

# BankWorld ATM Client Installation and Operations



## Duration: 2 days

Branch staff attending this course will gain an understanding of the transactions and operations performed by an ATM when processing a customer card. The staff will also learn the procedures to maintain maximum availability and service from the ATM.

## Course Objectives

- Ability to perform daily operational tasks on ATM.
- Business functions of BW ATM Client.
- Understanding of installation of BW ATM Client.
- Understanding the use of: Internet Explorer in Client, cardholder services of Client, ATM Supervisor functions & procedures.
- Confidence in ATM handling.

## Delegate Audience

**Bank Cash Staff:** Cash replenishment, receipt/journal paper, printer ribbons, etc.

**Bank Operations Staff:** Hardware errors, ATM availability/service levels, auditing, staff responsible for BW ATM Client system, etc.

**Bank I.T. Staff:** Procedures, customer screen software, disaster recovery, CR2 reporting procedures.

## Pre-requisites

- Basic computer literacy; basic understanding of terminology such as "program, file, communications, TCP/IP, boot, backup, memory, disk."

## Course Outline

**Introduction & Overview:** Introduction of instructor/delegates, course objectives and general timetable of course. Overview schematic of a generic BW ATM Client system and basic transaction process.

Overview of how Client and associated systems function.

**Description of ATM Hardware:** Hands-on introduction to components of ATM.

**Branch Procedures:** Lesson explaining all aspects of daily and regular operations and exercises giving practical walk-through of examples.

**Installation of ATM Client:** how to install a Client ATM, including NT 4 Workstation, Service Pack 6, MDAC, ATM Vendor XFS, any 3<sup>rd</sup> party software (if applicable) and BW ATM Client.

**Customer Interface:** understanding the reasons for usage of Explorer based customer screens and the multi-media features possible.

**Maintenance & Support Procedures:** Important business and maintenance operations and exercises to allow practical walk-through of example options. This will include software updates, hardware test utilities, diagnostics. backups, locating trace log files in different areas of Client.

## Course Review

## Action Plans and Course Evaluation.