

Change Request form

General Information (Origin of Request)		
<input type="checkbox"/> User Requirements Document (URD) <input type="checkbox"/> User Detailed Functional Specification (UDFS) <input type="checkbox"/> User Handbook (UHB) <input checked="" type="checkbox"/> Other User Functional or Technical Documentation (SYS)		
Request raised by: DKCB	Institute: DKCB	Date raised: 21 August 2023 [Updated on 24 th February 2025]
Request title: Provision of support hours for DKK on 1 st May		Request ref. no: TIPS-0067-SYS
Request type:		
1. Legal/business importance parameter: High	2. Market implementation efforts parameter – Stakeholder impact: Low	
3. Operational impact: Low	4. Financial impact parameter: Low	
5. Functional/ Technical impact: None	6. Interoperability impact: Low	
Requestor Category: Central Bank	Status: DA to be reassessed	

Reason for change and expected benefits/business motivation:

1st May is one of the EUR closing days in TARGET similarly to New Year's Day; Good Friday and Easter Monday; Christmas Day; and 26 December. These non-business days are treated like Saturdays and Sundays.

Currently, on 1st May, there is non-standard support hours offered by TIPS Service Desk (as it is a EUR closing day).

On EUR business days, the response and resolution times of the TIPS Service Desk vary depending on the time of the operational day when the incident occurs. These are referred to as standard support and non-standard support hours as defined in TARGET Manual of Procedures v.1.0 – Part 1 Fundamentals.

The onboarding of new currencies to TIPS Services calls for flexibility to the existing setup as some of EUR closing days can be business days for other currencies.

As the 1st May is a business day for DKK, Danmarks Nationalbank requested in the context of their migration to T2 and TIPS in April 2025, to receive standard support hours for TIPS.

Description of requested change:

This change request aims at introducing the following changes for DKK on the 1st May:

- 1) For PROD environment, the CR will allow for the provision of standard support hours limited to the critical timeframe for the change of business day (i.e. from 16:00 to 19:30 CET¹) for DKK

¹ This timeframe covers the period extending from 1 hour before the receipt of the DKK TIPS balance snapshot by Danmarks Nationalbank i.e. 17.00 until the end of the TIPS start of the day process.

on every 1st May. In case of a delay in the end of the start of day process, the standard support timeframe will be extended accordingly until the start of day process is completed. This implies that the TIPS Service Desk shall be able to provide Danmarks Nationalbank with the same level of support (e.g., monitoring and providing immediate response and resolution times) on that day and timeframe as it would normally do on any EUR business day. For the remaining hours (i.e. from 00:00 to 15:59 CET and 19:31 to 00:00 CET²), the support will be covered by the automated monitoring and the on-call staff of the TIPS Service Desk as any other day outside the standard support hours.

2) For the UTEST environment, the CR will allow:

- a. TIPS UTEST environment should be opened on every 1st May.³
- b. for the 1st May 2025, the provision of non-standard support throughout the day. The response time will be 60 minutes for incidents and critical support requests (as defined in *Level2-Level3 Agreement on the TARGET instant payment settlement service*, Annex D "Service Level Agreement", §2.7 "Incident response time").

There are no changes on the support of other environments i.e. EAC. Support will not be granted for EAC.

This CR is only applicable to TIPS. A separate CR T2-0133-SYS is raised to address T2 requirements.

Submitted annexes / related documents:

Proposed wording for the Change request:

High level description of Impact:

Impacts on other projects and products:

No impact is foreseen on other TARGET services:

- T2: no impact
- ECMS: no impact
- T2S: no impact

Outcome/Decisions:

² These timeframes assume that the start of day processing scheduled to completed at 19.30 is not delayed.

³ The *Level2-Level3 Agreement* and the *Agreement on the use of TIPS Service by Danmarks Nationalbank* should be updated accordingly.

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	
	CRDM	
	Archiving	
	Billing	
	DMT	
Operational Tools		
	SLA Reporting	
	TMS	
	Technical Monitoring	
	Change Management	
	Capacity Management	
Infrastructure request		
	Application components impacted	
	Application components not impacted	
Operational activities		
X	Business activities impacted	
	Technical activities impacted	
New functionalities		
	Enhanced Information Database (EIDB)	
Impact on documentation		
Document	Chapter	Change
TIPS UDFS	n/a	
TIPS UHB	n/a	
Training documentation	n/a	
Other documents		

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 impact is envisioned stemming from this change request from a functional viewpoint.
As for planning aspects, the assumption is to align the entry into force of this CR to the official joining of DKCB to TIPS (currently scheduled for April 2025).

Summary of application development impact:

Application Development team, responsible for LLS on the application, provides “on site” support during standard working hour only, providing on-call support for the remaining hours and days (e.g. in the public holidays when TARGET is open for EUR). Consequently, there is no specific need to extend such type of support on 1st of May.

Summary of infrastructure impact:

No impact.

Summary of operational impact:

Operational Team will arrange an additional shift in the timeframe 16:00 – 19:30 and update the SLA related documentation as well as the Manual of Procedures (MOP).

Summary of security impact:

See Change Request Analysis.