



# BankWorld ATM System Administration & Maintenance

In order to keep your BankWorld ATM System operating at its peak and optimal performance, it is important to know how to administer the system and to routinely carry out maintenance tasks.

This hands-on course looks at the key ATM system administration and maintenance tasks of BankWorld ATM and allows participants to practice some of the relevant tasks.

## Benefits:

You will understand what is involved and be able to carry out the necessary tasks to administer and maintain a BankWorld ATM system.

Having bank staff trained to do this will ensure that your ATM system is running smoothly and that pre-emptive action is taken as necessary. It may also reduce your consultancy costs.

## Duration:

1.5 days (classroom-based)

## Audience:

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

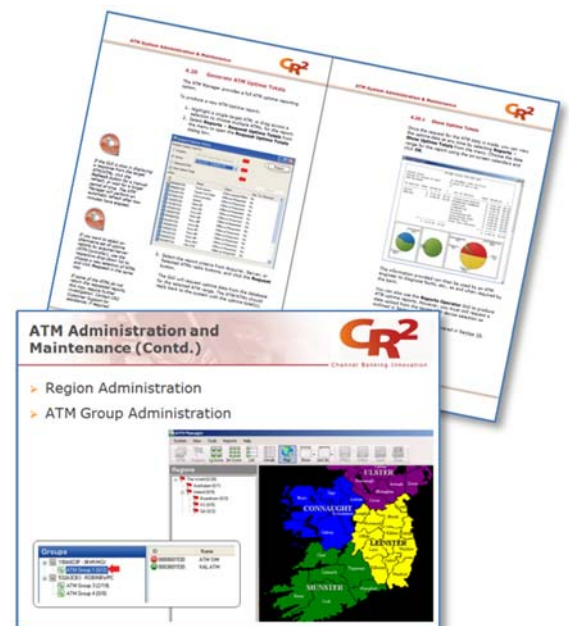
- ❖ Central Operations staff
- ❖ IT and Support staff
- ❖ Card Centre staff

## Location:

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

## Pre-requisites:

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



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](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)



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

1. Identify the GUIs required for the various system maintenance tasks
2. Assign regions and permissions to Admin User to operate the ATM and debit card Admin tools
3. Navigate the ATM Manager to maintain the ATM system as a whole, including:
  - Add/remove and edit ATMs in a region or group
  - Add/remove regions and groups from the system
  - Implement changes to ATMs, such as change operational status, service sets and languages
  - Configure ATM system-wide settings, such as alerts, ATM service sets and cash cassette settings
4. Archive eJournals
5. Identify the role of the optional ATM Management Tools (Studio, Distributor, Custodian and Support Tool) in the maintenance of ATMs
6. List the steps involved in deploying additional ATM banking services such as Transaction Types and Bank Instructions
7. Administer the Card Management system, including add, edit and delete card products, issuers, schemes, batches and branches

**Course Outline:**

- ❖ BankWorld ATM Overview
- ❖ System Administration & Maintenance Tasks
- ❖ ATM Administration & Maintenance
- ❖ Optional ATM Administration & Maintenance and BankWorld Tools
- ❖ Archive eJournals
- ❖ Card Management System (CMS) Maintenance
- ❖ Deploying New Services
- ❖ Report Generation
- ❖ Other System Maintenance Procedures
- ❖ Course Exam

**Materials:**

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on Apple iPad<sup>1</sup> (or equivalent) or on USB key.

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