

TIPS Service Desk

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Banca d'Italia

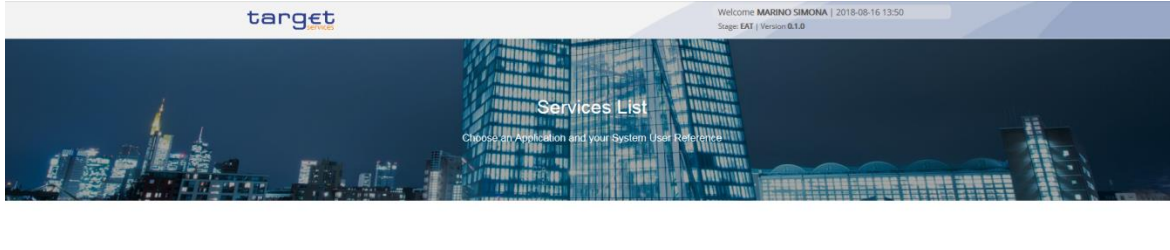
TIPS Contact Group #9

1

ESMIG Portal and main interfaces

2

TIPS Service Desk



ESMIG Portal Service List

- CRDM
- Data Migration Tool
- TIPS GUI
- TMS

Choose an Application

- CRDM
- Data Migration Tool
- TIPS
- TTK Application

Choose a System User ¹/₂

Search for user...

- NCBDBDTIPS0-Admin
- NCBDBDTIPS0-BU
- PBRU100_USER_MARINO
- PBRU102_USER_MARINO
- PBRUAXXX_USER_MARINO
- bi10033-2E

Submit

Access to the each service is granted by selecting the relevant application and a System User from the list.

CRDM U2A

Common Reference Data Management

WHAT IS CRDM?

CRDM is a centralized, harmonized reference data management component that will handle in a single point all data that is shared by more than one Eurosystem service.

4CB PROJECT

Useful links:

- > T2S
- > TIPS Project

Using our site:

- > Disclaimer and Copyright
- > Data Protection

Welcome to DMT Application, N4ITU2AUSER | 2018-08-24 17:34:14.195 version:4.0.4 - (2018-07-04 11:20)

target instant TIPS | Data Migration Tool

SEARCH PAGE | UPLOAD PAGE

State

File Name	File Type	Record Type	Status	Sub Status	System Entity	Upload Date	Release Date	Complete Date
TIPS_Authorised_Account_User.xlsx	Excel	Authorised Account User	Completed	Ok	N4IT	2018-8-9 12:07:15	2018-8-9 12:08:30	2018-8-9 12:09:01
tips_user_certificate_specific.xlsx	Excel	User Certificate DN Link	Completed	Ko	N4IT	2018-8-8 16:01:42	2018-8-8 16:03:38	2018-8-8 16:04:08
tips_user.xlsx	Excel	User	Completed	Ok	N4IT	2018-8-8 16:01:31	2018-8-8 16:03:00	2018-8-8 16:03:31
tips_user_certificate.xlsx	Excel	User Certificate DN Link	Completed	Ok	N4IT	2018-8-8 14:35:56	2018-8-8 14:40:22	2018-8-8 14:40:53
tips_certificate.xlsx	Excel	Certificate DN	Completed	Ok	N4IT	2018-8-8 14:32:00	2018-8-8 14:33:59	2018-8-8 14:34:29
tips_users.xlsx	Excel	User	Completed	Ok	N4IT	2018-8-8 14:31:54	2018-8-8 14:33:20	2018-8-8 14:33:52
tips_users.xlsx	Excel	User	Completed	Partial Ok	N4IT	2018-8-8 14:09:53	2018-8-8 14:11:03	2018-8-8 14:11:37
TIPS.DMT.CRDM.User.0.9.22072018.INPUT.csv	CSV	User	Completed	Ok	N4IT	2018-7-22 13:24:17	2018-7-22 13:25:46	2018-7-22 13:26:17
TIPS.DMT.CRDM.User.0.9.INPUT.csv	CSV	User	Completed	Ko	N4IT	2018-7-22 13:13:44	2018-7-22 13:14:24	2018-7-22 13:14:55
TIPS.DMT.CRDM.User.0.9.INPUT.csv	CSV	User	Completed	Ko	N4IT	2018-7-22 13:07:35	2018-7-22 13:08:24	2018-7-22 13:08:25
TIPS.DMT.CRDM.User.0.9.INPUT.csv	CSV	User	Completed	Ko	N4IT	2018-7-22 12:59:00	2018-7-22 12:59:42	2018-7-22 12:59:42
TIPS.DMT.CRDM.User.0.9.input.xlsx	Excel	User	Completed	Ok	N4IT	2018-7-22 12:35:37	2018-7-22 12:36:25	2018-7-22 12:36:55
TIPS.DMT.CRDM.User.0.9.input.xlsx	Excel	User	Completed	Ko	N4IT	2018-7-22 12:15:56	2018-7-22 12:16:49	2018-7-22 12:17:20
TIPS.DMT.CRDM.User.0.9.input.xlsx	Excel	User	Completed	Ko	N4IT	2018-7-22 12:00:14	2018-7-22 12:01:21	2018-7-22 12:01:22
TIPS.DMT.CRDM.User.0.9.input.xlsx	Excel	User	Completed	Ko	N4IT	2018-7-22 11:50:35	2018-7-22 11:51:23	2018-7-22 11:51:54
DMT.01.130.103.N.A.XX.XX.02.xlsx	Excel	Technical Address Network Service Link	Completed	Ko	N4IT	2018-7-22 10:29:53	2018-7-22 10:31:40	2018-7-22 10:31:40
TIPS.DMT.CRDM.Technical Address Network Service Link.0.9.xlsx	Excel	Technical Address Network Service Link	Completed	Ko	N4IT	2018-7-22 10:26:07	2018-7-22 10:27:08	2018-7-22 10:27:09
TIPS.DMT.CRDM.Report Configuration.UPD.xlsx	Excel	Report Configuration	Completed	Ko	N4IT	2018-7-21 10:10:50	2018-7-21 10:12:34	2018-7-21 10:13:06
TIPS.DMT.CRDM.Message Subscription Rule.Set.0.9.xlsx	Excel	Message Subscription Rule Set	Completed	Ko	N4IT	2018-7-20 19:27:06	2018-7-20 19:27:45	2018-7-20 19:28:15
TIPS.DMT.CRDM.Message Subscription Rule.Set.0.9.xlsx	Excel	Message Subscription Rule Set	Completed	Ko	N4IT	2018-7-20 19:22:00	2018-7-20 19:22:25	2018-7-20 19:22:25

TIPS U2A

TARGET Instant Payment Settlement

WHAT IS TIPS?

TIPS is a harmonised and standardised pan-European service with common functionalities for the settlement of Instant Payments across different countries and jurisdictions.

4CB PROJECT

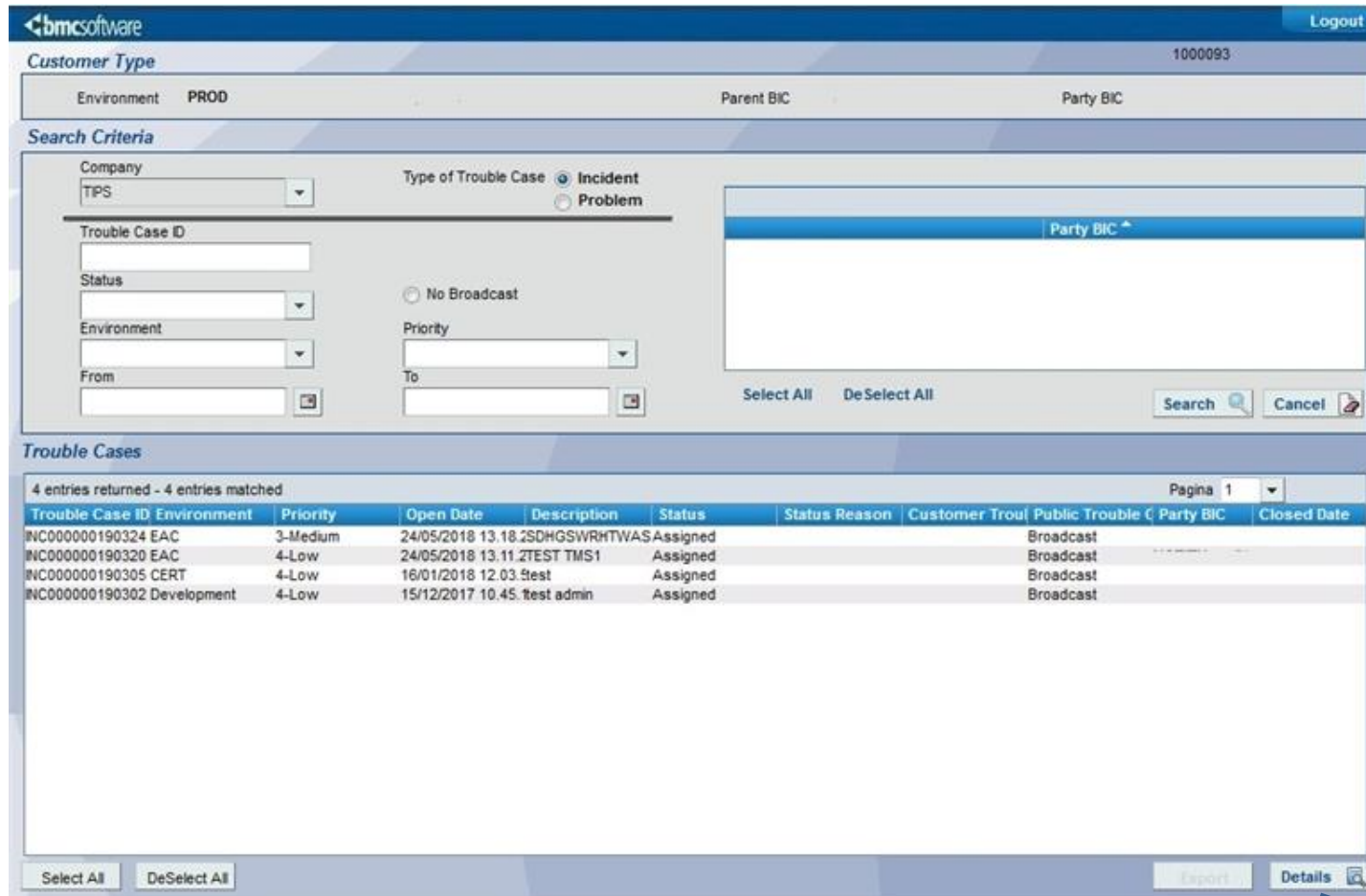
Menu:

> Home

Useful links:

> T2S
> TIPS Project

Using our site:



The screenshot shows the BMC Software TMS interface. At the top, there is a navigation bar with the BMC Software logo and a 'Logout' button. Below this, the 'Customer Type' section displays '1000093'. The 'Environment' is set to 'PROD'. The 'Search Criteria' section includes a 'Company' dropdown set to 'TIPS', 'Type of Trouble Case' radio buttons for 'Incident' (selected) and 'Problem', and various filters for 'Trouble Case ID', 'Status', 'Environment', 'From', 'To', 'Priority', and 'No Broadcast'. A 'Party BIC' dropdown is also visible. The 'Trouble Cases' section shows '4 entries returned - 4 entries matched' and a table with columns: 'Trouble Case ID', 'Environment', 'Priority', 'Open Date', 'Description', 'Status', 'Status Reason', 'Customer Trou', 'Public Trouble C', 'Party BIC', and 'Closed Date'. The table contains four rows of data. At the bottom, there are 'Select All', 'DeSelect All', 'Export', and 'Details' buttons. A blue arrow points to the 'Details' button.

Trouble Case ID	Environment	Priority	Open Date	Description	Status	Status Reason	Customer Trou	Public Trouble C	Party BIC	Closed Date
INC000000190324	EAC	3-Medium	24/05/2018 13.18.25	DHG5WRHTWAS	Assigned			Broadcast		
INC000000190320	EAC	4-Low	24/05/2018 13.11.27	TEST TMS1	Assigned			Broadcast		
INC000000190305	CERT	4-Low	16/01/2018 12.03.57	test	Assigned			Broadcast		
INC000000190302	Development	4-Low	15/12/2017 10.45.17	test admin	Assigned			Broadcast		

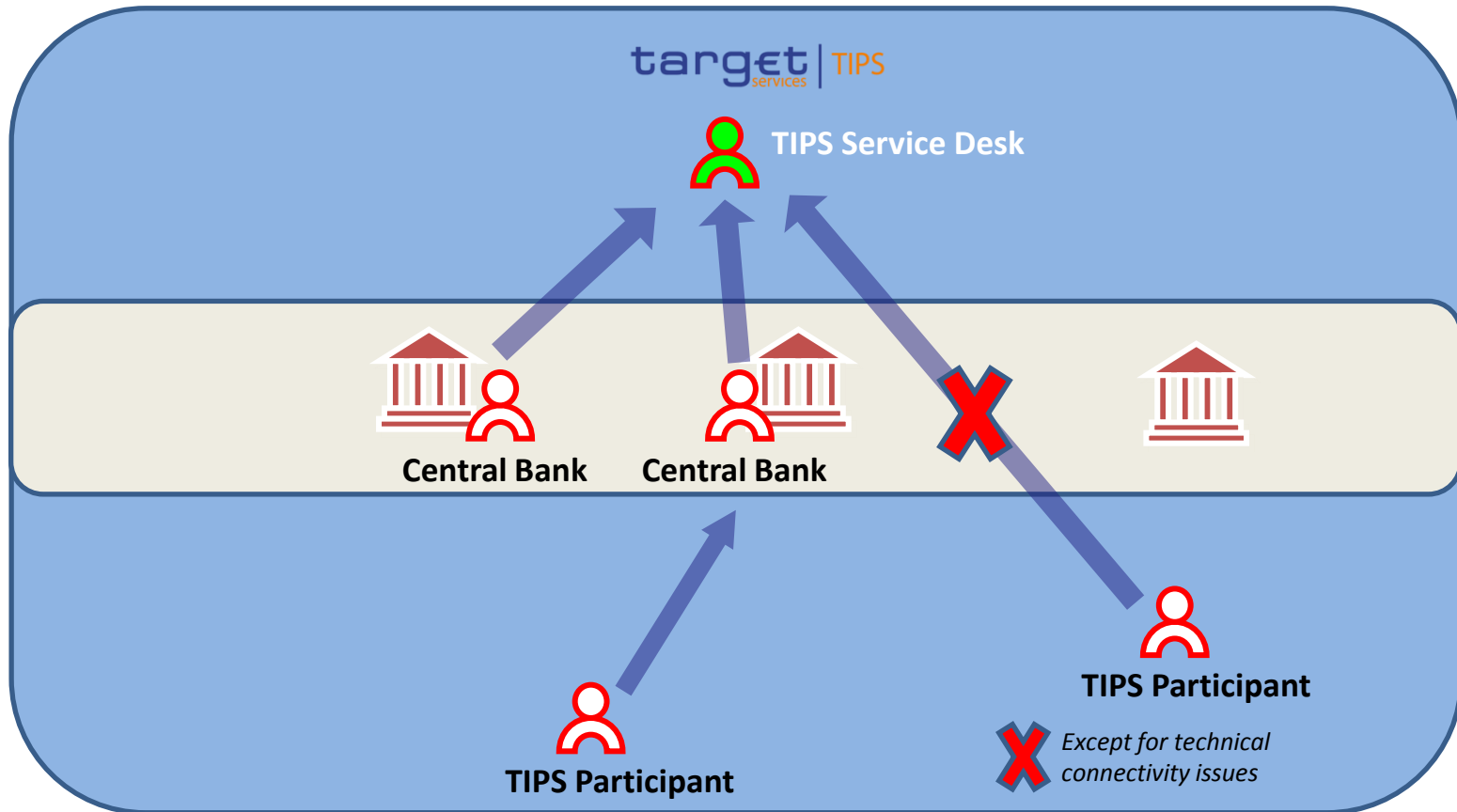
- Search results can be browsed by pressing the «Details» action button

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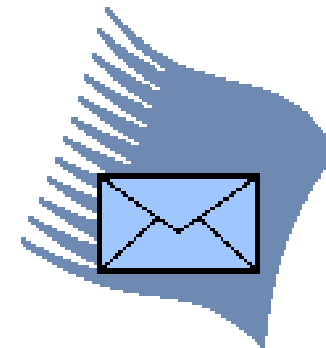


- Central Bank users can contact the TIPS Service Desk directly for themselves or on behalf of their customers.
- TIPS Participants can contact the TIPS Service Desk directly only for **technical connectivity issues**. In all other cases they have to contact their relevant CB.



+39 06 4792 6000
(temporary)

TIPS-TEST@bancaditalia.it



Pre-Production

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	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