts to suite customer requirements by using the provided standard configuration facilities.

The course will also provide the participants fundamental knowledge of:

- the terminology
- the data model
- setup possibilities
- the main procedures
- different ways of configurations

### **Course Topics:**

- Account: General Account, match, handling currencies, payment method, payment details
- Flexible Instalment: Set up, configuration
- Payment / Collection: Payment/Collection flow, cartridges
- Reminder: Set up, reminder process
- Commission: Commission process, Set up
- General Ledger: GL set up, GL transactions

## 3.5 Technical System Administration

**Duration:** 2 days

**Audience:** The intended audience is developers, TIA administrators, system administrators, etc

**Required pre-requisites:** PL/SQL and Oracle Forms working experiences in order to benefit from this course and complete the exercises

**Suggested pre-requisites:** Business Fundamentals, and Technical Fundamentals

**Objectives:** To give participants a fundamental knowledge of how to install the TIA Solution, how to upgrade, and how to handle deliverables received from TIA Technology. Furthermore this course aims at providing the participants with basic knowledge in how to set up the TIA Solution in the following areas:

- TIA Site Information
- Menu & Authorisation
- Help
- Print
- Batch
- TDD and TDD Utilities
- Language

### **Course Topics:**

- TIA Installation: Oracle, WebUtil, Jinitiator....
- TIA Utilities: z\_pol, x\_trace, logs
- General menu: Sessions, history log, user meter
- Source control: Version control, Release, Hotfix, Project Packs...
- TIA General: Help, Print, Batch, Menu/Authorisation, TDD, Data Exporter/Loader, Language/Translation....

## 4 Upgrade workshop

### 4.1 TIA Upgrade from 3.0 – 6.0

**Duration:** 3 days.

**Audience:** The intended audience for this workshop is e.g. Developers, Systems Engineers, and technical responsible for planning TIA upgrade.

**Required pre-requisites:** Participants must have TIA working experience – preferably release 3.0.

**Suggested pre-requisites:** Technical Fundamentals

**Objectives:** To enable participants in upgrading to TIA Release 6.0 correctly. The workshop will give both overview and insight of TIA Release 6.0 – what it is and how it works.

#### **Workshop Topics:**

- Architecture:
  - 3-tier architecture, the 3 layer architecture inside TIA, and the different challenges presented.
  - What affect the architecture has on the Forms layer: Development standards on Forms, use of new functionalities like calendar, and pop lists.
  - Going through entity packages: Design.
  - Converting existing Forms 6 to Forms 9i step-by-step.
- TIA Policy & Product Editor:
  - New best practice for development/design: necessities and consequences.
  - Upgrade necessities: Migration of L0006 code and object validation with examples on best practice.
  - New interface possibilities e.g. creation of policies from the web.
- TIA Claims:
  - Upgrade necessities.
  - New interface possibilities.
- TIA Account:
  - Upgrade necessities.

## 4.2 TIA Upgrade from 5.0 – 6.0

**Duration:** 2 days.

**Audience:** The intended audience for this workshop is e.g. Developers, Systems Engineers, and technical responsible for planning TIA upgrade.

**Required pre-requisites:** Participants must have TIA working experience – preferably release 6.0.

**Suggested pre-requisites:** Technical Fundamentals

**Objectives:** To enable participants in upgrading to TIA Release 6.0 correctly. The workshop will give both overview and insight of TIA Release 6.0 – what it is and how it works.

### **Workshop Topics:**

- TIA Account:
  - Year end settlement
  - Multiple base currencies
  - Multiple GL account codes
- Reinsurance:
  - Two new contracts types
  - Underwriting Year
  - Bourdureau periode
  - Commutation
  - Reinsurance on object level
- Technology:
  - Service oriented architecture (SOA)
  - Service catalogue
  - Infrastructure
  - Multiple site preference
  - Batch
  - Authorisation
- TIA Claims:
  - Complaint
- Claims Portfolio management