

## Bank Procedures Review – Course Overview



### Duration: 5 days

The purpose of this course is to help a Bank identify connections between its own Operational Procedures and the required processing on related CR2 products.

Some of these connections may be, for example, the simple production and distribution of reports. Some others may involve automated or Operator-initiated Channel controls or batch file processing, export file transfer, etc.

The format of the course is flexible to aid the inclusion of a bank's existing and developing procedures (and also to assist the bank by highlighting some procedures that may not yet exist).

### Groups of procedures that are commonly examined include:

- **New Customer Procedures:**  
When opening a new account at a Branch; capture new card request data/initiate production at Card Centre/securely distribute cards/PINs, identify/allocate customer Segment, agree/allocate transaction types/limits per channel, create security data per relevant Channel.
- **Procedures per Back Office:**  
"Standby balances" production for offline support at end-of-day, upload of "offline" transactions after end-of-day processing, extraction and transfer of Back-office reference data for new day.

- **Procedures per Channel:**

Ad-hoc/automated POS channel open/close corresponding to internal bank requirements, the extraction and transfer of International/National Network channel file/report updates, processing of internal file updates for ATM channel routing/reconciliation/security data, importing of Internet channel reference data for new day.

- **First Line Support Procedures:**

Pro-active system monitoring, Operational Procedures conformance, Audit data extraction/distribution, data backups.

- **IT Hardware/Infrastructure Procedures:**

Bank's installation/maintenance procedures for POS or ATM (PED/EPP devices), Server/network availability, fault recovery and Disaster Recovery (DR) procedures.

**Day 5 will close with a review of the course and course evaluation.**

### Delegate Audience

**Bank Operations Supervisors:** Responsible for daily business operations, hardware errors, ATM availability/service levels, disaster recovery, CR2 reporting procedures.

**Bank Procedures/Audit Staff:** Procedures for ATM/POS installation/maintenance, cash replenishment, Card/PIN distribution, etc.

**Management Staff:** Responsible for business planning, transaction history, auditing, and future expansion.