



SparrowNET HUB Operations

This course is designed to provide detailed knowledge to manage the day-to-day operations of SparrowNET HUB by banks operations staff.

Benefits:

You will be able to understand the day-to-day process needed to support the operation of the SparrowNET HUB 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, amending settlement rules, adding subscribers, etc.

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
- ❖ SparrowNET Management 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.

www.cr2.com



Pre-requisites:

- ❖ *BankWorld ATM Client Operations Course*

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

1. Ability to perform daily/weekly/monthly operational tasks on SparrowNET HUB.
2. Overview of transaction processing (including fault identification, reporting & dealing with subscriber queries).
3. Understanding of International Network interfaces & corresponding SparrowNET HUB checking procedures.

Course Outline:

- ❖ Introduction to Course
- ❖ SparrowNET Overview. Interactive session to develop schematic of generic SparrowNET system and basic daily processes.
- ❖ SparrowNET HUB Menu Demonstration & Practice. Hands-on experience of HUB menus, practice with monitoring options, etc., and using displays & reports to enable reconciliation and settlement with Subscriber Sparrow systems.
- ❖ SparrowNET HUB Daily Procedures. Explaining daily operations, error options and exercises to allow practical walk-through of example days.
- ❖ SparrowNET HUB Interface Daily Procedures. Explaining corresponding daily operations on a Subscriber Sparrow and exercises to allow practical walk-through of example days
- ❖ Lesson Weekly & Monthly procedures. Explaining other important business and maintenance operations and exercises to allow practical walk-through of example options.
- ❖ Course Exam.

Materials:

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

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