



# Sparrow First Line Support

## Duration: 2 days

The course is intended to enable fully trained first-line support staff to be proactive in improving the reliability and efficiency of their installation. The site's procedures will be re-enforced, improved and monitored. When problems do occur proper diagnostic and corrective actions will ensure that normal operation is resumed without delay and without the worry of unforeseen side-effects.

## Course Objectives

- Essential steps in problem identification, investigation and resolution
- Content and purpose of parameter files in standard Sparrow and "bolt-on"-products (i.e., SparrowPos, SparrowVisa Acquirer, etc.)
- Monitoring procedures and use of log files for investigations
- 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."
- Thorough experience of Sparrow and ATM operations (i.e., 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.

**BWAC/Sparrow System Review:** Interactive session to develop schematic showing basic components of a normal Sparrow system and normal daily processes.

**Files and sub-directories:** Description of control and parameter files used for normal operation (starting/stopping systems, allocating resources, controlling multi-tasking 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, debug logs and diagnostics) to monitor daily operations and describing investigative options to identify faults.

**Recovery Procedures:** Interactive session on selecting appropriate corrective action; performing maintenance/replacing defective hardware and re-installing relevant software/ requesting software amendment/ establishing interim solution/ updating everyone on actions undertaken and reasons, advising on customer feedback etc.

## Course Review

**Action Plans and Course Evaluation.**

## Suggested Follow-on Course

- Sparrow Disaster Recovery.