



BankWorld ATM System Monitoring

In order to ensure the smooth running of your ATM system, it is important to monitor its operation. For example, you must monitor the status of ATMs, gateways, and system interfaces.

This hands-on course explores the regular BankWorld ATM systems monitoring options and allows participants to practice some of the relevant tasks.

Benefits:

You will be able to perform all of the regular ATM system monitoring tasks.

Having staff equipped with sufficient knowledge to appropriately monitor your ATM system will mean that problems can be pre-empted and prevented and that your ATM network will remain up and operational, thus ensuring an excellent customer experience.

Duration:

1 day (classroom-based)

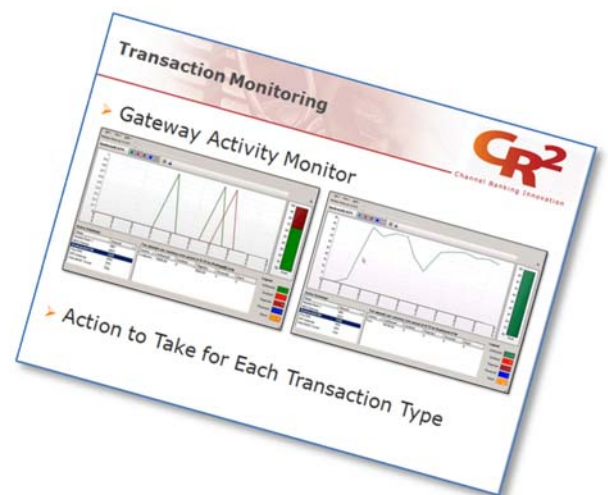
Audience:

This course is designed for the following audience(s):

- ❖ Central Operations staff
- ❖ IT and Support staff
- ❖ Card Centre staff

Location:

CR2 offices in Dublin, Dubai and Amman.
Can also be run onsite on request.

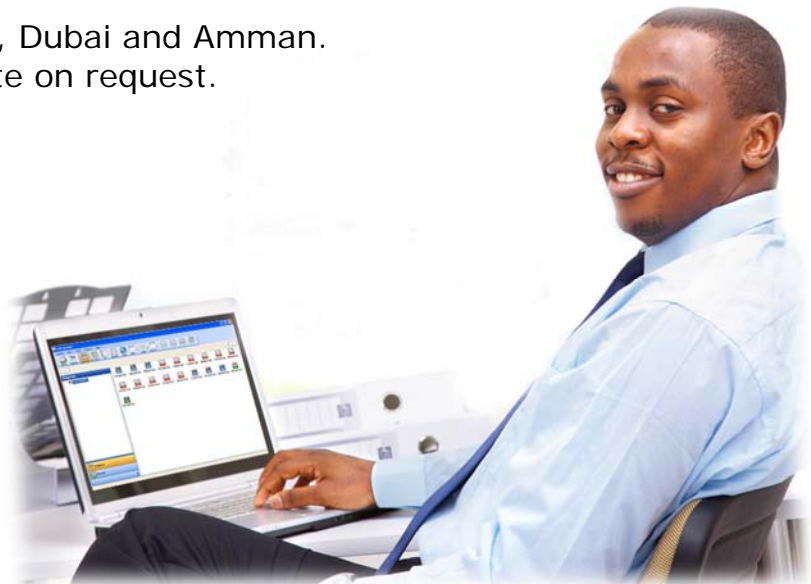


Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at training@cr2.com.

www.cr2.com





Pre-requisites:

- ❖ Basic card knowledge and an understanding of terms such as 'card number', 'magnetic stripe', 'PIN', and 'card accounts'
- ❖ Basic computer literacy; basic understanding of terminology such as 'program', 'file', and 'save'.
- ❖ You should have already attended the *BankWorld Channel Manager Operations* course.
- ❖ Ideally you will have already taken the *BankWorld Architectural Overview* eLearning course

Objectives: At the end of this course you will be able to:

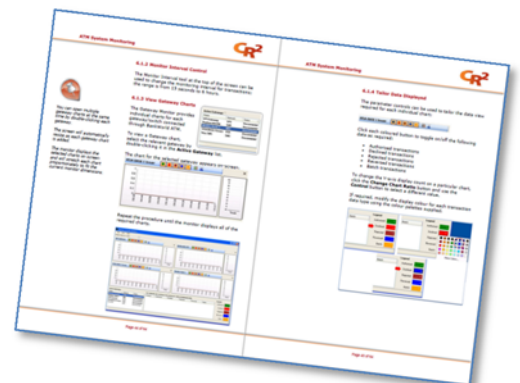
1. Identify and operate the BankWorld GUIs required for system monitoring
2. Navigate the ATM Manager GUI to check the status of ATMs using different views
3. Use the notification tools available to monitor the status of ATMs
4. Make changes to ATMs, such as changing the operational status
5. Control monitoring rates and alerts
6. Monitor Gateway Transaction activities
7. Check the ATM Controller and Card gateway connections
8. Check the status of card re-issue batches

Course Outline:

- ❖ BankWorld ATM Overview
- ❖ System Monitoring Tasks & BankWorld GUIs
- ❖ ATM Status Monitoring
- ❖ Other ATM Monitoring Tools
- ❖ Transaction Monitoring
- ❖ Gateways Monitoring
- ❖ Card Re-Issue Batch Monitoring
- ❖ Course Exam

Materials:

Course Participant Guide, Glossary, relevant User Guides, etc., supplied on Apple iPad¹ (or equivalent) or on USB key.



Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at training@cr2.com.

www.cr2.com

¹ Apple iPad (or equivalent) only supplied if course is undertaken at a CR2 office location.