

BankWorld Internet and SMS Mobile Operations



Course Outline

(Day 1) Introduction: Introduction of instructor/delegates, course objectives and general timetable of course.

BW Internet End-User:

- Setting Preferences
- Transaction Searching
- Transfer of Funds

(Day 2):

- Delegation Mode
- Authorization
- Messaging and Notifications

(Day 3) BW Internet Administration;

- Internet User Maintenance
- Admin user Maintenance
- Additional Maintenance Tasks

(Day 4) BW Internet Configuration:

- System Settings
- Roles, Permissions & Authentication

(Day 5):

- Bank Instructions
- Flexible Banking Data

(Day 6):

- Limits and Fees
- Review & Questions for Operations

(Day 7) BW SMS Principles and Operations:

- Configuring BW SMS
- SMS Notifications, Queries and Responses.

(Day 8) BW Integration and BOIS Principles:

- BatchInBOIS Service
- BOIS Service

(Day 9) BW Troubleshooting

(Day 10) Review and Assessment Test

Action Plans and Course Evaluation.

Total Duration: 10 days

Staff will gain the knowledge and skills that are required to operate and administer BankWorld (BW) Internet and BW SMS Mobile. This will include an overview of BW architecture, how to modify the system, Internet/Mobile functions and services besides as well as troubleshooting issues.

Course Objectives

- Understand the BW architecture.
- Understanding the available transactions and services from a user perspective.
- Hands-on experience of operational settings in order to configure and administer Internet and SMS Mobile channels.
- Troubleshooting issues.

Delegate Audience

Bank Business and Operations Staff: Responsible for daily operation/ amendment of BW Internet and SMS Mobile systems, procedures monitoring for existing systems, background information for internal queries, etc.

Customer Service/Management Staff: Business oriented, Customer service enhancement, auditing, future expansion.

Bank I.T. Staff: Interests as per bank staff plus infrastructure/configuration, debugging procedures, disaster recovery, CR2 reporting procedures.

Prerequisites

- Basic computer literacy.