

# SparrowNET HUB Operations



## Duration: 2 days

How to run the HUB on a day-to-day basis; how monitor the system and perform reconciliation. Also how to modify system; add Subscribers, manage Encryption Keys, amend Settlement rules, etc. Explanation of required Bank procedures with practical examples and simple problems.

## Course Objectives

- Ability to perform daily/ weekly/monthly operational tasks on SparrowNET HUB.
- Overview of transaction processing (including fault identification/ correcting/ reporting and dealing with subscriber queries).
- Understanding of International Network interfaces and corresponding SparrowNET HUB checking procedures.
- Confidence in SparrowNET HUB installation.

## Delegate Audience

**Bank Business & Operations Staff:** SparrowNET HUB Operations staff (Computer expert/non-expert).

**SparrowNET Management Staff:** Business oriented, availability service level measurement, transaction history, auditing, future expansion.

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

## Pre-requisites

- Basic computer literacy, basic card knowledge; understanding of terms such as Card Number, Magnetic Stripe, PIN number, 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.

### SparrowNET Overview

Interactive session to develop schematic of generic SparrowNET system and basic daily processes.

### SparrowNET HUB Menu Demonstration/Practice

Hands-on experience of HUB menus, practice with monitoring options, etc., and using displays and reports to enable reconciliation and settlement with Subscriber Sparrow systems.

### SparrowNET HUB Daily Procedures

Lesson explaining daily operations, error options and exercises to allow practical walk-through of example days.

### SparrowNET Interface Daily Procedures

Lesson explaining corresponding daily operations on a Subscriber Sparrow and exercises to allow practical walk-through of example days.

### Weekly and Monthly Procedures

Lesson explaining other important business and maintenance operations and exercises to allow practical walk-through of example options.

### Course Review

**Action Plans and Course Evaluation.**