



EUROPEAN CENTRAL BANK

EUROSYSTEM

TIPS support to participants

TIPS Consultative Group



4 October 2021

ECB / 4CB
DG-MIP/Market Infrastructure Management

Level of support to TIPS participants

Availability of the National Service Desks (NSDs)

Normal Situations

- During the **standard support hours** from **06:45 until 18:15* CET** all NSDs remain reachable and provide support to their community for the processing of standard business (e.g. respond to queries, monitor payments activities, service requests, act on behalf, communication, manage the relevant static data)

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)

Note: It is on the discretion of each central bank to define its service level vis-à-vis its banking community possibly further extending the support provided.

Contact points for TIPS participants*

- The **main contact point** for TIPS participants is the **National Service Desk**
- For **connectivity problems**, a TIPS DCA holder may contact the **TIPS Service Desk directly**

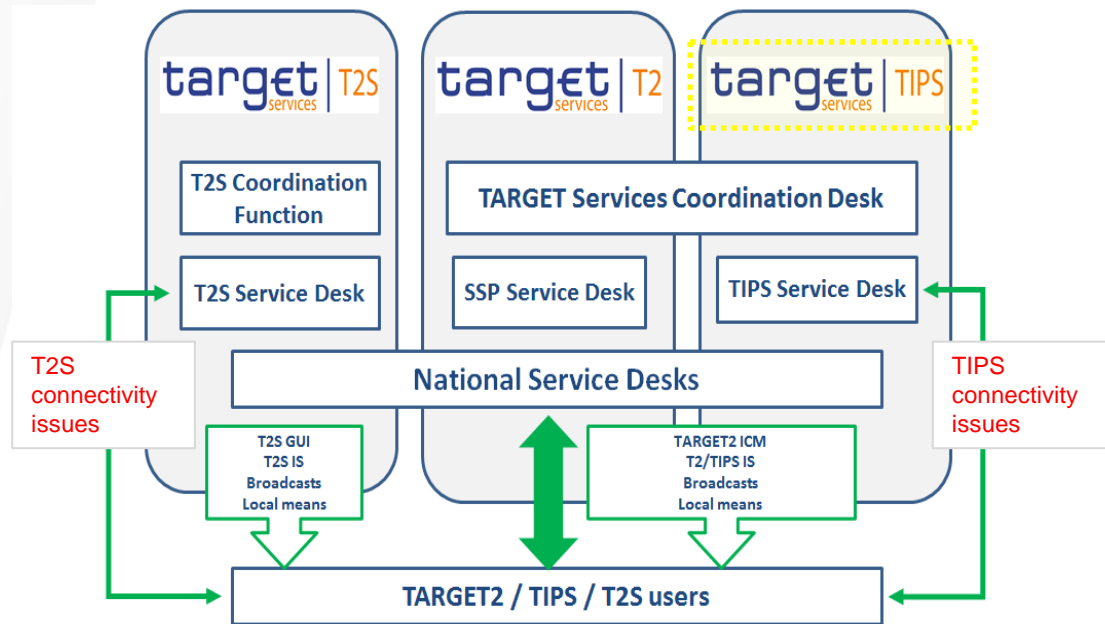


Diagram 4. Information flows, Infoguide 14.0

*information available in the Infoguide 14.0

TIPS Service Desk Availability

Test environment

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 or blocking a very important test case	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

TIPS Service Desk Availability

Production

From	To	Type of support
06:30	19:30	Standard support hours
19:30	06:30	Non-standard support hours
TARGET Holidays		Non-standard support hours

incident response time

< 15 mins

< 60 mins



Incident/Problem Priority	Severity	Impact
Priority 1	Critical	Complete unavailability of settlement
Priority 2	Urgent	Partial failure (but workaround available)
Priority 3	Medium	Performance problems
Priority 4	Low	Query or service request



Resolution Time
2 hours
Before the start of the next TARGET business day (min. 2 hours)
2 TARGET business days or as agreed
5 TARGET business days or as agreed

Note: During the non-standard support hours only Priority 1 and 2 incidents can be raised

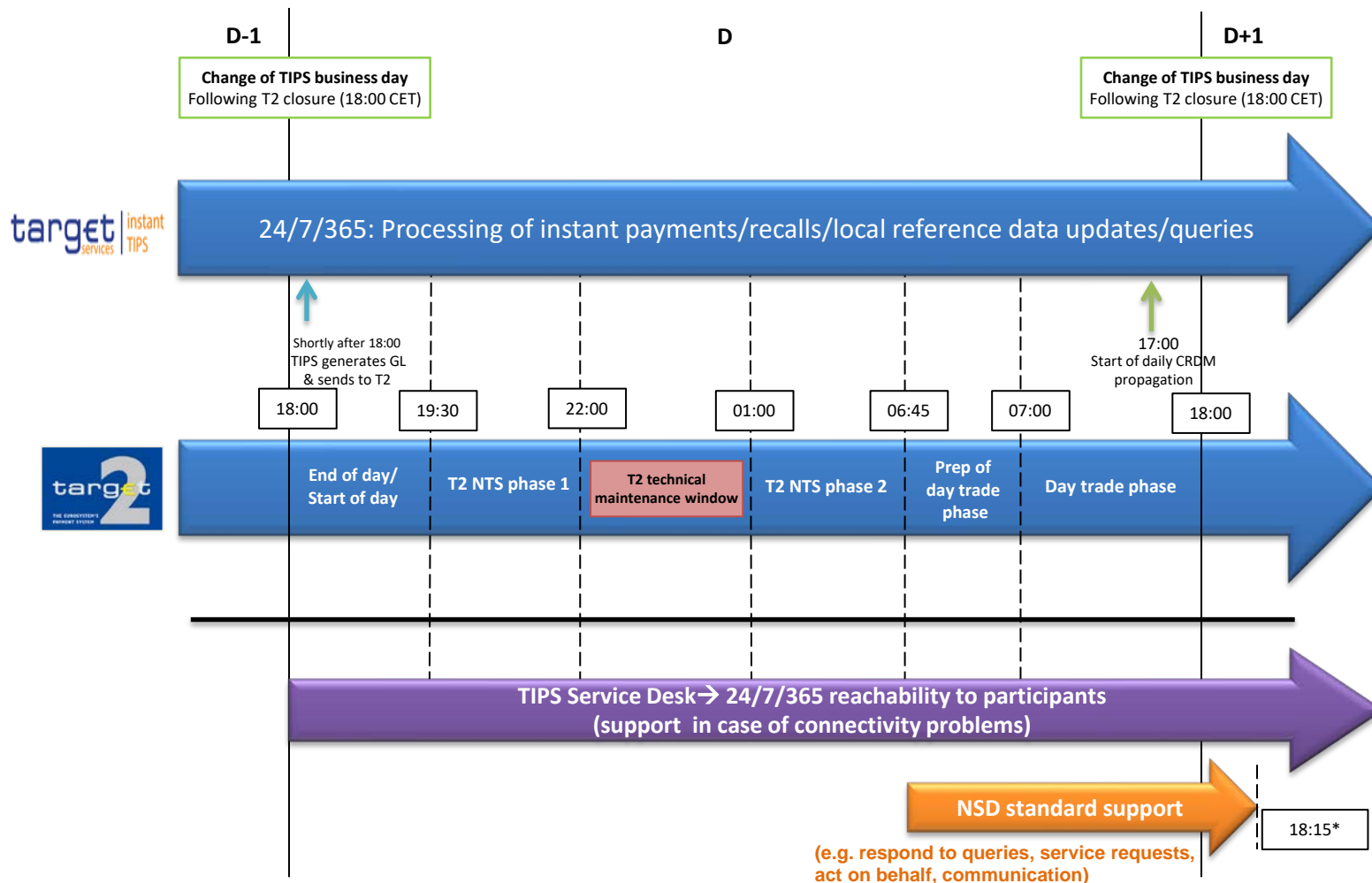
TIPS participants contacting the TIPS Service Desk

When

- **For connectivity problems**
- The TIPS Service Desk is available according to what described in the previous slides
- If uncertain of the nature of the problem, the TIPS DCA holder should contact the National Service Desk

Contact details

- The TIPS DCA holder receives the contact details from their Central Banks at the time of their connection to the system
- TIPS DCA holders may **proactively** ask the respective Central Bank for the TIPS Service Desk number



*18:30 on the last day of the Reserve Maintenance period

Next steps:

- Infoguide 15.0: updated to
 - emphasise that TIPS DCA holders may proactively ask for the TIPS Service Desk number (Section 2.5 - Communication with the users)
 - enlist the type of support provided by the NSDs to their users
- TIPS participants will receive a letter containing the contact details of the TIPS Service Desk
 - currently being drafted and will be to distributed to the TIPS participants by their NCB