

# TietoEVERY Cards Training Centre Nairobi, 2020

TietoEVERY Card Suite software system administrators, analysts and operators are welcome to attend Card Suite trainings in Nairobi, Kenya to gain deeper knowledge on everyday system support, troubleshooting and system capabilities.



**Training modules:**

- Card Suite Card Management System 3 (CMS3)
- Fraud management (FM)
- Real Time Processing System (RTPS)
- Electronic Bill Presentment and Payments for Acquirers and Issuers (EBPP)
- Clearing System and Dispute Management (CL&DM)

**Training Venue:**

- Computer Pride at JKUAT Towers (formerly ICEA Building), 1st Floor, Kenyatta Avenue, Nairobi, Kenya

**Training duration & Language:**

- Trainings performed in English
- Each training day planned as 8 hour session (9:00 – 18:00) with 1 hour lunch break (lunch included)

**Registration is open!!!** Please register latest 5 weeks prior to training.

**Available training courses:**

Training Domain	Training Course	Training dates	Nr of training days	Trainer	Cost for 1 trainee, USD
<b>Card Suite Issuing</b>	Cards Management System 3 for Technical Administrators (v.3.4.1 & v3.5.1)	30.06-01.07.2020	1.5	Karlis Venters	<b>450 \$</b>
	Cards Management System 3 for Functional Analysts (v.3.5.1)	01-02.07.2020	1.5	Karlis Venters	<b>450 \$</b>
	Cards Management System 3 for Operators (v.3.5.1)	03.07.2020	1	Karlis Venters	<b>350 \$</b>
<b>Card Suite Fraud Management</b>	Fraud Management for Technical Administrators	06.07.2020	4	Aliksandr Laptionak	<b>1200 \$</b>
	Fraud Management and Rule Engine for Risk Analysts	07-10.07.2020	1	Aliksandr Laptionak	<b>350 \$</b>
<b>Card Suite Switching</b>	Real Time Processing System 3G for Administrators	13-17.07.2020	5	Andrejs Tretjakovs	<b>1550 \$</b>
<b>Card Suite E-Commerce</b>	Electronic Bill Presentment and Payments for Acquirers and Issuers	20-21.07.2020	2	Andrejs Tretjakovs	<b>550 \$</b>
<b>Card Suite Clearing &amp; Dispute Management</b>	Clearing System & Dispute Management Technical Administrators training	22-23.07.2020	2	Ivanda Birgere	<b>550 \$</b>
	Clearing System & Dispute Management Functional Analysts training	24.07.2020; 27.07.2020	1	Ivanda Birgere	<b>350 \$</b>
	Clearing System & Dispute Management Operators training	28.07.2020	1	Ivanda Birgere	<b>350 \$</b>
<b>Total:</b>					<b>6150 \$</b>

**Please note:**

- Registration to training will be considered completed, after signing training preform, and performing training cost prepayment in full amount
- Course training programs listed below. Till the training dates, there might be minor adjustments in course content.

## Training Calendar plan overview Calendar plan (schedule):

With ■ marked dates wen each training is going to be performed.

With ■ marked weekends

Month:	July 2020																														
Training course / month date:	June	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Cards Management System 3 for Technical Administrators (v3.4.1 & v3.5.1)			■	■			■	■						■	■						■	■						■	■		
Cards Management System 3 for Functional Analysts (v3.5.1)				■	■			■						■	■						■	■						■	■		
Cards Management System 3 for Operators (v3.5.1)						■								■	■						■	■						■	■		
Fraud Management for Technical Administrators									■					■	■						■	■						■	■		
Fraud Management and Rule Engine for risk analysts										■	■	■									■	■						■	■		
Real Time Processing System 3G for Administrators																■	■	■	■		■	■						■	■		
Electronic Bill Presentment and Payments for Acquirers and Issuers																					■	■	■					■	■		
Clearing System & Dispute Management Technical Administrators training																					■	■			■	■			■	■	
Clearing System & Dispute Management Functional Analysts training																					■	■					■		■	■	
Clearing System & Dispute Management Operators training																					■	■						■	■		■

# Training Programs



# Card Suite Card Management System 3

## Technical Administrators training (v3.4.1 & v3.5.1)

---

### Main topics and Obtained Competences

#### **CMS main tasks, data model**

#### **Preparing the work environment (specific to CMS v3.5.1)**

- OFR management commands
- Java Web Start
- Time zone configuration
- Report preview format
- Font installation

#### **Card Suite for system administrators**

- Administration of Card Suite CMS software environment
- Managing 3rd party products (Tomcat WEB-server, OpenLDAP browser)
- Installation of CMS patches
- Thin client component setup
- Issuing Web services setup
- Debugging, problem tracking
- Administrative tasks (semaphore, Oracle job monitoring, etc.)
- PCI DSS compliance, Pseudo PAN
- Journals
- Archiving old data
- CMS configuration for running the CMS Robot functionality
- CMS/RTPS integration

#### **Configuration and administration (Bank administrator, Card Group administrator)**

- Bank and card group registration
- Setup of access rights
- Administrative user
- Main system journal (IZSYS\_LOG)

### Course Duration

#### **Standard course lasts:**

12 academic hours during 2 working days.

### Attendee prerequisites

#### **Trainees should have:**

- Basic knowledge of principles of Card Issuing business
- Solid skills in knowledge of Oracle DB and SQL queries
- Basic skills of working with the Linux operating system

# Card Suite Card Management System 3

## Functional Analysts training (v3.5.1)

---

### Main topics and Obtained Competences

#### **CMS main tasks, data model**

##### **Functional configuration**

- System parameters
- Setup of screen masks for clients, agreements, accounts, cards;
- Account condition parameters
- Card condition parameters
- Configuration of transaction commissions (Card Services fees, Account services fees)
- User defined fees
- Accumulator rules on service fees / Extended rules on service fees
- Configuration of billing groups
- Configuration of products
- Configuration of CMS classifiers
- Card number generation configuration
- Smart cards functionality configuration

##### **Monthly operations (billing) configuration**

- Credit line
- Credit usage fee (debit interest)
- Introductory rates
- Spending groups
- Grace conditions
- Penalties
- Bill audit configuration
- Billing groups and processing
- Monthly statements
- Debtors management

##### **Visa, Mastercard statistical reports, configuration**

### Course Duration

#### **Standard course lasts:**

12 academic hours during 2 working days.

### Attendee prerequisites

#### **Trainees should have:**

- Basic knowledge of principles of Card Issuing business
- Basic skills in knowledge of Oracle DB and SQL queries

# Card Suite Card Management System 3

## System Operators training (v3.5.1)

---

### Main topics and Obtained Competences

#### **CMS main tasks, data model**

#### **CMS WEB Client and Call Centre**

- Client, agreement, account and card data management
- Call Centre operator's workplace
- Accounts and cards statuses change, stop-list management
- Reports

#### **Card production preparation**

- New card
- Cards replacement
- Duplicate card
- Cards renewal
- Embossing Reports
- Creating Embossing file
- Cards activation

#### **Daily operations**

- Registration date update
- Currency conversion process
- Transaction files import
- Money transfer between accounts
- Standing orders
- Payments
- Adjustments
- Data control
- Database update
- Audit trail, Handling errors
- Reports

#### **Monthly operations (billing) processing**

- Billing groups processing
- Audit trail, Handling errors
- Monthly statements

### Course Duration

#### **Standard course lasts:**

8 academic hours during 1 working day.

### Attendee prerequisites

#### **Trainees should have:**

Trainees should have basic knowledge of principles of Card Issuing business

# Card Suite Fraud Management and Rule Engine Risk Analyst training

---

## Main topics and Obtained Competences

- **Introductory part:** card fraud risk management in the bank;
- **System business review:** Card Suite Fraud Management Fraud Detection/Fraud Prevention:
  - Processing scheme (data flow);
  - Available functionality;
  - System reports.
- **Fraud monitoring rules configuration in Rule Engine module** (using External Lists functionality):
  - About Rule Engine;
  - Monitoring rules configuration principles;
  - Monitoring rules configuration syntax;
  - Examples of configuration.
- **Practical work:** Monitoring rules configuration in Rule Engine;
- **Risk analyst's workplace review.**

## Course Duration

### Standard course lasts:

32 academic hours during 4 working days.

## Attendee prerequisites

### Trainees should have:

- Basic knowledge of international payment organization Visa Corporate and MasterCard Worldwide mandatory requirements to card issuers and acquirers regarding fraud monitoring.



# Card Suite Fraud Management and Rule Engine Technical Administrators training

---

## Main topics and Obtained Competences

- System overall architecture main concepts and components.
- Systems main data flows
- System installation process overview
- System configuration process overview
- Configuration:
  - Tuxedo domain
  - Xtami buffer
  - Crashhandler
  - Ubbt
  - Rtps wp /ISS wp
  - WEB GUI
  - Fare
  - Clearing
  - PartOrg

## Course Duration

### Standard course lasts:

8 academic hours during 1 working day.

## Attendee prerequisites

### Trainees should:

- Have basic knowledge of international payment organization Visa Corporate and MasterCard Worldwide mandatory requirements to card issuers and acquirers in respect to fraud monitoring.
- be capable to perform administrative tasks on linux/unix based operating systems as well as understand concepts of database operation.
- Have at least little experience of maintaining TietoEVRY Card Suite Software solution will be considered as an advantage.

# Card Suite Real Time Processing System 3G for Administrators

---

## Main topics

### Real Time Processing System (RTPS) - structure and configuration

- Real Time Processing System (RTPS) position within the Card Suite
  - RTPS position within the Card Suite
  - Functionality of RTPS
- System core
  - Message switching
  - Structure of the core and Oracle DB
  - Tuxedo system role in RTPS operation
  - RTPS Interaction with other Card Suite products and external third party products
- Administrative actions of RTPS
  - Centres and basics of switching
  - Batch tasks
  - RTPS module updates and installation of additional RTPS modules
- Non-standard situations and steps to overcome them
- Practical tasks
  - RTPS server part installation
  - RTPS starting/stopping
  - Monitoring of the Card Suite (from the command line, reports)
  - Setting of RTPS switching (centres, card types, prefixes etc.)

### Card Suite Switching - Acquiring

- Message switching
- Configuration of centres
- Configuration of registers
- Merchant - agreement (commissions) – terminal

### Card Suite Processing RTPS Native Interface (NIF)

- Basic functions
- GENIF based interface library
  - Common architecture
  - Basic configurations
  - Timeouts, Reversals, usage of Store & Forward (SAF)
- Configuration of Native Interface
  - Links, centres and switching
  - Configuration
    - Destinations
    - mainconf.cfg
    - Functions, messages, answer codes, indentifiers and operations
- Practical tasks

# Card Suite Real Time Processing System 3G for Administrators

---

## Main topics

### Real Time Processing System Integrated Issuer Authorization

- IIA position within the Card Suite
  - Standard solution for Issuing bank
  - IIA connection with Card Suite external components
- IIA basic functionality
  - Risk management
  - Account selection
  - Call of the Issuer bank
- IIA additional functionality
  - Unblocking of founds
  - Data synchronization
  - Batch tasks
- Technical overview
  - Basic parts of the product
  - Message types
  - Structure of on-line call processing
- IIA configuration
  - GUI configuration in workplace
  - Configuration of registers
  - Configuration of profiles
- AIS configuration
- Tuxedo rules
- Practical tasks

### Log file analysis

- Meaning of log-files
- Formation of log-files
- Configuration of log-files
- Control of log-file particularity
- Structure of log-files
- Reading of log-files

### POS Management

## Course Duration

### Standard course lasts:

40 academic hours during 5 working days.

## Attendee prerequisites

### Trainees should:

- Have basic knowledge of card business;
- Have basic knowledge of UNIX commands and Unix based systems;
- Feel comfortable to work from command line (bash commands);
- Have basic knowledge of Oracle DB.

# Electronic Bill Presentment and Payments for Acquirers

---

## Main topics and Obtained Competences

- General questions
  - Terminology
  - Business perspectives
  - Technology
  - Financial transactions
  - Access channels
  - Authorization
  - SOAP interface
- EBPP structure
  - Constructor elements
  - Configuration possibilities
- Payment lifecycle
- Templates, regular payments
- Detail filters
- Practical work
  - Configuration of EBPP scenarios
  - Solution testing
- Certification

## Course Duration

### Standard course lasts:

16 academic hours during 2 working days.

## Attendee prerequisites

### For the practical part participants:

- should have basics skills to work with Linux OS (one of the Linux text editors of choice, basic understanding of client-server architecture)
- basic understanding of programming languages (python language is used during the course for practical exercises)

# Card Suite Clearing System and Dispute Management

## Technical Administrators training

---

### Main topics and Obtained Competences

#### After completion of this course participants will:

- High level architecture of Card Suite Clearing System and Dispute Management
  - know the distribution of servers and Unix users, Tuxedo Servers, Tomcat, LDAP, Oracle Database
  - know the structure of database with respect to Card Suite Clearing System and Dispute Management: Tablespace, Oracle Schemas
- Unix parameters
  - know, the set of Unix parameters with respect to Card Suite Clearing System and Dispute Management requirements: system users and groups, environment variables, kernel parameters
- \$CSHOME
  - know the structure of \$CSHOME files (servers, configuration, log files, Tuxedo queues)
- Licensing
  - know how licensing is technically implemented in Card Suite Clearing System and Dispute Management (tuxedo/tomcat)
- PA-DSS realization
  - be able to create and administrate encryption keys and wallets in accordance with PA-DSS standard and to use GPG/PGP agent, rotate certificates
- Installation, update
  - be able to work with cs-installer (module installation, history, configuration, cs-install print, password change, create deployment files)
  - be able to work with cs-admin utility: checking status, loading/saving configuration
  - be able to upgrade Card Suite Clearing System and Dispute Management
- Configuration, operation
  - know how to configure tuxedo servers (ubbt file, tuxedo domains);
  - be able to adjust UI module properties
  - be able to start Oracle DB Instance and check Instance, listener status;
  - be able to start and stop LDAP server
  - be able to configure and to work with Apache Tomcat server: starting/stopping Tomcat, Tomcat manager, sessions
  - be able to start Card Suite Clearing System and Dispute Management after servers shutdown/restart - sequence
  - be able to check that Card Suite Clearing System and Dispute Management has been successfully started
  - be able to create/open Oracle Wallet (Oracle TDE) and check wallet status
  - be able to configure and use Partorg functionality
- GUI
  - be able to install Master WP and configure Master WP, debugging Master WP and know prerequisites for Master WP
  - be able to configure Firefox Web browser for usage with Card Suite Clearing System and Dispute Management
- OPAA (One Point Authorization and Authentication )
  - be able to use OPAA (users, roles, domains, institutions, parallel session management, password change)
  - know how connection between OPAA and LDAP is organized;
  - know the concept of OPAA zones

# Card Suite Clearing System and Dispute Management

## Technical Administrators training

---

### Main topics

#### After completion of this course participants will:

- Configuration management (export/import):
  - be able to load/unload bank configurations
- Troubleshooting
  - be able to work with log-files (tuxedo/tomcat)
  - be able to work with log splitter, log.cfg
  - be able to get core dump files
  - be able to get Oracle alert files
  - Necessity of monitoring (disc space, etc)
  - know how to check tuxedo queues

### Course Duration

#### Standard course lasts:

16 academic hours during 2 working days.

### Attendee prerequisites

#### Trainees should have:

- **Solid skills** for working with Unix/Linux via terminal - console commands, multiple users, file permissions
- **Basic knowledge** of networking - protocols, connections, ports
- **General knowledge** of Oracle Database fundamentals - multiple databases, tablespaces, session handling, different database objects (packages, functions, synonyms, grants)
- **Basic SQL** writing/execution skills
- **Basic knowledge** of Oracle Net Services - listeners, connection methods
- **Solid knowledge** of PKI - symmetric/asymmetric cryptographic, keys and certificates
- **General understanding** of industry participants - acquirers, issuers, processors, International Card Organizations, 3-D authorization principles
- **General understanding** of PCI-DSS and PA-DSS standards

# Card Suite Clearing System and Dispute Management Functional Analyst training

---

## Main Topics and Obtained Competences

### After completion of this course participants will:

- Features and functional possibilities of Card Suite Clearing & Dispute Management system;
  - know the features and functional possibilities of Card Suite Clearing & Dispute Management system
- Roles in OPAA for Card Suite Clearing & Dispute Management system;
  - be able to configure users and their roles in OPAA for Card Suite Clearing & Dispute Management system
- Business configuration of Card Suite Clearing & Dispute Management system.
  - be able to configure Card Suite Clearing & Dispute Management system with respect to business needs

## Course Duration

### Standard course lasts:

16 academic hours during 2 working days.

## Attendee prerequisites

### Trainees should have:

- **General understanding** of industry participants - acquirers, issuers, processors, International Card Organizations

# Card Suite Clearing System and Dispute Management System Operators training

---

## Main Topics and Obtained Competences

### After completion of this course participants will:

- Features and functional possibilities
  - know the features and functional possibilities of Card Suite Clearing & Dispute Management system;
- Cycle of clearing operations
  - be able to perform a complete cycle of clearing operations in Card Suite Clearing & Dispute Management system for Visa and MasterCard domains;
- Cycle of dispute operations
  - be able to perform a complete cycle of dispute operations in Card Suite Clearing & Dispute Management system for Visa and MasterCard domains;
- Reports in Card Suite Clearing & Dispute Management system;
  - be able to generate reports in Card Suite Clearing & Dispute Management system;

## Course Duration

### Standard course lasts:

8 academic hours during 1 working day.

## Attendee prerequisites

### Trainees should have:

- **General understanding** of industry participants - acquirers, issuers, processors, International Card Organizations.