# Sparrow First Line Support

This course is designed to provide first line support staff with knowledge to monitor diagnoses and resolve issues which may occur.

## Benefits:

You will be able to pro-actively monitor the Sparrow system to ensure that any issues can be identified quickly. The course will also provide first line support staff with the knowledge of how to use the various approaches to troubleshooting and tools available.

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

## Duration:

2 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.

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## Pre-requisites:

❖ *Sparrow Operations Course*

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

1. Ability to identify problems, investigation & resolution of issues.
2. Content and purpose of parameter files in standard Sparrow and associated products (i.e. Sparrow POS, Sparrow Visa Acquirer, etc.)
3. Monitoring procedures and use of log files for investigation.
4. Recovery options selection and planning.

**Course Outline**:

❖ Introduction to Course
❖ BWAC / Sparrow System review. Develop schematic showing basic components of a normal Sparrow system & normal daily processes.
❖ File & Sub-Directories: Description of control and parameter files used for normal operation (starting/stopping systems, allocating resources, controlling multi-tasking, etc.). Discuss directory structure used to hold components for normal and maintenance operations.
❖ Monitoring Normal Procedures. Describing the use of existing system features (including electronic log, debug logs and diagnostic) to monitor daily operations and describing investigative options to identify faults.
❖ Recovery Procedures. Discussion on selecting appropriate corrective action; performing maintenance, replacing defective hardware & re-installing relevant software, requesting software amendment, establishing interim solution, updating everyone on actions undertaken & reasons, advising on customer feedback,, etc.
❖ Course Exam

## Materials:

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

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