



EUROPEAN CENTRAL BANK

EUROSYSTEM

TARGET Services - Update on crisis communication

AMI-Pay meeting

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FINAL



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External communication means

Implemented enhancements



Dedicated TARGET Services operational status page went live on 29 March, replacing the three separate TARGET Services status pages

Step-by-step 'User Guide' for how to subscribe to RSS feeds was published on 29 March on the ECB Website under the TARGET Services page

Each incident communication **includes the timing of the next update**



External communication means

Ongoing ECB initiatives



Provide **the history** of the TARGET Services operational status communications including a timestamp (under investigation; originally planned to go live by the end of Q2 2021; this projected deadline is likely not to be met)

Creation of a **contingency tool** that can be used in case the primary one i.e. MID is unavailable (in progress)

Explore alternatives to the RSS feed to address:

- 1) Some participants' organisation prevents the subscription to RSS feeds through browser/email client
- 2) A high number of undesired RSS feeds are received, other than the operational status messages
- 3) Information received is not user friendly as messages are in XML format (thus for machines)

Thank you!

