

Reference number : GIZ TUNISIA-1-2025
Acquisition Date : November 2024-April 2025
Expected Duration : 6 months

As part of the project "Support for Decentralization and Strengthening of Local Finances in Tunisia (ADEC II)," SIT Elearning Solutions was selected by GIZ and the National School of Finance (ENF) to design and implement a comprehensive distance learning solution. This project builds on a long-standing and successful collaboration between SIT and GIZ, based on a relationship of trust established through several previous joint achievements. The intervention focused on deploying a scalable and attractive e-learning platform for the ENF, as well as developing interactive digital learning content aligned with international e-learning standards. The solution includes two SPOCs (or a single SPOC with eight modules), two promotional videos, and a total of 16 hours of online training. Each module, lasting 2 hours, combines structured instructional design, educational videos, and interactive activities. The project also featured a capacity-building program for ENF teams, enabling them to independently manage and create online training programs. The active involvement of the DGCPR and coordination among public sector stakeholders were key to the success of this high-impact initiative aimed at strengthening local public finance systems.

المحور الثاني : مراحل إعداد الميزانية وأجلها والمصادقة عليها			
الفصل الرابع : جدول تلخيصي لمختلف مراحل إعداد الميزانية وأجلها والمتدخلين فيها			
3/2	المراحل	الهيكل المختص	الأجل القصوى
الفصل 216 م.ج.م	دراسة المقترحات المعروضة خلال الجلسة التمهيدية	لجنة الشؤون المالية والاقتصادية ومتابعة التصرف	خلال الشهر الفاصل بين الجلسة التمهيدية والدورة العادية
الفصل 172 م.ج.م	عرض مشروع الميزانية على المجلس البلدي للتداول والمصادقة	رئيس البلدية	غرة ديسمبر
الفصل 172 م.ج.م	في صورة عدم تولي رئيس البلدية عرض مشروع الميزانية على مجلس الجماعة المحلية قبل غرة ديسمبر ، يتعقد المجلس في أجل 3 أيام	ثلث أعضاء المجلس البلدي	قبل 5 ديسمبر

الفصل الأول : المخايل المتتية من الاستغلال المباشر للملك البلدي	
الفقرة الأولى : المعاليم المتتية من الاستغلال المباشر للأسواق	
4- المعلوم على الدلالة	
<div>  <div> تعريف المعلوم على الدلالة الأسماك بأنواعها و منتجات البحر الأخرى: • 1% من ثمن البتة التي يعقبها بيع حتى و لو تمت بدون مشاركة دلال. المنتجات الأخرى: • 2% من ثمن البتة التي يعقبها بيع حتى و لو تمت بدون مشاركة دلال. </div> </div>	



Reference number : GIZ IRAQ -01-2025
Acquisition Date : January 2025
Expected Duration : 2 months

As part of its interventions to support the development of professional skills in a post-crisis context, GIZ mobilized SIT E-learning Solutions for the graphic design and final production of trade training manuals for Arabic-speaking beneficiaries. This mission is part of a broader effort to strengthen the employability of young people and to support vocational training in Arabic in sectors with high potential for integration.

As a trusted partner of GIZ, SIT E-learning Solutions has taken charge of the complete graphic production of 20 manuals (trainers and learners), covering 10 professional specialties such as air conditioning, digital marketing, electrical installations, automotive mechanics, plumbing, installation of photovoltaic and solar systems, beauty care, office administration and typographic design.

The intervention focused on the structured layout of the contents, the development of clickable interactive table of contents, the standardization of headers and footers in accordance with GIZ visual standards, as well as the professional integration of photographs and tables. Particular attention was paid to the adaptation of the media to low-literacy audiences, through a clear visual hierarchy, explanatory illustrations, and a reasoned use of colour and space.

SIT also ensured graphic consistency between the manuals, harmonizing templates, typography, and visual elements while respecting the technical instructions related to the Arabic language and printing constraints. This project illustrates SIT's ability to intervene in multilingual educational graphic design, in demanding institutional environments and in the service of inclusive goals.



مشروع دعم إعادة الإعمار وتحسين ظروف المعيشة في الأنبار

Assisting Reconstruction and Improving Living Conditions in Anbar

"تعزيز قطاع التدريب المهني ومهارات العمل في الأنبار"

Strengthening the Vocational and Job Skills Training Sector in Anbar

التأسيسات الكهربائية المنزلية

الرمز: 7244045

دليل المتدرب

أعداد : ر. مهندسين أحمد رؤوف شير



Reference number : TunePS-02-2024
Acquisition Date : August 2024
Expected Duration : 2 months

Following the success of the first project carried out with SIT in 2020. HAICOP and Koica commissioned SIT to carry out the training modules on the new version of the TUNEPS2 public purchasing system.

For this new project, SIT's mission was :

- Design and production of six elearning modules of the new TUNEPS system in three languages: English, French and Arabic
- Design and production of simulations that allow learners to manipulate the system and train on the TUNEPS system via a virtual simulator that reproduces the same functionalities as the online version
- Setting up and configuring the moodle platform
- Development of scripts for automating training and sending reminder notifications to learners
- Design a tailor-made reporting system and dashboards



GIZ – Atingi-Cool training

Contact Person : Kylie Kersel
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Email : kylie.kersel@giz.de

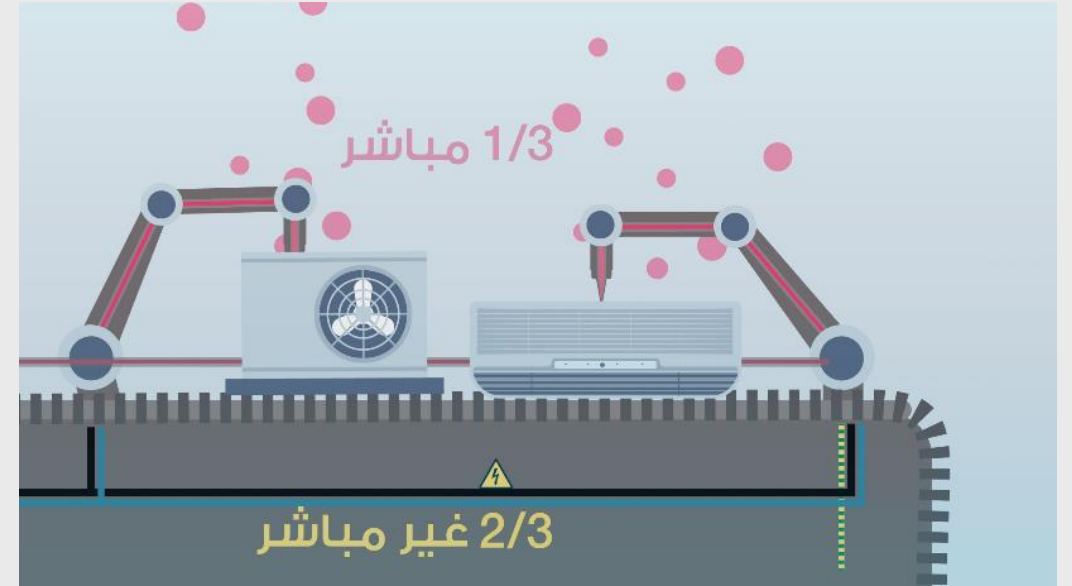


Reference number : GIZ - Cool training-1-2024
Acquisition Date: Decembre 2023
Duration: 3 months

GIZ (German International Cooperation) assigned SIT Elearning Solutions with the mission of producing Arabic version of the Cool training course on Atingi platform, composed by 18 videos, including 14 animated and 4 featuring actors, all focused on the concept of "Cool training". This mission included not only the dubbing of the sequences, but also careful adjustments in the images and subtitles to ensure a smooth and authentic adaptation to the Arabic-speaking culture, and cultural sensitivity.

Beyond this multimedia production, the project also included the translation of additional documents such as course materials (handouts) and quizzes, in order to facilitate the establishment of an online learning platform in Arabic via the Atinigi platform.

This approach aimed to ensure maximum accessibility and in-depth understanding of the content, thereby providing a comprehensive eLearning experience for Arabic-speaking learners in Irak and elsewhere,





Reference number : GIZ TUNISIA-1-2022
Acquisition Date: November 2022-December 2023
Expected Duration: 12 months

SIT elearning solutions was appointed by GIZ Tunisia for the production and deployment of elearning modules. This mission was spread over three subcontracts:

1. The first subcontract: SIT's mission was to design and produce 11 online training modules for the benefit of municipal agents.
2. The second subcontract: involved the deployment and management of a digital training module (Mooc) on the circular economy and climate change for the benefit of civil servants and municipal agents working in waste management or cleanliness, to strengthen their skills, and assess their knowledge in these areas.
3. The third subcontract: was dedicated to the development and implementation of five online selfpaced courses on the crucial topic of "digital literacy". This ambitious initiative was not just limited to course scripting, but also encompassed the production of videos in a professional studio, as well as the creation of an engaging podcast series.

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المحور الاول : مدخل عام حول التمويل العمومي المسند للجمعيات

شروط الحصول على التمويل العمومي المسند للجمعيات

فضاء المواطن
Espace Citoyen

تكون وضعيتها المالية سليمة تجاه إدارة الجباية والصناديق الاجتماعية	تعتمد مبادئ الشفافية والديمقراطية في تسييرها الإداري والمالي	تتكرم في تكوينها وفي نشاطها أحكام المرسوم عدد 88 لسنة 2011 المؤرخ في 24 سبتمبر 2011 المتعلق بتنظيم الجمعيات

26/23

المحور الثاني : الخدمات العمرانية المتعلقة بالتقسيم

6. تعديل التقسيم

فضاء المواطن
Espace Citoyen

يمكن تعديل التقسيم إذا كان هذا التقسيم كائن داخل المناطق التي يشملها مثال تهيئة عمرانية او مثال تهيئة تفصيلي ان وجد او داخل المناطق المحددة وفق مقتضيات الفصل 4 من الامر الحكومي عدد 926 لسنة 2020 مؤرخ في 25 نوفمبر .



Reference number : GIZ -TUNISIA- Digital Literacy-3-2024

Acquisition Date: December 2023

Expected Duration: 4 months

GIZ Tunisia called on SIT ELearning Solutions to develop and implement five online courses on the crucial subject of “Digital Literacy”.

This ambitious initiative was not just limited to course scripting, but also encompassed the production of videos shot in a professional studio, as well as the creation of an engaging podcast series. Through this holistic approach, the project aimed to provide learners with a comprehensive and immersive learning experience, focusing on in-depth understanding of digital skills essential in the contemporary world.

The expertise of SIT Elearning Solutions was thus put to the service of promoting Digital Literacy, offering innovative educational content adapted to the specific needs of the target audience.

أهمية المعرفة الرقمية في تسريع التحول الرقمي في القطاع العام



1 تسريع التحول الرقمي

2 تلبية متطلبات مكان العمل الحديث

3 تعزيز الخدمات التي تركز على المواطن

4 تعزيز التجديد

5 سد الفجوة الرقمية



المستوى المؤسسي



Reference number : FNCT-01-2022
Acquisition Date : September 2022
Expected Duration : 6 months

As part of its mission to support and strengthen the capacities of local elected officials, the FNCT (National Federation of Tunisian Municipalities), in collaboration with the PACT program, entrusted SIT Elearning Solutions with the design, development, and deployment of a custom e-learning platform for the Training Academy of Municipal Councilors.

This project, carried out in 2022, focused exclusively on the technical implementation of the platform and did not include the production of learning content. SIT was responsible for needs analysis, platform configuration, integration of a customized dashboard for learner tracking, and the development of workflows to automate the management of training paths, registrations, and validations.

The main objective was to provide the FNCT with a powerful and scalable tool capable of supporting the implementation of a hybrid training system, accessible remotely, and facilitating the operational support of elected officials and municipal staff in carrying out their mandates.

The project was executed in full compliance with the expected quality standards, deadlines, and budget requirements, in accordance with the service contract established by the FNCT and the PACT program.

URL: <https://www.fnct-academie.tn/>





Reference number : CFAD-01-2022
Acquisition Date : January 2022
Expected Duration : 2 months

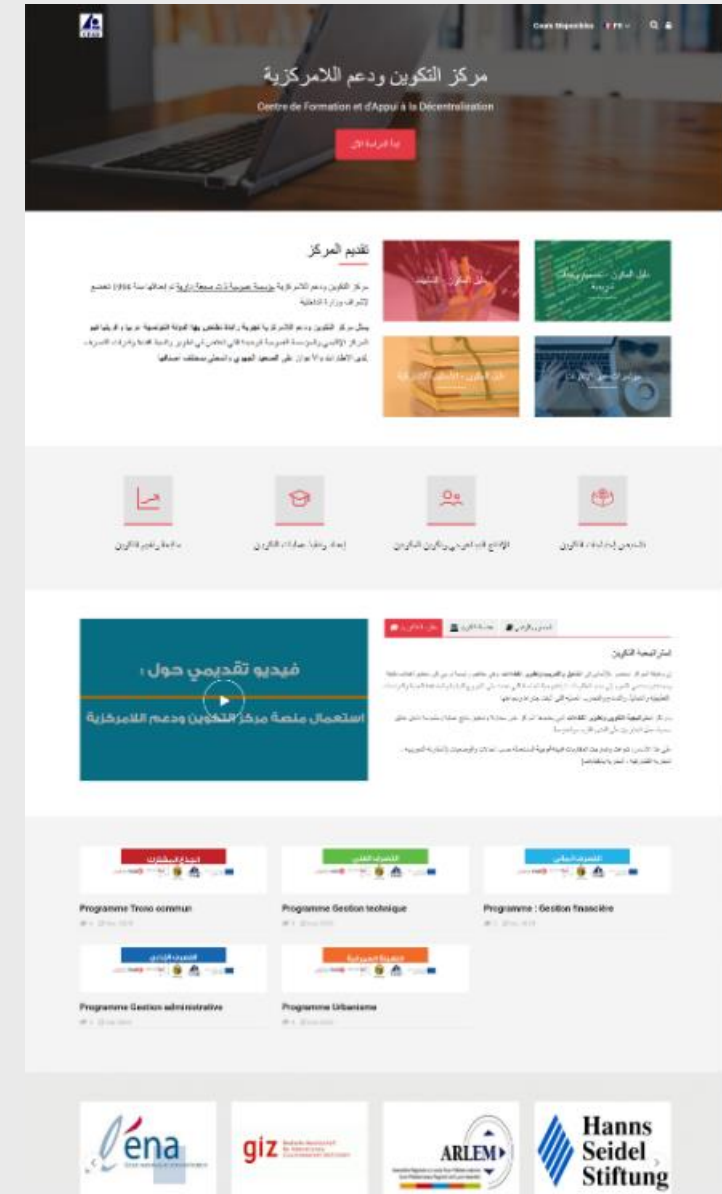
The Centre for Training and Support to Decentralization (CFAD) launched an initiative to implement a sustainable and scalable e-learning solution, while ensuring the continuity of existing systems.

SIT Elearning Solutions was selected to carry out the following:

- Selection, installation, and deployment of a secure, open-source e-learning platform tailored to CFAD's distance learning needs;
- Configuration and optimization of the digital learning environment, with full integration of existing elements;
- Training and knowledge transfer to CFAD's IT staff to ensure long-term autonomy in platform management.

SIT's approach was participatory and incremental, aiming to strengthen CFAD's internal capacity while delivering high technical and pedagogical standards. This project reflects SIT's commitment to supporting public institutions in their digital transformation through secure, standards-compliant, and context-appropriate solutions.

URL: <https://e-training.cfad.tn/>





Reference number : CFAD 03-2014
Acquisition Date : 2014
Expected Duration : 03 months

To implement its distance learning portal project, and knowing that the platform solution has already been installed and tested, CFAD has launched a CA for the realization of 2 modules/courses in Arabic.

Following a call for tender, CFAD entrusted this mission to SIT to:

- The design and development of educational content on an E-learning-type platform.
- The scripting of 2 modules/courses
 - Civil status
 - Definition by the signature
- The creation of evaluations for each module.
- The unification of the interface model
- The management of the work and its progress according to SIT's ISO and CMMI certified production procedure.
- The choice, installation, and start-up of the platform e-learning (Open Source) while ensuring its security.

The training and skills transfer on the platform, in the benefit of CFAD's computer scientists.





Reference number : GIZ TUNISIA-1-2022
Acquisition Date: November 2022
Expected Duration: 6 months

Following a notice of consultation launched by the GIZ, the latter chose SIT Elearning Solutions to accomplish the mission of "Digitalization of 11 training-materials".

During this mission, SIT was mandated to carry out the following work:

- Digitally reproduce the content of the 11 training materials
- Design and integrate multimedia content to ensure the interactivity of online training modules
- Design an educational ribbon adapted to the type of training (soft skills training or business training)
- Include questionnaires or quizzes at the end of each chapter of each training in order to assess the achievements of the people trained
- Design of a nominative participation certificate
- Integrate digital training modules/materials into the CFAD platform

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درس : خدمات التمويل العمومي المسند للجمعيات

فضاء المواطن
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مقدمة

مريح

ممتع

عملي

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المحور الأول: المراجع التشريعية والأدوات الترتيبية المتعلقة بالتهيئة العمرانية

فضاء المواطن
Espace Citoyen

1. موقع مثال التهيئة العمرانية بالنسبة لوثائق التهيئة الترابية والتعمير

الإطار القانوني والتشريعي

- مجلة الجماعات المحلية الصادرة بالقانون الأساسي عدد 29 لسنة 2018 المؤرخ في 09 ماي 2018.
- مجلة التهيئة الترابية والتعمير (1994).
- مجلة المياه (1975).
- قانون حماية الأراضي الفلاحية (1983)
- مجلة الغابات (1988).
- مجلة حماية التراث الأثري والتاريخي والفنون التقليدية (1994).
- القانون المتعلق بالملك العمومي البحري (1995).



Reference number : CFAD 02-2013
Acquisition Date : 2013
Expected Duration : 02 months

To implement its distance learning portal project and knowing that the platform solution has already been installed and tested, CFAD launched a CA for the realization of 2 modules/courses in Arabic.

Following a call for tender, CFAD entrusted SIT with this mission for :

- The Scripting of 2 modules/courses:
 - Municipal structures and organization
 - Techniques and procedures for opening bids
- The creation of evaluations for each module
- The unification of the interface model
- The management of works and their progress according to SIT's ISO and CMMI certified production procedure.





Reference number : CFAD 04-2015

Acquisition Date : 2015

Expected Duration : 12 months

To implement its distance learning portal project, knowing that the platform solution has already been installed and tested, CFAD launched a CA for the realization of 16 modules/courses in Arabic.

Following a call for tender, CFAD entrusted this mission to an organization with the necessary skills for :

- The scripting of 16 modules /courses:
 - Municipal budget: principles, preparation, and execution
 - Local taxation
 - Urbanism and operational urbanism
 - Citizen participation in the municipal field
 - Revenues and advance registers
 - Public accounting
 - Off-market purchases
 - Management mistakes
- The creation of evaluations for each module.
- The unification of the interface model
- The management of works and their progress according to the procedure of ISO and CMMI certified production of SIT.
- It is important that this project gets delivered within the timeframe prescribed by the client, i.e. 340days calendar.





Reference number : CFAD 01-2008
Acquisition Date : 2008
Expected Duration : 02 months

With a view to implement its E-learning portal Project, and knowing that the platform solution has already been installed and tested, CFAD has launched a consultation notice for the achievement of 21 modules/courses in both Arabic and French.

Following a call for tender, CFAD has assigned this mission to an organization with the needed skills for the :

- Scripting of 21 modules/courses.
- Creation of assessments for each module.
- Unification of the interface model.
- Management of work and its progress according to the production process certified ISO and CMMI of SIT.

It is important that this project is made up of 23 modules and realized within the time prescribed by the client which is 60 days.



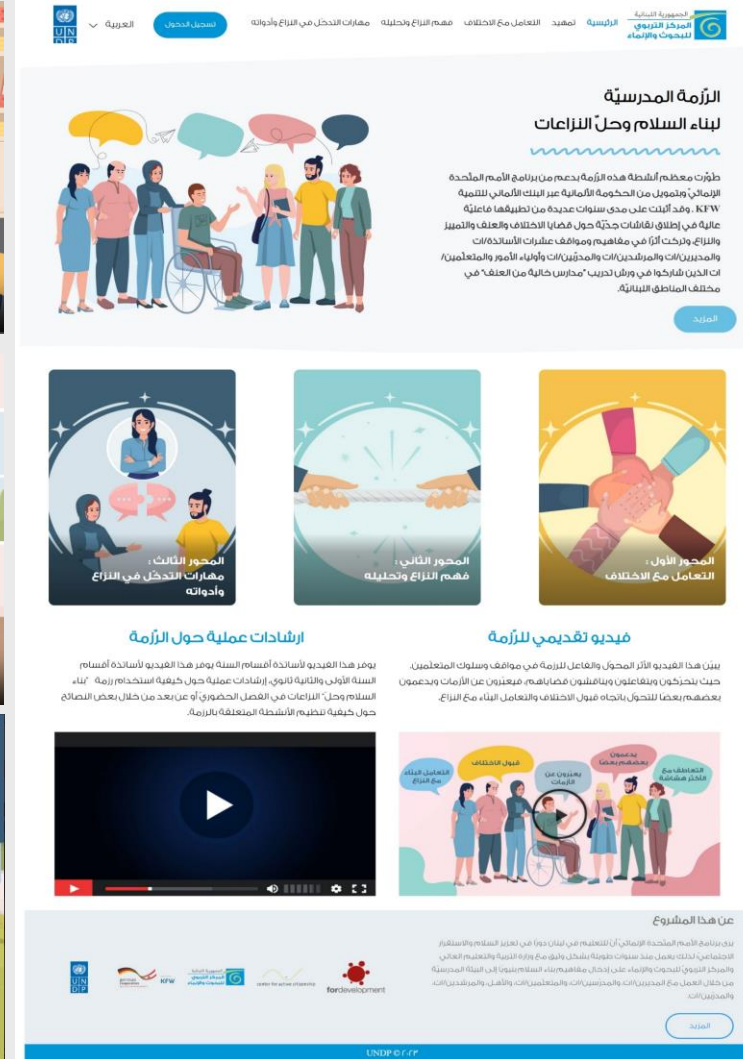


Reference number : UNDP-1-2022
Acquisition Date: December 2022
Expected Duration: 6 months

Following an international call for proposals launched by UNDP Lebanon, SIT Elearning Solutions was selected to carry out a project entitled: "Design, development, and learning experience of the peace building toolbox (digitalization)"

The objective of this project was to develop digital learning content and learning platforms, as follows:

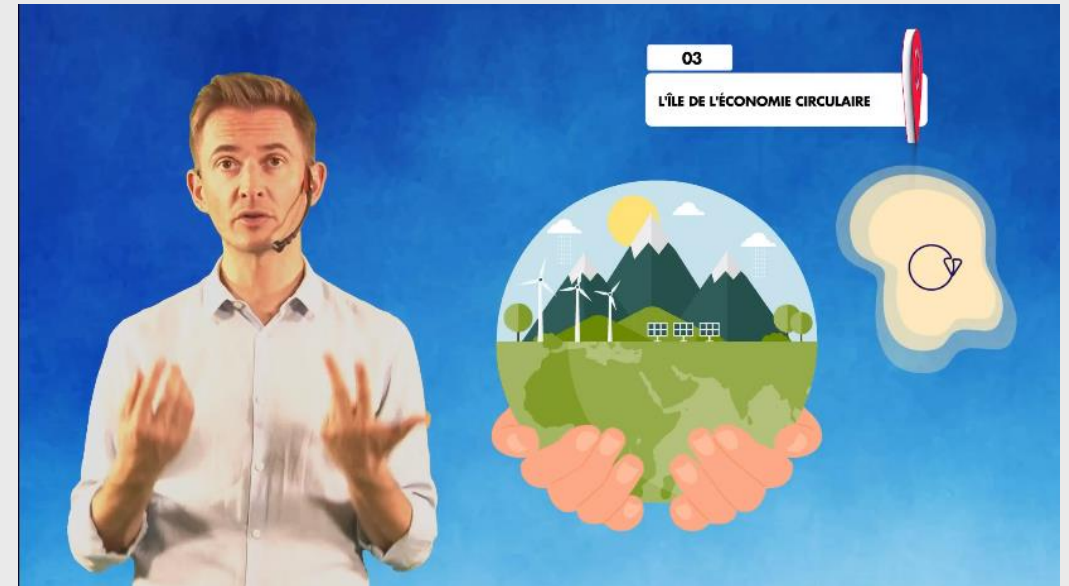
- Design and develop a bug-free, easy-to-manage, user-friendly and responsive web application/learning platform for teachers and facilitators to access the various content and activities designed and developed by the project.
- Provide all related multimedia resources and content needed for the toolkit.
- Configure, develop and implement materials on the learning platform and provide all platform-related resources in addition to "train the teachers" materials.





Reference number : GIZ TUNISIA-2-2023
Acquisition Date: November 2023
Expected Duration: 6 months

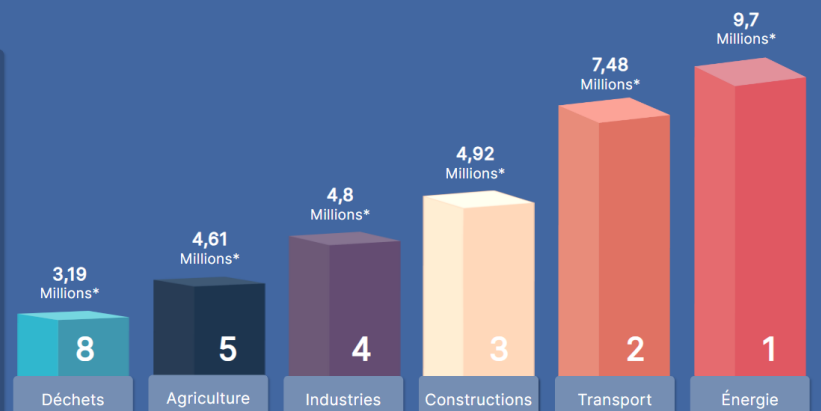
Following the success of these two initial projects with SIT, GIZ Tunisia has called upon SIT for the design and management of a digitized training module (Mooc) on Circular Economy and Climate Change for the benefit of officials and municipal agents working in waste management or cleanliness who would like to enhance their skills, become acquainted, or assess their knowledge in these areas.



ILE DU CLIMAT LE DÉFI

Construction

Le secteur de la construction en Tunisie impacte le changement climatique principalement par la consommation énergétique élevée des bâtiments et la production de matériaux comme le ciment. Ces activités sont responsables de quantités substantielles de CO₂, contribuant à l'augmentation de l'effet de serre et au réchauffement global.



*en tonnes équivalent CO₂

Sinon, vous pouvez passer à la suite





Reference number : UNICEF Tunisia-1-2020
Acquisition Date: September 2020
Expected Duration: 12 months

UNICEF assigned SIT E-learning solutions to:

- Set up a pedagogical platform for online training for the National Training and Development Center (CENAFOP) of the Ministry of Education. The project consists of the installation, configuration, and setting up of the last version of Moodle with the integration of the videoconference tool BBB « Big Blue Button ».
- Handle the content writing, Instructional designing, and production of 12 modules targeting pre-school teachers and teacher training, with a comprehensive knowledge transfer.

The courses are in the Arabic and are rolled out in the form of a pedagogical ribbon (learning pathway), Mooc, with an average of eight weeks of distance training.

For this project, a team of 16 SMEs, supported by 6 multimedia integrators and a project manager, has been put in place.





Reference number : AVFA-2-2022
Acquisition Date: January 2022
Expected Duration: 3 months

Intending to strengthen the influence of the Tunisian agricultural ecosystem and in order to implement an agricultural development project called Facilitating Agricultural Results, Modernization, and Educational Resources (FARMER), Deloitte has commissioned SIT for the mission of Training of Trainers.

This project aims to:

- Improve the capacity of the AVFA (the agricultural Extension and Training Agency under the Ministry of Agriculture, Water Resources and Fisheries) to effectively administer and manage its 40 vocational training centers in Tunisia.
- Improve the efficiency of five AVFA vocational training centers by upgrading facilities and equipment and introducing new agricultural techniques into their online training offer.

Section 1 **La nutrition minérale chez les végétaux**
Introduction générale

En quantité relativement importante:
l'azote, le carbone, l'oxygène...

Un végétal contient

En quantités très réduites:
le fer, manganèse...

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Section 1 **La nutrition minérale chez les végétaux**
Introduction générale

Eléments Nutritifs Secondaires: Ca, Mg, S

Eléments Nutritifs Mineurs: B, Cu, Mo, Fe, Zn, Mn

Eléments Nutritifs Majeurs: K, N, P

H_2O , CO_2 , O_2

Pour se développer et croître, la plante a besoin de la lumière, de l'oxygène, du carbone, d'hydrogène et des éléments minéraux (environ 16 éléments).

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Reference number : AVFA-1-2022

Acquisition Date: June 2022

Expected Duration: 4 months

Satisfied by quality and respect of time frames, Deloitte has extended the courses library to implement an agricultural development project named: Facilitating Agricultural Results, Modernization, and educational resources (FARMER), with the aim of strengthening the influence of the Tunisian agricultural ecosystem through the improvement of the extension and training offered by the AVFA Deloitte wishes to provide distance and mixed training courses on the Training Of Trainers (TOT).

As follows:

- A self paced elearning course focusing on the themes of **"Hydroponia"** and **"Social and Solidarity Agriculture"** of which only the first five sections will be delivered remotely, and the rest will be done face-to-face workshops.
- A self paced elearning course on the theme of **Social Economy and Solidarity**, which will be delivered completely remotely.
- A self paced elearning course on **sustainable agricultural development**



INTRODUCTION

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POURQUOI S'INTÉRESSER À L'HYDROPONIE ?

AVANTAGES



L'utilisation optimale du potentiel génétique de la plante.



L'accès facile aux racines.



La production d'une grande quantité de biomasse.



INTRODUCTION

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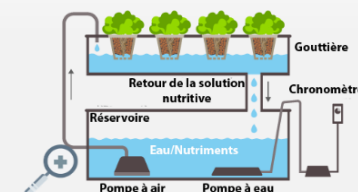
LES DIFFÉRENTS SYSTÈMES HYDROPONIQUES

Système actif

- Arrosage automatique, en continu ou par cycle, grâce à une pompe
- Culture à grande échelle

Système passif

- S'autoalimentent par capillarité (ou gravité).
- Bonne pratique pour s'initier à l'hydroponie
- Culture à petit échelle



[cliquer sur l'image pour l'agrandir](#)



Reference number : AVFA-3-2023
Acquisition Date: December 2023
Expected Duration: 4 months

Following the success of the first two elearning contracts, Deloitte commissioned SIT for a third contract to further enrich the AVFA elearning catalog as part of its FARMER (Facilitating Agricultural Results, Modernization, and Educational Resources) project.

The objective of this project was to design and produce four self paced elearning modules on the themes:

- **Aromatic and Medicinal Plants.**
- **Beekeeping.**
- **Fishing & fishery.**
- **Hygiene & Health.**






Reference number : UPU-3-2022
Acquisition Date: February 2022
Expected Duration: 12 months

SIT Elearning Solutions was selected, after a call for proposal launchd by the UPU (UPU-Universal Postal Union), for a project entitled' Transformation of scripted courses with Adobe Flash in HTML5 format via the Articulate StoryLine 3 tool,

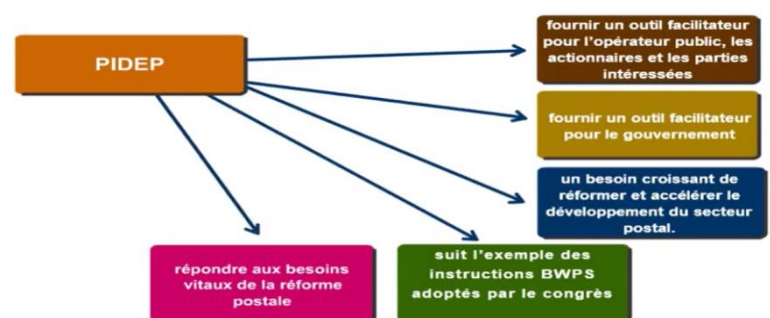
Indeed, SIT had achieved the mission to transform into HTML5 format, **44** courses **in four languages** (English, French, Spanish and Arabic) originally produced with Adobe Flash, via the Articulate Storyline authoring tool.




UPU
UNIVERSAL
POSTAL
UNION

Plan Intégrale de Réforme et de Développement Postal (PIDEP)
Module 1 : PIDEP guide pratique
Objectif du module 1

C'est quoi le PIDEP?



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UPU
UNIVERSAL
POSTAL
UNION

Concepteur


Chapitre 9 : La session DACUM
Objectifs du Chapitre 9

1

La session DACUM (abréviation de développement d'un curriculum) est utilisée pour obtenir un consensus du groupe de spécialistes en la matière (SEM) pendant l'analyse de l'emploi et la conception du programme de formation. Il a été prouvé plusieurs fois que cette méthode est systématique et efficace pour obtenir des informations pratiques et détaillées d'un groupe de personnes opérationnelles.

Les séances de travail doivent être organisées par l'équipe de concepteurs de cours, dont la tâche est de présider la séance, d'assurer le secrétariat et de prendre une part active dans les discussions.

Les spécialistes en la matière doivent être motivés, dès le début, tout comme s'ils étaient des apprenants au début d'un cours. Le temps devrait être consacré pour expliquer l'intérêt de leur présence et combien leur contribution est vitale au développement du cours.



1 >> 2 >>>



Reference number : UPU-2-2017
Acquisition Date: 2017
Expected Duration: 3 months


Satisfied with SIT's services during its first joint project in 2015, and as part of the introduction of new e-learning training courses for agents and executives of postal operators from more than 180 countries, La Poste Tunisian commissioned SIT to script three courses in English: "Postal electronic services", "Disaster Risk Management" and "Security".

These courses will be hosted on the distance learning platform www.upu-trainpost.com and continued on the Internet from different regions of the world. Participants in this online training will be able to receive certificates of participation issued by the Universal Postal Union (UPU).

Postal Electronic Services
Module 4 : Implementation of Postal e-services
Identification of PPP projects

Potential reasons to launch a PPP project include:

- ◆ Initial investment in ICT projects is significant. Investment needs are a reason for choosing a PPP .
- ◆ Efficiency gains from private-sector partner are important element .
- ◆ Private company has already developed a product or solution which it is able to quickly implement .
- ◆ PPPs can quickly provide the know-how postal operators need and which they lack .

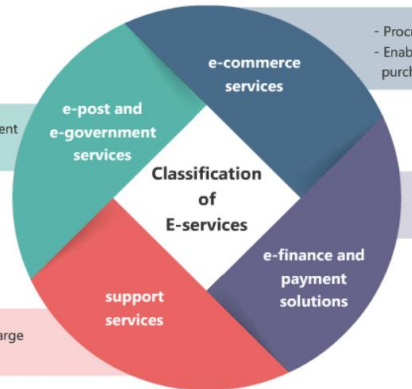


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Postal Electronic Services
Module 2 : Postal e-services
Classification of e-services

Four categories of e-services

- Procurement and sale of products and services
- Enabling the processing and delivery of items purchased physically or electronically
- Financial services provided by postal operators to end customers
- Widely available and mostly free-of-charge services provided to end customers
- Communication, business and government services



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Reference number : UPU-1-2015
Acquisition Date: 2015
Expected Duration: 12 months

As part of the introduction of new e-learning training courses for agents and executives of postal operators from more than 180 countries, the Tunisian Post has mandated SIT for the scripting (setting up a structured and implemented course) of 20 courses in 5 languages (English, French, Russian, Arabic and Spanish).

These courses will be hosted on the distance learning platform www.upu-trainpost.com and continued on the Internet from different regions of the world. Participants in this online training will be able to receive certificates of participation issued by the Universal Postal Union (UPU).


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TRAINPOST - UPU'S NEW APPROACH TO FIELD SUPPORT
Module 1: UPU's New Approach to Field Support – An Introduction




The Goals for the projects under the new approach

 **IPS Web**
 **IPS Light**


IPS/IPS Light
IPS and IPS Light are basic tools for improved quality of service. One important outcome of the project is to improve skills in how to manage IPS and IPS Light. The systems will at the end of the project be used for all products and data will be transmitted to the IB. The participants should be fully aware of the process and business advantages by a full use of the systems.




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TRAINPOST - UPU'S NEW APPROACH TO FIELD SUPPORT
Module 1: UPU's New Approach to Field Support – An Introduction




Detailed Working Plan for the projects under the new approach




Signing of the cooperation agreement
Recruitment of a Regional Project Manager
Training of the Regional Project Manager
Project organizational set-up workshop
Recruitment of Country Project Managers (CPMs)
Preparation at the home base

The detailed working plan will depend on the requirements of a region. This needs to be adjusted by the Master Expert in consultation with the IB UPU, the participating DOs, the restricted union concerned and the Regional Project Manager.

Typically the various stages involved in the implementation of the quality enhancement project under the new approach along with the suggested timelines are as under:



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Reference number : BNI-1-2020
Acquisition Date: 2020
Expected Duration: 6 months

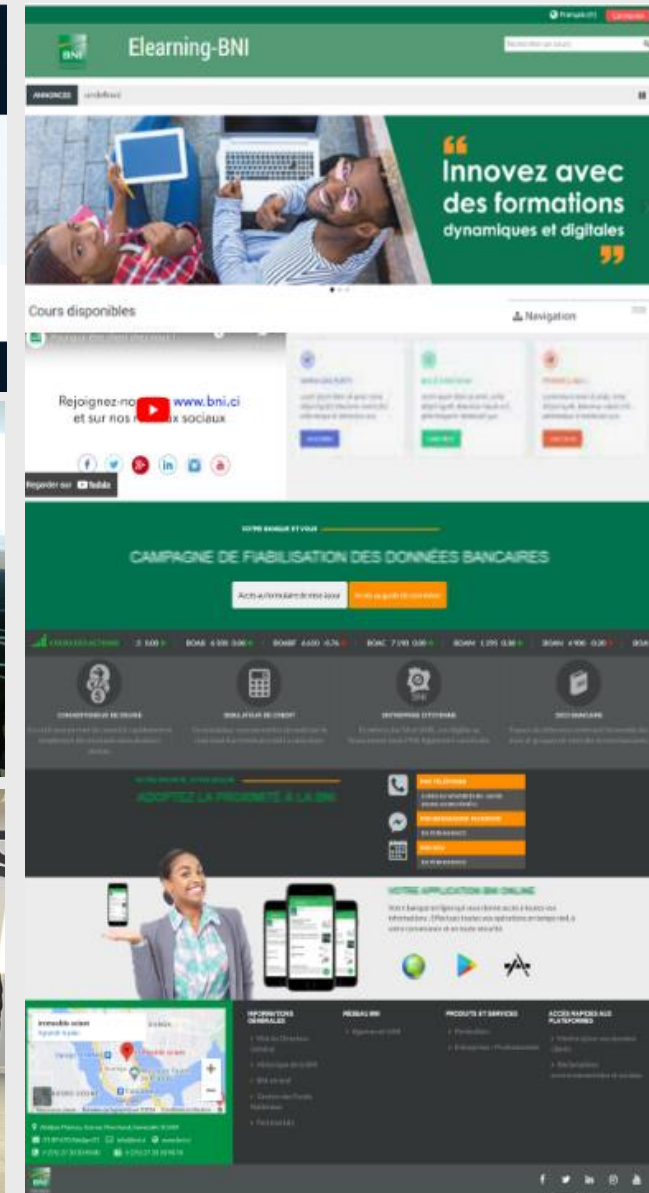
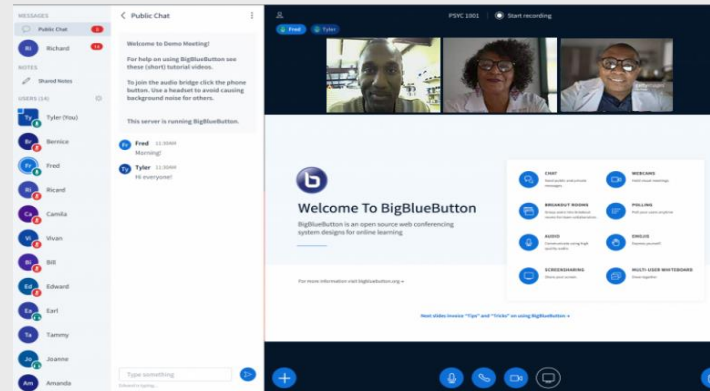
Following an international call for tenders, SIT Elearning Solutions was grouped with Global Technologies Solutions for the deployment of the BNI distance learning platform

The project focused on:

- Installation of the Moodle platform
- Installing the BigBlueButton virtual classroom.
- Training and transfer of skills to the project team, and provision of tutorials/user manuals for the different profiles.
- Assistance to Top Management in the development of a strategic approach to the adoption of elearning for the "development of skills of the human capital of the BNI.

This mission was extended in 2021 by the development of current "plugins":

- Scripting/automation of platform alerts and notifications
- Psycho-personal profiling of learners





Reference number : BNI-1-2022
Acquisition Date: 2022
Expected Duration: 6 months

BNI, Following the success of its first project with SIT Elearning Solutions has chosen to extend its project for the second time with SIT.

The project focused on:

- The development of a profiling tool (psychometrics) integrated into the platform.
- LDAP configuration with the moodle platform (in Import & Export)
- Writing and production of 3 elearning courses:
 - Excel level 1
 - Excel level 2
 - Bâle
- A maintenance contract (preventive and curative).

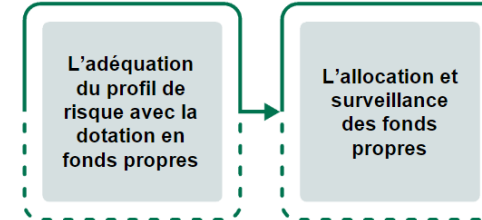


Section IV : Les principales exigences de bale II

9/19

B. Pilier II : Surveillance prudentielle

Les principes de base de l'allocation des fonds propres et de sa surveillance :



Les principes généraux du pilier II :

Les compléments des risques non couverts par le pilier I et les fonds propres additionnels :



Section II : Définition et points de repères réglementaires

9/18

C. Les réformes : standards internationaux et réglementations locales

Mise en place au 01 janvier 2010 du règlement COBAC R-2010 relatif à la couverture des risques des établissements de crédit. Les évolutions ont été apportées aux textes en 2016 notamment sur la composition des fonds propres nets dans les établissements de crédit, en 2018 sur l'identification des établissements systémiques et en 2020 sur les grands risques.



Zone CEMAC

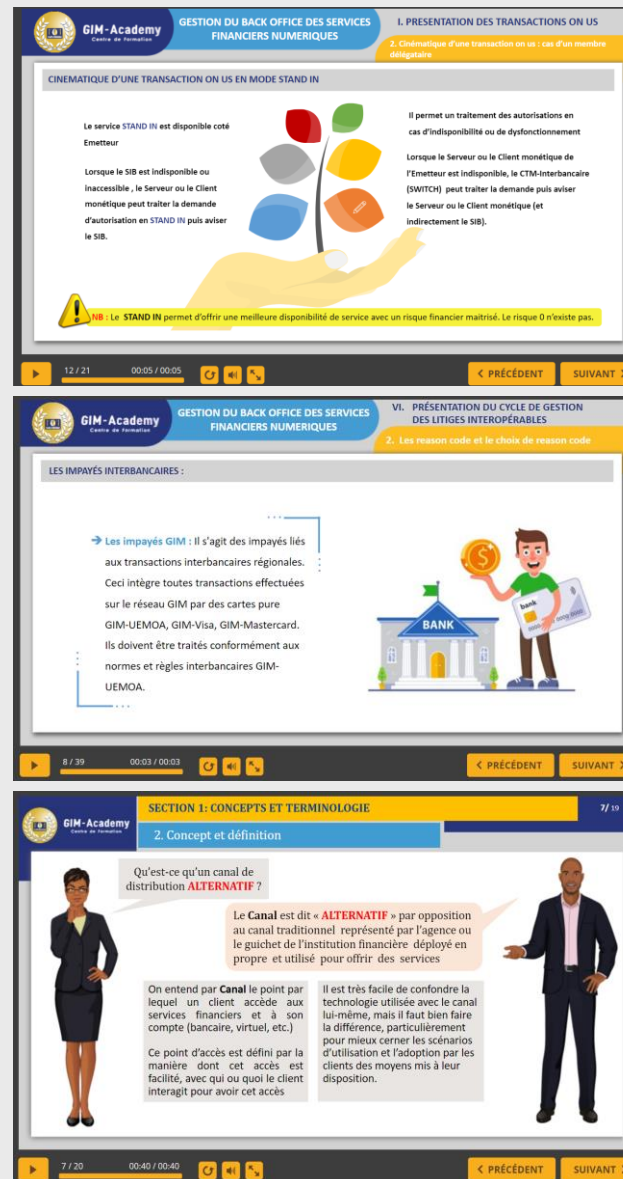
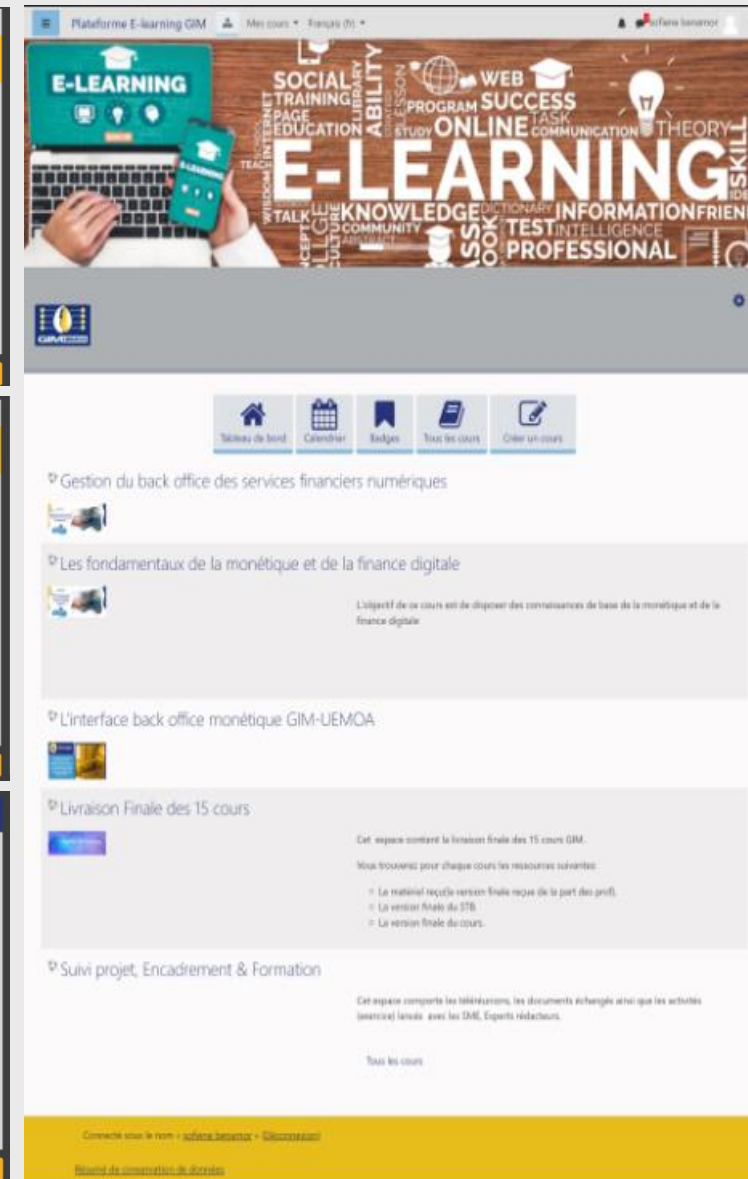


Reference number : GIM-UEMOA-1-2021
Acquisition Date: January 2021
Expected Duration: : 4 months

Following an international call for tender, SIT E-Learning Solutions was selected by the GIM-UEMOA to undertake the project of digitizing its academy and deployment of an e-learning project.

The project consisted of the following :

- Installation, configuration and setting of a Moodle platform in the GIM-UEMOA website with the BBB virtual class on their IT infrastructure.
- Training, skills transfer and assistance of the project team, and the administration of the platform, alongside the creation of manuals and tutorials for the training.
- Pedagogical design of 15 modules, with the transfer of instructional designer skills of 15 writers, as well as tutoring.
- Coaching the trainees on online facilitation and manipulation of the platform to ensure the success of the digitalization project.



Reference number : MSP-1-2020
Acquisition Date: January 2020
Expected Duration : 17 months

The Multimedia School of Paris directly assigned SIT E-learning solutions with an annual contract to digitalize 3 teaching modules:

- Marketing
- Artistic Director
- Motion design

These modules consisted of 33 lessons in 32 learning weeks divided as follows :

- After effects
- Nudge Marketing
- Advertising and Communication culture, etc.

SIT E-learning solution allocated a team of 8 experts in content writing & Subject Matter, 3 instructional designers, 6 multimedia integrators, and 2 linguistic editors to undertake this project throughout the contract year.

COMPRENDRE L'UI DESIGN

INTRODUCTION

Au cœur de toute expérience digitale, le design d'interface (appelé UI Design pour : User Interface Design), permet, comme son nom l'indique, d'interagir avec les différents éléments d'un site, d'une application, d'une borne, etc.

Cette formation vous guidera dans les premières notions clés indispensables à cette discipline. Pour cela nous aborderons tout d'abord la notion de média, puis nous entrerons plus en détail dans le design d'interface et les usages qui en découlent.



Le compositing : Découvrir la rotoscopie

Usage artistique et pratique de la rotoscopie

Votre progression

Avec l'usage de la rotoscopie numérique, il est à la fois possible :



→ D'isoler un personnage réel, en mouvement, afin d'en modifier l'apparence et le rendu graphique, tout en gardant sa dynamique réelle. Ce procédé permet le déploiement de l'imaginaire artistique des créateurs motion.

→ De créer un cache ou plus particulièrement un matte painting. Ceci permet l'assemblage de plusieurs images de sources différentes qui seront ensuite regroupées grâce au compositing. Ce procédé est très pratique pour l'utilisation des VFX.



Reference number : MSP-1-2021
Acquisition Date: 2020
Expected Duration: 12 months

After an international call for tender, SIT E-learning solutions was selected by Knowledge One for :

- The digitalization of the Western University's Courses (Alberta, Canada)
- The instructional design and the development of seven subjects for better preparation for the school start of September 2020

14 Tunisian experts, 7 media specialists, and 2 senior executives, one from Tunisia and the other from Montreal, were dedicated to the instructional design of this project.

PS: friendly cancellation and scope changing

Class Poll #01

Instructions: Put your answers into the polls tab

Question: Consider $[\text{Co}(\text{NH}_3)_6]^{2+}$ and $[\text{Co}(\text{NH}_3)_6]^{3+}$. One is blue, and the other is orange. Which statement is correct?

- ☐ A $[\text{Co}(\text{NH}_3)_6]^{2+}$ is orange.
- ☐ B $[\text{Co}(\text{NH}_3)_6]^{3+}$ has a smaller Δ_o .
- ☐ C $[\text{Co}(\text{NH}_3)_6]^{3+}$ absorbs a longer wavelength of light.
- ☐ D None of the above.



Western
UNIVERSITY - CANADA



Health	3
Fire	2
Reactivity	0
Personal Protection	H



Material Safety Data Sheet +/-Limonene MSDS



Section 3: Hazards Identification

Potential Acute Health Effects:

Extremely hazardous in case of eye contact (irritant), of ingestion. Very hazardous in case of skin contact (irritant), of inhalation. Inflammation of the eye is characterized by redness, watering, and itching. Skin inflammation is characterized by itching, scaling, reddening, or, occasionally, blistering.

Potential Chronic Health Effects:

Extremely hazardous in case of eye contact (irritant), of ingestion. Very hazardous in case of skin contact (irritant), of inhalation. CARCINOGENIC EFFECTS: Not available. MUTAGENIC EFFECTS: Not available. TERATOGENIC EFFECTS: Not available. DEVELOPMENTAL TOXICITY: Not available. Repeated or prolonged inhalation of vapors may lead to chronic respiratory irritation.



Reference number : ANAPEJ-01-2021
Acquisition Date : January 2021
Expected Duration : 3 months

In consortium with the Kevaat, a consulting and training firm, SIT E-Learning Solution created and developed three MOOCs of online training:

- « Business Creation » for returning migrants
- Succeeding its professional project
- Succeeding the professional mobility project in West Africa: Cape-Verde, Ghana, Senegal, and Togo

The project team was made up of 5 subject matter experts in content writing based in Mauritania, 6 multimedia engineers, and 3 instructional designers.

This project was a three-month contract duration.



Section 3: S'installer en Mauritanie

3. Relation avec le consulat

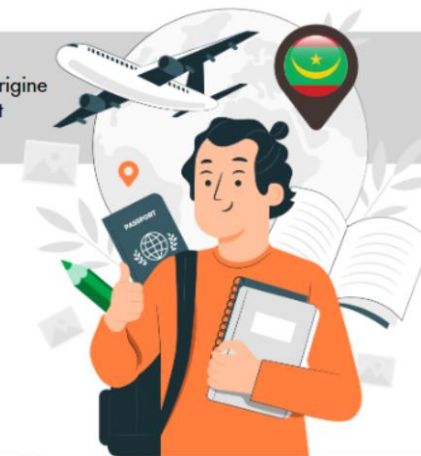
1/1

Les étrangers qui veulent s'installer en Mauritanie, doivent:

- désormais s'enregistrer auprès du consulat de leurs pays d'origine
- avoir une attestation d'immatriculation délivré par le consulat comme résident en Mauritanie.



Cette attestation n'est pas nécessaire pour déposer une demande de carte séjour, mais elle permet au migrant de bénéficier des services du consulat de son pays d'origine.



Section 1: Le cadre Législatif

Le cadre Législatif

1/1

- La loi mauritanienne a réservé très tôt une place importante aux travailleurs migrants. Dans la première version du **code du travail du 23 janvier 1963**, (réf. Loi n° 63.023/1963), la section IV est consacrée aux travailleurs migrants.
- **La loi N° 2004.017 en date 06 juin 2004** portant code de travail mauritanien, renferme également des articles fixant les modalités et conditions des travailleurs expatriés.





Reference number : NCSC-01-2022

Acquisition Date : April 2022

Expected Duration : 6 months

Within the framework of the ILAC Administrative Justice Strengthening Demonstration Project, NCSC solicited the services of SIT, to accomplish these tasks:

- Advise NCSC to improve the course and make it more attractive, digestible and fluid.
- Design and produce the module and evaluations.
- Design an assessment based on the scenario using the serious game technique
- Integrate the module on the e-learning platform of the Administrative Tribunal.
- Transfer all sources and technical documentation to the Administrative Tribunal.





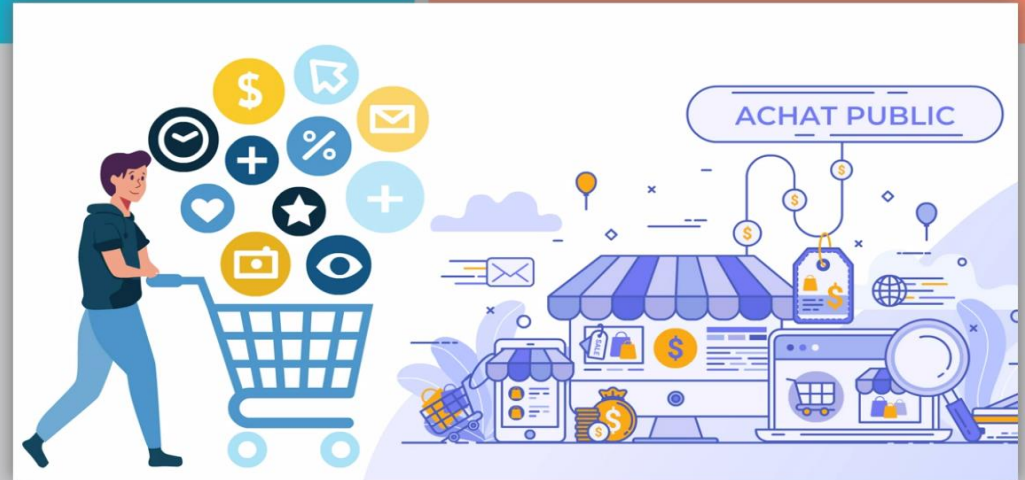
Reference number : PARD-02-2022
Acquisition Date : 2022
Expected Duration : 6 months

Following a call for tender, and as part of the European Union Support Program institutional to the process of decentralization, SIT was mandated for a mission which aims to achieve the work to support the design of training modules for taking up the role of IT executives within municipalities, and organization of training of trainers, with a view to training these executives before be the subject of massive recruitment between 2020 and 2021.

LES ACHATS INFORMATIQUES (MATERIEL, LOGICIEL ET SERVICE)

Quelques définitions

Qu'est-ce qu'un achat public ?



LES ACHATS INFORMATIQUES (MATERIEL, LOGICIEL ET SERVICE)

Quelques définitions

Qu'est-ce qu'on entend par détermination des besoins ?





Reference number : PARD-03-2022

Acquisition Date : 2022

Expected Duration : 6 months

Following a consultation notice, and within the framework of the European Union's Institutional Support Program for the Decentralization process, SIT was mandated to carry out the project of integration of training programs on the taking up of the office, on the platform of the Centre of Training and Support for Decentralization.

The objectives were as follows :

Set up and automation of training management on the CFAD platform.

Integration of each module's media and content, with security, encryption, and size optimization.

- 25 courses
- 400 PDF document



تخطيط وإدارة وتنسيق
المجالات الفنية في النطاق البلدي





Reference number : OECD-01-2020
Acquisition Date : November 2020
Expected Duration : 4 months

With the aim of spreading and explaining practical knowledge on the use of the "TUNEPS" platform and, ultimately, promoting its adoption by users, the OECD, selected SIT E-learning Solutions for the following :

- Developing 2 online learning modules about Tunisia's online procurement system « TUNEPS » in the Tunisian Arabic Dialect, one for Tunisian providers and the other for public buyers.
- Developing a French version of the units.
- Making a video in the English language to introduce the process of public purchasing.
- Helping and assisting the TUNEPS Project team to improve its capacity to guarantee a successful launching of the E-Learning platform.



مقدمة عامة **الوحدة التدريبية : المزود** **HAICOP**
HAUTE INSTANCE DE LA
COMMANDE PUBLIQUE

هي منظومة إلكترونية
للمشتريات العمومية
على الخط

TUNEPS
TUNisia on-line
E-Procurement
System

مقدمة عامة **الوحدة التدريبية : المزود** **HAICOP**
HAUTE INSTANCE DE LA
COMMANDE PUBLIQUE

E-bidding

- الإطلاع على المخطط التقديري السنوي لإبرام الصفقات على منظومة الشراء العمومي على الخط
- المشاركة في طلب عروض معلن على الخط
- الإطلاع على نتائج المشاركة في طلب عروض présélectionné
- المشاركة في طلب عروض présélectionné

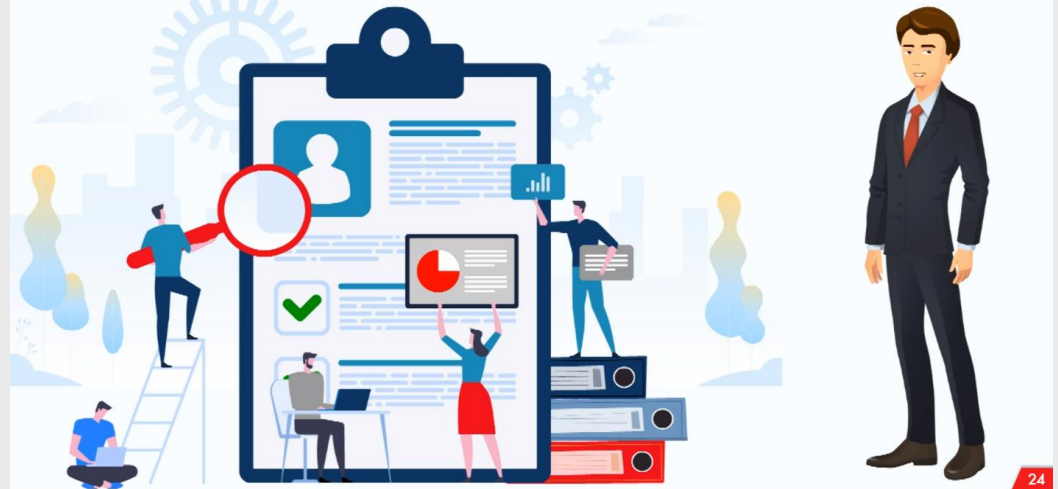


Reference number : BH-01-2021
Acquisition Date : June 2020
Expected Duration : 6 months

As part of the provision of an E-Learning platform on a BH-only server, the BH Bank selected SIT E-learning solutions for the implementation and administration of interactive digital learning courses to be integrated on the platform for the benefit of its staff.

SIT E-learning solutions is therefore mandated to:

- The configuration, set-up, and customization of an E-learning platform that supports the international SCORM standard and its hosting.
- The development, scripting, and production of interactive digital educational content for three themes:
 - Anti-Money Laundering
 - Compliance
 - IT security
- The integration of digital interactive courses on the SCORM-compliant E-learning platform
- Support and assistance for proper usage of the platform.



24



21



Reference number : BH-02-2022
Acquisition Date : 2022
Expected Duration : 9 months

SIT E-learning solutions was selected, for the second time after a call for proposal launched by the BH Bank, for a project entitled 'Realization of interactive digital learning courses (design of E-learning modules).

The project consisted of the development mission, scripting, and production of a SCORM standardized, digital, and interactive educational content, covering the six following themes:

- Sales techniques
- The bank's products
- Managerial techniques
- Operational risks
- Foreign exchange regulations
- Foreign trade

L'ENTRETIEN DE VENTE



PHASE 1 Avant-vente

La Préparation

La prise de contact

L'identification des besoins de la clientèle

PHASE 2 Vente

PHASE 3 Après-vente

BH ACADEMY

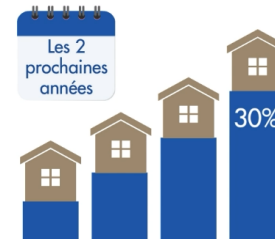
Section 2 : Développer la performance de ses collaborateurs

Comment décliner les objectifs stratégiques en objectifs opérationnels ?

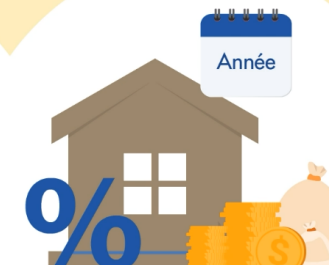
Objectif stratégique

Objectif opérationnel

Objectif individuel



Augmenter sa part de marché



Accorder 150 crédit immobilier



10/27



Reference number : BH-03-2023
Acquisition Date : January 2023
Expected Duration : 12 months

Following the success of its first and second project: "Supporting the BH Academy in the deployment of its elearning platform with the production of 9 courses on banking techniques", and following a call for tenders, BH BANK appointed SIT for the mission of "Support and Digitalization of the "Learning Experience" As part of the deployment of the new Banking ERP Temenos-24 (T24)" and more precisely:

- Digitizing of procedure manuals, writing, educational design and production of 154 learning units.
- Conducting simulations to allow users to freely interact with the software in a virtual environment identical to the real software without the risk of causing damage or costly errors, which encourages exploration and learning through trial and error.



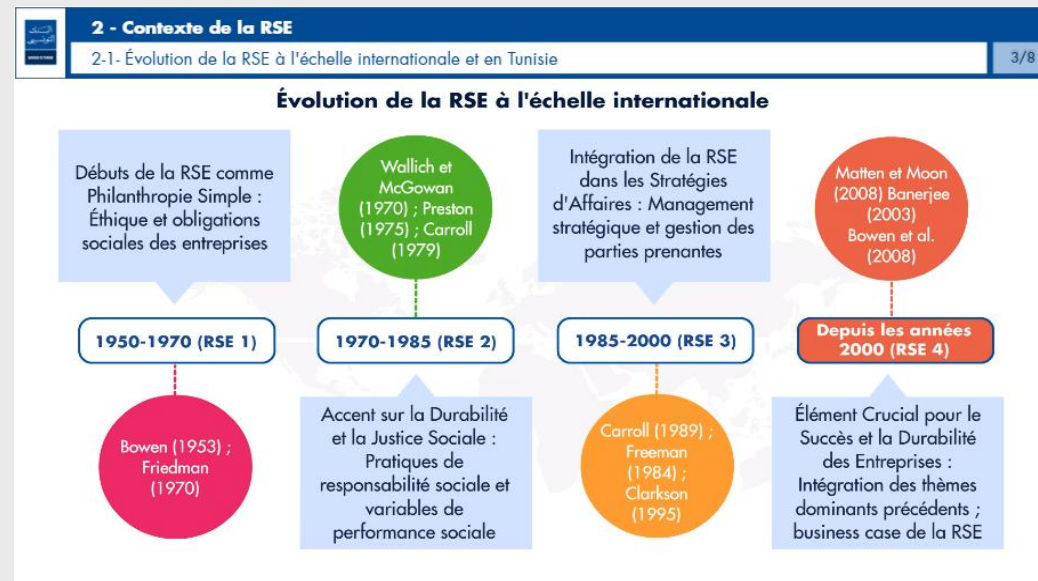


Reference number : BT-01-2023
Acquisition Date : December 2023
Expected Duration : 3 month

As part of the provision of an E-Learning platform, BT Bank selected SIT E-learning solutions for the implementation and administration of interactive digital learning courses to be integrated on the platform for the benefit of its staff.

SIT E-learning solutions therefore had the mandate to:

- Configure, implementation and customization of an E-learning platform supporting the international SCORM standard.
- Write, design and produce an elearning course on the theme of Corporate Social Responsibility





Reference number : Amen Bank-01-2019
Acquisition Date : August 2019
Expected Duration : 12 months

Following a Request for proposals, the Amen Bank hired SIT E-learning solutions to implement a project that consists in:

- The installation and setup of the Moodle platform (the latest version).
- The setting of the platform according to the Amen Bank's needs.
- The infographic personalization of the platform.
- The instructional design of three training courses as MOOC format videos:
 - The domiciliation procedure for foreign trade titles
 - Regulated accounts
 - The risks of non-compliance 'KYC sheet, Fatca'



Reference number : COMAR-01-2022
Acquisition Date : November 2022
Expected Duration : 6 months

Comar insurance chose SIT to assist it in the deployment of its Digital transformation project for its training and skills development process.

The project was composed of:

1. Setting up an educational platform online for the distance training of its branch network and its staff.
2. The pedagogical design (instruction design) and the realization of an elearning course which will be hosted on the platform.
3. Maintenance contract.


2- Le blanchiment d'argent

2-1- Définition légale de la notion blanchiment d'argent
13/28





Acte intentionnel


Repose sur une infraction sous-jacente, celle qui a permis de générer de l'argent sale


Justification mensongère de l'origine illicite des fonds


Permet de transformer de l'argent sale en argent propre


Disparaître les traces de l'origine criminelle de l'argent afin de pouvoir l'utiliser sans éveiller de soupçons


5- Bénéficiaire effectif

5-2- Identification des Bénéficiaires effectifs
8/16




Cas des contrats d'assurance souscrits par des personnes morales


Cas des contrats d'assurance souscrits par des constructions juridique


Cas des contrats d'assurance souscrits par des personnes physiques

Cliquez sur chaque cas pour en savoir plus



Reference number : COMAR-02-2024
Acquisition Date : February 2024
Expected Duration : 2 months

SIT E-learning solutions was selected, for the second time, by COMAR insurance for the production of interactive digital learning courses (design of E-learning modules).

The project consisted of the mission of developing, scripting and producing standardized, digital and interactive SCORM educational content, covering the theme: The stages of sales consulting





CITET - International Center For The Environment Technologies of Tunis

Contact Person : Kamel Saidi
Phone Number : +216 71 206 766/+216 50 843 949
Email : formation@citet.nat.tn



Reference number : CITET-01-2021
Acquisition Date : October 2020
Expected Duration : 6 months

Following a national call for tender, SIT E-learning solution was selected by the CITET, to support them during the deployment of an online training portal.

The project consisted in :

- Setting up an E-learning solution, as it happens MOODLE 3.9
- Setting up and integrating the virtual classroom, for which we have chosen BBB « Big Blue Button »
- Content creation and development of two online modules themed as follows :
 - The study of the impact on the environment
 - The environmental regulation
- Training and skills transfer to the training department of the CITET, alongside manuals and tutorials to use the platform.
- Training a team of trainers on digital pedagogy and the best practices of online tutoring.

SIT E-learning solution was committed to assist the CITET for better exploitation of the platform and to ensure the Academy's E-learning project success.



L'EIE : Concepts et définitions universels

Vos Points clés à retenir

12 / 14

L'EIE est :

- ❖ Un processus et non un rapport.
- ❖ Un outil préventif, elle est réalisée avant le démarrage de la mise en œuvre du projet.
- ❖ Elle englobe toutes les composantes du projet (même celles programmées hors du site du projet) et toutes les phases de son cycle de vie.
- ❖ Elle sert à améliorer la conception du projet et œuvre pour le développement durable et la préservation de la santé humaine.
- ❖ Elle a deux horizons : un spatial et un temporel.
- ❖ Elle a des valeurs centrales, des principes et des objectifs immédiats et à long terme



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L'EIE : Concepts et définitions universels

Horizons et avantages

8 / 14

Valeurs Centrales

L'amélioration de la planification et de la conception des projets au plan environnemental

Le respect des normes environnementales

Economies en capita et coûts

Réduction du temps et des coûts d'approbation des projets

Meilleure acceptation du public



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Reference number : ONE TECH HOLDING-01-2018

Acquisition Date : September 2018

Expected Duration : 9 months

Following multiple meetings and detailed needs analysis to achieve an integrated solution ensuring all the exposed HR functions, One Tech asked SIT to develop an E-learning solution that includes the following:

- An educational platform.
- The provision of Skill Soft courses for leadership development and managerial skills.
- The scripting and production of 4 E-learning courses on the values of One Tech.
- Production of 5 profiling and personality tests, scored and conditional with integration to the E-learning platform.
- Assistance with the integration of results of a performance measurement application, developed by OT, into the E-learning platform.

Menu

Slide Title	Duration	
Introduction	00:18	<input checked="" type="checkbox"/>
Qu'est ce que l'innovation?	00:47	<input checked="" type="checkbox"/>
Qu'est ce que l'innovation en entreprise?	00:26	<input checked="" type="checkbox"/>
Les catégories d'innovation	00:47	<input checked="" type="checkbox"/>
Le processus d'innovation	01:00	<input checked="" type="checkbox"/>
Les compétences d'un innovateur	01:14	<input checked="" type="checkbox"/>
Conclusion	00:43	<input checked="" type="checkbox"/>

INNOVATION Niveau 1

Le processus d'innovation

Menu

Slide Title	Duration	
Introduction	00:18	<input checked="" type="checkbox"/>
Qu'est ce que l'innovation?	00:47	<input checked="" type="checkbox"/>
Qu'est ce que l'innovation en entreprise?	00:26	<input checked="" type="checkbox"/>
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Le processus d'innovation	01:00	<input checked="" type="checkbox"/>
Les compétences d'un innovateur	01:14	<input checked="" type="checkbox"/>
Conclusion	00:43	<input checked="" type="checkbox"/>

INNOVATION Niveau 1

Qu'est ce que l'innovation?



Reference number : INPDP 01-2021
Acquisition Date : August 2021
Expected Duration : 9 months

Following a call for tenders issued by the French National Body for the protection of personal data, SIT E-learning Solutions has been selected to take on the project of developing a MOOC about the protection of personal data.

Specifically the following:

- Seven modules of about 5 minutes each
- Designing of support tools with a tutorial for the ones used
- Organization of a validation workshop for the MOOC presentation
- Elaboration of a communication plan with a 3-months implementation program, to be presented at the validation workshop
- Execution of the communication plan and the final mission report.

Leçon 1

Pourquoi de la protection ?

Pourquoi on instaure une protection ?

Les justifications d'une protection ?



Données Sensibles



Discriminatoire

Santé

Vie sexuelle

Conviction

Appartenance

Origine raciale ou ethnique




Reference number : DRI 01-2021
Acquisition Date : May 2021
Expected Duration : 9 months

After a competitive bidding by Democracy Reporting International, SIT E-learning Solutions was selected for the deployment of an online training portal.

The goals of this mission were the following :

- Development, configuration, and setting of the Moodle platform to integrate training content, which will be accessible remotely.
- Developing high-quality modules and processing multimedia, interactive activities, videos, serious games, simulations, quizzes, MCQ, or other learning and evaluating scenarios.
- The assistance of "DRI" and "Academy of the Administrative Tribunal" throughout the successful digitizing of their trainings and the skills development process.

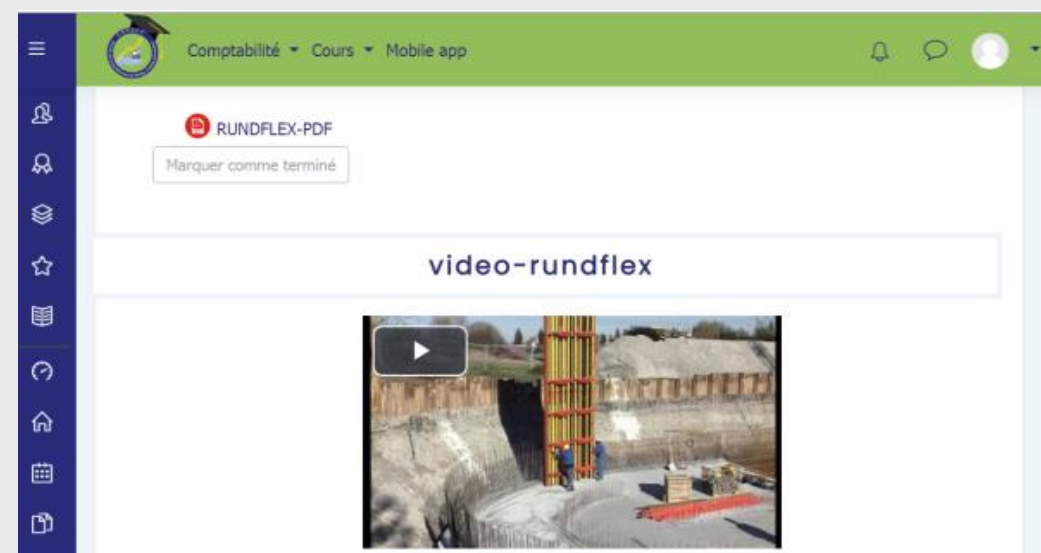
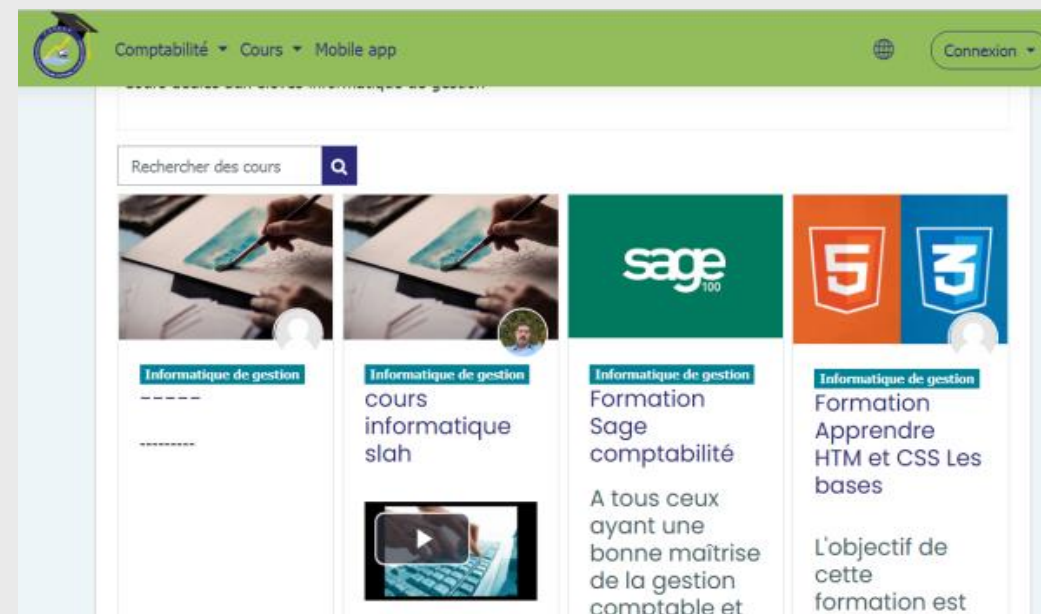


Reference number : AHK 01-2021
Acquisition Date : May 2021
Expected Duration : 3 months

Upon AHK's request (German-Tunisian Chamber of Commerce and Industry), SIT ELearning Solutions took on the task of setting up an online training platform for the Union chamber of training firms.

The mission consisted in the following :

- The development and implementation of an E-learning educational platform:
 - Installation and configuration of the Moodle platform along with the BBB virtual classroom tool.
 - Automation of the email alert notifications outgoing gateway.
- Development of an E-Learning course to train about thirty people on writing/scripting distance learning courses.
- Technical training of three computer specialists on the administration of Moodle.





Reference number : IFID 01-2017

Acquisition Date : 2017

Expected Duration : 4 mois

The International Forum for Islamic Dialogue (IFID) is a non-profit organization established in London since 1994, dedicated to promoting social change, enlightenment, and empowerment of societies in the Middle East and North Africa.

In 2017, IFID sought the expertise of SIT to design and produce twelve animated video capsules specifically aimed at young people living in conflict zones, such as Iraq and Syria. Recognizing the sensitivity of the subject and the young age of our target audience, SIT opted for a contextually adapted pedagogical approach. This approach is based on the concept of storytelling, allowing for the creation of captivating and engaging narratives that resonate with the experiences and realities of young people in these regions.

The video capsules aim to provide messages of hope and resilience while addressing essential themes such as peace, tolerance, and individual empowerment. Through engaging animations and relevant scenarios, these videos encourage young people to reflect on their identity, their role in society, and the importance of intercultural dialogue. By integrating elements of local culture, SIT aims to inspire a new generation of leaders and change-makers within their communities.





Reference number : CSID 01-2020
Acquisition Date : November 2020
Expected Duration : 4 months

Succeeding a direct deal with CSID, SIT E-learning Solutions has been selected to assist with the successful implementation of an online training platform :

The project covered the following:

- The installation, setting, and configuration of the pedagogic platform.
- Automating (scripting) the different platform administration functions such as:
 - The notifications
 - The alerts
 - The welcome & enrollment packages
 - The training certificates
- Administrators' training
- Training of trainers and tutors
- Administrating the Cloud server, architecture, security, etc...
- Basic integration (without specific coding) of the Zoom tool into the Moodle platform.





Reference number : TT 01-2020
Acquisition Date : December 2020
Expected Duration : 2 months

Tunisia Telecom selected SIT Elearning Solutions for the scripting, production of the three modules in SCORM formats and installation of the various resources on the Tunisia Telecom platform:

These courses cover the following:

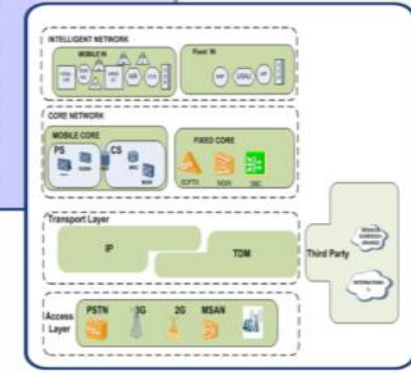
- Understand networks
- Test and measure copper twisted lines
- Monitoring and control of construction sites

COMPRENDRE LES RÉSEAUX AS-IS

Cœur des Réseaux fixes et mobiles

TT Core Network utilise les couches de transport pour:

- Accédez aux couches d'accès fixes et mobiles, desservant près de 0,9M abonnés fixes et 5M abonnés mobiles,
- Donner accès aux couches supérieures de service (IN + Billing + VAS +PCRF:Policy and Charging Rules Function) afin d'appliquer les politiques, les produits et services aux abonnés du Core
- Interconnecter avec l'international et les domaines externes tiers (Orange, Ooredoo,...)



2/19

< PREC **SUIVANT >**

COMPRENDRE LES RÉSEAUX AS-IS

Réseaux d'accès **Description des Réseaux d'accès**


La couche d'accès est l'interface réseau du client. elle se compose essentiellement de:

Nœuds d'accès large bande (2639 DSLAM/MSAN ~ 940k access ports):

- 883 DSLAM : Huawei MA5100 & MA5600, ZTE 9203 & 9210 (~ 240k access ports)
- 1756 IPMSAN : Huawei, NSN, Alcatel-Lucent (~ 700k access ports)
- 3 GPON : Huawei and Alcatel-Lucent (~ 300 GPON user).

Nœuds d'accès à l'entreprise:

- Switches.
- FR network.



12/19

< PREC **SUIVANT >**



Reference number : S2T 01-2019

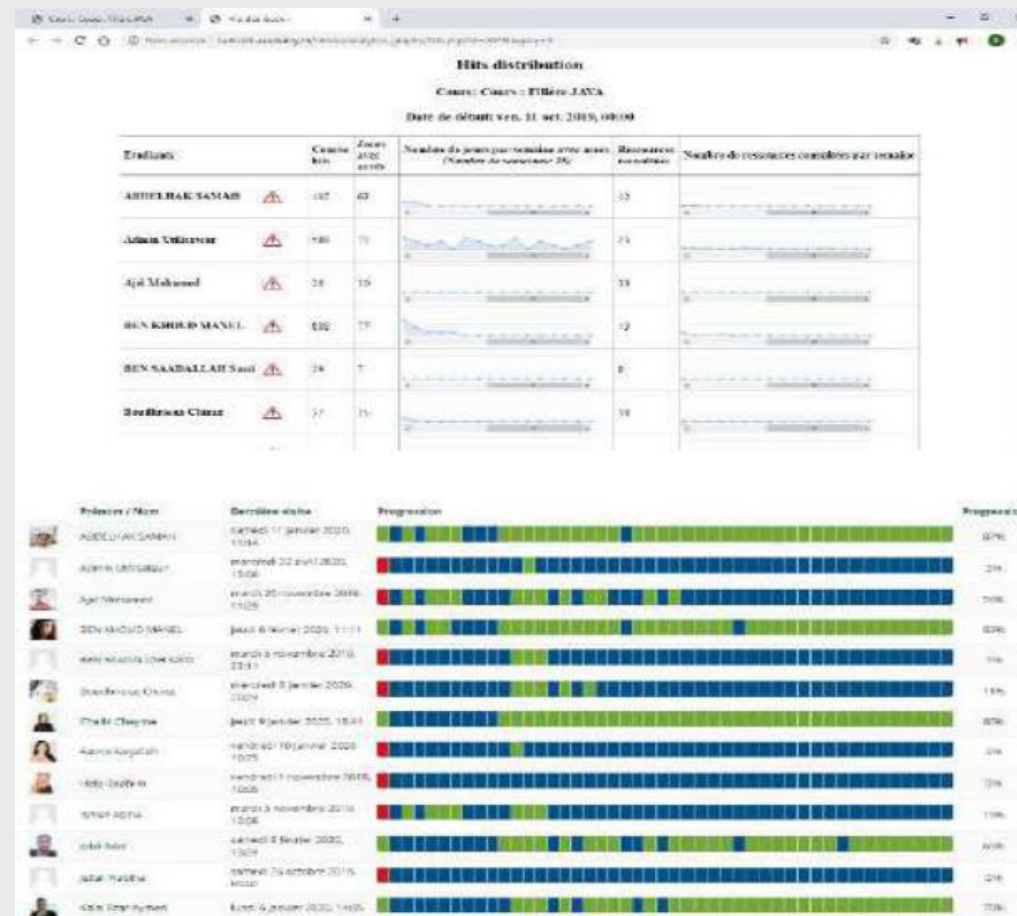
Acquisition Date : May 2019 To January 2020

Expected Duration : 9 months

After an international call for tender launched by the German cooperation (GIZ) to promote personal development and employability, SIT E-learning solutions has started working on the installation, configuration, and setting of an e-learning platform, Moodle, with the integration of learners profiling system.

The project consists of the training in IT:

- The selection of 500 candidates out of 1230 through a profiling system.
- The online training in 6 IT specialties. About 360 online courses (web, system, Java, SAP, Oracle, and testing, ...)
- Putting out online 12 courses, covering the development of soft skills like teamwork, communication, self –confidence and leadership.
- In addition to linguistic proficiency in both French and English.



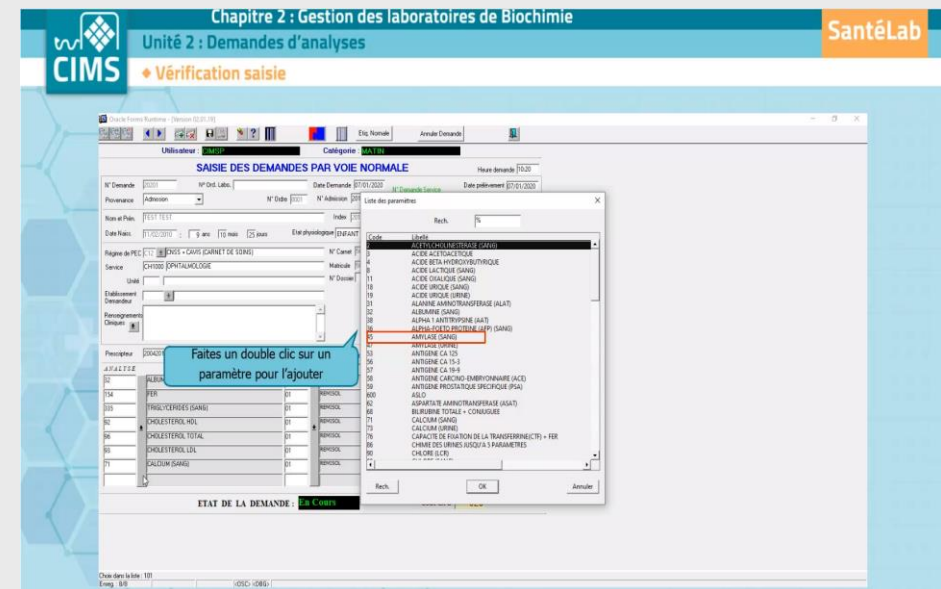
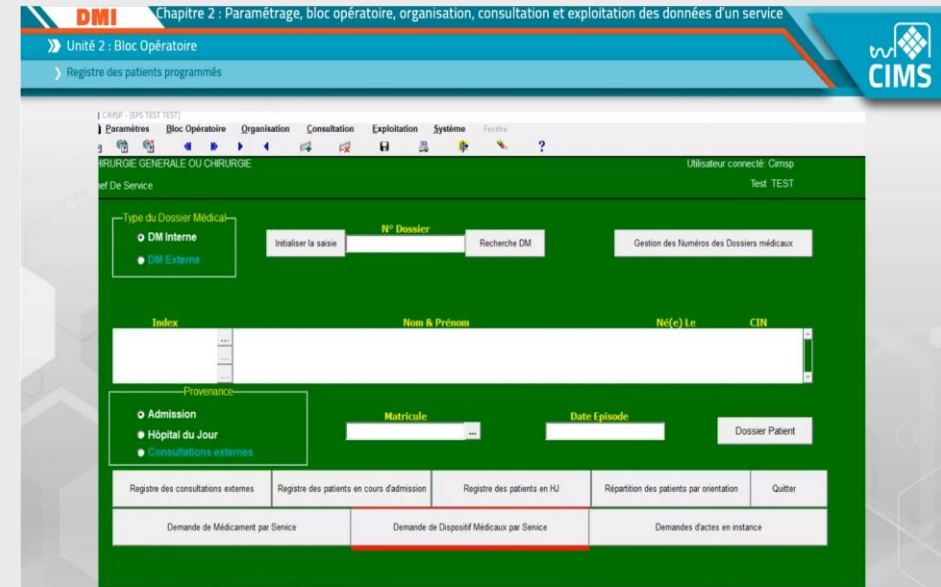


Reference number : CIMS 01-2019
Acquisition Date : 2019
Expected Duration : 12 months

The CIMS has launched a consultation for a mission to set up an interactive and multimedia learning medium, on the application Management of computerized medical records and management of laboratories developed by the CIMS on a Moodle LMS platform.

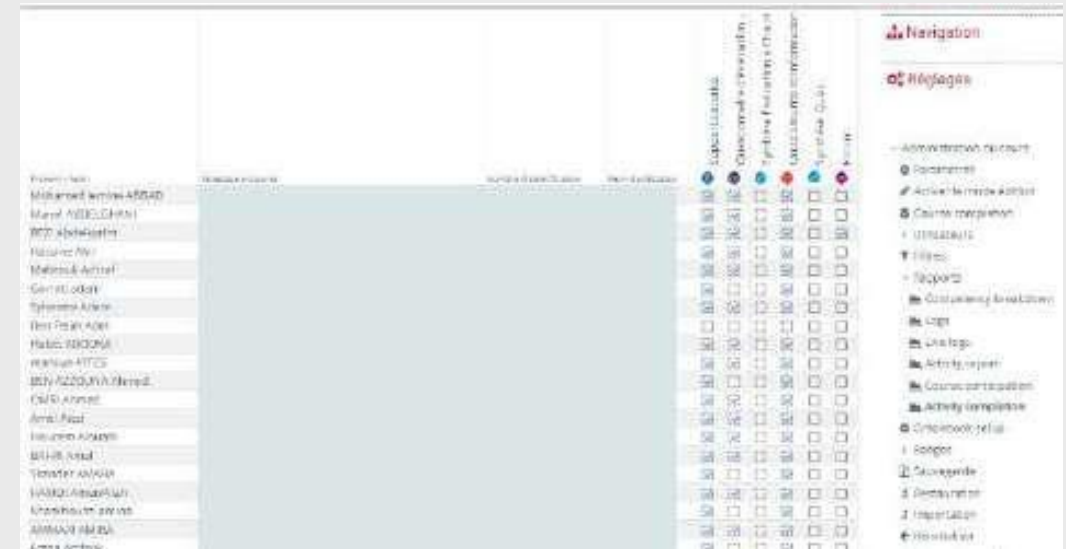
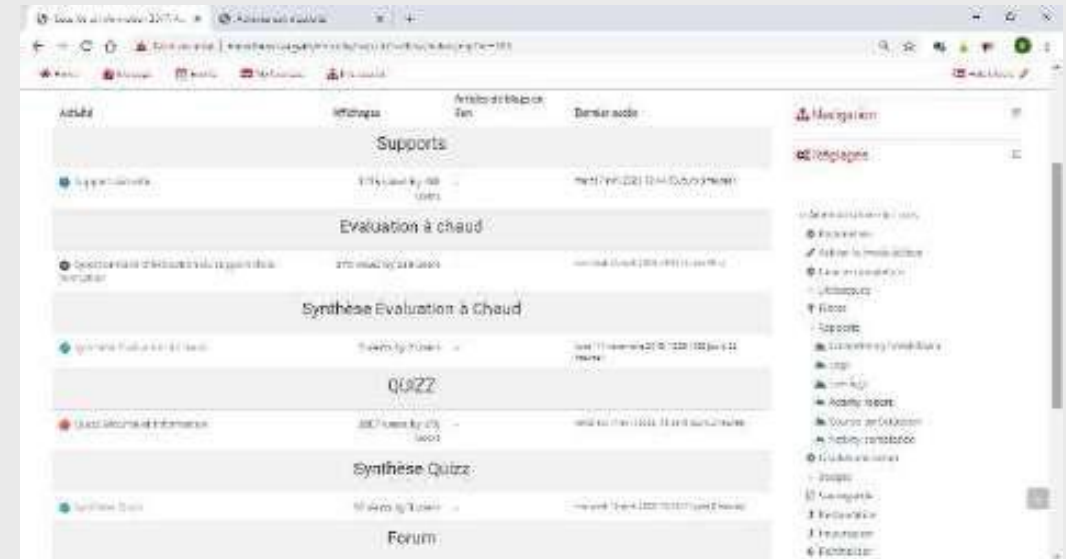
SIT E-learning Solution's first mission is to install and set up the latest version of the LMS educational platform, thus making the online courses available to learners via Internet, running discussion forums, and organizing course schedules...

SIT's second mission is to develop two MOOCs through the pedagogical scripting, realization, and development of its contents, pedagogical scenarios, standardization, and to integrate them into the MOODLE platform.



Expected Duration : 5 months

- Ensure the migration of the platform and the migration of the history (learners, training, results, etc.).
- Ensure the migration of custom Scripts/Programs.
- Ensure the migration of Dashboard reports.





Reference number : Sagemcom 02-2018

Acquisition Date : July 2018

Expected Duration : 2 months

Sagem'com called upon SIT to take part in its offer for the design and scripting of 2 E-learning modules covering the following themes:

- Daily Information systems security
- Sagem'com ESD Training:
 - Understanding ESD
 - Causes and factors influencing it
 - ESD examples of non-compliance and means of combating it.

Each course corresponds to a duration of 3 to 5 minutes of scripted content.

The modules are in the French language.





Reference number : Sagemcom 01-2017
Acquisition Date : 2017
Expected Duration : 3 months

SAGEMCOM is looking for partners specialized in the integration of e-learning solutions, for its project of implementing certain improvements and specific development, to increase the exploitation rate of its E-learning platform.

This project is accomplished in different and relatively sequential steps. The update of the present offer deals with the following :

- The automation of certain platform administration functions.
- The training of around thirty people in the English language.





Reference number : Poulina 05-2018
Acquisition Date : February 2018
Expected Duration : 3 months

This project consists of the design and implementation of 40 procedures for the employees of the Poulina Group.

The project covered the following themes:

- Pest control
- New investment project
- Acquisition of automated systems
- OSMOSE Function Evaluation Procedure
- FRP User Manual
- Client litigation





Reference number : Poulina 03-2011

Acquisition Date : May 2011

Expected Duration : 6 months

Poulina Group Holding is one of the leading groups in Tunisia. Seeking to improve the training and skill development of its staff, the senior management group has launched a project to integrate E-learning into the management system of human resources (HR Access), by implementing the competence-based approach.

As a regular supplier of the group, SIT was assigned to lead the project, consisting of three main areas:

1. "Turing" of the skills repository and alignment of the E-learning offer.
2. Full integration of the E-learning solution (platform+ 100 e-learning modules) into the HR Access system.
3. Assistance and guidance to deployment aimed at improving training procedures and accelerating the pace of deployment in subsidiaries

(Goal: 5000 action level and training test).





Reference number : Poulina 01-2014
Acquisition Date : June to December 2014
Expected Duration : 6 months

Always in the frame of continuity of integration projects, and following the adoption of E-learning since 2006, this one targets a high level of added value aiming at a maximum automation of the process:

registration -> follow-up -> reporting

And this is achieved through :

1. Automation of sessions and registrations import from HR Access to Moodle.
2. Programming automatic mailing of information for beginnings, closing and progress delays of training sessions.
3. Automation of the session closure export with the reporting information (score, duration, tentative number, etc).

This project lasted about 6 months, including the stages of analysis of needs, from conception to testing and follow-up of deployment.



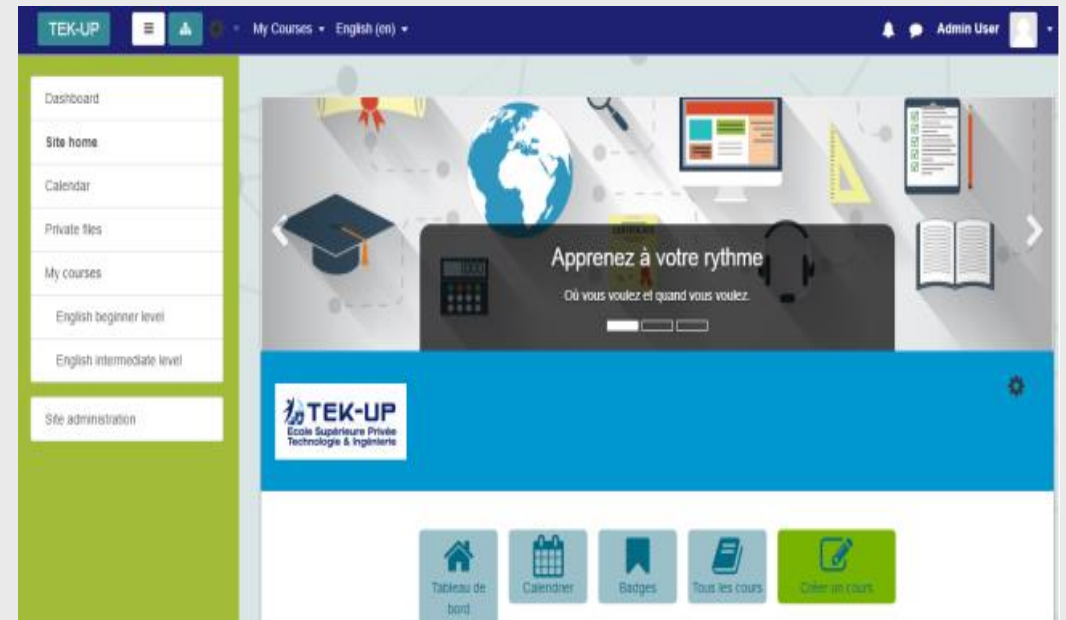


Reference number : TEKUP 01-2018
Acquisition Date : 2018
Expected Duration : 3 months

The Private Higher School of Technology and Engineering has proposed to launch a project under the name "Development of TEKUP Distance Learning", and chose SIT E-learning Solutions to implement it.

The aims of this project were the following:

1. Installation and hosting of an educational platform
2. Training of the operating team (administrator)
3. Acquisition of English courses (all levels)
4. Acquisition of the Skill Soft courses





Reference number : Université centrale 02-2018
Acquisition Date : August 2018
Expected Duration : 3 months

UCG is one of the leading private universities in Tunisia.

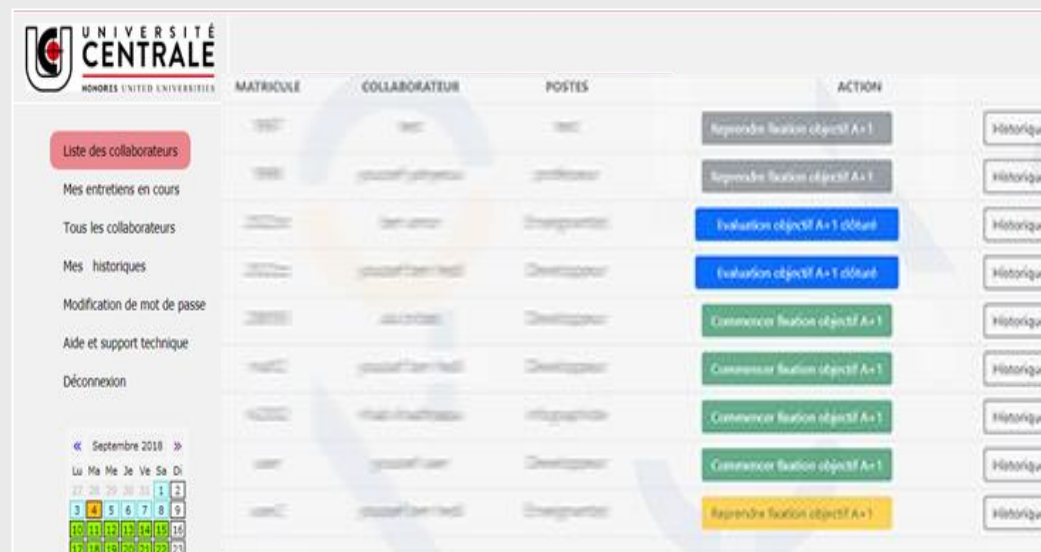
UCG wishes to develop a support tool for the implementation and data processing, allowing the simplification, automation, and speed of data processing required and generated by the ESE process.

To do this, and following three analysis meetings in line with the documentation received from the Central University, SIT proposes the automation of this process as follows:

1. The design and production of a specific database for this process. Data will be imported into this database, and then completed by forms injection.
2. The design and development of a first form aimed at defining the objectives of each employee for the next semester.
3. The design and development of a second form aimed at collecting the assessments of each employee's objectives.
4. The design and development of a "History" section, allowing the display of the history of different interviews, organized by date.
5. The design and development of a tracking interface of each manager's interview report.



The screenshot shows the 'Ajouter un objectif' form. It includes a sidebar with navigation links like 'Liste des collaborateurs', 'Mes entretiens en cours', and 'Tous les collaborateurs'. The main form has a table with columns: 'Intitulé Objectif', 'Pondération', 'Indicateur de Performance (KPI)', and 'Commentaires'. There are input fields for each column and buttons for 'enregistrer', 'Valider', and 'Annuler'. A calendar widget for September 2018 is also visible.



MATRICULE	COLLABORATEUR	POSTES	ACTION	HISTORIQUE
1372	SAKKOURI CHADMA	Chargé Student Life	Reprendre l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Reprendre l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Evaluation objectif A+1 obtenu	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Evaluation objectif A+1 obtenu	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Commencer l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Commencer l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Commencer l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Commencer l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Commencer l'évaluation objectif A+1	Historique
1372	SAKKOURI CHADMA	Chargé Student Life	Reprendre l'évaluation objectif A+1	Historique



Reference number : Université centrale 01-2017

Acquisition Date : April 2017

Expected Duration : 3 months

The central university commissioned SIT to carry out two independent projects:

- Hosting / administration and maintenance of a distance education / training solution
- Provision of a courses / modules composed of multiple multimedia and interactive educational resources for the following levels: (beginner, intermediate, advanced), general and business.

Before the launch of the project, teacher training was ensured by our team to guarantee a proper supervision of students.



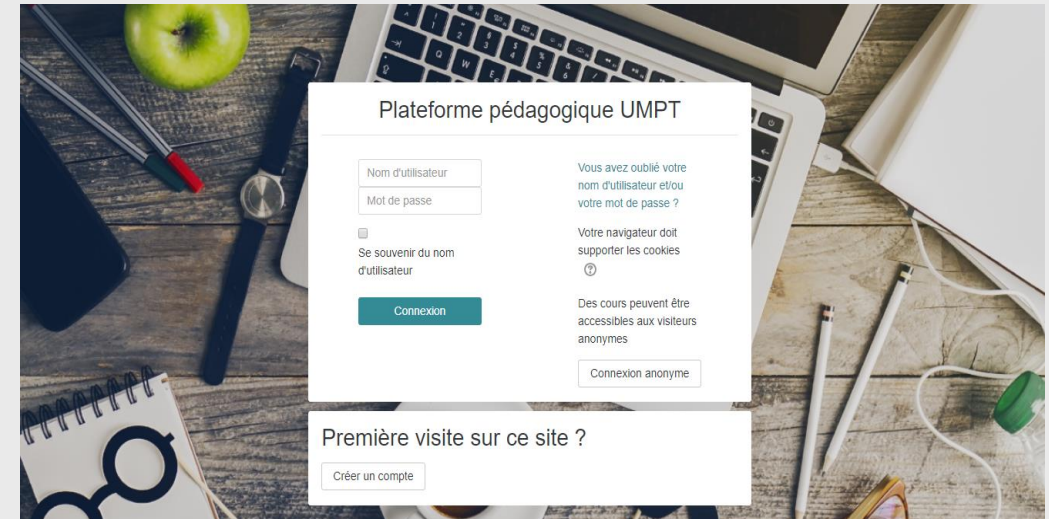


Reference number : FMPT 01-2018
Acquisition Date : 2018
Expected Duration : 6 months

FMPT The Private Mediterranean University of Tunis wishes to provide itself with an E-learning solution to launch distance learning within its institution.

To carry out this pilot project SIT provides the following services:

- The installation and exploitation of an educational platform
- Training for the MPFT Platform Administrator and Faculty
- The provision of standard Skill Soft courses
- Completion of FMPT courses in PowerPoint format.





General Directorate of Tunisian Customs

Contact Person : Abidi Abdelhakim
Phone Number : +216 98 652 460
Email : abidiablh@yahoo.fr

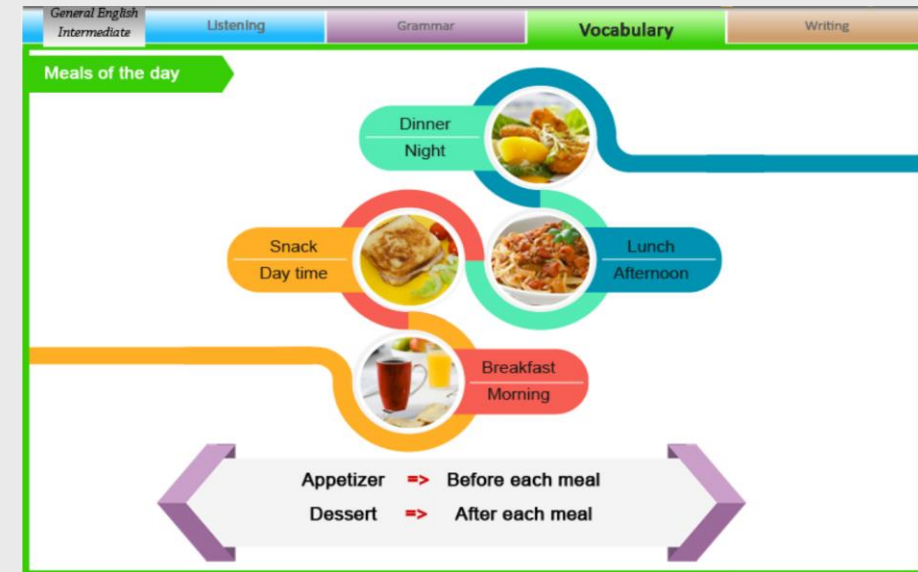


Reference number : Douane 01-2018
Acquisition Date : August 2018
Expected Duration : 3 months

Following the request of the General Directorate of Customs, SIT has offered an E-learning solution that aims at training 121 learners in the English language at an Intermediate level.

This training is accomplished through a Blended-training mode. Below is the list of units:

- Unit1: Ordering a meal
- Unit2: The telephoning
- Unit 3: In the workspace
- Unit 4: Traveling
- Unit 5: Problems
- Unit 6: The web
- Unit 7: Sales
- Unit 8: Job interview



General English Intermediate

Listening Grammar Vocabulary Writing

Listen carefully to the following conversation and answer the questions:

It's Friday afternoon, Anne goes to a restaurant for dinner.

0:00 / 0:25



Reference number : Onetech 01-2018
Acquisition Date : September 2018
Expected Duration : 6 months

Following multiple meetings and detailed needs analysis to achieve an integrated solution ensuring all the exposed HR functions, One Tech asked SIT to develop an E-learning solution that includes the following:

- An educational platform.
- The provision of Skill Soft courses for leadership development and managerial skills.
- The scripting and production of 4 E-learning courses on the values of One Tech.
- Production of 5 profiling and personality tests, scored and conditional with integration to the E-learning platform.
- Assistance with the integration of results of a performance measurement application, developed by OT, into the E-learning platform.

Menu

Slide Title	Duration	
Introduction	00:18	✓
Qu'est ce que l'innovation?	00:47	✓
Qu'est ce que l'innovation en entreprise?	00:26	✓
Les catégories d'innovation	00:47	✓
Le processus d'innovation	01:00	✓
Les compétences d'un innovateur	01:14	✓
Conclusion	00:43	✓

INNOVATION

Niveau 1

Introduction

Cette partie présentera des notions basiques sur l'innovation et ce qu'il faut connaître pour la concrétiser dans un milieu professionnel.

Menu

Slide Title	Duration	
Introduction	00:18	✓
Qu'est ce que l'innovation?	00:47	✓
Qu'est ce que l'innovation en entreprise?	00:26	✓
Les catégories d'innovation	00:47	✓
Le processus d'innovation	01:00	✓
Les compétences d'un innovateur	01:14	✓
Conclusion	00:43	✓

INNOVATION

Niveau 1

Qu'est ce que l'innovation?

Souffle

Persévérance

Résilience

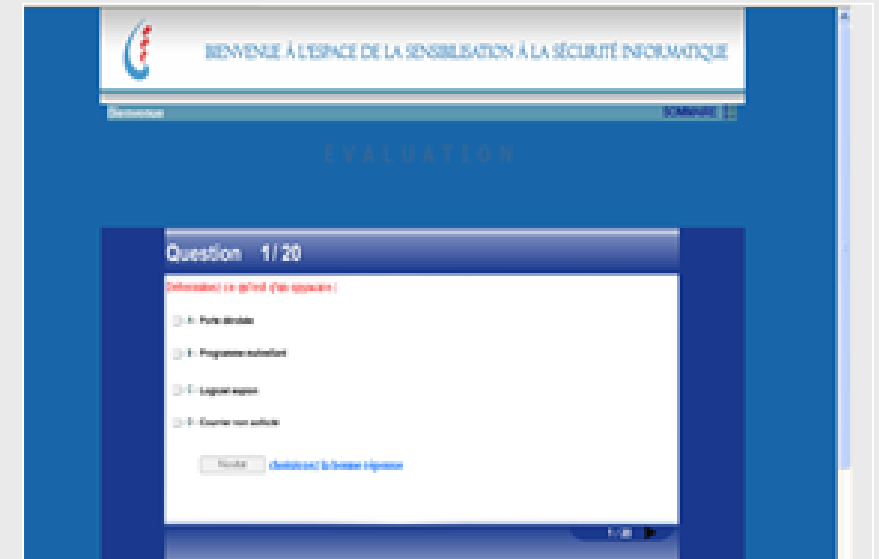


Reference number : STEG 01-2004
Acquisition Date : 2004
Expected Duration : 6 months

Acquisition of generic distant learning modules on Office Automation.

The Skill Vantage administrative manager was acquired for the management and follow-up of training actions.

Installation, setting and configuration of the acquired solution in the existing structure of the STEG Intranet portal.





Reference number : STEG 02-2008
Acquisition Date : 2008
Expected Duration : 9 months

The information systems department that came up with a migration project to the Open Office suite, called upon SIT to assist in training the staff targeted by this migration. As an integrated and turnkey project, the mission of SIT was to carry out the following tasks:

- Writing, designing, and scripting an E-learning module for Open Writer, Open Calc and Open Impress applications, in both beginner and intermediate levels.
- Ensuring the logistics of deployment of the modules, through an educational platform, as well as the integration of training modules and assessments (level test, master module) on the platform.
- Providing the necessary support, such as building a team of tutors, training trainers and tutors, animating learners, and motivating them.
- Generating reports and statistics as well as customer satisfaction surveys.

This project lasted 9 months, targeting 30 tutors and about 450 learners. A skills transfer is guaranteed at the end of the project for the project team / DSI can ensure continuity and deployment for an even larger population.

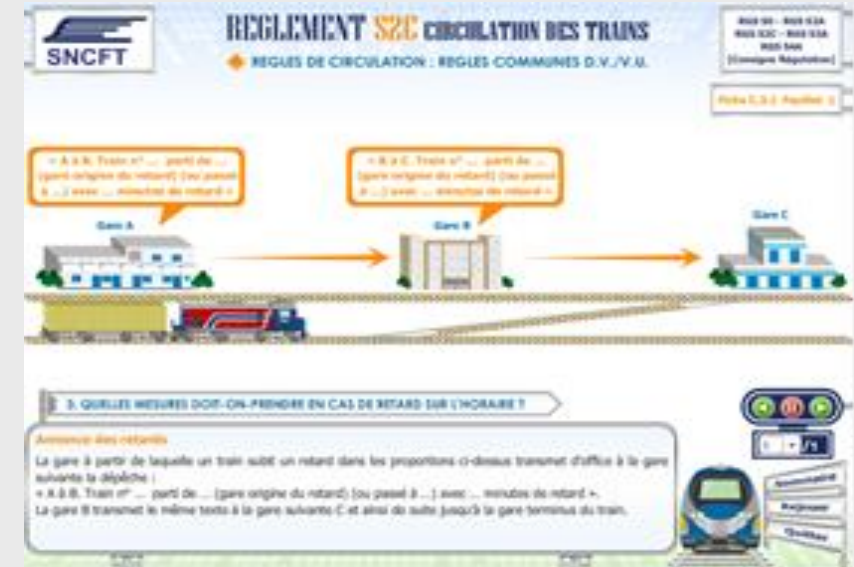




Reference number : SNCFT 02-2009
Acquisition Date : 2009
Expected Duration : 9 months

As part of the acquisition and implementation of a system of Distance Training for the SNCFT (the Training Centre Hammam-Lif), SIT e-learning solutions acts as a developer and a provider in an integrated solution project including:

1. An educational platform allowing the management of classroom training actions and distance learning (synchronous and asynchronous).
 2. Acquisition of courses in office automation 2003 & 2007 (all levels) for a population of 500 people in different positions.
 3. Development of specific trade courses SNCFT:
 - Fret.net: This module introduces and trains data entry operators of SNCF on the application Fret.net, based on interactive simulations to familiarize them with the tool.
 - Security S2.C: Interactive multimedia courses on the general regulations of security: Circulation of RGS S2C trains.
- SIT's mission consists of screenwriting, instructional design, and implementation of these regulations.
4. Integration into the management systems of human resources "HR Access".
 5. Assistance and consulting to solution deployment (training, coaching ...)





Reference number : ANETI 01-2014
Acquisition Date : 2014 / 2016
Expected Duration : 18 months

ANETI has decided to provide its members with the access to a new form of training that is Distance Learning, also known as E-learning (electronic learning). Through a simple Internet connection to the digital training space, they will have at their disposal all the tools and contents necessary for their success.

Goals:

- IELTS Certification from the "British Council".
- Developing English language skills.

Target population: Program participants, SCV :Voluntary Civil Service.

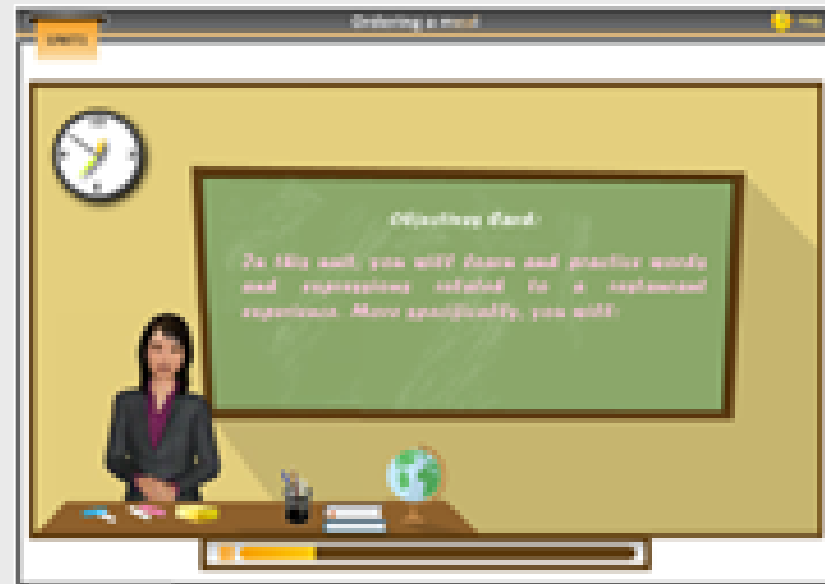
P.E.E :Employment Incentive Program, **S.I.V.P:** Introduction course to the Professional Life.

Training duration: 60 day/ group of 50.

Place of training: Blended-Learning: Distance training with 3 groupings through scheduled classroom sessions at ANETI regional offices.

Procedure:

- Level test.
- Training (60days/ group of 50).
- Post-training evaluation.
- IELTS Certification Exam.





Reference number : ANETI 01-2014
Acquisition Date : 2014 / 2016
Expected Duration : 18 months

ANETI has decided to provide its members with the access to a new form of training that is Distance Learning, also known as E-learning (electronic learning). Through a simple Internet connection to the digital training space, they will have at their disposal all the tools and contents necessary for their success.

Goal:

- DELF certificate
- Developing linguistic skills in French

Target population: (Program participants), SCV: Voluntary Civil Service,

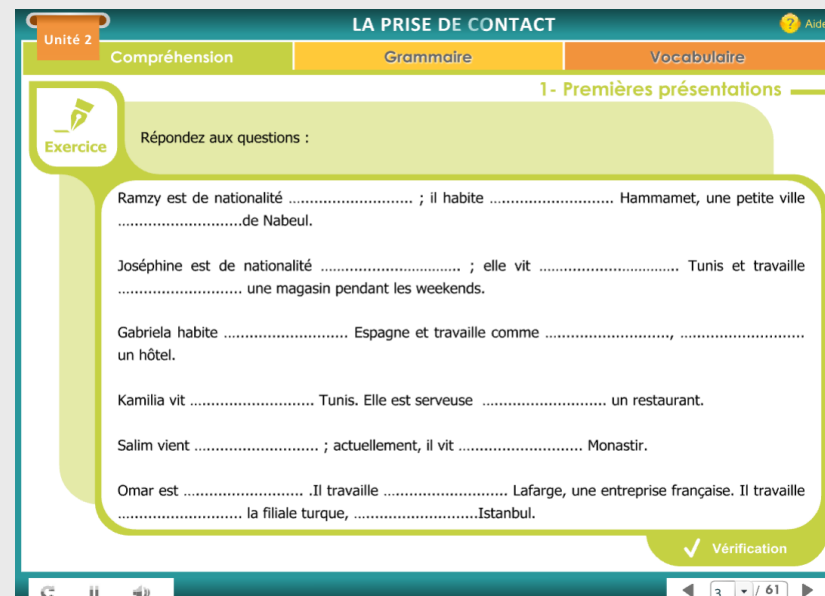
P.E.E: Employment Incentive Program , S.I.V.P: Introduction course to the Professional Life.

Training duration: 60 days/ group of 50

Place of training: Blended-Learning: Distance training with 3 groupings through scheduled classroom sessions at ANETI regional offices.

Procedure:

- Level test
- Training (60days)
- Post-training evaluation
- DELF B1 Certification Exam





Reference number : Ooredoo 01-2011
Acquisition Date : August 2011
Expected Duration : 3 months

Ooredoo is one of the largest telecommunication operators in Tunisia. In the interest of promoting the skills development of its staff, the Training Department has launched a distance training project, through the development of an E-learning module to train its sales representatives on the activation of the "BlackBerry on-demand" service.





Reference number : ENF 01-2011
Acquisition Date : May 2011
Expected Duration : 4 months

As part of the change of the National School of Finan's status to that of "The Finance Academy", SIT e-learning solutions has been mandated to:

- The Global Steering of the ODL project.
- The definition of training courses, including the design and implementation of modules.
- The installation, hosting, and administration of the educational platform.

As a first phase, SIT decided to prioritize training for the following modules:

- Budgets Management by Objectives (GBO)
- Procedures and litigations of recovery
- Value added tax
- Local finances
- Public service
- Auditing and accounting control techniques
- Income and corporation taxes
- Public finances
- Registration and stamp fees





Reference number : CIFODECOM 01-2007

Acquisition Date : 2007

Expected Duration : 6 months

With the aim of developing distance training modules, the Center of Information, Training, Documentation, and Studies in Communication Technologies (CIFODE'COM) has chosen the submission of SIT E-learning Solutions for the design and the deployment of pedagogical contents on an e-learning platform that meets the SCORM norms.

In an attempt to enrich its catalog of distance training modules, the CIFODE'COM retained the submission of SIT following a national call for tender.

SIT is therefore mandated to draft the content of the courses according to customer specifications and by calling upon tutors/pedagogues. As it is in charge of designing the scenarios (scenarios of teaching, supervision, and evaluation) then, elaborating the storyboard which is a subject matter requiring the validation of the CIFODE'COM commission, and subsequently, the production of different media, illustrations, and the animations and their integration into a SCORM 1.2 player follow along.

The modules are:

- E-commerce
- Marketing in the TIC field
- Access networks
- The Geographic Information System





Reference number : CIFODECOM 02-2008

Acquisition Date : 2008

Expected Duration : 12 months

Chosen as the service provider of distance learning « E-learning », in charge of the production of 24 courses classified per lot,

- Languages (Arabic, French, English)
- Science telecommunications (electricity, general transmission, fiber optics, mobile radio, switching system, etc.),

SIT has succeeded in building mutual trust with its client "CIFODECOM" and proved the effectiveness of actions linked to the "quality" objective that it has set since its establishment.

The performance of pedagogical achievements, practice of total quality control, and customer recognition, all demonstrate the relevance of the internal vision that SIT expresses as "a friendly service proposal for better client satisfaction".





Reference number : CIFODECOM 03-2009

Acquisition Date : 2009

Expected Duration : 12 months

SIT was asked by CIFODECOM to create certain pedagogical contents (24 courses per lot: IT, marketing, accounting, communication, law, and languages) and their deployment into an educational E-learning platform.

SIT quality charter undertakes the preparation, according to a plan, of a clear and well-organized content to introduce necessary clarifications to the comprehension of ideas, and enrich the courses with pictures, videos, animations, and voice-overs for an overall harmonious and attractive format.

Chapitre 1 : Introduction et Gestion de la configuration d'un Réseau

1.1: Introduction

Plan du cours Aide Evaluation

Les couches 5 à 7 du modèle OSI sont des couches dites d'application. Elles sont orientées application, et fournissent une interface entre une application et le réseau. Les couches 1 à 4 sont des couches dites de liaison. Ce sont elles qui se chargeront du routage, afin de correctement acheminer les paquets d'un point à un autre. Le modèle TCP/IP ne suit pas tout à fait l'architecture en couche du modèle OSI. Après expérimentation, on s'est aperçu qu'une carte réseau devait regrouper les couches 1 et 2 pour obtenir des performances correctes.

Toutefois, il existe quelques cas où les couches 1 et 2 sont différenciées dans le modèle TCP/IP. C'est le cas par exemple d'une connexion par modem, qui comporte donc une couche de liaison de données (PPP : Point to Point Protocol). On peut aussi trouver parfois une couche de niveau présentation (6), c'est par exemple le cas du SSL (Secure Socket Layer).

Remarque : dans le modèle TCP/IP, la couche de transport utilise soit T.C.P. (Transmission Control Protocol), soit U.D.P. (User Datagram Protocol). Par contre, il n'existe qu'un seul protocole de niveau Réseau : I.P. (Internet Protocol).

Modèle TCP/IP et modèle OSI

Chapitre 1 : Étude d'opérations comptables continues

1. Les achats et les ventes

Comptabilisation des achats et des ventes selon la méthode de l'inventaire permanent

Auto

1) Comptabilisation des frais accessoires sur achats

Le référentiel comptable offre une certaine marge de liberté pour le choix du mode de comptabilisation des frais accessoires sur achats. Ainsi, certains frais accessoires sur achats sont généralement enregistrés selon leur destination dans le compte achat concerné :

- 601 Achats stockés de matières premières
- 602 Achats stockés d'autres approvisionnements
- 607 Achats stockés de marchandises



Reference number : CIFODECOM 04-2010

Acquisition Date : 2010

Expected Duration : 18 months

Following a long process of tenders and proposals, SIT was asked by CIFODECOM to create certain pedagogical contents (25 courses per lot; IT, marketing, accounting, communication, law, and languages) and their deployment into an educational e-learning platform.

SIT quality charter undertakes the preparation, according to a plan, of a clear and well-organized content to introduce necessary clarifications to the comprehension of ideas, and enrich the course with pictures, videos, animations, and voice-overs for an overall harmonious and attractive format.





Reference number : CIFODECOM 05-2012

Acquisition Date : 2012

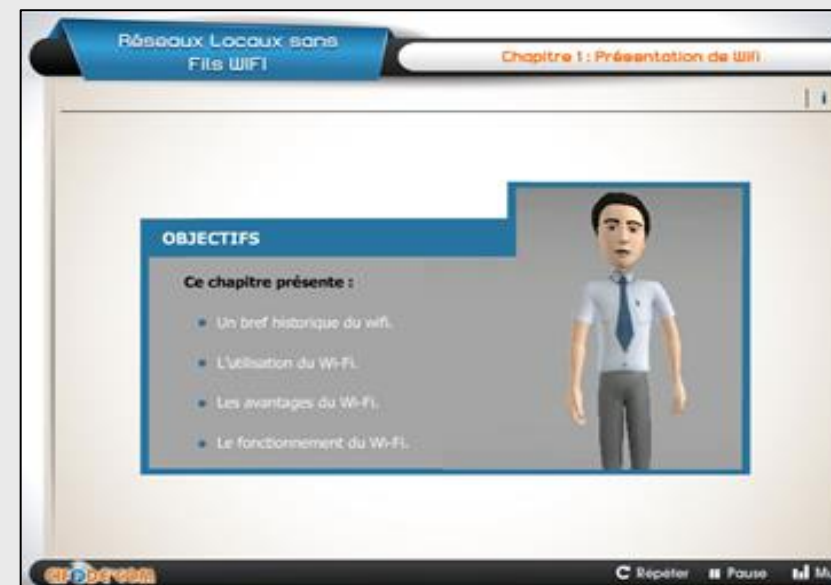
Expected Duration : 12 months

SIT company was approached by the Center of Information, Training, Documentation, and Studies in Communication Technologies(CIFODE'Com) for the creation of a certain educational content (6 courses) and its deployment on an e-learning platform.

SIT charter of quality, undertakes the process of writing, according to a plan, a clear and well-organized content, to introduce necessary clarifications to the comprehension of the ideas, and to enrich the courses with illustrations, videos, animations, and voice-overs for an overall harmonious and attractive format.

The modules of this market are:

- Interconnection of networks
- Local Wireless Networks (WIFI)
- NGN networks
- IP and Security Voice-over
- Administration and management of networks
- Graph theory





Reference number : CIFODECOM 06-2014

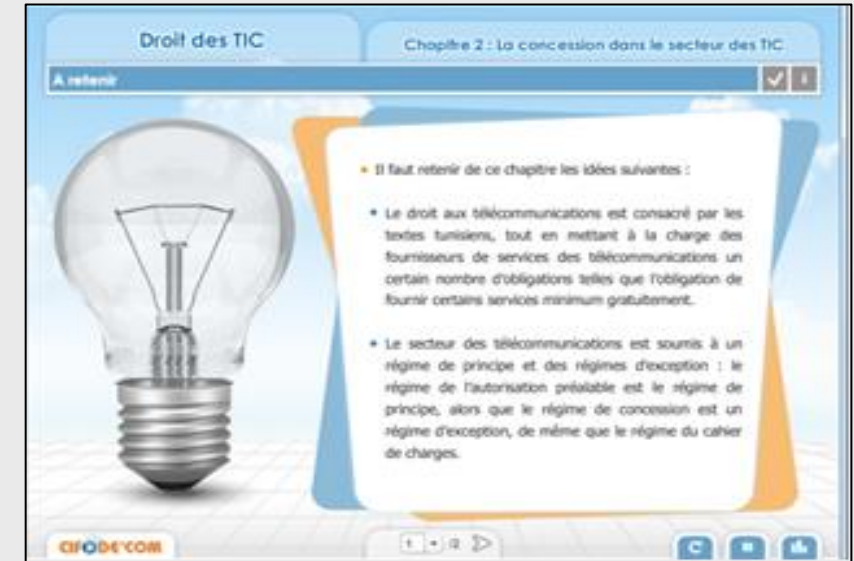
Acquisition Date : 2014

Expected Duration : 06 months

This project was carried out in association with ASTER TRAINING (Poulina Group). The purpose of this mission was to design and script 3 specific courses and their deployment on an E-learning platform that meets the SCORM standards.

The modules in question are:

- TIC's Law
- TIC's Economy
- MultiMedia content rights





Reference number : CEPEX 01-2008
Acquisition Date : 2008
Expected Duration : 03 months

CEPEX planned to launch a distance training session under the theme "Introduction to export".

As the first e-learning project that was addressed to a population other than the staff of CEPEX; the project team called upon Canadian experts on the subject to develop the pedagogical scenarios of the 10 modules.

SIT's first mission was to assist and validate the representation of the content with the experts and to approve the scenarios and the storyboard of the retained Canadian Techno-pedagogues. Then, as a second mission, to advance the development and the realization of the content.

Therefore, SIT's job was to develop, define the character of the trainer and produce the graphic components and animations, as well as the integration of different media (graphic components, animations, voice-overs).





Reference number : UVT 01-2007
Acquisition Date : 2007
Expected Duration : 06 months

UVT has offered to develop customized courses (Linux and open Office) in relation with the Open Source training curriculum.

This curriculum was designed and developed by SIT under the validation of the head of the UVT's teaching team. It is equally important to mention that this training course brings the learners to C2I certification (computer and Internet certification) to Open Source software.





Reference number : Smart canal 01-2008

Acquisition Date : 2008

Expected Duration : 04 months

After obtaining the project of developing an E-learning module for FNAC, the production department launched an international competition notice for the realization of the SIT module, which has been selected based on quality criteria.

It had to ensure the scripting of the content and its integration (synchronization of media, computer graphics, action script) ...

The realization of this project had very urgent deadline constraints .





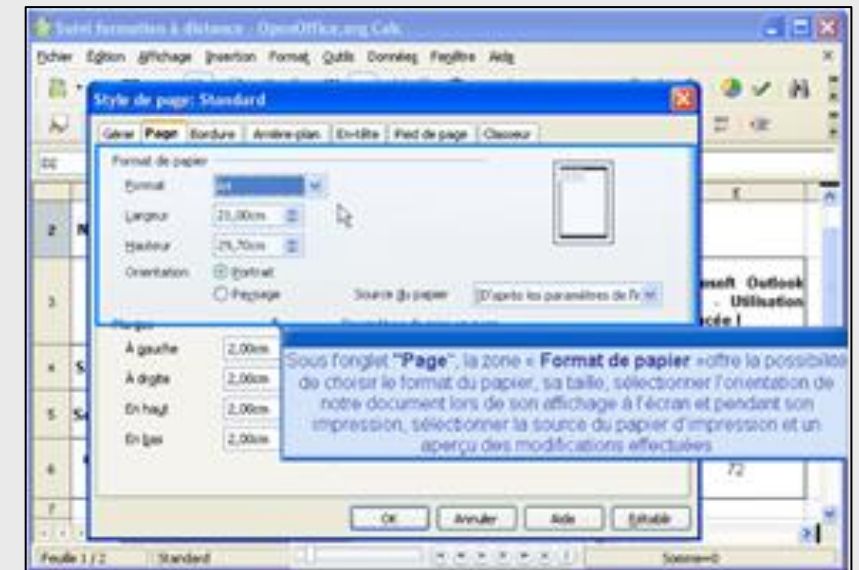
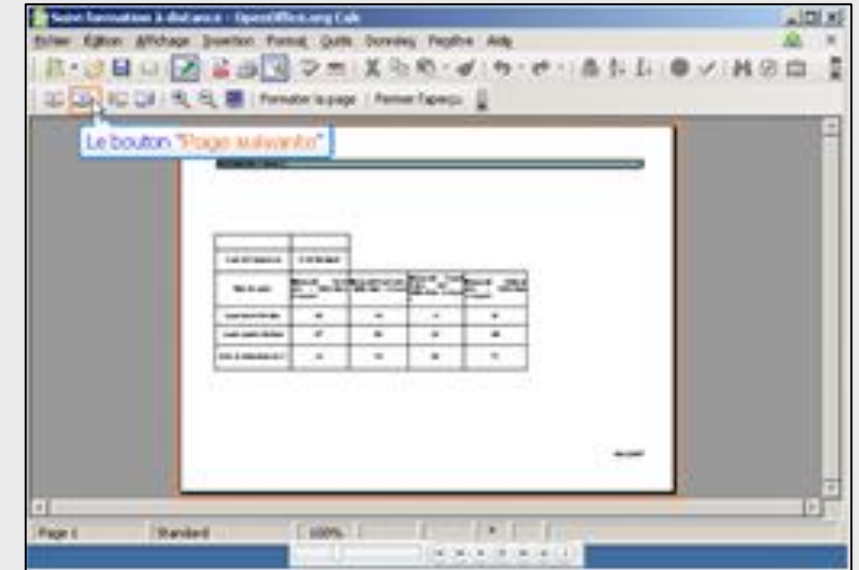
Reference number : MTC 01-2007
Acquisition Date : 2007
Expected Duration : 06 months

To ensure the training of civil service agents on free software particularly the "Open Office package" and "Mozilla Web Tools", the Ministry of Communication Technologies assigned SIT E-learning solutions for the drafting, design, and implementation of E-learning training modules.

Further to a call for tender, SIT E-learning solutions was selected due to their balance in terms of quality, methodology and project management at the best bid.

The training curriculum covers Impress, writer, calc, Draw, introduction to computer technology, Messaging, and Internet.

The interested population includes all public service employees using Open office. This requires a pedagogical approach and high-quality courses for the best learning results.





Reference number : MTC 02-2007

Acquisition Date : 2007

Expected Duration : 06 months

In the context of the grade passage annual contest concerning the Civil Service Telecommunications Technicians, the Ministry of Communication Technologies assigned SIT E-learning solutions for the drafting, design, and implementation of training modules. These modules cover the passage from the grade of technician to that of senior technician belonging to MTC public administrations' common technique body.

Further to a tender contest, SIT E-learning solutions were selected due to their balance in terms of quality, methodology, project management, and the most competitive offer.

The curriculum includes E-learning modules in Data transmission, digital transmission, and new access techniques.

The interested population is strictly limited to telecommunications senior technicians who aim for a promotion to an engineering position. This requires a pedagogical approach and high-quality courses leading to the best learning results.

