



# System Continuity & Housekeeping Procedures

It is vital that your BankWorld system remains operational continuously. Although procedures for this will vary between banks and will depend on what channels are deployed, this course will equip you with the core knowledge to perform regular operational checks and procedures that are common across channels.

*(To fully understand the procedures applicable to each individual self-service channel, you should attend the respective channel operation course(s).)*

This course will also give you an overview of the Disaster Recovery options available to a bank deploying BankWorld

## Benefits:

You will be able to perform routine checks and take relevant actions to ensure the system remains fully operational on a day-to-day basis.

Being able to ensure system continuity will result in fewer problems and higher customer satisfaction.

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)

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## Location:

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

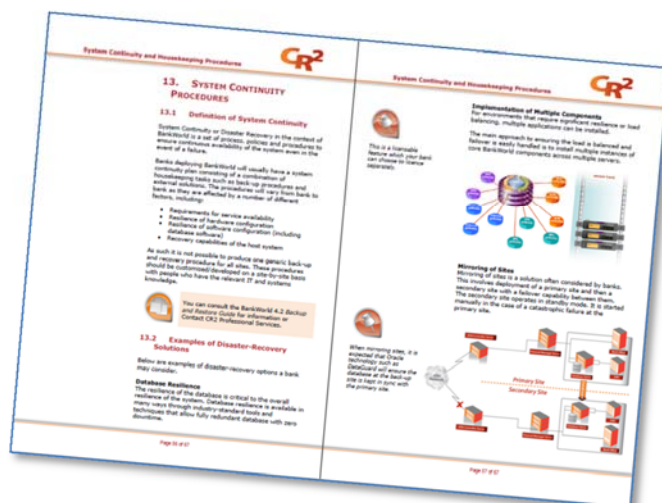
## Duration:

1.5 days (classroom-based)

## Audience:

This course is designed for the following audiences:

- ❖ Bank Operations staff





## Pre-requisites:

- ❖ Understanding of terms such as 'ATM', 'Portal' and 'back office'.
- ❖ Basic computer literacy; basic understanding of terminology such as 'offline', 'file' and 'log'.
- ❖ Ideally, you should have already taken the following courses:
  - *BankWorld Architectural Overview* eLearning
  - *Channel Manager Operation* course
  - Relevant self-service channel/channels operation courses

## Objectives:

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

1. Perform the various start of day/end-of-day checks such as:
  - Check Gateway activities
  - Check BOIS connections
  - Check if the specific self-service channel applications are running
2. Process suspect transactions
3. Process offline transactions and manually upload them
4. Check event logs and identify issues
5. Use the Log Capture Tool to send information to CR2
6. Change the data purging settings
7. Check hard disk and server space
8. Explain why you may need to manually clear down the system and which tools you would use
9. Stop and restart the system
10. Discuss the system back-up options

## Course Outline:

- ❖ BankWorld Self-Service Platform Overview
- ❖ Housekeeping Procedures
- ❖ Check Gateway Connections
- ❖ Check Connection between BankWorld and Back Offices
- ❖ Offline Transaction Processing
- ❖ Suspect Transactions
- ❖ Hard Disk/Server Space and Data Purging
- ❖ Specific Self-Service Channel Tasks
- ❖ Manual Clear down and Synchronisation
- ❖ Starting/Stopping BankWorld
- ❖ System Continuity 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.