

ECB
DG-MIP/MID

Q&A of the month

TIPS Contact Group

11th Meeting on 6 November 2018



- Information and reporting in case of general incidents (affecting several participants)
 - What are the defined structures and information flows in case of an incident?
 - In case of general incidents, in which frequency and throughout what timeframes we are actively informed?
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- Central Banks will keep the exclusive relationship with their community, following the logic of TARGET2
 - TIPS Participants will receive information regarding incidents (also potentially affecting several participants or even the whole TIPS community of users) from their respective Central Bank. Each Central Bank organises this information flow autonomously
 - TIPS Participants are allowed to directly report to the centralised TIPS Service Desk when they face a problem regarding connectivity



- Please provide us with the concrete informations of your SLAs with your technical service provider.
- Service Level Annex ('SLA') outlines the service levels under which the TIPS Platform-providing NCBs will provide specified services related to the operation of the TARGET Instant Payment Settlement (TIPS) Service
- The objective is to provide a basis and framework for the delivery of the TIPS Service that meets the needs of the Eurosystem CBs and connected NCBs
- The SLA does not constitute additional liability to third parties and is not intended to be used for service level indication to third parties



- Back-up system and processes

Does the system architecture foresee that in case of failure the system will be automatically switched over to a back-up system?

- Resilience through application redundancy
- Multiple instances of the settlement engine run in parallel, each of them processing in sequence the same input stream
- The output stream of one of them only (the master instance) is used to send messages out of TIPS
- In case of failure, another instance of the settlement engine takes over, reaching the same status and producing the same output stream of the failed instance



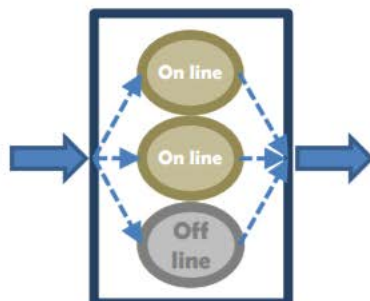
As for aspects connected to Business Continuity

- The TIPS infrastructure is a cluster of processing nodes playing different roles (e.g. Message Routing, Settlement Core, Persistent Storage)
- Only one of the Settlement Core nodes plays the role of master. In case of master failover, one of the slave nodes becomes the new master (by means of quorum-based algorithm)
- Optionally, a second region may be implemented in the future to allow the management of a regional disaster scenario

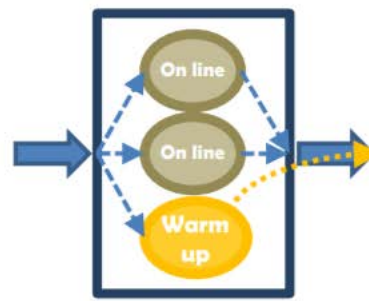
- What are the foreseen processes for a necessary reset to an old software version?

Change management

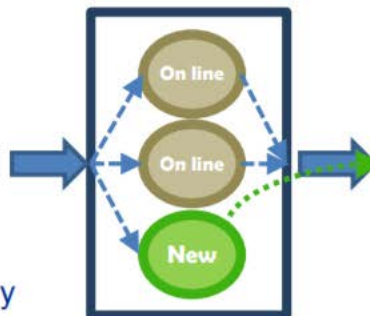
Phase 1
The node to be upgraded is put off-line.



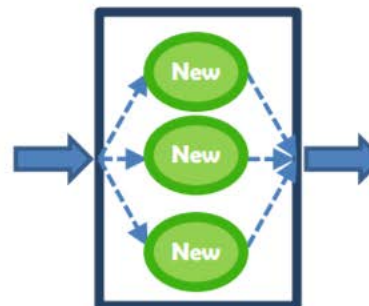
Phase 2
The upgraded node start working with the new application version, but its output is not yet sent out.



Phase 3
The upgraded node is fully operational. Users may receive TIPS outgoing messages both from old nodes and already upgraded nodes.



Phase 4
All nodes are upgraded. Only the new application version is running.



Thank you for the attention!

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