

Student User Guide

Quick Navigation Flow

Home page → Login → Dashboard → Course home page → Syllabus → Phase 1 → First module → Next module → Later phases → Support

Guide Scope

This manual explains the standard student journey on the LMS platform using a generic course example. It includes access, course navigation, progression rules and how to request assistance.

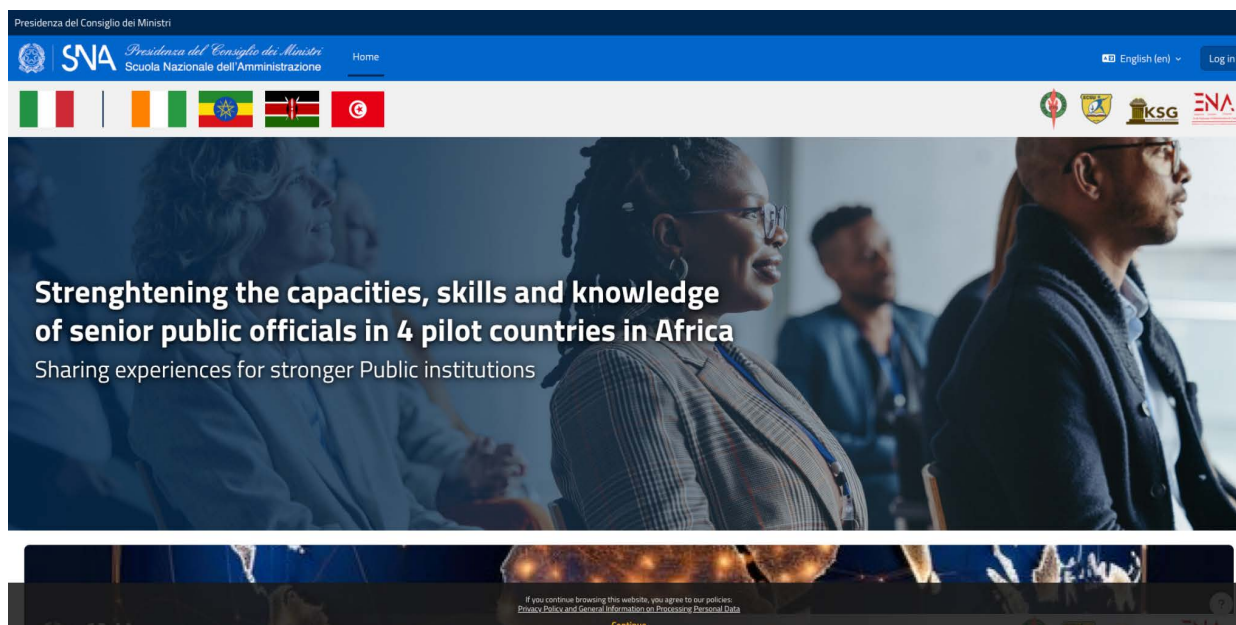
The screenshot shows the top section of the SNA website. At the top left, it says "Presidenza del Consiglio dei Ministri" and "SNA Presidenza del Consiglio dei Ministri Scuola Nazionale dell'Amministrazione". There is a "Home" link and a language selector set to "English (en)" with a "Log in" button. Below the header is a row of flags for Italy, Ireland, Malaysia, Kenya, and Turkey, followed by logos for KSG and ENA. The main banner features a photograph of a diverse group of people in a meeting. The text on the banner reads: "Strengthening the capacities, skills and knowledge of senior public officials in 4 pilot countries in Africa" and "Sharing experiences for stronger Public institutions". At the bottom of the page, there is a dark footer with a privacy notice: "If you continue browsing this website, you agree to our policies: [Privacy Policy](#) and [General Information on Processing Personal Data](#)". A "Continue" button is visible below the notice.

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How to use this guide

Use this index to quickly identify the section you need. The guide follows the standard student journey, from the LMS home page to course progression and support requests.

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What to do

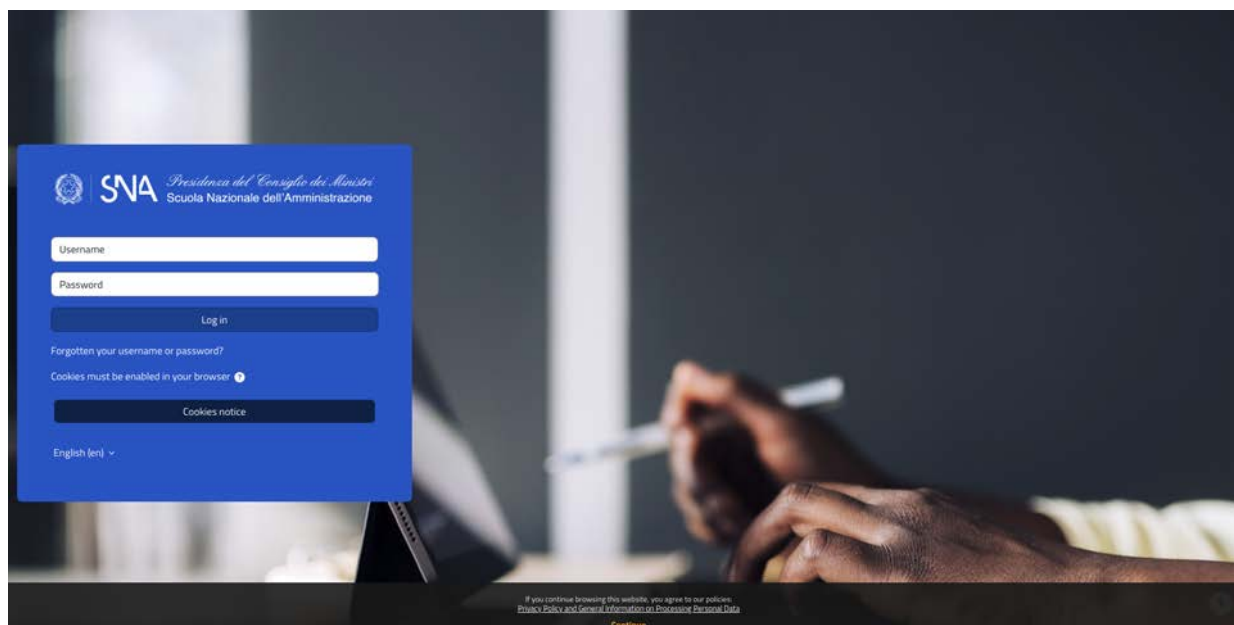
Open the LMS platform home page. This is the public entry point of the portal and the starting point for every student journey.

Details

From this page, students can review the platform and click the “Log in” button to access their account. If a cookie or privacy notice is displayed, it should be acknowledged before continuing.

Important note

Use this page whenever you need to return to the main portal home.



What to do

Enter the username and password communicated by email, then click “Log in”.

Details

If needed, the platform also provides an automatic password recovery / change password option. Students can use it to reset their credentials independently in case they cannot access the account.

Important note

Make sure you enter the credentials exactly as provided in the onboarding email.

Presidenza del Consiglio dei Ministri

SNA Presidenza del Consiglio dei Ministri Scuola Nazionale dell'Amministrazione Home Dashboard

Course overview

Search Sort by course name

Logged in user

TS

Test Student

0

Courses completions

Calendar

April 2026

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12 ?

Digitalisation of public administration

What to do

After login, and after accepting the privacy policy if requested, the student is redirected to the dashboard.

Details

The dashboard provides an overview of the learning environment. It may display enrolled courses, user information, progress indicators and other widgets such as the calendar.

Important note

The dashboard is the quickest way to access your course again after login.

The screenshot shows a course home page for 'Digitalisation of public administration'. The page is part of a larger system, likely a Learning Management System (LMS), and is titled 'Presidenza del Consiglio dei Ministri' and 'SNA Scuola Nazionale dell'Amministrazione'. The page features a navigation menu on the left with sections like 'GENERAL COURSE INTRODUCTION', 'PHASE 1 - ALIGNMENT', 'PHASE 2 - SEMINARS', 'PHASE 3 - IN DEPTH SESSIONS', 'ASSESSMENT TEST', and 'PHASE 4 - STUDY VISIT'. The main content area includes a 'Description' section with a 'Read more' link and an 'Announcements' section.

GENERAL COURSE INTRODUCTION

Description

The digitalisation of Public Administration is not a technological project, as many might think, but a process of structural transformation that directly affects the quality of services, citizens' trust, and the State's ability to operate effectively, securely and sustainably. In this context, cloud infrastructures, cybersecurity and Artificial Intelligence (AI) are not separate fields, nor issues to be delegated solely to technical departments. They are central elements of public governance. Cybersecurity has become a matter of service continuity, data protection and organisational responsibility. Likewise, AI represents a potentially useful tool from an organisational perspective, but one with a high impact on transparency, fairness and administrative accountability, requiring informed choices and clear governance.

Digital technologies in public administration have therefore progressively become a structural lever of policy and governance, rather than a simple technical support. Digital transformation cannot be delegated exclusively to ICT departments. Decisions regarding data, platforms, security and the use of AI directly involve managerial responsibility.

The role of senior officials is therefore decisive. They are not required to become technology experts, but to be able to understand the strategic implications of digital choices, assess risks and benefits, guide investments and define coherent priorities. In a rapidly evolving technological and regulatory context, awareness of constraints and responsibilities becomes an integral part of the decision-making process.

The course will help participants interpret the different digital transformation technologies — cloud, cybersecurity, AI, IoT, data, interoperability, software management, document management, digital identity management, privacy, secure communications, long-term data and document preservation strategies, disaster recovery strategies, and the security of critical infrastructures — as a coherent system that impacts organisations, processes and service quality, rather than as a mere set of compliance requirements.

The objective is to understand the opportunities offered by a digital public system and to strengthen participants' skills in governing complex projects and engaging in informed dialogue with technical and oversight roles (security officers, data protection officers, ICT providers, etc.). In order to support the transition from a compliance-based approach to a strategic governance approach to digital transformation, also through the presentation and analysis of concrete case studies, such as the European and Italian strategic and regulatory framework.

[Read more](#)

Announcements

What to do

From the dashboard, open the course card to access the course home page.

Details

The course home page contains a brief course description and the main course sections. By clicking “Read more”, students can access the detailed syllabus of the course.

Important note

This guide uses a generic course as an example, so the same logic can be applied to other courses.

X

- GENERAL COURSE INTRODUCTI...
 - Announcements
- PHASE 1 – ALIGNMENT
 - Learning Objectives
 - ICT, modern computing infra...
 - Digitalization Strategy and E...
 - Supporting Technologies for ...
 - Cybersecurity: Risk-Based Fr...
 - Cybersecurity: top threats
 - Artificial Intelligence and Data
 - Artificial Intelligence in Public...
 - Cybersecurity and Artificial In...
- PHASE 2 – SEMINARS
 - Learning Objectives
- PHASE 3 – IN-DEPTH SESSIONS
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- ASSESSMENT TEST
 - Learning Objectives
- PHASE 4 – STUDY VISIT
 - Learning Objectives

Description

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The course will help participants interpret the different digital transformation technologies — cloud, cybersecurity, AI, IoT, data, interoperability, software management, document management, digital identity management, privacy, secure communications, long-term data and document preservation strategies, disaster recovery strategies, and the security of critical infrastructures — as a coherent system that impacts organisations, processes and service quality, rather than as a mere set of compliance requirements.

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Learning Objectives

To support participants in the governance of digitalisation processes within public administrations by developing the knowledge and skills necessary to:

- acquire an integrated view of the technologies supporting digital transformation: cloud, cybersecurity, AI, IoT, data, interoperability, software management, document management, digital identity management, privacy, secure communications, long-term data and document preservation strategies, disaster recovery strategies, and the security of critical infrastructures
- increase awareness of the proper use of technologies and their potential critical issues in order to define national or supranational strategic plans for digital transformation, also through the presentation of Italian and European case studies.

Topics

- Enabling technologies: cloud computing, Internet of Things, blockchain
- Interoperability of systems and public-interest databases
- Cybersecurity and privacy
- Artificial Intelligence (AI)
- Digital document management and the Digital Administration Code
- European strategies on cybersecurity, privacy, AI and qualified digital services

Structure of the course

	Phase	Description	Delivery Mode	Duration
1	Alignment	Video lessons made available to participants to harmonize their basic knowledge	Online (asynchronous training)	2 hours
2	Seminars	Course presentation and introduction to the subject areas	In presence (in the partner country)	3 days
3	In-depth sessions	In-depth study of the course topics	Online (synchronous training)	20 hours
	Assessment Test	Assessment test and selection of participants for the study visit	Online	
4	Study visit	Laboratories and institutional visits	In presence (Italy – Caserta and Rome)	5 days

What to do

Consult the syllabus to understand the full structure of the course.

Details

The syllabus includes the course description, learning objectives, topics and course structure. Students should review it before starting the learning activities so they understand the expected path.

Important note

The syllabus is useful whenever you need to check the purpose, scope or organisation of the course.

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[Read more](#)

Announcements

PHASE 1 – ALIGNMENT

PHASE 2 – SEMINARS

The schedule of the activities included in this phase will be communicated subsequently.

PHASE 3 – IN DEPTH SESSIONS

The schedule of the activities included in this phase will be communicated subsequently.

ASSESSMENT TEST

The test will become available once the previous phase has been completed.

PHASE 4 – STUDY VISIT

Details regarding possible admission to the visit will be communicated afterwards.

What to do

Review the course home page sections and follow the progression rules.

Details

The main phases or sections of the learning path are displayed on the course home page. They may open progressively, step by step, according to the completion rules. Progress bars or completion indicators help students monitor their advancement.

Important note

Always follow the order of the phases shown on the page.

The screenshot displays a course interface for Phase 1. On the left is a navigation menu with sections: GENERAL COURSE INTRODUCTI..., PHASE 1 – ALIGNMENT, PHASE 2 – SEMINARS, PHASE 3 – IN DEPTH SESSIONS, ASSESSMENT TEST, and PHASE 4 – STUDY VISIT. The main content area shows five modules, each with a numbered icon and a title:

- 01: ICT: modern computing infrastructures
- 02: Digitalization Strategy and Enabling Technologies
- 03: Supporting Technologies for Dematerialization and Document Management
- 04: Cybersecurity: Risk-Based Frameworks
- 05: Cybersecurity: top threats

Each module entry includes a right-pointing arrow and a link to 'Activities'.

What to do

Open Phase 1 to access the e-learning modules grouped by topic. Click the first of the five topics to access the module content.

Details

Inside Phase 1, students find all the e-learning modules to complete. The content is organised into modules divided by subject area or topic.

Important note

Each module normally contains the activities required before moving to the next module.

What to do

Complete the activities of the first module in the required sequence.

Details

Each module may include three main elements: a video lesson, an assessment test and downloadable study material. Students should first complete the video lesson. The assessment test unlocks only after the video has been completed, while the PDF study material can be downloaded and consulted as support material.

Important note

If the assessment test is locked, verify that the video lesson has been marked as completed.

The screenshot displays the course interface for 'Digitalisation of public administration'. The main content area shows three activity cards under the heading 'Digitalization Strategy and Enabling Technologies':

- 2.1 Lesson:** Locked. Message: "Not available unless: The activity 1.2 Assessment Test is marked complete".
- 2.2 Assessment Test:** Locked. Message: "Not available unless: The activity 2.1 Lesson is marked complete".
- 2.3 Study Material:** Unlocked.

A 'Back' button is located on the 'Digitalisation of public administration' header. At the bottom, there is a 'Jump to...' dropdown menu with a search icon.

What to do

Complete the current module to unlock the next one. Access the following module by using the button “Back” or by clicking the linked name, bottom right on the screen.

Details

When the activities of the current module have been completed, the following module becomes available. This ensures that students progress through the course in the correct order.

Important note

A locked module usually means that one or more activities in the previous module are still incomplete.

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[Read more](#)

Announcements

PHASE 1 – ALIGNMENT

PHASE 2 – SEMINARS

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PHASE 3 – IN DEPTH SESSIONS

The schedule of the activities included in this phase will be communicated subsequently.

ASSESSMENT TEST

The test will become available once the previous phase has been completed.

PHASE 4 – STUDY VISIT

Details regarding possible admission to the visit will be communicated afterwards.

What to do

After Phase 1, continue with the later course sections when they become available.

Details

After Phase 1 has been completed, the later sections of the course home page will be available afterwards. These may include Phase 2, Phase 3, the Assessment Test and Phase 4. Information about the related activities will be communicated or unlocked later in the course flow.

Important note

If a later phase is not yet open, this is expected: the activity may become available only after previous steps are completed.

The screenshot displays the SNA (Scuola Nazionale dell'Amministrazione) dashboard. At the top, there is a navigation menu with the following items: Home, Login, Dashboard, Course, Syllabus, Phase 1, Module 1, Next Module, Later Phases, and Support. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a 'Course overview' section featuring a search bar and a 'Sort by course name' dropdown. The main content area is dominated by a large image showing a person's hands interacting with a tablet and a laptop, with various icons representing digitalization and public administration. Below this image, the text reads 'Digitalisation of public administration' and 'Default tenant'. On the right side, there is a 'Logged in user' section for 'Test Student' with a profile picture and a 'Courses completions' counter showing '0'. Below this, there is a 'Calendar' section for April 2026, showing a grid of dates from Monday to Sunday.

What to do

If you need support, click the assistance icon in the top-right corner of the platform.

Details

The assistance icon allows students to open the support area and start a help request. Use this option whenever you need technical or operational support related to the platform or course access.

Important note

It is good practice to open the support request from the page where the issue occurs.

Presidenza del Consiglio dei Ministri
SNA Presidenza del Consiglio dei Ministri
Scuola Nazionale dell'Amministrazione

Support Form

Subject *

Reference Url *
https://faps.sna.gov.it/my/

Support Message *

Attach a screen screenshot

Open Ticket

* Required

Logged in user
TS
Test Student

Calendar
April 2026

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19

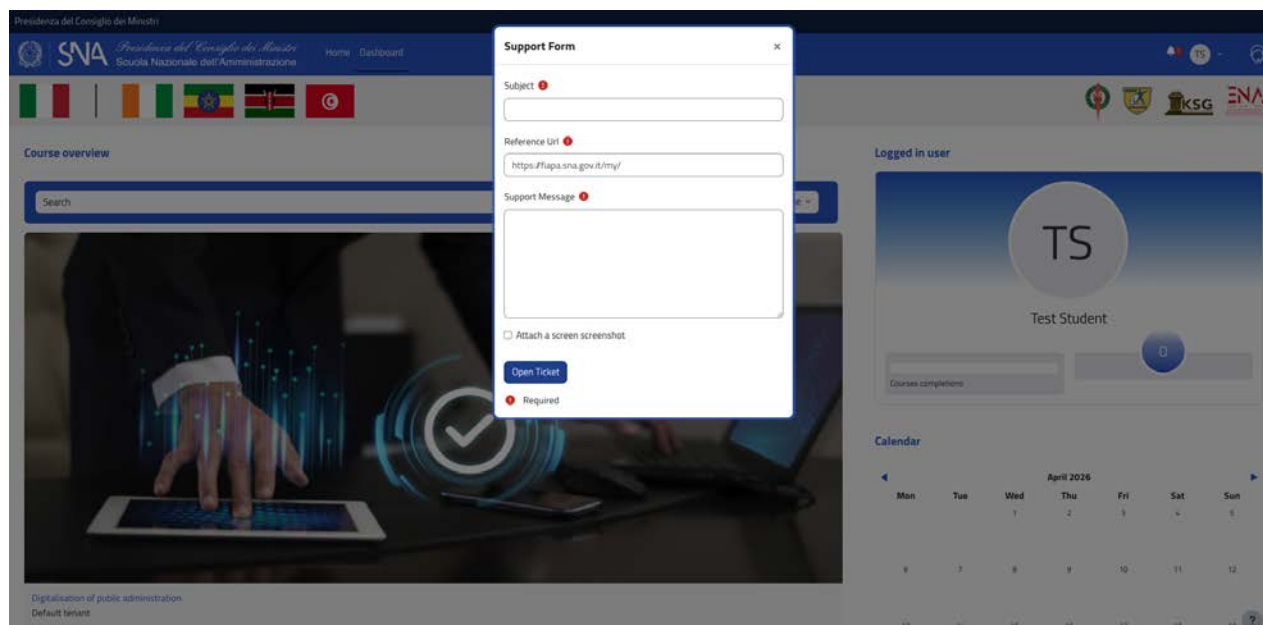
What to do

Complete the support form carefully before opening the ticket.

Details

Fill in the form as follows:

- Subject: enter a short title that summarises the issue.
- Reference URL: this field helps identify the page where the issue occurred; keep it as shown, do not modify it.
- Support Message: describe the problem clearly, including what happened, what you expected and any error message shown.
- Attach a screen screenshot: select this option if you want to include a screenshot of the issue.
- Open Ticket: click this button to submit the request.



What to do

Please note that each user can open one support ticket every 15 minutes.

Details

For this reason, students should avoid sending multiple similar requests in a short time. If a ticket has already been submitted, wait before opening another one. Whenever possible, include all relevant information in the first request.

Important note

Best practice: explain the issue well the first time, include the page reference and attach a screenshot when useful.