

Regional Training 2009 ATM Client-Server Enrichment



Total Duration: 5 days

These three courses will demonstrate new Client and Server-side functionality available for ATMs (whether online to BankWorld 4 or Sparrow 8 systems). They will explain new configuration or operational requirements and highlight the benefits for the bank and its customers.

All three courses assume that the bank staff attending are already familiar with their own bank's ATM/POS/card systems and the related operations, procedures and configuration.

Course Objectives

- Understanding the use and functionality of the new features.
- Identifying common benefits, bank-specific criteria and resulting new business options.
- Practical hands-on experience of the new features to assist implementation judgements/plans.

Delegate Audience

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

Bank Operations Staff: Responsible for daily operation/amendment of BankWorld or Sparrow, procedures monitoring for existing systems, background information for internal queries, etc.

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

Prerequisites

- Basic computer literacy.
- Thorough experience of ATM/POS/card operations.

Individual Course Outlines

Customer Segmentation

(2 days)

The following customer-specific branding options will be covered:

- Configuration of new Customer segmentation via BatchInBOIS.
- Manual amendment of branding segment for a specific customer/user via Admin Tools.
- Bulk setting of branding segment for existing Customers via Netsearch and Oracle script on Database (normally by bank Oracle DBA).
- Overview of multiple brandings set-up for BW ATM Client (BWAC) and BW Internet.

ATM Distributor Server v.3

(2 days)

The new ATM Distributor Server v.3 components will be learned:

- **Administration Tool** – using the enhanced Graphical User Interface (GUI) for viewing the ATM configuration and software. Staff will also carry out operations provided by the other tools such as the **User Administration, Fileset Wizard, Schedule Wizard and Package Wizard**.
- **Database** – used to store details of all ATMs and the groups that they belong to.
- **Scheduler** – a Windows process that schedules the distribution and retrieval of files. It is independent of other tools and will continue to run even if they are closed down.



ATM Support Tool

(1 day)

BW and Sparrow Operators will use this tool to enhance monitoring and remote management of ATMs. It will also be used to view/list information relating to System Events or Support Queries. Hands-on use of the GUI will give experience of:

- General – provides a system overview.
- Shortcuts – provide a method for easily retrieving BWAC databases, BWAC binaries and parts of the Windows Registry.
- ATM Screen – displays the ATM's front screen.
- Software – provides an inventory of all software installed on the ATM.
- BWAC Config – displays BWAC configuration information.
- Packages – lists the packages sent to the ATM.
- Logs – for viewing and retrieving the BWAC log files available on the ATM.
- Archives – for viewing and retrieving the archived electronic journals on the ATM.
- Disk – for browsing the ATM's hard disk and retrieving any file or folder.
- Registry – for browsing the Windows Registry on the ATM.
- Event Log – for viewing and retrieving the Windows Event logs on the ATM.
- Windows Devices – for viewing a list of the Windows devices on the ATM.
- Process List – for viewing a list of processes running under Windows.

Saving data via a “Snapshot” of a pre-defined “Fileset” configuration will also be covered.

Course Review

Action Plans and Course Evaluation.

Suggested Follow-on Course

- PIN Audit Preparation.