

BPC Academy

Training Catalog



Value and Benefits

BPC believes that the people behind technology can make the greatest impact in the way payments work affecting the lives of millions of people worldwide who use their card, their mobile, wallet, or smart watch to purchase goods or pay someone. People behind driving SmartVista are the ones carrying key roles within their organisations, working towards excellence and a 100% service availability, connecting their institutions to relevant partners, ensuring the highest security, fraud prevention and more. For these reasons, we believe that training should be core to your organization, and we are here to support you. With over 25 years of excellence, BPC has designed its BPC Academy program by acting on your feedback and keeping in mind your organization and your customers as we continue to push the boundaries of learning.



Access invaluable knowledge to strengthen your skills



Earn certifications and keep up to date with BPC products



Make an impact within your organization to ensure 100% target service availability



Fast track the online support for your end customers



Share feedback and co-create the future of learning with BPC

Learn

Learning is more efficient when interactive. Participants start the session with understanding the learning objectives. Practical tasks help with gaining experience and skills. Real business cases, involved in the learning process, make it even more practical.

Improve

Participants have an open line to their trainer. The success is shared, the mistakes are discussed, the progress is monitored on the Learning Portal. Q&A sessions and analysis of the tasks results build the perfect environment for skills improvement.

Master

Quizzes, practical tasks and exams are organized to ensure that key knowledge is gained. All these are facilitated by our Learning Portal, and progress is tracked. The training ends with the certification (final exam, including online test and practical tasks).

Stepping Stones to Success!

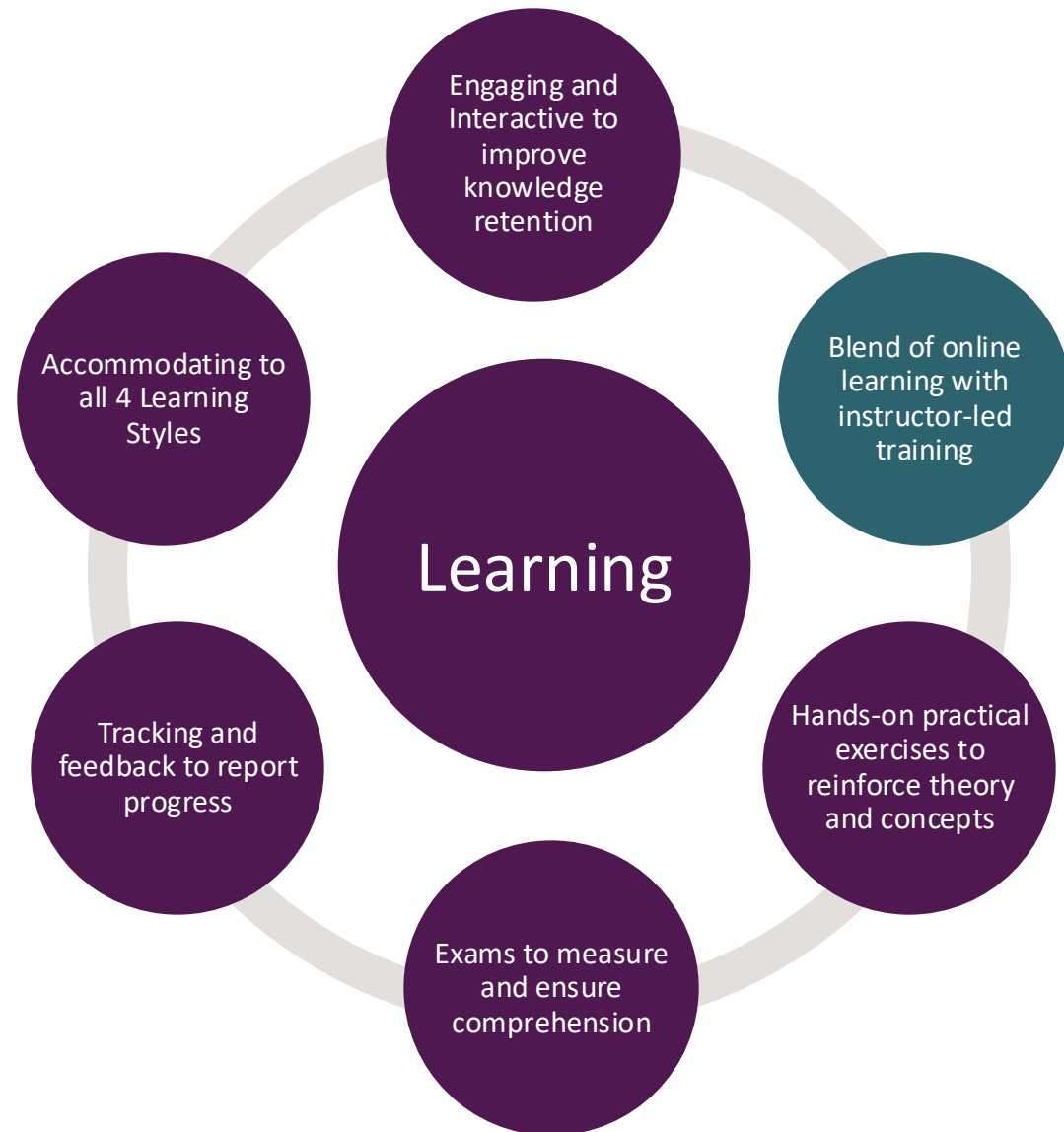


Our Approach to Effective Learning

Blended learning is extremely effective as it allows for the learner to get a good foundational understanding of the functionality in completing the online course, and then the instructor-led training becomes more effective, as more time is spent on deep-dive knowledge transfer and hands-on exercises in the classroom with a subject matter expert. The combination accommodates all 4 learning styles in the VARK model—visual, auditory, read-write, and kinesthetic. The kinesthetic learner gets the most out of the instructor-led training, as it gives them the hands-on that they need to learn effectively.

Knowledge checks throughout the online courses reinforce what is being taught. And when the trainees get into the classroom, they are able to ask more in-depth questions, and can more easily comprehend the topics being taught in the classroom

We ensure that participants have completed the online courses, as pre-requisites, before participation in the instructor-led training by tracking their completion on the Learning Management System.



Online Courses



BPC's online courses are interactive and engaging—accommodating visual, auditory and read-write learning styles. The courses facilitate learning via interactive graphics, demonstration videos, step by step processes, and knowledge checks throughout. Each user is provided a unique user ID and password to log in to track progress and completion of individuals. The courses are available 24X7—allowing access from anywhere and any time. All that's needed is a browser and internet connection. Our courses are developed to adapt to a PC, tablet or even a mobile phone.

Remote Instructor-led



The class will be conducted via the internet using modern interactive platforms. A high level of the participants' involvement is ensured via the set of tools and methodology.

With remote training, we shorten the amount of time in training each day. However, we still facilitate the sessions with real systems, using real business cases, hands-on exercises, and interactive discussions. Each training day takes approximately 3 to 5 hours, leaving some time for everyday duties, so that participants can learn without an impact to their everyday business activities.

On-site Instructor-led



A face-to-face training is conducted either at a BPC office or on the client's premises. The instructor and participants can engage face-to-face, and the instructor can more easily determine whether participants are understanding the content, and whether any one person may need additional assistance.

On-site trainings are conducted using the full day. Participants are focused solely on the training away from day-to-day distractions. Of course, there are breaks and time for lunch.

The exercises and exams are facilitated via our Learning Management System, so that we can track progress, completion, and report these out.

Role-based Training Courses

Overview, Operational and Technical

Overview Courses

Short high-level trainings. Provide initial knowledge about SV structure, objects, data flows, tools, and business processes. They also provide basic knowledge about payments as a business.

Operational Courses

Main trainings for operational teams. The goal is to provide skills and knowledge about everyday business tasks and system maintenance. More than 50% of the time is for practice with the system with real business data.

Configuration & Administration

The trainings of this level provide knowledge about system support, troubleshooting, administration and configuration. This level is mandatory for creation of a self-sufficient servicing team.

Overview Trainings



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
Processing Fundamentals	Industry knowledge	Participants who are new to the electronic payments' domain.	0.5 – 1 ILT training day or 8 hours online	<ul style="list-style-type: none"> • Online Course • Remote Instructor-led
E-Commerce Fundamentals	Basic knowledge of E-Commerce and 3D Secure	EPG and ACS Users	2 - 3 Hours	<ul style="list-style-type: none"> • Online Course
Introduction to EMV	Industry knowledge	Card issuing specialists with no or little experience with EMV, but who intend to work with EMV card issuing or acquiring.	2 hours online	<ul style="list-style-type: none"> • Online Course
SmartVista Basics	Basic SmartVista Knowledge	Everyone who is just starting to work with SmartVista.	3 ILT training days or 8 hours online	<ul style="list-style-type: none"> • Online Course • On-site Instructor-led • Remote Instructor-led
Issuing in SmartVista	Basic SmartVista Knowledge	Everyone who is just starting to work with SmartVista.	4 hours online	<ul style="list-style-type: none"> • Online Course
Acquiring in SmartVista	Basic SmartVista Knowledge	Everyone who is just starting to work with SmartVista.	4 hours online	<ul style="list-style-type: none"> • Online Course
SmartVista Fraud Management Overview	Basic Operations Knowledge of SmartVista Fraud Management	Operators working with SmartVista Fraud Management	8 hours online 1.5 hours	<ul style="list-style-type: none"> • Online Course • Remote Instructor-led
SmartVista E-Commerce Payment Gateway (EPG) Overview	Basic Operations Knowledge of SmartVista E-Commerce Payment Gateway	Operators working with SmartVista E-Commerce Payment Gateway	2 – 3 hours online 1 hour	<ul style="list-style-type: none"> • Online Course • Remote Instructor-led
SmartVista Integration Platform (SVIP) Overview	Basic Operations Knowledge of SmartVista Integration Platform	System administrators working with SmartVista Integration Platform	1 - 2 hours online 1.5 hours	<ul style="list-style-type: none"> • Online Course • Remote Instructor-led

Overview Trainings



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
SmartVista Integration Platform (SVIP) for Business Process Developers	Basic Knowledge about Business Process Developing in SmartVista Integration Platform (SVIP)	Business Process Developers in SVIP	2 hours online	<ul style="list-style-type: none"> Online Course
SmartVista Access Control Server (ACS) Overview	Basic Operations Knowledge of SmartVista Access Control Server (ACS)	Access Control Server Operations	2 hours online 1 Hour	<ul style="list-style-type: none"> Online Course Remote Instructor-led
Issuing for Processing Users	Basic Operations knowledge of Issuing in BPC Processing	Everyone who is just starting to work with BPC Processing (as RASAR's client)	2 hours online	<ul style="list-style-type: none"> Online Course
SmartVista ATM Management Overview Training	Basic Operations Knowledge of SmartVista ATM Management	ATM Operations	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Card Management Overview Training	Basic Operations Knowledge of SmartVista Card Management	Card Management Operations	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Card Generator Overview Training	Basic Operations Knowledge of SmartVista Card Generator	Card Generator Administrators	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Merchant Management Overview Training	Basic Operations Knowledge of SmartVista Merchant Management	Merchant Management Operators	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led

Overview Trainings



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
SmartVista Merchant Portal Overview Training	Basic Operations Knowledge of SmartVista Merchant Portal	Merchant Servicing Representatives	1 Hour	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Customer Service Portal Overview Training	Basic Operations Knowledge of SmartVista Customer Service Portal	Customer Servicing Representatives	1 Hour 2-3 hours	<ul style="list-style-type: none"> Remote Instructor-led Online Course
SmartVista Digital Banking Overview Training	Basic Operations Knowledge of SmartVista Digital Banking	Digital Banking Operations	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
APIGate Overview Training	Overview knowledge of APIGate	Clients using API Gate	.5 hours	<ul style="list-style-type: none"> Online Course
SmartVista eWallet Overview Training	Basic Operations Knowledge of SmartVista eWallet	eWallet Operations	1 Hour	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Agent Banking Overview Training	Basic Operations Knowledge of SmartVista Agent Banking	Agent Banking Operations	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Dispute Portal Overview Training	Basic Operations Knowledge of SmartVista Dispute Portal	Dispute Portal Operations	1 Hours	<ul style="list-style-type: none"> Remote Instructor-led
SmartVista Instant Payments Overview Training	Basic Operations Knowledge of SmartVista Instant Payments	Instant Payment Operations	1.5 Hours	<ul style="list-style-type: none"> Remote Instructor-led
O-CITY Overview Training	Basic Operations Knowledge of O-CITY	O-CITY Operations	1 Hour 2-3 hours	<ul style="list-style-type: none"> Remote Instructor-led Online Course
Marketplace Overview Training	Basic Operations Knowledge of Marketplace	Marketplace Operations	1 Hour 2-3 hours	<ul style="list-style-type: none"> Remote Instructor-led Online Course


Processing Fundamentals

Online Course

This course provides a high-level understanding of the principles of card processing and electronic payments. This training covers the fundamental concepts of card processing, including issuing, acquiring, and payments systems.

This course provides general level knowledge, independent of the *SmartVista* system.

Delivery channels and duration



Online Course

Duration:
8 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff with some experience who need get a high-level understanding of the principles of card processing and electronic payments.

Participation pre-requisites

- None

E-Commerce Fundamentals



Online Course

Learn about basic concepts, terms, and regulatory requirements that are commonly used in the SmartVista E-Commerce solution suite.

What is 3DS, 3DS1 and 3DS2?


What are the differences between 3DS1 and 3DS2?

Some basic terms: ECI, AVV, liability shift

What are PDS2, SCA, and TRA?

What is the relationship between 3DS and PDS2?

Delivery channels and duration



Online Course

Duration:
2 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff who want to learn about the basics of E-Commerce.

Participation pre-requisites

- Basic knowledge of the E-commerce' domain

Introduction to EMV

Online Course

This course provides an overview of the EMV specification, data formats, and their application. It focuses on the EMV specifications and standards.

Delivery channels and duration

Online Course

Duration:
2 hours

Available in English and Spanish



Course details

Target audience

- New staff, intended to work with EMV cards issuing or acquiring

Participation pre-requisites


• Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.

Online Course

This course introduces the basic concepts of *SmartVista*. This course explains:

1. The main SmartVista functions and components
2. The principles behind internal and external data exchange
3. The Basic Entities in SmartVista
4. What is a Product in SmartVista
5. Service Terms in SmartVista for both Front End and Back Office
6. The new business objects registration algorithm
7. Transaction processing as a main financial task of SmartVista

Delivery channels and duration



Online Course

Duration:
8 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff with some experience who need to be enable on the basic concepts of SmartVista.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.


Issuing in SmartVista

Online Course

This course introduces the basic concepts of issuing in *SmartVista*. This course explains:

1. Card Issuing process
2. The structure of issuing objects
3. Issuing product and services
4. Us-on-them transaction processing
5. Us-on-Us transaction processing
6. Issuer customer servicing

Delivery channels and duration



Online Course

Duration:
4 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff with some experience who need to be enable on the basic concepts of issuing in SmartVista.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.


Acquiring in SmartVista

Online Course

This course introduces the basic concepts of acquiring in *SmartVista*. This course explains:

1. The structure of acquiring objects in SmartVista
2. Registration of acquiring objects
3. Acquiring product structure and dependencies
4. Acquiring customer servicing and settlement

Delivery channels and duration



Online Course

Duration:
4 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff with some experience who need to be enable on the basic concepts of acquiring in SmartVista.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.


SmartVista Fraud Management Overview



Online Course

This course provides a functional overview of SmartVista Fraud Management. You will learn about key features, deployment models, how SVFM interacts other SmartVista components and payments systems, fraud monitoring modes, private schemes for multi-institution, transaction analysis, black and white lists, fraud management rules, rule conditions, precedent rules, maker-checker functionality, rule testing, reactions, statistical profiling, statistics collection, case management features, case assignment, case management tools, case classification, case lifecycle, case actions, PSD2 compliance, SVFM dashboards, the fraud map, and reporting.

Delivery channels and duration



Online Course

Duration:
8 hours

Available in English and Spanish



Course details

Target audience

- New staff
- Staff with some experience with SmartVista who want to be enabled on SmartVista Fraud Management operations.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.

SmartVista eCommerce Payment Gateway Overview




Online Course

This course provides a functional overview of SmartVista eCommerce Payment Gateway. You will learn about key features, deployment models, how SV EPG interacts other SmartVista components and payments systems.



Delivery channels and duration



Online Course

Duration:
2 -3 hours

Available in English and Spanish

Course details

Target audience

- New staff
- Staff with some experience with SmartVista who want to be enabled on SmartVista eCommerce Payment Gateway.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.

SmartVista Integration Platform Overview




Online Course

This course provides a functional overview of SmartVista Integration Platform. You will learn about key features, how SVIP interacts other systems.



Delivery channels and duration



Online Course

Duration:
1.5-2 hours

Available in English and Spanish

Course details

Target audience

- New staff
- Staff with some experience with SmartVista who want to be enabled on SmartVista Integration Platform.


Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.

Online Course

This course provides a operational overview for developing business processes in SmartVista Integration Platform. You will learn about business process developing in SVIP.

Delivery channels and duration



Online Course

Duration:
2 hours

Available in English



Course details

Target audience

- New staff
- Staff with some experience with SmartVista who want to learn how to develop business processes in SmartVista Integration Platform.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.
- Completion of SVIP overview course

SmartVista Access Control Server (ACS) Overview




Online Course

This course provides an overview of SmartVista Access Control Server (ACS). You will learn about ACS features, deployment models, processing flows for 3-D Secure 1 and 3-D Secure 2, and SV ACS integration capabilities. You will also see a brief demonstration of the ACS user interface.

This course uses some terms related to 3-D Secure standard. It is recommended to complete the E-Commerce Fundamentals course prior to taking this course.



Delivery channels and duration



Online Course

Duration:
2 hours

Available in English and Spanish

Course details

Target audience

- New staff
- Staff with some experience with SmartVista who want to be enabled on SmartVista Access Control Server

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.


Issuing for Processing Users

Online Course

This course introduces the basic concepts of issuing in *SmartVista BPC Processing (in Radar)*. This course explains and not limited with the following operations:

1. Card Issuing
2. Card Reissuing
3. Card Blocking
4. Viewing Card Details
etc.

Delivery channels and duration



Online Course

Duration:
2 hours

Available in English



Course details

Target audience

- New staff
- Staff with some experience who need to be enable on the basic concepts of issuing in BPC Processing (as Radar's client)

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.

O-CITY Overview

Online Course


Adopted by more than 130 cities worldwide, O-CITY is an innovative automated fare collection solution for public transport operators and municipalities.

The platform leverages a best of breed payment solution from payment expert BPC available in more than 100 countries.

The course introduces functional capabilities of O-CITY solution.



Delivery channels and duration



Online Course

Duration:
2-3 hours

Available in English

Course details

Target audience

- Users of O-CITY solution
- Managers interested in O-CITY solution functionality
- New staff

Participation pre-requisites

- No initial knowledge required.

Marketplace Overview




Online Course

This course aims to provide learners with an understanding of the BPC Marketplace platform, its architecture, and how its components interact with each other. We will also cover the functionality of the Buyer, Seller, and Operator portals, as well as the mobile applications and their use cases.



Delivery channels and duration



Online Course

Duration:
2-3 hours

Available in English

Course details

Target audience

- Marketplace users
- New staff
- Managers interested in Marketplace solution functionality

Participation pre-requisites

- No initial knowledge are required, however, basic understanding of the payments' domain would be beneficial.

Customer Service Portal Overview




Online Course

This course provides an overview of SmartVista Customer Service Portal. You will learn about Customer Service Portal functions, deployment models, processing flows, and integration capabilities. You will also see a brief demonstration of the user interface.



Delivery channels and duration



Online Course

Duration:
2-3 hours

Available in English

Course details

Target audience

- Users working with CSP
- New staff
- Managers interested in Customer Service Portal functionality

Participation pre-requisites


- Basic knowledge of the payments' domain proved by successful passing the "SmartVista Basics" knowledge evaluation.

APIGate Overview

Online Course

API stands for Application Programming Interface. In this course, you learn what API Gate is, the benefits it provides, how it works, how it compares to SVIP, and the API's that are available.

Delivery channels and duration



Online Course

Duration:
0,5 hours

Available in English



Course details

Target audience

- Users of API Gate
- New staff
- Managers interested in API Gate functionality

Participation pre-requisites

- No initial knowledge is required, however, basic understanding of web-services would be helpful.

System Functional Overview Training



The training presents SmartVista functionality with the focus on processes, workflows, tasks and user responsibilities. The course is full of system demonstration with minimal theoretical information. Trainees do not interact with the system.

Number of attendees: unlimited.



Delivery channels and duration



Remote Instructor-led

Duration:
Depends on SV
Components

Course details

Target audience

- management, interested in functions, responsibilities, processes and roles
- business analysts involved in the product development
- QA and testing team who needs information for test cases creation and testing approach designing

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.

Operational Training



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
Card Management System User Training: <ul style="list-style-type: none"> • Debit Cards (including prepaid, virtual, transaction processing) - the basic course • Credit Cards - in addition to "Debit cards" basic course • Deferred Payment - in addition to "Debit cards" basic course • Loyalty - in addition to "Debit cards" basic course 	SmartVista: operations	Staff responsible for servicing cardholders and customers requests such as new customer registration, card blocking, limit change, reissuing, reporting, etc.	<ul style="list-style-type: none"> • 2 days • 4 days • 0.5 day • 1 day • 0.5 day • 1 day • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training • Live training • Remote training • Live training • Remote training • Live training • Remote training
Merchant Management User Training in Core Products (including transaction processing)	SmartVista: operations	Staff responsible for working directly with merchants, retailers and POS/eCom. Typical tasks are merchant registration and onboarding, servicing merchants' requests, reporting, POS terminals/eCom registration and management.	<ul style="list-style-type: none"> • 2 days • 3 days 	<ul style="list-style-type: none"> • Live training • Remote training
ATM Management User Training in Core Products (including transaction processing)	SmartVista: operations	Staff responsible for ATM management: terminals registration, monitoring, planning of servicing activities, changing parameters, key management. They work with SV, sometimes without direct access to the terminals.	<ul style="list-style-type: none"> • 1 days • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training
ATM Management & Merchant Management User Training in Core Products (including transaction processing)	SmartVista: operations	Staff responsible for ATM management: terminals registration, monitoring, planning of servicing activities, changing parameters, key management. They work with SV, sometimes without direct access to the terminals. Staff responsible for working directly with merchants, retailers and POS/eCom. Typical tasks are merchant registration and onboarding, servicing merchants' requests, reporting, POS terminals/eCom registration and management.	<ul style="list-style-type: none"> • 2 days • 3 days 	<ul style="list-style-type: none"> • Live training • Remote training

Operational Training



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
Cash Management Operational Training	SmartVista: operations	Staff responsible for cash management in ATMs and other cash disbursing devices: monitoring, cash flow planning activities.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Customer Service Portal (CSP) User Training	SmartVista: operations	Staff responsible for servicing cardholders and customers requests such as card blocking, reissuing, reporting, cardholders' operations management, etc. in CSP	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Merchant Portal (MP) User Training	SmartVista: operations	Staff responsible for working directly with merchants, retailers and POS/eCom. Typical tasks are servicing merchants' requests, reporting, POS terminals/eCom operations management in MP Solution.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Access Control Server (ACS) User Training	SmartVista: operations	Staff responsible for monitoring and managing 3DS transactions in ACS Solution.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
eCommerce Payment Gateway (EPG) User Training	SmartVista: operations	Staff responsible for working directly with eCommerce merchants. Typical tasks are servicing eCommerce merchants' requests, orders registration, reversals, refunds, MOTO transactions, etc. EPG Solution	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Fraud Management Operating User Training (not applicable for Radar's clients)	SmartVista: operations	Staff responsible for protecting the bank from fraudulent activities. Typical tasks are managing fraud protection rules, analyzing transaction flows, investigating fraud cases, creating risk-protecting policies	<ul style="list-style-type: none"> • 2 days • 3 days 	<ul style="list-style-type: none"> • Live training • Remote training
Fraud Management Case Management Training (applicable for Radar's clients only)	SmartVista: operations	Staff responsible for protecting the bank from fraudulent activities. Typical tasks are analyzing transaction flows, investigating fraud cases.	<ul style="list-style-type: none"> • 1 day • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training

Operational Training



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
Dispute Portal User Training	SmartVista: operations	Staff responsible for resolving cardholder disputes concerning operations with a card by using Dispute Portal solution.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Remote Banking User Training	SmartVista: operations	Staff responsible for servicing customers who use digital banking solution (mobile application/web banking).	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
O-City User Training	SmartVista: operations	Staff responsible for management operations in O-City Solution.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Marketplace User Training	SmartVista: operations	Staff responsible for servicing customers operations that are registered in Marketplace Solution.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
Instant Payment System Operational Training	SmartVista: operations	Staff responsible for systems administrating, maintenance and first level support, Who responsible for operating systems that are in scope of Instant Payment System solution.	<ul style="list-style-type: none"> • 10 days • 20 days 	<ul style="list-style-type: none"> • Live training • Remote training
Integration Platform Business Process Developers Training	SmartVista: configuration	SVIP administrators responsible for configuration and management of the connections and data transfer using SVIP.	<ul style="list-style-type: none"> • 3 days • 6 days 	<ul style="list-style-type: none"> • Live training • Remote training

Card Management System User Training




The course for operators enables attendees to effectively operate the system while servicing customers and answer business requests.

Practical tasks included in the course are tailored to institution's environment and allow specialists to gain practical experience working with the system.

The duration is 2 days if debit cards, and transaction processing are only being covered. If credit cards are added to the agenda, the duration is 2.5 days. If deferred payment or loyalty are required, the duration will be 3 days. If loyalty program is required, the duration will be 3.5 days.


Number of attendees: Up to 15 participants

Delivery



Live training

Typical duration:
2-3.5 training days



Remote Instructor-led

Typical duration:
4-7 training days



Course details

Target audience

- Operators working with the customers requests;
- QA and testing team involved in the testing of the new system versions;
- Supervisors and security specialists involved in the customer servicing.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Merchant Management User Training



The course for operators enables attendees to effectively operate the system while servicing merchants with their accounts, as well as registering and servicing the POS terminals/eCom terminals.

Practical tasks included in the course are tailored to institution's environment and allow specialists to gain practical experience working with the system.

Number of attendees: Up to 15 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
3 training days



Course details

Target audience

- Operators working with the merchant's requests servicing;
- POS management specialists, registering and managing POS terminals, eCommerce terminals;
- QA and testing team involved in the testing of the new system versions;
- Supervisors and security specialists involved in the merchants servicing.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

ATM Management User Training

The course provides knowledge for working with ATM terminal servicing tasks via the SmartVista user interfaces:



- Servicing — monitoring, maintenance, key management, as well as deactivation of ATM terminals.

Number of attendees: Up to 15 participants



Course details

Delivery

 Live training	 Remote training
Typical duration: 1 training day	Typical duration: 2 training days

Target audience

- ATM monitoring staff;
- QA and testing team involved in the testing of the new system versions;
- Supervisors and security specialists involved in the ATM servicing.

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Basic understanding of ATM hardware and software, as well as key ATM functions and communication protocols

ATM Management & Merchant Management User Training



The course provides knowledge for working with ATM terminal servicing tasks via the SmartVista user interfaces:

Servicing — monitoring, maintenance, key management, as well as deactivation of ATM terminals.

The course for operators enables attendees to effectively operate the system while servicing merchants with their accounts, as well as registering and servicing the POS terminals/eCom terminals.

Practical tasks included in the course are tailored to institution's environment and allow specialists to gain practical experience working with the system.

Number of attendees: Up to 15 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
3 training days



Course details

Target audience

- ATM monitoring staff;
- Supervisors and security specialists involved in the ATM servicing.
- Operators working with the merchant's requests servicing;
- POS management specialists, registering and managing POS terminals, eCom terminals;
- QA and testing team involved in the

testing of the new system versions;

- Supervisors and security specialists involved in the merchants servicing.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Cash Management Operational Training



The course provides knowledge for monitoring and cash flow planning services with ATM terminals and other applicable cash disbursing devices via the SmartVista user interfaces.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- ATM monitoring staff,
- Bank/branch cashiers,
- QA and testing team involved in the testing of the new system versions,
- Supervisors and security specialists involved in the ATM monitoring

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Basic understanding of ATM hardware and software

Customer Service Portal User Training



The course provides knowledge about Customer Service Portal functionalities and how to utilize Customer Service Portal to conduct daily business operations.

Card and account administration through the Customer Service portal are the primary functions that are been covered in this course.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- Call-center service supporters,
- Card issuance operations team,
- Customer service team,
- Branch operations team,
- QA and testing team involved in the testing of the new system versions;

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Merchant Portal User Training

This training is only focused on merchant portal operations.

It gives insights on the different functionalities a merchant has access to and operations they can perform, provided sufficient privileges are granted.

On the other hand, acquiring institution users' possibility of managing merchant users and assigning privileges is also covered.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- Merchants and eCom merchants managers,
- Merchant service supporters,
- User management team,
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Trainees are expected to have background knowledge of the acquiring business.

Access Control Service User Training



The course provides knowledge how to use the Access Control Server 3DS2 solution for their day-to-day business activities such as working with e-commerce transactions at authentication stage.

The course also covers the functionalities of the ACS module.

Number of attendees: Up to 15 participants



Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Course details

Target audience

- Specialists who are be involved in the solution's operation,
- Call-center service supporters,
- QA and testing team involved in the testing of the new system versions;

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the "Processing fundamentals" knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Participants are expected to have at least basic understanding of e-commerce transactions and 3D-Secure technology, some general understanding of international payment network regulations is an advantage.

E-Commerce Payment Gateway User Training



The course provides an overall operation of Smart Vista E-Commerce Payment Gateway.

The course trains participants how to operate and manage SmartVista E-Commerce Payment Gateway solution for their day-to-day business activities.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- merchant managers,
- merchant service supporters,
- specialists responsible for operating with EPG solution
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Participants are expected to have at least basic understanding of E-Commerce transactions and 3D-Secure technology

Fraud Management Operating User Training



Non-RADAR Clients

Training covers typical actions performed by an SVFM operator for cases creation, classification and investigation. It also provides information about fraud lists management as well as reporting.

The focus of the training is on operators' tasks executed via SVFM GUI.

Number of attendees: Up to 15 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
3 training days



Course details

Target audience

- Operators who analyze and manage fraud cases and alerted transactions, perform investigations and make decision about actions with the involved cards and terminals;
- Supervisors and security specialists involved in the fraud and risk management.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Basic understanding of the fraud and risks in payments, experience in fraud monitoring.

Fraud Management Case Management Training



RADAR Clients

Training covers typical actions performed by an SVFM operator for cases creation, classification and investigation. It also provides information about fraud lists management as well as reporting.

The focus of the training is on operators' tasks executed via SVFM GUI.

Number of attendees: Up to 15 participants

Delivery



Live training

Typical duration:
1 training day



Remote Instructor-led

Typical duration:
2 training days



Course details

Target audience

- Operators who analyze and manage fraud cases and alerted transactions, perform investigations and make decision about actions with the involved cards and terminals;
- Supervisors and security specialists involved in the fraud and risk management.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Basic understanding of the fraud and risks in payments, experience in fraud monitoring.

Dispute Portal User Training

The course provides knowledge for an overall operation of Smart Vista Dispute Portal.

The course trains participants how to operate and manage Dispute Portal solution for their day-to-day operational activities.

Number of attendees: Up to 15 participants



Course details

Target audience

- Customer managers who are responsible for resolving disputes on card operations
- Customer service supporters,
- Call-center service supporters,
- QA and testing team involved in the testing of the new system versions;

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Remote Banking User Training

The course provides knowledge for an overall operation of Remote Banking system for business, operational teams members, who directly deal with remote banking users/customers and service them.

Participants are expected to have an idea of their institution's business requirements for the Remote Banking solution.

Number of attendees: Up to 15 participants



Course details

Target audience

- Operational team,
- call-center service supporters,
- Business team,
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

O-CITY User Training

The course provides knowledge for an overall operation of O-City solution.

The course trains participants how to operate and manage O-City solution for their day-to-day operational activities.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- Business team,
- Operational team,
- Customer service supporters,
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Participants are expected to have at least basic understanding of their internal business model, where O-City solution will be applied

Marketplace User Training

The course provides knowledge for an overall operation of Marketplace solution.

The course trains participants how to operate and manage Marketplace solution for their day-to-day operational activities.

Number of attendees: Up to 15 participants



Course details

Target audience

- Business team,
- Customer/merchant service supporters,
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Participants are expected to have at least basic understanding of their internal business model, where Marketplace solution will be applied

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Instant Payment System Operational Training



The course provides knowledge for Instant Payment System as a real-time payment processing, clearing and settlement solution for central banks and national switches that offers immediate payment functionality to their end customers.

This course allows participants (of banks, fintechs, payment services providers, bill aggregators, agency banking providers) to get knowledge about interconnection seamlessly and completing interoperability of payments across various payment verticals.

Number of attendees: Up to 15 participants



Course details

Delivery



Live training

Typical duration:
up to 10 training
days



Remote training

Typical duration:
up to 20 training
days

Target audience

- System administrators, who are responsible for systems maintenance and first level support
- Operational team
- QA and testing team involved in the testing of the new system versions,

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Basic understanding of SVBO, SVIP

Integration Platform Business Process Developers Training

This course introduces the principles of SVIP configuration and the way it is operated.


It includes an in-depth demonstration of the system settings and configuration capabilities. The practical component of the training focuses on configuration features and tools provided by SVIP.

On completion of this, course participants will be able to configure interaction and message conversion between different types of external systems using SVIP tools.

Participants are advised to provide integration tasks examples 1 week before the training, in order to use them for practical work during the training.


Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
3 training days



Remote Instructor-led

Typical duration:
6 training days



Course details

Target audience

- Integration team responsible for configuring data exchange channels using SVIP;
- SmartVista administrators involved in data transfer and data processing via SVIP;
- Supervisors and security specialists involved in the data management.

Participation pre-requisites

- Basic knowledge of the SVIP in the scope of the SVIP elearning, confirmed by the initial test.
- Knowledge of how bank systems communicate to each other, message formats used for systems interaction (such as ISO8583, JSON, XML).
- Advanced computer skills, experience with integration tasks, messages and protocols configuration.

Configuration and Administration Training



Course Name	Knowledge Area	Target Audience	Typical Duration	Delivery Channels
SmartVista Core Components Configuration Training. ISSUING PRODUCTS CONFIG.: <ul style="list-style-type: none"> • Debit Cards - the basic course <hr/> <ul style="list-style-type: none"> • Credit Cards - in addition to "Debit cards" <hr/> <ul style="list-style-type: none"> • Deffered Payment - in addition to "Debit cards" <hr/> <ul style="list-style-type: none"> • Loyalty <hr/> <ul style="list-style-type: none"> • GL accounts <hr/> ACQUIRING PRODUCTS CONFIG.: <ul style="list-style-type: none"> • Only ATM configuration <hr/> <ul style="list-style-type: none"> • Only POS/eCom terminals configuration <hr/> <ul style="list-style-type: none"> • Both ATM and POS/eCom terminals configuration 	SmartVista: configuration	Staff responsible for implementing requests of the business teams by configuring SVFE and SVBO systems (product settings, technical settings), and consulting about system capabilities.	<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 1 day • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 3.5 days • 7 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
			<ul style="list-style-type: none"> • 1 day • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training
<ul style="list-style-type: none"> • 1 day • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training 			

Configuration and Administration Training



Training name	Knowledge area	Target audience	Typical duration	Possible delivery channels
ATM Scenario Builder training	SmartVista: configuration	Staff who wants to get basic knowledge of the ATM scenario architecture and become capable of basic ATM scenario management using SmartVista ATM Scenario Builder.	<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
Fraud Management System Administrators Training	SmartVista: administration and troubleshooting	Staff responsible for protecting the bank from fraudulent activities by creating and maintaining relevant tools in SVFM.	<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
Integration Platform Administration Training	SmartVista: administration	Staff responsible for administration SmartVista Integration Platform.	<ul style="list-style-type: none"> • 1 day • 2 days 	<ul style="list-style-type: none"> • Live training • Remote training
SVFE Administration, Troubleshooting and Log Investigation Training	SmartVista: administration and troubleshooting	Staff responsible for transactions investigation using SVFE log files and issues troubleshooting. Administrators ensuring that SVFE works properly.	<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
Data Exchange & Data Processing Training	SmartVista: administration and troubleshooting	SmartVista and infrastructure administrators responsible for data exchange between SmartVista components as well as with external system. Administrators dealing with processing data in SmartVista, End of Day running, data import and export (clearing files, transaction files, reports, card files and so on).	<ul style="list-style-type: none"> • 2 days • 4 days 	<ul style="list-style-type: none"> • Live training • Remote training
Load Balancer User Training	SmartVista: administration	Staff responsible for administrating and monitoring SVFE to ensure that it works properly.	<ul style="list-style-type: none"> • 0.5 day • 1 day 	<ul style="list-style-type: none"> • Live training • Remote training

Configuration and Administration Training




Training name	Knowledge area	Target audience	Typical duration	Possible delivery channels
SVBO Administration & maintenance	SmartVista: administration	SVBO administrators responsible for SVBO maintenance and ensuring that the system works properly, as well as for solving issues with the system.	<ul style="list-style-type: none">• 2 days• 3 days	<ul style="list-style-type: none">• Live training• Remote training
Remote Banking Admin Console User Training	SmartVista: administration	Staff responsible for administrating Remote Banking system, for management Remote banking activities such as marketing campaigns, user management and etc.	<ul style="list-style-type: none">• 0.5 day• 1 day	<ul style="list-style-type: none">• Live training• Remote training
ARIS User Training	SmartVista: administration	Staff responsible for creation and performing test cases in terms of examining test environments.	<ul style="list-style-type: none">• 1.5 days• 3 days	<ul style="list-style-type: none">• Live training• Remote training
System Monitoring User Training (Zabbix tool)	SmartVista: administration	Staff responsible for monitoring systems, managing processes.	<ul style="list-style-type: none">• 1 day• 2 days	<ul style="list-style-type: none">• Live training• Remote training
Jasper Reports	SmartVista: administration	Staff responsible for working with reports in SmartVista products.	<ul style="list-style-type: none">• 1.5 days• 3 days	<ul style="list-style-type: none">• Live training• Remote training

The course acquaints participants with the principles of configuring the system for performing business tasks. It covers only configuring SVFE and SVBO systems, focusing mainly on product settings, with essential information on technical settings. The training content helps with system configuration and with understanding of the system capabilities. The practical tasks included in the course are tailored to institution's environment.

Training is designed for users who have mastered the basic concepts of the system on the user level.


Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2-10 training days



Remote Instructor-led

Typical duration:
4-20 training days



Course details

Target audience

- SmartVista administrators responsible for configuring products and business objects via SV GUI;
- Support team deeply involved in solving issues with system configuration and operations;
- Business analysts interested in better understanding of the SmartVista capabilities.

Participation pre-requisites

- Good knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- SVFE and SVBO knowledge on the level of the system operator.
- Good knowledge of the products and business requirements of own financial institution.

Card Generator Configuration Training



The course acquaints participants with the principles of configuring the system for performing business tasks. It covers only configuring SVCG system, focusing mainly on issuing product settings, with essential information on technical settings.

The training content helps with system configuration and with understanding of the system capabilities. The practical tasks included in the course are tailored to institution's environment.

Training is designed for users who have mastered the basic concepts of the system on the user level.

Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
4 training days



Course details

Target audience

- SmartVista administrators responsible for configuring issuing products and business objects via SV GUI;
- Support team deeply involved in solving issues with system configuration and operations;
- Business analysts interested in better understanding of the SmartVista capabilities.

Participation pre-requisites

- Good knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- SVFE and SVBO knowledge on the level of the system operator.
- Good knowledge of the products and business requirements of own financial institution.

Customer Service Portal Administration Training



The course provides deep knowledge about Customer Service Portal functionalities and how to administrate Customer Service Portal to conduct daily business operations.

System settings, user management, card and account administration through the Customer Service portal are the primary functions that are been covered in this course.

Number of attendees: Up to 10 participants



Course details

Delivery



Live training

Typical duration:
1 training day



Remote training

Typical duration:
2 training days

Target audience

- SmartVista administrators responsible for admin tasks via SV GUI;
- Support team deeply involved in solving issues with system configuration and operations;
- Business analysts interested in better understanding of the SmartVista capabilities.

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

The course provides deep knowledge about E-Commerce Payment Gateway functionalities and how to administrate E-Commerce Payment Gateway to conduct daily business operations.

The course trains participants how to administrate SmartVista E-Commerce Payment Gateway solution for their day-to-day business activities.

Number of attendees: Up to 10 participants



Course details

Delivery



Live training

Typical duration:
1 training day



Remote training

Typical duration:
2 training days

Target audience

- SmartVista administrators responsible for admin tasks via SV GUI;
- Support team deeply involved in solving issues with system configuration and operations;
- Business analysts interested in better understanding of the SmartVista capabilities.

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the “Processing fundamentals” knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Participants are expected to have at least basic understanding of E-Commerce transactions and 3D-Secure technology

ATM Scenario Builder Training



This course will help specialists, involved in the ATM management tasks, to familiarize themselves with ATM scenario terms and concept, as well as the scenario structure.

It describes operation of the scenario and data exchange between the ATM and the processing system. The course includes demonstration of the ATM Scenario Builder and practical tasks on ATM scenario adjustments (subject to the system availability).

Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
4 training days



Course details

Target audience

- ATM scenario developers or ATM administrators willing to apply simple changes in the ATM scenarios using ATM Scenario Builder.
- ATM management specialists willing to improve an understanding of the ATM functionality.

Participation pre-requisites

- Basic knowledge of the ATM hardware and software, basic understanding of the ATM management tasks.
- Basic knowledge of standard ATM protocols is not mandatory but will help with the training content understanding

Fraud Management System Administrators Training



The training covers SVFM system configuration and maintenance. Key focus is on the rules management and reactions management, but it also covers configuration and management of other SVFM tools like statistical profiling, notifications, lists and dictionaries management.

The training also provides information about administrative tasks such as user access rights management, private schemes management, reports management, processes management and issues troubleshooting.

Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
4 training days



Course details

Target audience

- SVFM administrators responsible for fraud management tools configuration,
- SVFM support team working with maintenance and troubleshooting,
- Risk managers responsible for designing the fraud protection tools,
- Supervisors and security specialists involved in the fraud and risk management

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Good understanding of the fraud and risks in payments, experience in fraud monitoring.
- Knowledge of the fraud-related recommendations and regulations.

This course introduces the principles of SVIP administration and the way it is operated.

It includes an in-depth demonstration of the system settings and management capabilities.

Number of attendees: Up to 10 participants



Delivery



Live training

Typical duration:
1 training day



Remote Instructor-led

Typical duration:
2 training days

Course details

Target audience

- Integration team responsible for administrating SVIP,
- Supervisors and security specialists involved in the data management

Participation pre-requisites

- Basic knowledge of the SVIP in the scope of the SVIP elearning, confirmed by the initial test.
- Knowledge of how bank systems communicate to each other, message formats used for systems interaction (such as ISO8583, JSON, XML).
- Advanced computer skills, experience with integration tasks, messages and protocols configuration.

The course covers key aspects of SVFE administration and process management.

Training explains typical scenarios of online transaction processing, as well as possible issues, how to identify and troubleshoot them. The training contains practical cases to be shown by the trainer, and to be investigated by the participants as practical tasks.

Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
4 training days



Course details

Target audience

- SVFE support team involved in transactions-related issues investigation,
- SVFE administration team working with processes management and regular maintenance procedures,
- Supervisors and security specialists involved in SVFE technical maintenance

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Advanced technical skills, including basic knowledge of Unix and SQL.

Data Exchange and Data Processing Training




The course explains principles of the data exchange inside SmartVista (between SmartVista components) and also covers data exchange between SmartVista and external systems, data import and export (clearing files, transaction files, reports, card files and so on).

The training touches key aspects of the configuring and managing data processing rules and data processing activities, including batch processing, scheduled processing, End of Day execution.

Number of attendees: Up to 10 participants




Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
4 training days

Course details

Target audience

- SVBO and SVFE support teams involved in data exchange management and data processing, including batch processing and EoD;
- Infrastructure team responsible for transferring data between different systems and components;
- Supervisors and security specialists involved in data management.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Advanced technical skills, including basic knowledge of Unix and SQL, basic knowledge of typical protocols and formats used for by SmartVista (e.g. ISO8583, XML)

Load Balancer User Training

This course provides knowledge about SmartVista Load Balancer solution in terms of its management for monitoring and ensuring that SmartVista Front End system works properly.

It includes demonstration of the system management capabilities.

Number of attendees: Up to 10 participants



Delivery



Live training

Typical duration:
0.5 training day



Remote Instructor-led

Typical duration:
1 training day

Course details

Target audience

- SVFE support team involved in monitoring the system,
- SVFE administration team working with processes management and regular maintenance procedures,
- Supervisors and security specialists involved in SVFE technical maintenance

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Advanced technical skills, including basic knowledge of Unix and SQL

SVBO Administration and Maintenance Training



The course explains principles of the SVBO administration and management.

It presents processes, tables, objects and flows playing key role for the SVBO operation.

The course also helps with understanding of the key technical settings in SVBO and gives guidance on the SVBO maintenance.

Number of attendees: Up to 10 participants

Delivery



Live training

Typical duration:
2 training days



Remote Instructor-led

Typical duration:
3 training days



Course details

Target audience

- SVBO support team involved in system's technical maintenance;
- SVBO administration team working with processes and settings management;
- Supervisors and security specialists involved in SVBO technical maintenance.

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.
- Advanced technical skills, including basic knowledge of Unix and SQL.

Remote Banking Admin Console User Training



The course provides knowledge for Remote Banking administration console operations, including managing marketing campaigns, user management and etc.

Participants are expected to have an idea of their institution's business requirements for the Remote Banking solution.

Number of attendees: Up to 10 participants



Course details

Delivery



Live training

Typical duration:
0.5 training day



Remote training

Typical duration:
1 training day

Target audience

- System administrators,
- System and users support team,
- Business team,
- QA and testing team involved in the testing of the new system versions

Participation pre-requisites

- Basic knowledge of the payments domain proved by successful passing the "Processing fundamentals" knowledge evaluation.
- Basic SmartVista knowledge within the scope of the SV Essentials course.

This course provides knowledge about SmartVista ARIS solution in terms of its usability for creating and testing transactions in test environments.

It includes demonstration of the system management capabilities.

Number of attendees: Up to 10 participants



Delivery



Live training

Typical duration:
1.5 training days



Remote Instructor-led

Typical duration:
3 training days

Course details

Target audience

- SVFE support team involved in monitoring the system,
- SVFE administration team working with processes management and regular maintenance procedures,
- Supervisors and security specialists involved in SVFE technical maintenance

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Advanced technical skills, including basic knowledge of Unix and SQL

System Monitoring User Training (Zabbix Tool)

This course provides knowledge about Zabbix tool in purpose of monitoring systems.

It includes demonstration of the system management capabilities.

Number of attendees: Up to 10 participants



Delivery



Live training

Typical duration:
1 training day



Remote Instructor-led

Typical duration:
2 training days

Course details

Target audience

- Support team involved in monitoring systems,
- Administration team working with processes management,
- Supervisors and security specialists involved in technical maintenance

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course.

Jasper Reports Training



This course provides knowledge about SmartVista core solutions capability for running reports, in addition, this course helps to understand availability of Jasper tool for creating reports.

Number of attendees: Up to 10 participants



Delivery



Live training

Typical duration:
1.5 training days



Remote Instructor-led

Typical duration:
3 training days

Course details

Target audience

- Systems administrators,
- Business analysts

Participation pre-requisites

- Basic knowledge of the payments' domain proved by successful passing the "Processing fundamentals" knowledge evaluation,
- Basic SmartVista knowledge within the scope of the SV Essentials course,
- Advanced technical skills, including basic knowledge of Unix and SQL

Thank you!

Questions?

Contact us at BPCAcademy@bpcbt.com

