

# RG8000 Installation and Support with Sparrow



## Duration: 1 day

The course is intended to enable staff to install the RG8000 HSM and then to configure the HSM and Sparrow to work together. Staff will gain an overview of Industry-standard Encryption and Key Management procedures. The procedures for re-installing the HSM will also be learned (for "backup" or disaster-recovery situations).

## Course Objectives

- RG8000 Installation and configuration skills.
- Overview of Encryption and Key Management.
- Understanding of standard operations and ad-hoc operational procedures.
- Content and purpose of relevant parameter files.
- Monitoring procedures and use of log files for investigations.
- Error Recovery options selection and planning.

## Delegate Audience

**Bank Managerial Staff:** Service level measurement, auditing, future expansion.

**Bank Operations Staff:** Procedures monitoring for existing systems, background information for Branch queries, etc.

**Bank I.T. Staff:** Interests as per bank operations staff plus hardware/software maintenance requirements and procedures planning.

## Pre-requisites

- Basic computer literacy; understanding of terms such as "program, file, comms line, boot, backup, memory, disk."
- Recommended; Prior attendance on BW ATM Client, Hawk or Hawk-Direct Operations & Sparrow Operations courses followed by practical experience.

## Course Outline

**Introduction:** Introduction of instructor/delegates, course objectives and general timetable of course.

**Encryption and Key Management Overview:** Interactive session to develop schematic showing basic components of an ATM/Sparrow system and related normal encryption processes. New terminology will be explained.

**RG8000 Installation and Configuration:** Hands-on experience of installing a RG HSM and connecting it to a Sparrow system. Description of pre-install data preparation, parameter file settings and site-specific options.

**Encryption Key Management Procedures:** Description of HSM tasks related to configuration and normal operation of Sparrow, ATMs, POS, etc., and directory structure used to hold components for normal and maintenance operations.

**Monitoring Normal Procedures:** Lesson describing use of existing system features (including Electronic log and debug logs) to monitor daily operations and investigative options to identify faults.

**Recovery Procedures:** Interactive session on selecting appropriate corrective action in the case of HSM failure or Key-security compromise; performing maintenance/replacing defective hardware and re-installing relevant software/ establishing interim solution/ advising on customer feedback, etc.

## Course Review

### Action Plans and Course Evaluation.

## Suggested Follow-on Courses

- Sparrow Operations.
- CardWorld Producer Operations.