

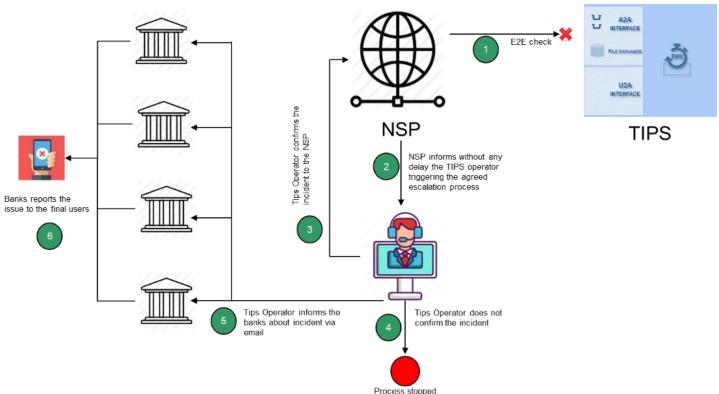
TIPS NSP E2E Check

TIPS-CG MEETING – 22 FEBRUARY, 2023





target TIPS TIPS - NSP E2E Check - CR 035 Workflow







target TIPS TIPS - NSP E2E Check

- TIPS Monitoring is guaranteed by internal 4CB tools to verify the overall service and the good functioning of the single components.
- This internal set of checks cannot cover the unavailability of the TIPS monitoring itself or a complete unavailability of the entire platform.
- The NSP E2E check has been designed and developed on top of the internal monitoring to cover additional incident scenarios.
- The NSP E2E check is not intended to reduce the detection time, but rather to cover the unavailability scenarios not yet covered by the internal checks.
- NSP E2E check allows to verify if:
 - Settlement engine is working properly
 - A2A flow is operational





TIPS Service Desk - Incident Communication flow

This flow applies to detection from internal monitoring or NSP E2E Check

Standard support hours: Email Notification within 10 minutes after detection time

> SIA informs 4CB about possible issue in TIPS calling the Operational Team

> > and/or

TPS Service Desk receives an alert from internal monitoring

Detection time

Operational Team informs ECB about possible issue in TIPS

Operational Team will take 10 minutes to activate the Email Notification tool and informs all the Banks subscribed to the

Incident not yet confirmed by 4CB

10 minutes

After internal analysis 4CB can confirm or not the incident.

Another email will be sent to the banks via email notification tool with last update

If the issue is not confirmed the incident is closed otherwise all the necessary activities will be done

After the system is restored 4CB will send via Email Notification Tool information about the closing of the incident

This last communication is only needed if the incident was confirmed in the previous steps





TIPS Service Desk - Incident Communication flow

This flow applies to detection from internal monitoring or NSP E2E Check

Non Standard support hours: Email Notification within 70 minutes after detection time

TPS Service Desk receives an alert from internal monitoring

and/or

SIA informs 4CB about possible issue in TIPS calling the Operational

Detection time

Operational Team informs ECB about possible issue in TIPS

Operational Team will take up to 70 minutes to activate the Email Notification tool and informs all the Banks subscribed to the service

Incident not yet confirmed by 4CB

According to SLA the incident response time during nonstandard support hours is 60 minutes

After internal analysis 4CB can confirm or not the incident.

Another email will be sent to the banks via email notification tool with last update

If the issue is not confirmed the incident is closed otherwise all the necessary activities will be done

After the system is restored 4CB will send via **Email Notification Tool** information about the closing of the incident

This last communication is only needed if the incident was confirmed in the previous steps



70 minutes



Thank you for the attention!

BANCA D'ITALIA – PAYMENT SYSTEMS DIRECTORATE
EUROSYSTEM MARKET INFRASTRUCTURE DIVISION

