

## TIPS NSP E2E Check

#### TIPS-CG MEETING – 22 FEBRUARY, 2023





#### target 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



#### target TIPS Service Desk – Incident Communication flow

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



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### target IPS 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

Email Notification Tool information about the closing of the incident

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

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

After the system

is restored 4CB will send via



70 minutes



# Thank you for the attention!

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