

# TIPS Service Desk

**Laura Ricciardi**

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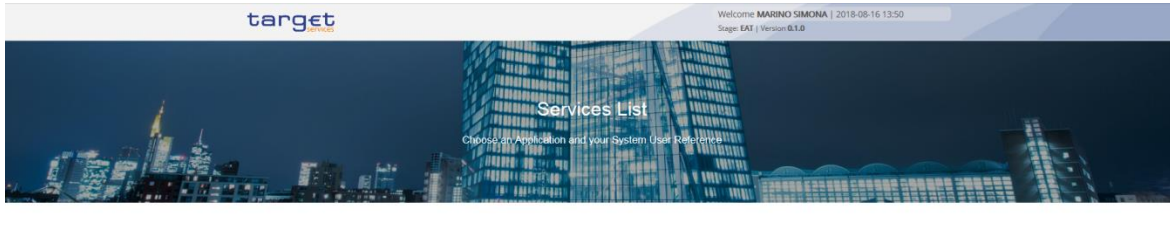
**TIPS Contact Group #9**

**1**

**ESMIG Portal and main interfaces**

**2**

**TIPS Service Desk**



## ESMIG Portal Service List

- CRDM
- Data Migration Tool
- TIPS GUI
- TMS

Choose an Application

- CRDM
- Data Migration Tool
- TIPS
- TTK Application

Choose a System User <sup>1</sup>/<sub>2</sub>

Search for user...

- NCBDBDTIPS0-Admin
- NCBDBDTIPS0-BU
- PBRU100\_USER\_MARINO
- PBRU102\_USER\_MARINO
- PBRUAXXX\_USER\_MARINO
- bi10033-2E

Submit

Access to the each service is granted by selecting the relevant application and a System User from the list.

## CRDM U2A

Common Reference Data Management

### WHAT IS CRDM?

CRDM is a centralized, harmonized reference data management component that will handle in a single point all data that is shared by more than one Eurosystem service.

#### 4CB PROJECT

#### Useful links:

- > T2S
- > TIPS Project

#### Using our site:

- > Disclaimer and Copyright
- > Data Protection

Welcome to DMT Application, N4ITU2AUSER | 2018-08-24 17:34:14.195 version:4.0.4 - (2018-07-04 11:20)

target instant TIPS | Data Migration Tool

SEARCH PAGE | UPLOAD PAGE

State

File Name	File Type	Record Type	Status	Sub Status	System Entity	Upload Date	Release Date	Complete Date
<a href="#">TIPS_Authorised_Account_User.xlsx</a>	Excel	Authorised Account User	Completed	Ok	N4IT	2018-8-9 12:07:15	2018-8-9 12:08:30	2018-8-9 12:09:01
<a href="#">tips_user_certificate_specific.xlsx</a>	Excel	User Certificate DN Link	Completed	Ko	N4IT	2018-8-8 16:01:42	2018-8-8 16:03:38	2018-8-8 16:04:08
<a href="#">tips_user.xlsx</a>	Excel	User	Completed	Ok	N4IT	2018-8-8 16:01:31	2018-8-8 16:03:00	2018-8-8 16:03:31
<a href="#">tips_user_certificate.xlsx</a>	Excel	User Certificate DN Link	Completed	Ok	N4IT	2018-8-8 14:35:56	2018-8-8 14:40:22	2018-8-8 14:40:53
<a href="#">tips_certificate.xlsx</a>	Excel	Certificate DN	Completed	Ok	N4IT	2018-8-8 14:32:00	2018-8-8 14:33:59	2018-8-8 14:34:29
<a href="#">tips_users.xlsx</a>	Excel	User	Completed	Ok	N4IT	2018-8-8 14:31:54	2018-8-8 14:33:20	2018-8-8 14:33:52
<a href="#">tips_users.xlsx</a>	Excel	User	Completed	Partial Ok	N4IT	2018-8-8 14:09:53	2018-8-8 14:11:03	2018-8-8 14:11:37
<a href="#">TIPS.DMT.CRDM.User.0.9.22072018.INPUT.csv</a>	CSV	User	Completed	Ok	N4IT	2018-7-22 13:24:17	2018-7-22 13:25:46	2018-7-22 13:26:17
<a href="#">TIPS.DMT.CRDM.User.0.9.INPUT.csv</a>	CSV	User	Completed	Ko	N4IT	2018-7-22 13:13:44	2018-7-22 13:14:24	2018-7-22 13:14:55
<a href="#">TIPS.DMT.CRDM.User.0.9.INPUT.csv</a>	CSV	User	Completed	Ko	N4IT	2018-7-22 13:07:35	2018-7-22 13:08:24	2018-7-22 13:08:25
<a href="#">TIPS.DMT.CRDM.User.0.9.INPUT.csv</a>	CSV	User	Completed	Ko	N4IT	2018-7-22 12:59:00	2018-7-22 12:59:42	2018-7-22 12:59:42
<a href="#">TIPS.DMT.CRDM.User.0.9.input.xlsx</a>	Excel	User	Completed	Ok	N4IT	2018-7-22 12:35:37	2018-7-22 12:36:25	2018-7-22 12:36:55
<a href="#">TIPS.DMT.CRDM.User.0.9.input.xlsx</a>	Excel	User	Completed	Ko	N4IT	2018-7-22 12:15:56	2018-7-22 12:16:49	2018-7-22 12:17:20
<a href="#">TIPS.DMT.CRDM.User.0.9.input.xlsx</a>	Excel	User	Completed	Ko	N4IT	2018-7-22 12:00:14	2018-7-22 12:01:21	2018-7-22 12:01:22
<a href="#">TIPS.DMT.CRDM.User.0.9.input.xlsx</a>	Excel	User	Completed	Ko	N4IT	2018-7-22 11:50:35	2018-7-22 11:51:23	2018-7-22 11:51:54
<a href="#">DMT.01.130.103.N.A.XX.XX.02.xlsx</a>	Excel	Technical Address Network Service Link	Completed	Ko	N4IT	2018-7-22 10:29:53	2018-7-22 10:31:40	2018-7-22 10:31:40
<a href="#">TIPS.DMT.CRDM.Technical Address Network Service Link.0.9.xlsx</a>	Excel	Technical Address Network Service Link	Completed	Ko	N4IT	2018-7-22 10:26:07	2018-7-22 10:27:08	2018-7-22 10:27:09
<a href="#">TIPS.DMT.CRDM.Report Configuration.UPD.xlsx</a>	Excel	Report Configuration	Completed	Ko	N4IT	2018-7-21 10:10:50	2018-7-21 10:12:34	2018-7-21 10:13:06
<a href="#">TIPS.DMT.CRDM.Message Subscription Rule.Set.0.9.xlsx</a>	Excel	Message Subscription Rule Set	Completed	Ko	N4IT	2018-7-20 19:27:06	2018-7-20 19:27:45	2018-7-20 19:28:15
<a href="#">TIPS.DMT.CRDM.Message Subscription Rule.Set.0.9.xlsx</a>	Excel	Message Subscription Rule Set	Completed	Ko	N4IT	2018-7-20 19:22:00	2018-7-20 19:22:25	2018-7-20 19:22:25

## TIPS U2A

TARGET Instant Payment Settlement

### WHAT IS TIPS?

TIPS is a harmonised and standardised pan-European service with common functionalities for the settlement of Instant Payments across different countries and jurisdictions.

4CB PROJECT

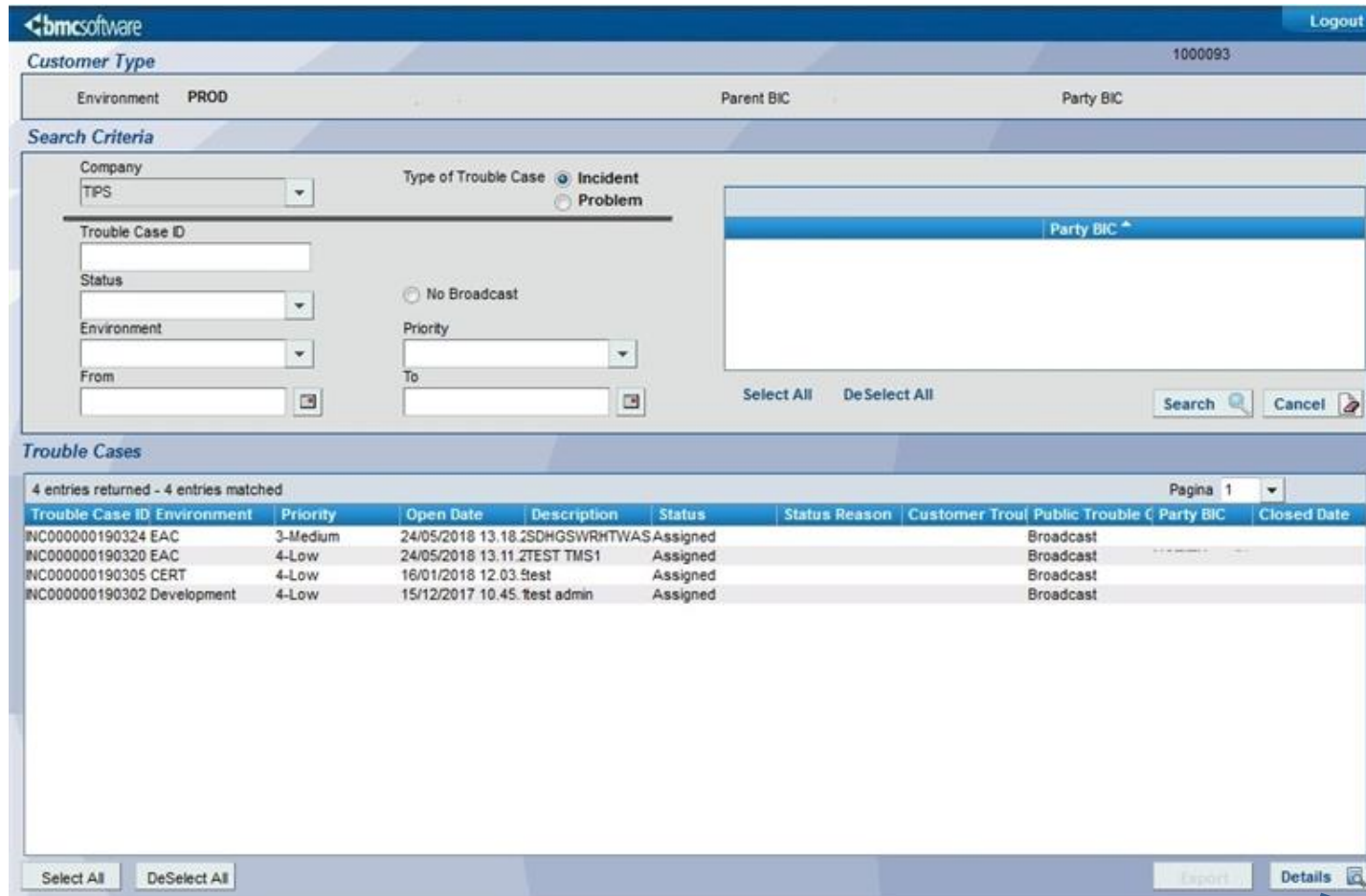
**Menu:**

> Home

**Useful links:**

> T2S  
> TIPS Project

**Using our site:**



The screenshot shows the BMC Software TMS interface. At the top, there is a navigation bar with the BMC Software logo and a 'Logout' button. Below this, the 'Customer Type' section displays '1000093'. The 'Environment' is set to 'PROD'. The 'Search Criteria' section includes a 'Company' dropdown set to 'TIPS', 'Type of Trouble Case' radio buttons for 'Incident' (selected) and 'Problem', and various filters for 'Trouble Case ID', 'Status', 'Environment', 'From', 'To', 'Priority', and 'No Broadcast'. A 'Party BIC' dropdown is also visible. The 'Trouble Cases' section shows '4 entries returned - 4 entries matched' and a table with the following data:

Trouble Case ID	Environment	Priority	Open Date	Description	Status	Status Reason	Customer Trou	Public Trouble C	Party BIC	Closed Date
INC000000190324	EAC	3-Medium	24/05/2018 13.18.2	SDHGSRWRTWAS	Assigned			Broadcast		
INC000000190320	EAC	4-Low	24/05/2018 13.11.2	TEST TMS1	Assigned			Broadcast		
INC000000190305	CERT	4-Low	16/01/2018 12.03.5	test	Assigned			Broadcast		
INC000000190302	Development	4-Low	15/12/2017 10.45.1	test admin	Assigned			Broadcast		

At the bottom of the interface, there are buttons for 'Select All', 'DeSelect All', 'Export', and 'Details'. A blue arrow points to the 'Details' button.

- Search results can be browsed by pressing the «Details» action button

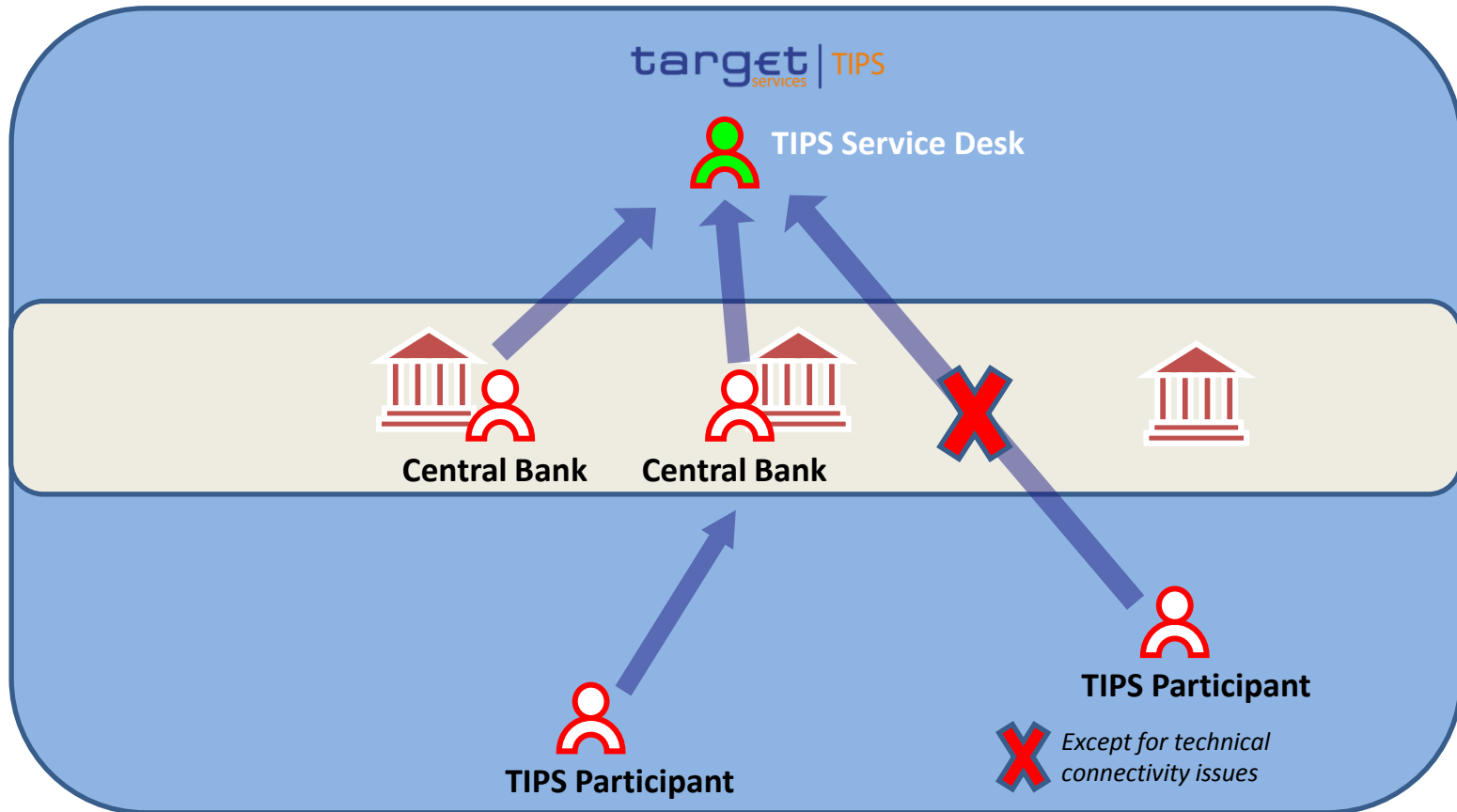
**1**

**ESMIG Portal and main interfaces**

**2**

**TIPS Service Desk**





- Central Bank users can contact the TIPS Service Desk directly for themselves or on behalf of their customers.
- TIPS Participants can contact the TIPS Service Desk directly only for **technical connectivity issues**. In all other cases they have to contact their relevant CB.



**+39 06 4792 6000**  
*(temporary)*

***TIPS-TEST@bancaditalia.it***



## Pre-Production

From	To	Type of support
08:30	17:30	Standard support hours
17:30	08:30	No support
TARGET holidays		No support

*incident response time*

**< 15 mins**



Incident/Problem Priority	Severity	Impact	Resolution Time
Priority 1	Critical	Complete unavailability of settlement	Before the end of the Operating Hours
Priority 2	Urgent	Partial failure (but workaround available)	2-5 business days
Priority 3	Medium	Performance problems	According to the agreed plan
Priority 4	Low	Query or service request	According to the agreed plan