

Sparrow8 Operations



Duration: 3 days

Participants will learn how to manage and operate Sparrow8 on a day-to-day basis. Modification of system parameters is also practised; add ATMs, manage cards, amend exchange rates, etc. Explanation of required Bank procedures with practical examples.

Course Objectives

- Ability to perform daily/weekly/monthly operational tasks on Sparrow8.
- Overview of card transaction processing (including fault identification/correcting/reporting and dealing with branch Sparrow8/ATM queries).
- Understanding of host interface and corresponding Sparrow8 checking procedures.
- Confidence in Sparrow8 installation. Card production and management via Sparrow8.

Delegate Audience

Bank Business & Operations Staff: Responsible for Sparrow8 operations (Computer expert/non-expert).

D.P. Management Staff: Responsible for Business planning, ATM availability and service level measurement, transaction history, auditing, future expansion.

Bank I.T. Staff: Interests as per bank staff plus Sparrow8 parameters, debugging procedures, disaster recovery, CR2 reporting procedures.

Pre-requisites

- Basic computer literacy; understanding of terms such as "program, file, comms line, boot, backup, memory, disk."
- Basic card knowledge; understanding of terms such as Card Number, Magnetic Stripe, PIN, card accounts. Alternatively, previous attendance on BW ATM Client Operations course.

Course Outline

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

Sparrow8 Overview: Interactive session to develop schematic of generic Sparrow8 system and basic daily processes.

Sparrow8 Menu Demonstration/Practice: Hands-on experience of Sparrow8 menus, use of daily options identified above and options for automating operations.

Daily Procedures: Lesson explaining daily operations and exercises to allow practical walk-through of example days.

Card Management and Production: New and Re-issued card production cycles, overview of CW Producer interfacing. Demonstration and practical exercises resulting in production of delegates own test cards and PIN Mailers.

Weekly and Monthly Procedures: Lesson explaining other important business and maintenance operations and exercises to allow practical walk-through of example options. Review of all other Sparrow8 menu options.

Course Review

Action Plans and Course Evaluation.

Suggested Follow-on Courses

- CardWorld Producer Operations.
- External Network Principles.
- Smart Card Principles.