



SWIFT

Software Implementation Service Overview

This overview provides detailed information about the software implementation service. This includes a description of the benefits of using the service and the procedures that customers must follow to use the service. This document also describes the responsibilities of each party to the service, and the quality standards that customers can expect from SWIFT or a SWIFTReady service provider.

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Preface

Purpose of the document

This overview provides detailed information about the software implementation service. This includes a description of the benefits of using the service and the procedures that customers must follow to use the service. This document also describes the responsibilities of each party to the service, and the quality standards that customers can expect from SWIFT or a SWIFTReady service provider.

Audience

This document is for SWIFT customers and SWIFTReady service providers.

Significant changes

The following table lists all significant changes to the content of the *Software Implementation Service Overview* since the **1 April 2008** release. This table does not include editorial changes that SWIFT may have made to improve the usability and comprehension of the document.

Updated information	Location
Terminology has been updated to reflect the new SWIFT partnership model. For example, certified service partner becomes SWIFTReady service provider .	Changes apply throughout this document.
Where necessary, SWIFT-related names have been updated to reflect the new branding and naming scheme. For example, SWIFTAlliance Gateway becomes Alliance Gateway .	Changes apply throughout this document.

Related documentation

- *SWIFTNet Service Description*
- *Support Service Description*
- *Solutions Implementation Service Overview*
- *Connectivity Implementation Service Overview*

1 Introduction and Recommendations

Overview

Customers that have purchased any SWIFT software product can either:

1. install and configure the applications themselves
2. request SWIFT to carry out the implementation
3. request a SWIFTRReady service provider to perform the implementation

The software implementation service offers customers an installation and configuration service delivered by SWIFT or a SWIFTRReady service provider, under direct responsibility from SWIFT.

Benefits of using the software implementation service

The software implementation service is beneficial to both SWIFT and the customer in the following ways:

- **SWIFT expertise**

If internal expertise or resources are not available, then the customer can rely on the expertise of SWIFT's own technical experts or of the service provider's SWIFT Certified Experts. This ensures a smooth and efficient implementation. For more information, see www.swift.com > Solutions > Partner programme > SWIFTRReady services overview > SWIFT Certified Experts certification overview.

- **Efficient and effective implementation**

Qualified personnel conduct the implementation efficiently and effectively, in compliance with established SWIFT quality standards.

- **Centralised project management**

A single point of contact to co-ordinate supplier deliverables during the implementation.

- **Choice**

To make it easier to schedule the installation, the customer can order the implementation service either from SWIFT or from a range of certified SWIFTRReady service providers.

- **Broad range of services**

SWIFTRReady service providers can offer a broad range of services and products that complement Solutions.

Quality Standards

SWIFT staff that provide implementation services adhere to high standards of service quality. SWIFT certifies the SWIFTRReady service providers to adhere to the same level of quality. A service provider can propose additions to the minimum service requirements. If a customer is using a service provider, then SWIFT advises the customer to contact it to obtain the latest pricing and service offerings. If a service provider is used, then customers must agree on the duration of the implementation with the service provider.

An implementation service will ensure a fully operational system after it has been completed.

A fully operational system has the following characteristics:

- The ability to send messages on the network (test and Getting Started assistance).
- The ability to exchange Relationship Management Application messages (where applicable)

- A connection with the back office and printers that has a basic level of definition (the customer knows how to reconfigure and add to these connections).
- The system has base configurations including profiles and units (the customer knows how to create new ones).

For more information, see the *Solutions Implementation Service Overview* and the *Connectivity Implementation Service Overview*.

Products and services to order

Before a software implementation service can take place, the customer must order and have provisioned the following products and services, if these are not already available:

- communication lines from a local telecoms supplier
- connectivity equipment and lines from a SWIFT Network Partner
- computer hardware and operating system software
- SWIFT's software products

SWIFT also strongly recommends (though this is optional) that the customer orders the SWIFT connectivity implementation service from a SWIFTReady service provider.

Note Although the customer can simultaneously order the software, the software implementation service, the network equipment, and the lines, implementation of the system is a sequential task. For example, the customer must implement the network equipment and the lines before the SWIFT software is installed.

Recommendations for implementation costs

When SWIFT provides implementation services, the fee is EUR 2000 per day, excluding any travel costs. SWIFT offers recommendations to SWIFTReady service providers about the service content and the duration for software implementation services. SWIFT's recommendations are known as the *defined services*. However, service providers are free to add to the minimum service requirements, and adjust charges accordingly. SWIFT advises customers to contact service providers to obtain the latest prices and service offerings.

Primary SWIFT software products

The following table shows service recommendations that apply to the software implementation service for the primary SWIFT software products.

Product	Implementation days	Reference documentation
Alliance Access	4	<i>Alliance Access Installation and Administration Guide: AIX, Windows, Solaris</i> See "Alliance Access" on page 14
Alliance Entry	3	<i>Alliance Entry Installation and Administration Guide</i> See "Alliance Entry" on page 16
Alliance Gateway (includes the installation of 1 Alliance WebStation)	3	<i>Alliance Gateway Installation Guide</i> See "Alliance Gateway" on page 18

Product	Implementation days	Reference documentation
Alliance Starter Set (includes the installation of 1 Alliance WebStation)	2	<i>Alliance Starter Set Installation Guide</i> See, "Alliance Starter Set" on page 20
SWIFTNet Link	1	<i>SWIFTNet Link Installation and Administration Guide: UNIX, Windows</i> See "SWIFTNet Link" on page 21
Alliance Messenger Alliance Messenger Server-Embedded	1	<i>Alliance Messenger Installation Guide and Alliance Messenger SE Installation Guide</i> See "Alliance Messenger / Alliance Messenger - Server-Embedded" on page 22
Alliance RMA	2	<i>Alliance RMA Installation and Administration Guide: AIX, Windows, Solaris</i> See "Alliance RMA" on page 23

Kits

Product	Implementation days	Reference documentation
Access Kit	7	<i>Alliance Access Pre-implementation Checklist</i> <i>Alliance Gateway Pre-implementation Checklist</i> <i>SWIFTNet Link Pre-implementation Checklist</i> <i>Alliance Messenger / Alliance Messenger Server-Embedded Pre-implementation Checklist</i>
Entry Kit	5	<i>Alliance Entry Pre-implementation Checklist</i> <i>Alliance Starter Set Pre-implementation Checklist</i> <i>SWIFTNet Link Pre-implementation Checklist</i> <i>Alliance Messenger / Alliance Messenger Server-Embedded Pre-implementation Checklist</i>
Gateway Kit	3	<i>Alliance Gateway Pre-implementation Checklist</i> <i>SWIFTNet Link Pre-implementation Checklist</i>
SWIFTNet Link Kit	1	<i>SWIFTNet Link Pre-implementation Checklist</i>
Remote Kit	3	<i>Alliance Entry Pre-implementation Checklist</i> <i>Alliance Messenger / Alliance Messenger Server-Embedded Pre-implementation Checklist</i>

Additional SWIFT software and product options

SWIFT expects customers that license the following SWIFT software products or options to make the necessary arrangements before installing the main software products. Customers can decide to use SWIFT or a SWIFTReady service provider, even for options that are self-installable. The customer can arrange this type of service directly with SWIFT (by selecting the option at the time of ordering) or with the service provider.

Alliance Gateway options:

Alliance Gateway is an interface product enabling application-to-application communication through the InterAct and FileAct services. Alliance Gateway concentrates application and Alliance WebStation traffic, and in this way it offers the single-window concept to SWIFTNet. Depending on the Alliance Gateway profile selected, the Alliance Gateway options (for example, MQ Host Adapter, file transfer adapter, Remote API Host Adapter, and WSHA) are included in the implementation of the main Alliance Gateway software product. For more information, see the *Alliance Gateway Installation Guide*.

Alliance Access options:

MQSA

Purpose	Alliance Access WebSphere MQ Interface (MQSA) 6.0.0 is an optional package for Alliance Access 6.0.0. MQSA allows the exchange of FIN messages with user applications.
Implementation recommendation	Self installable. The implementation service provider may provide help with the installation of this option. The customer can install and integrate the software with back-office applications.

Dual and mirror disk option (only available on IBM/AIX for Alliance Access)

Purpose	HACMP provides High Availability Cluster Multi-Processing on AIX. This solution consists of 2 nodes running in a cluster, and 3 mirrored disks. In case of first node failure, the HACMP starts the second node, at which Alliance starts after the database recovery.
Implementation recommendation	1-day Getting Started assistance and installation for Alliance.

Accord Workstation

Purpose	SWIFT developed the Accord service to facilitate confirmation matching and netting for Foreign Exchange (FX), money markets, and derivatives deals.
Implementation recommendation	Self installable. SWIFT delivers business training only as part of the fee for joining Accord to new customers. Migrating customers receive a migration handbook for Accord. Additional training is available from SWIFT (at current consultancy fees) upon request.

LCN services (EBA [EURO1] and STEP1, SPI [LCN Spain])

Purpose	LCN provides for the processing of payment messages transmitted through SWIFT. The central computer authorises one or more payment messages for delivery. This is done only when the purpose of processing one or more payments is to keep the sender's and the receiver's balances within limits.
Implementation recommendation	Self installable. The implementation service provider may provide help with the installation of this interface software between the Clearing Workstation and the SWIFT interface (NFS in case of Alliance). Training is provided through EBA or SPI.

2 Software Implementation Process

Parties involved

A software implementation potentially involves the following parties:

- **The customer**

The organisation that orders SWIFT software products or services.

- **The SWIFTReady service provider (where required)**

This is the SWIFT software implementation service provider. If the customer requests this service from a SWIFTReady service provider, then it is this service provider that works closely with SWIFT to offer predefined services with SWIFT Certified Experts.

- **SWIFT**

The SWIFT software implementation service provider, if the customer requests an implementation service from SWIFT at the time of ordering in addition to the roles and responsibilities described in "Roles and Responsibilities" on page 11.

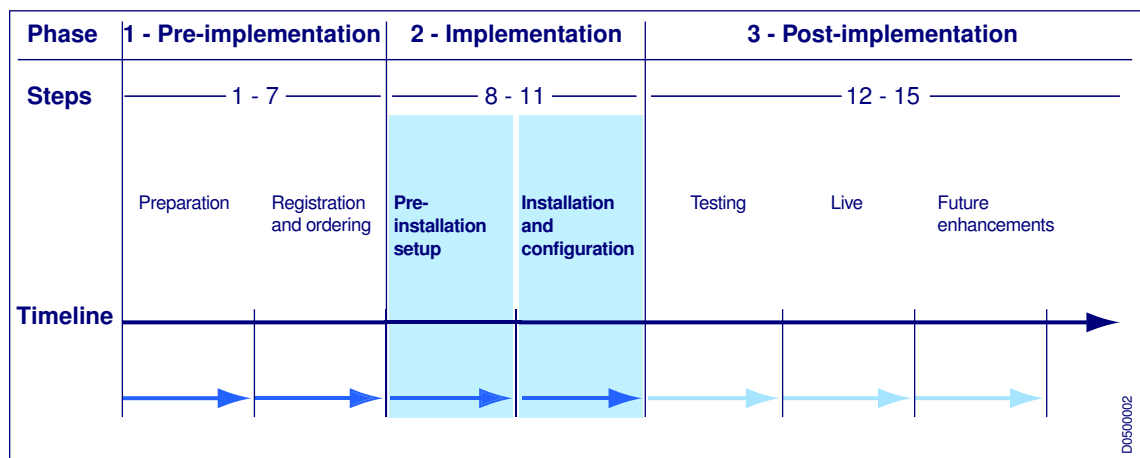
Scope of service offering

SWIFT has standardised the software implementation service for each product. SWIFT always offers the specified implementation service. If a service provider is selected to provide an implementation service, then they at the very minimum offer what SWIFT mandates. For more information about specific product details, see page 5. Many SWIFTReady service providers offer additional services that extend beyond the scope of the software implementation service.

The implementation service process

The software implementation service is only valid during the pre-installation setup and the installation and configuration steps of the implementation process.

Implementation phases



Phase 1: Pre-implementation

Preparation, registration, and ordering

Step	Action	Responsibilities
1	Order services and products from SWIFT	Select and order SWIFT service and software products from SWIFT by means of e-ordering on www.swift.com . At this stage, you can choose to have the implementation service provided by SWIFT.
2a	Order a network connection	Order connectivity equipment and lines from a SWIFT Network Partner at www.swift.com > Solutions > Partner programme > Network partners.
2b	Consider ordering SWIFTNet connectivity implementation service from a SWIFTReady service provider.	SWIFTReady service providers are well positioned to offer you local technical assistance with SWIFT-certified expertise on SWIFTNet connectivity. Such local assistance packages may range from performing specific co-ordination tasks such as being your ordering or network contact, to offering overall project management for your connectivity implementation. The <i>Connectivity Implementation Service Overview</i> (available at www.swift.com > Solutions > Partner programme > SWIFTReady services overview) describes the implementation and upgrade services that SWIFT customers can expect from a service provider.
3	Order software implementation service	If you did not select the software implementation service option from SWIFT at the ordering stage, then select a service provider from the list available at www.swift.com > Solutions > Partner programme > SWIFTReady services
4	Nominate a project manager	Nominate a project manager to co-ordinate internal activities.
5	Order and install the required hardware and software	Order any necessary hardware (for example, PCs, printers, servers) and install operating systems.
6	Agree implementation planning	Agree an implementation date with SWIFT or your selected service provider, and ensure that all key personnel (IT admin, security, and operators) are available for the implementation.
7	Perform site readiness checks and notify SWIFT of successful completion	<p>Confirm to SWIFT or the service provider that network connectivity is in place with all of the required hardware and software readily available.</p> <p>Confirm that you have installed the operating system on computer hardware, and that you have received SWIFT software and passwords.</p> <p>Complete and return the <i>Readiness Form</i>.</p>

Phase 2: Implementation

Pre-installation setup, installation, and configuration

Step	Action	Responsibilities
8	Pre-installation checks	<p>Perform the pre-installation checks, verify network connectivity and software again, and confirm that passwords are correct.</p> <p>Note: Issues that arise from network connectivity or lack of necessary materials can result in reduced time for training or cancellation of the implementation.</p>
9	Install SWIFT interface software	Verify that all required software and passwords are available and install the SWIFT interface software. Confirm the installation by sending a test message to SWIFT.

Step	Action	Responsibilities
10	Post-installation activities	<p>Perform the checks specific to the customer environment.</p> <p>Perform the product-specific steps, as described in the applicable installation guides.</p> <p>Complete the installation satisfaction survey.</p>
11	Getting Started assistance	<p>The Getting Started assistance ensures that the customer has the minimum knowledge necessary to operate and manage the newly installed system.</p> <p>The customer must have gained the knowledge by the time the SWIFT expert or the service provider's SWIFT Certified Expert leaves the site. Having the basic knowledge necessary to operate and manage the system minimises the customer's reliance on Support for help with the basic functionality of the system.</p>

Phase 3: Post-implementation

Testing, live, future enhancements

Step	Action	Responsibilities
12	Test	Use the test and training network to familiarise staff with the software, to test back-office integration, and to configure the SWIFT software to in-house requirements.
13	In-house training	Continue with the training process in house to develop new procedures and expertise.
14	Go live	To go live, connect the SWIFT software to the live network. You can go live when you have completed the integration and configuration process and fully trained your staff.
15	Further enhancements	Contact SWIFTReady service providers for their service offerings, if you require additional services or enhancements.

3 Roles and Responsibilities

Introduction

Every successful implementation requires the co-ordinated involvement of the customer, the SWIFTReady service provider (if required), the Network Partner, and SWIFT. The following sections list the key responsibilities for each party. The customer must decide whether to use SWIFT or a service provider to assist in the implementation of SWIFT software. However, if the customer decides not to use SWIFT or a service provider, then the customer assumes the responsibilities for the implementation service.

If the implementation service is ordered from SWIFT, then SWIFT manages the end-to-end process of delivery of the implementation. For more information, see the *Connectivity Implementation Service Overview*.

Customer responsibilities

If a customer subscribes to the software implementation service, then the customer's responsibilities are limited to those shown in the following table.

Responsibility	Limitation
Network connectivity	Ordering and arranging the implementation of network connectivity.
Hardware and operating system	Providing the computer hardware pre-installed with an operating system that meets the minimum software requirements.
Software and passwords	Providing the software and passwords received from SWIFT.
Personnel	Ensuring that the relevant personnel are available for training.

Note The customer must inform SWIFT immediately of any changes to information about named security officers or the shipping address.

Software implementation service provider (SWIFT or SWIFTReady service provider) responsibilities

The customer must decide whether to use SWIFT or a service provider to assist in the implementation of SWIFT software. However, if the customer decides not to use SWIFT or a service provider, then the customer assumes the SWIFT software implementation service provider's responsibilities.

Responsibility	Limitation
Pre-implementation checks	<p>Performing the necessary pre-installation checks before the implementation.</p> <p>Pre-installation checks verify the following factors:</p> <ul style="list-style-type: none"> • successful network connectivity to SWIFT • correct hardware and operating system configuration • the customer's installation readiness
Software installation	Installing the software and confirming the successful connection to SWIFT (assuming that the pre-installation checks are successful).
Getting Started assistance	Providing the necessary Getting Started assistance and ensuring a complete handover of the installed system.

Responsibility	Limitation
	For information about customer training beyond that of the Getting Started assistance, see www.swift.com > Training.
Survey forms	Initiating a standard implementation survey, by providing the customer with the applicable form.

SWIFT responsibilities

If the service is implemented by a SWIFTReady service provider or by the customer itself, then SWIFT's responsibilities are limited to those shown in the following table. If SWIFT is the implementation service provider, then the following responsibilities are in addition to those already described.

Responsibility	Limitation
Processing the orders	Order processing, shipment of software, issue of passwords.
Provisioning	Provisioning of customers on the SWIFT network.
Partner management	Managing the partner programme, and publishing and maintaining an up-to-date list of SWIFT partners.
Technical support	Providing online technical support on www.swift.com or from a Customer Support Centre.
Software releases	Maintaining the software and providing software updates as necessary.

Conditions

If the customer selects a SWIFTReady service provider to implement the service, then SWIFT advises the customer to confirm pricing and any additional enhancements to the standard software implementation service before signing for an implementation. To confirm pricing and enhancements, customers can contact a service provider. SWIFT certifies service providers to provide implementation services.

Customers can find more information about SWIFTReady service providers at www.swift.com > Solutions > Partner programme.

4 Support

Support for SWIFT customers

SWIFT is the single point of contact to report all problems and queries that relate to SWIFT services and products. Support is available to all SWIFT customers.

Users within a customer organisation must register to use the Support service.

SWIFT automatically registers the Alliance Lite administrators, specified at ordering time, as users of the Support service. Other users within a customer organisation must register to get access to the Support service.

For more information about how to register for Support, see the **Customer login** section on the www.swift.com home page.

Related information

For more information about Support services, see the *Support Service Description*.

Appendix A

Software Implementation Services

Introduction

This section gives a basic overview for each implementation service, with the process divided into the number of days that each one generally takes.

A.1 Alliance Access

Day 1

1. Overview

Introductory presentation on:

- SWIFTNet
- Alliance Access

2. Installation

Installation of Alliance Access software:

- verify installation prerequisites
- software installation and licensing
- patch installation

3. Security setup (for training)

4. Configuration and customisation

System configuration:

- message syntax table, MX message standards, BIC file, Logical Terminals (LTs)
- calendar
- Alliance Workstation

Configuration of SWIFTNet environment for FIN and Solutions:

- SWIFTNet Support application
- SWIFTNet interface application
- SWIFT interface application

Connection to FIN:

- PKI secure login and select

5. System Management application

Day 2

1. Messaging

Message handling:

- preparation (creation, verification, modification, authorisation)
- Message File application

2. **Monitoring**

- Event Journal application
- Monitoring application

3. **Relationship Management Application**

- RMA configuration
- managing authorisations, queries, and answers
- RMA administration (import and export, reporting, clean up of authorisation records)

Day 3

1. **Application Interface and Routing applications**

- configuration of message partners and exit points
- routing rules
- keywords

2. **MQSA (if licensed)**

- software component installation and configuration
- configuration of queues
- routing rules

Note The configuration of WebSphere MQ connecting to Alliance Access is not covered.

Day 4

1. **Security**

Security Definition application:

- operators
- profiles
- security parameters
- units

2. **Database management**

- archive, backup, restore

3. **Scheduling**

- secure login and select, archive, backup, stop, restart
 - installation of BIC update file
 - Calendar application
4. **Correspondent Information File application**
 5. **Test and training guidelines**

Testing with SWIFT:

 - full function mode
 - local test mode
 6. **General information**
 - other Alliance Access features
 - monitoring and troubleshooting
 - overview of the daily operations and other administrative tasks
 - getting started assistance (hands-on)
 7. **Support**
 - support available from SWIFT
 - demonstration on how to use Online Support on www.swift.com
 - using Secure Channel to view licences

A.2 Alliance Entry

Day 1

1. **Overview**

Introductory presentation on:

 - SWIFTNet
 - Alliance Entry
2. **Installation**

Installation of Alliance Entry software:

 - verify installation prerequisites
 - software installation and licensing
 - patch installation
3. **Security setup (for training)**
4. **Configuration and customisation**

System configuration:

- message syntax table, MX message standards, BIC file, Logical Terminals (LTs)
- calendar

Configuration of SWIFTNet environment for FIN and Solutions:

- SWIFTNet Support application
- SWIFTNet interface application
- SWIFT interface application

Connection to FIN:

- PKI secure login and select

5. **System Management application**

6. **Application Interface**

- configuration of message partners

Day 2

1. **Messaging**

Message handling:

- preparation (creation, verification, modification, authorisation)
- Message File application

2. **Monitoring**

- Event Journal application
- Monitoring application

3. **Relationship Management Application**

- RMA configuration
- managing authorisations, queries, and answers
- RMA administration (import and export, reporting, clean up of authorisation records)

Day 3

1. **Security**

Security Definition application:

- operators
- profiles
- security parameters
- units

2. **Database management**

- archive, backup, restore
3. **Scheduling**
 - secure login and select, archive, backup, stop, restart
 - installation of BIC update file
 - Calendar application
 4. **Correspondent Information File application**
 5. **Test and training guidelines**

Testing with SWIFT:

 - full function mode
 - local test mode
 6. **General information**
 - other Alliance Entry features
 - monitoring and troubleshooting
 - overview of the daily operations and other administrative tasks
 - getting started assistance (hands-on)
 7. **Support**
 - support available from SWIFT
 - demonstration on how to use Online Support on www.swift.com
 - using Secure Channel to view licences

A.3 Alliance Gateway

Day 1

1. **Overview**

Introductory presentation on:

 - SWIFTNet
 - Alliance Gateway
 - Alliance WebStation
2. **Installation**

Installation of Alliance Gateway and Alliance WebStation software:

 - verify installation prerequisites
 - software installation and licensing
 - patch installation

3. Alliance Gateway Admin GUI

- System
- Operators
- Application Interface
- Endpoints
- SWIFTNet users
- Event Journal
- File Transfer
- Monitoring

Day 2

1. Configuration

Configuration of Alliance Gateway to enable communication with back-office applications. The following are dependent on the options that are included in the Alliance Gateway licence:

- Remote API Host Adapter
- MQ Host Adapter
- File transfer adapter
- File transfer integrated
- WSHA

Note The configuration of the applications connecting to Alliance Gateway is not covered.

2. Alliance WebStation

- Users
- Browsing
- Message Routing
- File Transfer GUI

Day 3

1. Alliance WebStation (continued from Day 2)

- Users
- Browsing
- Message Routing
- File Transfer GUI

2. Database management

- archive, backup, restore
3. **General information**
 - other Alliance Gateway features
 - monitoring and troubleshooting
 - overview of the daily operations and other administrative tasks
 - getting started assistance (hands-on)
 4. **Support**
 - support available from SWIFT
 - demonstration on how to use Online Support on www.swift.com
 - using Secure Channel to view licences

A.4 Alliance Starter Set

Day 1

1. **Overview**

Introductory presentation on:

 - SWIFTNet
 - Alliance Starter Set
 - Alliance WebStation
2. **Installation**

Installation of Alliance Starter Set and Alliance WebStation software:

 - verify installation prerequisites
 - software installation and licensing
 - patch installation
3. **Alliance Gateway Admin GUI**
 - System
 - Operators
 - Application Interface
 - Endpoints
 - SWIFTNet users
 - Event Journal
 - Monitoring
4. **Configuration**

Configuration of Alliance Starter Set to enable communication with back-office applications:

- Remote API Host Adapter

Note The configuration of the applications connecting to Alliance Starter Set is not covered.

Day 2

1. Alliance WebStation

- Users
- Browsing
- Message Routing
- File Transfer GUI

2. Database management

- archive, backup, restore

3. General information

- other Alliance Starter Set features
- monitoring and troubleshooting
- overview of the daily operations and other administrative tasks
- getting started assistance (hands-on)

4. Support

- support available from SWIFT
- demonstration on how to use Online Support on www.swift.com
- using Secure Channel to view licences

A.5 SWIFTNet Link

Day 1

1. Overview

Introductory presentation on:

- SWIFTNet
- SWIFTNet Link
- Hardware Security Module (HSM)

2. Installation

Installation of software and hardware (time required is dependent on the type of HSM):

- verify installation prerequisites

- software installation (SWIFTNet Link and HSM)
 - hardware installation (HSM)
 - patch installation
3. **Database management**
 - backup, restore
 4. **General information**
 - other SWIFTNet Link/ HSM features
 - monitoring and troubleshooting
 - overview of the daily operations and other administrative tasks
 - getting started assistance (hands-on)
 5. **Support**
 - support available from SWIFT
 - demonstration on how to use Online Support on www.swift.com
 - using Secure Channel to view licences

A.6 Alliance Messenger / Alliance Messenger - Server-Embedded

Day 1

1. **Overview**

Introductory presentation on:

 - SWIFTNet
 - Alliance Messenger / Alliance Messenger Server-Embedded)
 - Alliance Access / Alliance Entry
2. **Installation**

Installation of Alliance Messenger software:

 - verify installation prerequisites
 - software installation and licensing
 - Alliance Messenger deployment
 - patch installation

Installation of Alliance Messenger Server-Embedded software:

 - verify installation prerequisites
 - software installation and licensing

- patch installation
3. **Configuration and customisation**
 - creation of Alliance Access / Alliance Entry instance
 - MUR / transaction reference number
 - branding
 - SNMP server communication
 - messaging standards
 4. **Diagnostic tools**
 - connectivity to database and Alliance Access / Alliance Entry
 - event log
 5. **Messaging**

Message handling and search/reporting:

 - preparation (creation, verification, modification, authorisation)
 - search/reporting
 6. **Manual file transfer**
 - batch input
 - batch output
 7. **General information**
 - other Alliance Messenger / Alliance Messenger Server-Embedded features
 - monitoring and troubleshooting
 - overview of the daily operations and other administrative tasks
 - getting started assistance (hands-on)
 8. **Support**
 - support available from SWIFT
 - demonstration on how to use Online Support on www.swift.com
 - using Secure Channel to view licences

A.7 Alliance RMA

Day 1

1. **Overview**

Introductory presentation on:

- SWIFTNet
- Alliance RMA

2. **Installation**

Installation of Alliance RMA software:

- verify installation prerequisites
- software installation and licensing
- patch installation

3. **Security setup (for training)**

4. **Configuration and customisation**

System configuration:

- calendar
- Alliance Workstation

Configuration of the SWIFTNet environment:

- SWIFTNet Support application
- SWIFTNet interface application

5. **Relationship Management Application**

- RMA configuration
- managing authorisations, queries, and answers
- RMA administration (import and export, reporting, clean up of authorisation records)

Day 2

1. **Monitoring**

- Message File application
- Event Journal application

2. **System Management application**

3. **Security**

Security Definition application:

- operators
- profiles
- security parameters
- units

4. **Database management**

- archive, backup, restore

5. **Scheduling**

- import and export, archive, backup, stop, start
- installation of BIC update file
- Calendar application

6. **Correspondent Information File application**

7. **General information**

- other Alliance RMA features
- monitoring and troubleshooting
- overview of the daily operations and other administrative tasks
- getting started assistance (hands-on)

8. **Support**

- support available from SWIFT
- demonstration on how to use Online Support on www.swift.com
- using Secure Channel to view licences

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