

# BankWorld Switch Operations



## Duration: 1.5 days

This course teaches the operational control of the central functions of the BW Switch. Operators must also be familiar with the respective Gateway operational functions for each of the Gateway types (Acquirer or Issuer for Visa, MasterCard, etc., or ISO 8583, etc.). Participants will learn how to add/amend or remove new member interfaces to the BW Switch. They will also learn how to maintain the required security, encryption, enhanced BIN table routing and the required procedures/reporting for reconciliation, clearing and Settlement.

## Course Objectives

- To equip attendees with detailed knowledge to enable them to manage the BW Switch and maintain service.
- Understanding of monitoring procedures, amending/reporting and dealing with Member bank and Central Bank requests.

## Delegate Audience

**Bank Business & Operations Staff:** Responsible for National Switch operations (Computer expert/non-expert).

**D.P. Management Staff:** Responsible for Business planning, system availability and service level measurement, transaction history, auditing, future expansion.

**Bank I.T. Staff:** Interfaces to other systems, technical parameters, debugging procedures, disaster recovery, CR2 reporting procedures.

## Pre-requisites

- Basic computer literacy; understanding of terms such as "program, file, comms line, boot, backup, memory, disk."
- Basic card knowledge; understanding of terms such as Card Number, Magnetic Stripe, PIN, card accounts.
- Previous attendance on a BW Gateway course.
- Preferably; Business understanding of existing Bank Card Centre (if any) and/or other payment networks.

## Course Outline

**System Administration:** For all staff who will be responsible for the configuration and administration of BankWorld Switch.

- IT Administration
  - User administration
  - Core Configuration
  - Backups, Housekeeping
  - Report management
  - Database Management and Member Control
- Operational Administration
  - Enhanced BIN routing and BIN updates
  - Batch connectivity changes for distribution of settlement files, etc.
  - Event Viewer

**Operations:** For all staff to be involved with the day to day operations;

- Reconciliation reports.
- Reports/data for ACH/RTGS.
- Distribution of clearing/settlement data from external networks.
- Management Information Reports, etc.

**New Member Processing:** For staff who will be responsible for establishing connectivity with a new Member Bank (or disconnecting a terminating Member Bank).

- Database amendment.
- Encryption Key management.
- Gateway configuration and protocol control.
- Liaison with Member Bank Operations staff.

**Services:** For all staff to be involved on a daily basis with dealing with Member Bank queries and connectivity control:

- Monitoring Gateway details.
- Re-establishing connections when lost.
- Managing fault escalation.

## Course Review

## Action Plans and Course Evaluation.