

AWD TRAINING

AWD¹⁰ SUPPORT ANALYSIS

Course Description

The AWD¹⁰ Support Analysis course provides new and existing AWD Support Analysts with the knowledge required to effectively support AWD¹⁰ and other supplementary modules. The training will include tips and methods to determine whether an issue is at process, desktop or system level, logging in AWD¹⁰ and other troubleshooting techniques.

Course Content

Understanding your AWD[®] infrastructure

Asking the Right Questions

- AWD¹⁰
- Hardware
- Third-party components

Process Level Troubleshooting

- Exception handling
- Design Studio exports/imports

System Level Troubleshooting

- Tools required
- Logs and traces
- Reading and interpreting messages

Managing and Configuring AWD

- FAQ
- Sources of information

Interaction with AWD Customer Care

- How to contact AWD Customer Care
- Information required

Target Audience

Aimed at associates who perform an AWD support role and liaise with AWD Customer Care at DST Business Process Solutions.

Prerequisites

Attendees of this course must have prior working knowledge of AWD.

Course Duration

1 day

Delivery Method

Classroom based, instructor-led training.

Certification

Attendees will receive a certificate of attendance.

Costs and Location

Training courses will be held at one of our London training locations, and are priced per person. To arrange training at your offices or to book larger group sizes, please contact us for more information.

Courses	Duration	Audience
BPMN for AWD	1 day	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Admin and Design Studio	5 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Design Studio	3 days	Business Analysts, System Administrators, Developers and Process Owners
AWD¹⁰ Advanced Design Studio	1 day	Business Analysts, System Administrators and Developers
AWD¹⁰ Customisation Development	2 days	Developers
AWD¹⁰ Capture - Inbound Email	½ day	Business Analysts, System Administrators, Server Administrators and Developers
AWD¹⁰ Case Management	½ day	End Users, Business Analysts
AWD¹⁰ Communications Design	1 day	Business Analysts and System Administrators
AWD¹⁰ Communications Integration	½ day	Business Analysts, Systems Administrators and Process Owners
AWD¹⁰ End User Train-the Trainer	1 day	End User Trainers
AWD¹⁰ Support Analysis	1 day	System Administrators and System Support Analysts
AWD¹⁰ Monitoring	½ day	Team Leaders and Managers
AWD¹⁰ Report Writing	1 day	Business Analysts and Developers

Note: Classroom sizes will be kept at a number that ensures the trainees are provided with the required level of assistance during practical sessions.

About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., is a trusted provider of technology-based service solutions to the world's best known insurance, retail and commercial banking, utilities and media communications organisations. AWD, our intelligent business process (BPM) and case management application, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 250,000 AWD users within the DST family of organisations, partners and clients.

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