

**ECB**  
DG-MIP/MIS  
User Testing and Migration

# TIPS Pilot Testing Defect list

## Overview



- 1 The defect list**
- 2 Incidents and Problems
- 3 Example of a defect

## TIPS Pilot Testing defect list



- Defect list issued weekly by the Service Desk
- Central Banks may nominate tickets to discuss in the weekly Pilot Testing call
- Participants may request updates on their open tickets from the National Central Bank
- The list currently consists of defects raised by the ECB EAT team
- The process will continue after TIPS goes live

# Overview



**1** **The defect list**

2 Incidents and problems

3 Example of a defect

## Incidents and Problems



- The participant may raise an issue with the national central bank who may report it to the TIPS service desk. If there is a pure connectivity issue then the participants may contact the TIPS Service desk directly
- The TIPS service desk will assign an incident number
- Should a software change be needed the incident will be closed and a problem is opened
- The national central bank will keep the participant informed on the status of the defect
- The problem remains open until the solution is deployed and tested

# Overview



<b>1</b>	<b>The defect list</b>
2	Fields
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## Example of a defect



- PBI 203438- TIPS access for Payment Bank Administrator
- Comment from the customer (EAT) “Currently privilege CRDM\_Access cannot be granted directly to the PB administrator by the CB administrator due to the BR preventing granting any other privilege than the basic set of 6. However granting the privilege to the PB Party is not enough to allow access to the individual user.”
- This incident was upgraded to a problem which implies that a software change will be needed. It has been assigned to the relevant team

# Thank you for the attention!

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