Change Request form

<table>
<tr><td colspan="3">General Information (Origin of Request)</td></tr>
<tr><td colspan="3">☐ User Requirements Document (URD)</td></tr>
<tr><td colspan="3">☐ User Detailed Functional Specification (UDFS)</td></tr>
<tr><td colspan="3">☐ User Handbook (UHB)</td></tr>
<tr><td colspan="3">☒ Other User Functional or Technical Documentation (SYS)</td></tr>
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Request raised by: MIB	**Institution:** ECB	**Date raised:** May 2020
Request title: NSP E2E check		**Request ref. no:**
Request type:		
1. Legal/business importance parameter: M		**2. Market implementation efforts parameter – Stakeholder impact:** M
3. Operational impact: H		**4. Financial impact parameter:** M
5. Functional/ Technical impact: H		**6. Interoperability impact:** M
Requestor Category:		**Status:** DA Approved by MIB

Reason for change and expected benefits/business motivation:

NSPs monitor the TIPS connectivity at Network level as per contract specifications.

TIPS availability at system level is monitored via internal End-to-End (E2E) check. The latter cannot cover all the possible scenarios such as TIPS infrastructure completely unavailable, NSP interfaces issues and certainly TIPS internal monitoring failure.

As a result, it is necessary to implement an external monitor whose availability is at least the same as TIPS.
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Description of requested change:

The NSPs will use their infrastructure and components to implement an additional E2E check which is required to verify the availability of TIPS at application level along with the current check, which covers only networking issues.

Furthermore, the TIPS Operator will develop a new tool (Email Notifications Tool) that can be used to subscribe the Central Banks and their participants to receive email notification in case of incident and that will be implemented in two incremental steps.

1. NSP E2E Check

Hereunder the figure describing the E2E check process:
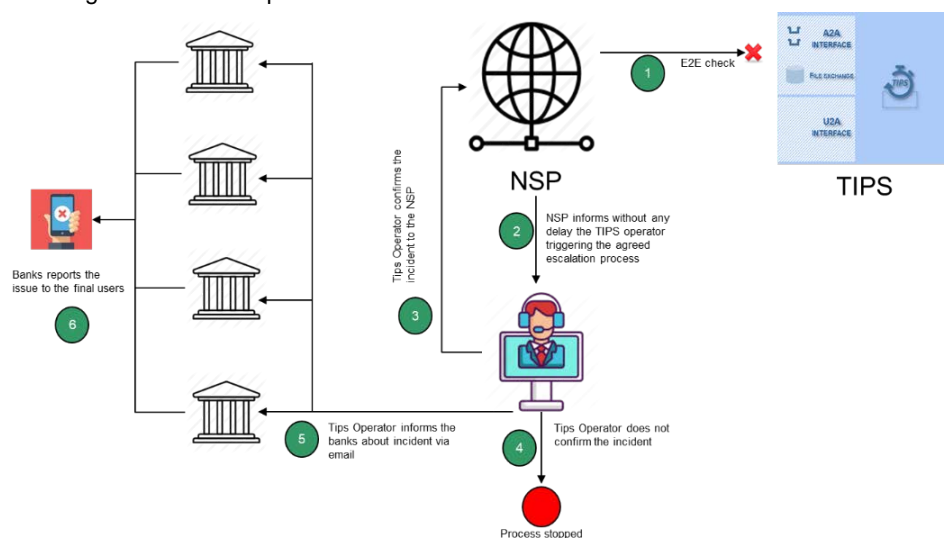
1. NSPs send and monitor an agreed instant message that will be answered by the application (Point 1).
2. If the TIPS platform is suspected to have an issue, the NSPs promptly inform via phone the TIPS Operator which immediately runs its own internal check to verify the status of the application (point 2). This internal check can be done through the dedicated Technical Monitor E2E alarm using also mobile devices.
3. TIPS Operator confirms the unavailability of TIPS application to the NSPs (point 3)
4. TIPS Operator shares the information about the status of the TIPS application using the Email Notifications Tool to all subscribed participants (point 5).

If the TIPS operator does not confirm the unavailability of the TIPS application, the information process is stopped (point 4).

The following picture describes the system restoring process:
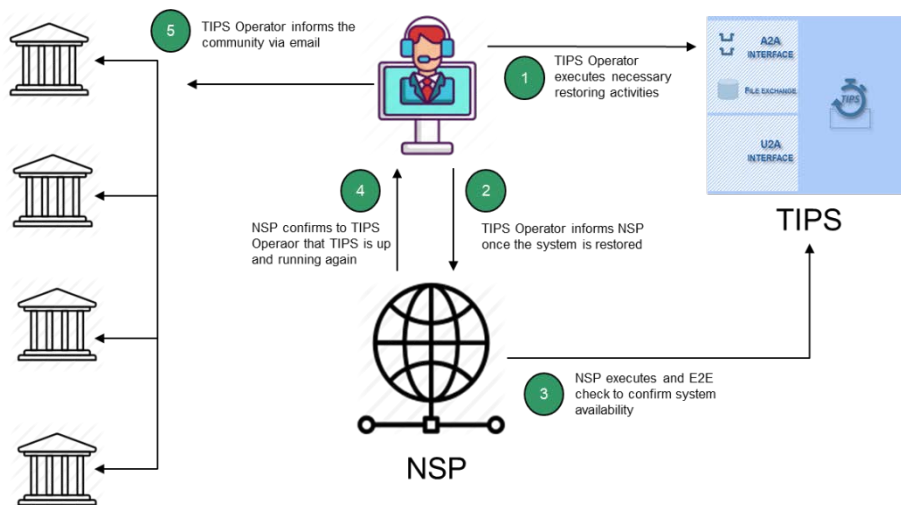
1. TIPS Operator executes all the needed activities to restore the system
2. TIPS Operator informs the NSP once the system is restored
3. NSP executes an E2E check to confirm that TIPS is up and running again.
4. NSP confirms via phone to TIPS Operator that TIPS service is available E2E
5. TIPS Operator informs all subscribed participants that TIPS is available again

2. Email notifications tool

This tool will be accessible only by TIPS operator using personal computers or mobile devices via intranet.
This tool will allow the TIPS operator to:
- Set up and maintain a Distribution list
- Send incident notification via email to all subscribed participants using a built-in text
- Send notification about application restoring to all subscribed participants using a built-in text
- Send a free-text communication to all subscribed participants

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Hereunder the figure describing the subscription process:

1. Email Notifications Tool - step 1 (within December 2021)
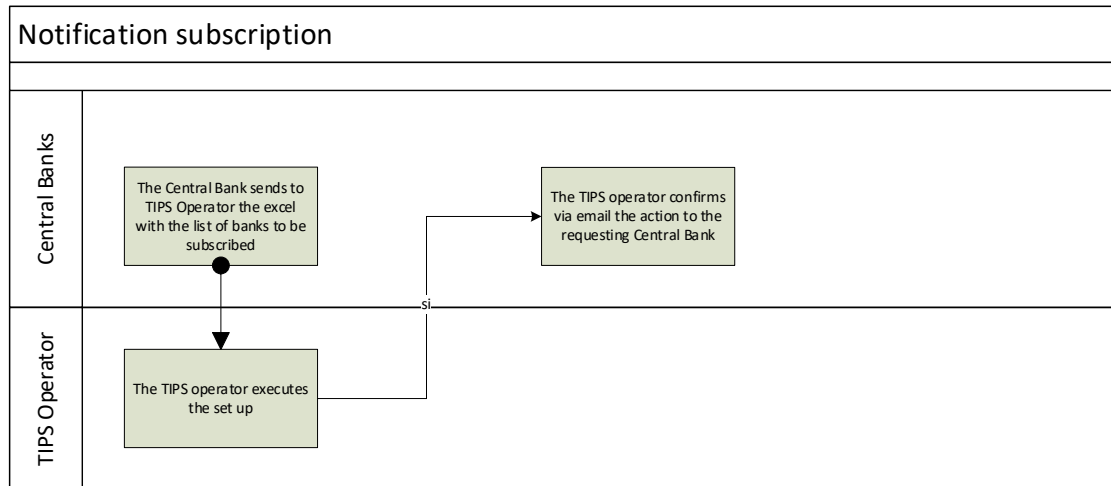
- The Central Banks send to the TIPS Operator the list of banks to be subscribed to the incident notification service. The Central Banks will have to use an Excel file with a pre-defined format initially provided by the TIPS Operator.
- The TIPS Operator executes the set up in the tool.
- The TIPS Operator informs the Central Banks via email once the set up is completed.

The same process can be applied in case of updates in the list.

2. Email Notifications Tool - step 2 (not before November 2022)

- The subscription will be performed capturing the email address directly in CRDM GUI.
- The distribution list will be then exported daily to the Email Notification Tool.

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Submitted annexes / related documents:

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Proposed wording for the Change request:

For the Email Notifications Tool, step 2 only, the following changes apply:

CRDM UDFS

1. §1.3.2.2 Description of the entities – 5 Contact
New flag in Group Party Contact entity for contacts that shall receive TIPS E2E checker communications.

2. §4.5.3.1 Party reference Data - New

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New flag in Group Party Contact entity for contacts that shall receive TIPS E2E checker communications.

CRDM UHB

3. §2.3.1.2 Party – Details screen.

New field in Party Contact entity to identify contacts that shall receive TIPS E2E checker communications by means of their e-mail addresses

4. §2.3.1.3 Party – New/Edit screen

New field in Party Contact entity to identify contacts that shall receive TIPS E2E checker communications by means of their e-mail addresses.

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High level description of Impact:

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Impacts on other projects and products:

Outcome/Decisions:

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	L3 analysis - General Information
	Impact on TIPS
Business Interface	
	A2A Interface
	U2A Interface
Settlement Engine	
	Payment Transaction
	Liquidity Transfer
	Recall
Queries and Reports	
	Queries
	Reports
Other functions	
	Local Reference Data Management
	Statistics
	Complex Queries and Reports
	Mobile Proxy Look-up
Common Components	
	ESMIG
X	CRDM
	Archiving
	Billing
X	DMT
Operational Tools	
	SLA Reporting
	TMS
	Technical Monitoring
	Change Management
	Capacity Management
Infrastructure request	
X	Application components impacted: domestic email servers
	Application components not impacted: all systems hosted on the 4CBnet-NG.

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target | TIPS

Operational activities	
	Business activities impacted
	Technical activities impacted
New functionalities	
X	Email notification facility: dedicated mailbox e distribution list setup.

Impact on documentation		
Document	Chapter	Change
TIPS UHB	n/a	
CRDM UHB	§2.3.1.2 Party – Detail screen §2.3.1.3 Party – New/Edit screen	New flag in Party contact[1]
CRDM UDFS	§1.3.2.2 Description of the entities §4.5.3.1 Party Reference data - New	New flag in Party contact group for Party entity and DMT file format[2]
Training documentation	n/a	
Other documents		

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[1] Change envisaged when step 2 is implemented.

[2] Change envisaged when step 2 is implemented.

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Overview of the impact of the request on TIPS (L2 view)
Summary of functional, development, infrastructure, operational and security impacts

Summary of functional impact:

No functional impact has been detected stemming from the implementation of step 1 of the Email Notifications Tool.

As for step 2, synergies with CSLD project may be exploited by reusing the existing minor entity Contact List linked to the Party object in CRDM.

In order to streamline the operational process, especially for parties participating in multiple TARGET services, a flag shall be added in CRDM to mark the contacts that are relevant for such a TIPS checker communications.

Those contacts shall be then extracted for the purpose of the TIPS end-to-end checker communications.

Besides the changes in the GUI, the DMT interface for the Party Object shall be adapted in order to allow the capturing of the data, including the additional flag.

Summary of application development impact:

The BdI email facilities (domestic mailing system for the domain @bancaditalia.it), will host the following functions:

- Set up and maintain a Distribution list.
- Send an email with a common text to all addresses into the above distribution list (incident notification + service recovery + other free text).

The second functionality will be accessible via mobile, as well as via desktop.

Summary of infrastructure impact:

Accept the offering from the NSPs and engage the domestic team in charge of the configuration and the deployment of the technical solution on the domestic email servers.

Summary of operational impact:

The TIPS Service Desk will be alerted via the NSPs, check the status of the system and inform the subscribed TIPS Actors via email.

Summary of security impact:

See Change Request analysis.