

Regional Training 2009 BankWorld 4.0 Internet



Total Duration: 5 days

These three courses will provide the opportunity for comparing how various banks use BW 4.0 Internet. Then new features of BankWorld will be demonstrated/used to enhance the functionality, explain the configuration or operational requirements and highlight the benefits for the bank's BW Internet service.

All three courses assume that the bank staff attending are already familiar with their own bank's BW Internet system and the related operations, procedures and configuration.

Course Objectives

- Understanding the use and functionality of the new BW 4.0 features.
- Identifying common benefits, bank-specific criteria and resulting new business options.
- Practical hands-on experience of the new features.

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, 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 BW Internet operations.

Individual Course Outlines

BW Internet Usage Review

(2 days)

Basics:

Interactive session to develop schematic showing common components of a BW Internet system + listing the supporting online and batch processes.

Current Procedures in Example Banks:

BatchInBOIS, User setup, Delegation Mode, Administration.

Current Experience for End-Users:

Setting Preferences, Transaction Searching, Transfer of Funds, Authorization, Messaging and Notifications.

Enhancing BW Internet

(2 days)

Enhancing Roles (Corporates/families; individual and group statements, top-up pre-paid cards), Bank Instructions channel update, Digital Certificates for transaction non-repudiation, One-Time-Password, Personalised look-feel across channels, new and modified reports, New Users Online Self-Registration.

Troubleshooting BW Internet

(1 day)

Transaction flow (with relevant debug logs), transaction tracking, pro-active procedures, enhanced Daily Health Checks and Oracle AWR utility.

Course Review

Action Plans and Course Evaluation.

Suggested Follow-on Course

- PIN Audit Preparation.