



# Sparrow 8 Operations

This course is designed to provide detailed knowledge to manage and day-to-day operates of Sparrow 8 by banks operations staff.

## Benefits:

You will be able to understand the day-to-day process needed to support the operation of the Sparrow 8 ATM system. This will equip the banks operations staff with the necessary daily, weekly and monthly procedures needed for the smooth operation of the system. For example, adding a new ATM, updating exchange rates, etc. This course will also discuss the card production process for new and reissued cards.

This is a hands-on course that allows participants to practice some of the relevant tasks.

## Duration:

3 day (classroom-based)

## Audience:

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

- ❖ Bank Operations staff
- ❖ Bank Technical Support 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](mailto:training@cr2.com).

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



## Pre-requisites:

- ❖ None

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

1. Ability to perform daily/weekly/monthly operational tasks on Sparrow 8
2. Overview of card transaction processing
3. Understanding of host interface & corresponding Sparrow 8 checking procedures.

## Course Outline:

- ❖ Introduction to Course
- ❖ Overview of Sparrow 8, including review of system components & basic daily processes
- ❖ Examining Sparrow 8 menus, use of daily options identified & options for automating operations.
- ❖ Daily procedures explaining procedures & hands-on walkthrough of example days.
- ❖ Card Management & Production. New & re-issued card production cycles, overview of CardWorld Producer interfacing.
- ❖ Demonstration resulting in production of test cards & PIN Mailers.
- ❖ Weekly & Monthly Procedures. Review business & maintenance operations, with practical walkthroughs.
- ❖ Review of all other Sparrow menu options.
- ❖ Modification of system parameters.
- ❖ Adding ATM's in Sparrow 8.
- ❖ Course Exam

## Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on USB key.

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