



EUROPEAN CENTRAL BANK

EUROSYSTEM

# Lessons Learnt – pan-European Reachability measures (R4.0) AMI-Pay Meeting



19 May 2022

target | TIPS  
services

# Agenda

- 1** Background
- 2** Feedback received
- 3** Preliminary analysis
- 4** Main lessons learnt

# Background

## Why lessons learnt on the implementation of the pan-European Reachability measures (TIPS Release 4.0)?

- Request from the MIB to have a Lessons Learnt on the pan-European reachability measures (R4.0) in view of the special nature of the Release and its wide impact on the market
- The process on the lessons learnt is going to be formalised as of Q2 2022

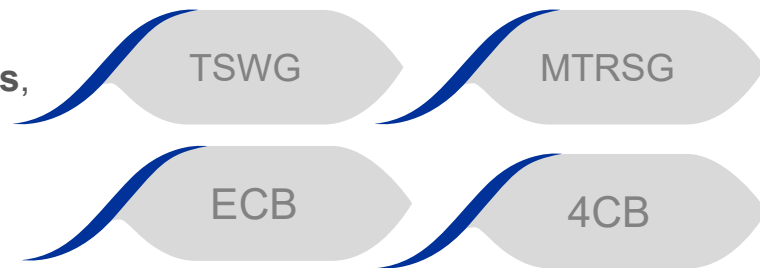
## Who was invited to provide its feedback?

- TSWG, MTRSG, 4CB and ECB teams involved in the release
  - A Written Consultation was launched on 06 January 2022 to the TSWG and to MTRSG
  - ECB teams involved in the release and 4CB were also invited to contribute
  - Following the migration waves of 2022, a Written Consultation was launched on 22 April 2022 to the TSWG and MTRSG members involved in these waves

# Feedback received

## Feedback received

- **52 comments** received, coming from **10 different stakeholders**, representing **4 groups**
- We appreciated that some Central Banks reached out to their customers to obtain their feedback
- Lessons learnt were not limited to areas of improvements, but also on elements that worked well and that should be continued



Lessons learnt	
Area for improvement	Elements that worked well (i.e. positive feedback)
43	9

# Main lessons learnt (1/2)

- The envisaged planning was very **ambitious/challenging**, calling for a close monitoring. The project plan was considered very helpful by the stakeholders in close monitoring of the tasks to be prepared/performed
- In case of dependency on an **external provider** (e.g., Ascertia for NRO solution) / new component (e.g., billing), planning should consider a **preliminary testing** phase prior to actual test phase.
- Potential software delivery **delay (e.g., Billing)** should be **communicated** well in advance and the communication on the new planning should be shared to all stakeholders as soon as possible
- Avoid **clustering** of test **activities** (e.g., new joiners in TIPS could have tested existing functionalities much earlier to the release user testing)
- Enhance the documentation by inclusion of more **step-by-step guides**

# Main lessons learnt (2/2)

- **Early** delivery of the User Testing strategy
- More structured **prioritisation** and **delivery plan** for the PBIs
- It should be noted that though the participants provided their input for areas of improvement, they **acknowledged / appreciated** the flexibility and efforts (extra mile) from the various teams involved in the release
- The participants of the survey expressed their **positive feedback** in the following areas
  - Readiness monitoring and supporting materials
  - Regular test manager calls
  - Quality of the migration approach, dress rehearsals documentation
  - Planning and Execution of the migration dress rehearsals
  - Support during the migration window

**Thank you for your attention!**

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 **ECB: market infrastructure and payments**