



BankWorld Management Overview

The BankWorld Self-Services Platform is a banking delivery framework that sits between the bank's back office systems, and the customer touch points such as ATMs, POS devices, PCs, PDAs and mobile phones.

This course gives participants an overview of the features and services of the BankWorld channels from a management perspective.



Benefits:

You will gain an understanding of the various features of the BankWorld System and how they relate to different types of customer. You will also understand how some features are used for management and maintenance of the channel.

This knowledge will allow bank staff to plan their implementation of the system more effectively and be better prepared for managing the system. The course will also give you an understanding of the revenue generation and cost reduction features that are built into the system.

Duration:

½ day (classroom-based)

Audience:

This course can be taken by anyone, but is designed in particular for:

- ❖ Senior bank management
- ❖ Management 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.

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Pre-requisites:

- ❖ None.

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

1. Understand high level view of BankWorld systems
2. Understand concept of channel management
3. Understand how international standards are used
4. Understand basics of BankWorld processing principles
5. Understand implementation issues
6. Understand how business is effected by the BankWorld system
7. Understand functionality available
8. maintenance

Course Outline:

- ❖ Course Overview
- ❖ Management Overview of BankWorld systems & training
- ❖ Channel Management
- ❖ International standards usage
- ❖ BankWorld processing principles
- ❖ Implementation
 - Channels, Servers & External connectivity
- ❖ Business integration
- ❖ Summary of functionality & transactions per channel
- ❖ Validation, authorisation & settlement
- ❖ Question & Answer Session
- ❖ Course Evaluation

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Materials:

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

