

General Information (Origin of Request)		
<input type="checkbox"/> User Requirements Document (URD) <input type="checkbox"/> User Detailed Functional Specification (UDFS) <input type="checkbox"/> User Handbook (UHB) <input checked="" type="checkbox"/> Other User Functional or Technical Documentation (SYS)		
Request raised by: ECB	Institute:	Date raised: 22/08/2023
Request title: Quicker communication in case of incident during non-standard support hours		Request ref. no: TIPS-0071-SYS
Request type:		
1. Legal/business importance parameter: (H, M, L)	2. Market implementation efforts parameter – Stakeholder impact: (H, M, L)	
3. Operational impact: (H, M, L)	4. Financial impact parameter: (H, M, L)	
5. Functional/ Technical impact: (H, M, L)	6. Interoperability impact: (H,M,L)	
Requestor Category: Central Bank	Status: PA Started	

**Reason for change and expected benefits/business motivation:**

The main contact point for TIPS participants is the National Service Desk<sup>1</sup>.

In normal situations, all NSDs remain reachable and provide support (e.g. respond to queries, monitor payments activities, service requests, act on behalf, communication, manage the relevant static data). to their community during standard support hours, which run from 07:00 to 18:15<sup>2</sup> CET during TARGET business days.

For the *abnormal situations*, during standard support hours, the NSDs remain reachable and take all necessary actions under their responsibility in order to resume normal operations of TIPS (e.g., handle local contingency arrangements).

For connectivity problems, the TIPS Service Desk can be contacted directly. The Network Service Providers (NSPs) monitor the TIPS connectivity at Network level as per contract specifications.

TIPS Monitoring is guaranteed by internal 4CB tools to verify the overall service and the good functioning of the single components. TIPS availability at system level is monitored via internal End-to-End (E2E) checks. The latter cannot cover all the possible scenarios such as TIPS infrastructure completely unavailable, NSP interfaces issues and certainly TIPS internal monitoring failure. As a result, an external monitor, namely NSP checker with SIA, was recently deployed, through the change request TIPS CR-0035-SYS “NSP End-to-end (E2E) check”<sup>3</sup> where the unavailability scenarios not

<sup>1</sup> The TIPS DCA holder receives the contact details from their respective Central Bank at the time of their connection to the system

<sup>2</sup> Additional 15 minutes on the last day of the Reserve Maintenance period

<sup>3</sup> The NSPs will use their infrastructure and components to implement an additional E2E check which is required to verify the availability of TIPS at application level along with the current check, which covers only networking issues. Furthermore, the TIPS Operator will develop a new tool (Email Notifications Tool) that can be used to subscribe the Central Banks and their participants to receive email notification in case of incident and that will be implemented in two incremental steps.

covered by the internal checks have been introduced. The NSP E2E check allows to verify the availability of TIPS at application level along with other checks (i.e. network checks).

The NSP E2E checker thus comes as a complement of the internal monitoring to cover additional incident scenarios. The TIPS platform is therefore constantly checked internally and externally.

The NSP E2E check is however not reducing the detection time but rather complements monitoring tools. Consequently, the communication time after the detection time of TIPS incidents impacting TIPS settlement engine is as follows:

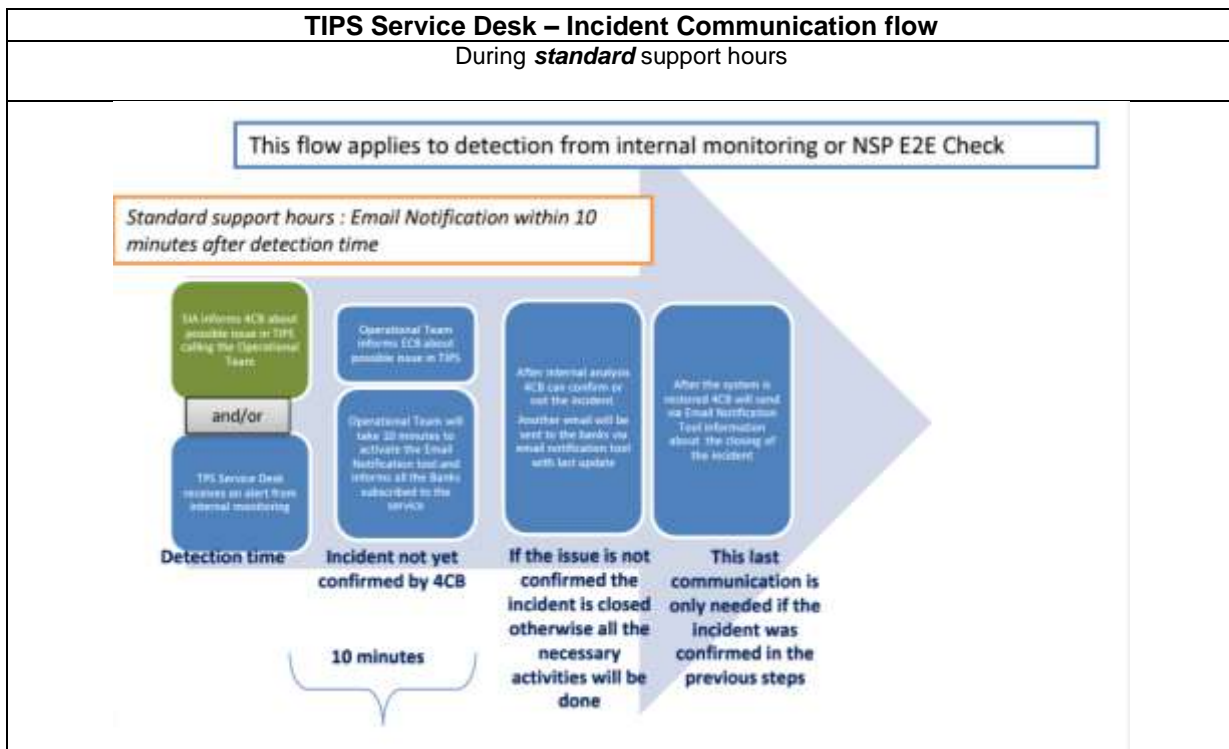
- within 10 minutes during the standard support hours (from 07:00 to 18:15<sup>4</sup> CET)
- up to 70 minutes outside of non-standard support hours

There is therefore still a different response time between standard and non-standard support hours. A quicker communication in case of incident during non-standard support hours is seen as very beneficial for the TIPS users.

**Description of requested change:**

To solve this gap between standard and non-standard support hours, this change request aims at introducing a reduced communication time regardless of the support hours. This can be done with the introduction of an automatic alert eliminating the manual actions required on the side of the NSP and of the TIPS Service provider (4CB). The analysis will also consider how to reduce “false negatives” alerts as much as possible and avoid sending a communication if there is no real problem.

**Submitted annexes / related documents:**

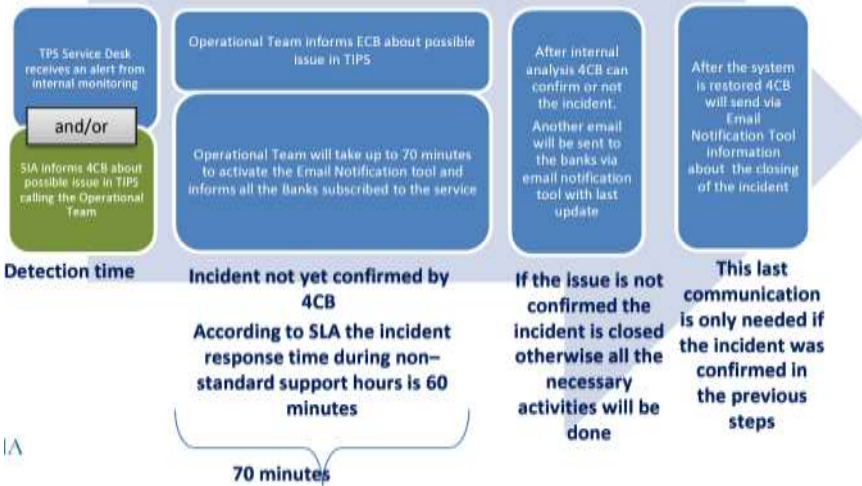


<sup>4</sup> Additional 15 minutes on the last day of the Reserve Maintenance period

During **non-standard** support hours

This flow applies to detection from internal monitoring or NSP E2E Check

**Non Standard support hours : Email Notification within 70 minutes after detection time**



Proposed wording for the Change request:

High level description of Impact:

Impacts on other projects and products:

Outcome/Decisions: