



EUROPEAN CENTRAL BANK

EUROSYSTEM

# Outcome of the end of the year survey

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TIPS-Consultative Group

17 February 2022

# Agenda

**1** Reminder on the survey purpose

**2** Outcome

**3** Conclusion

**4** Annexes

# Reminder on the survey purpose

## Why an end of the year survey?

- To collect your feedback on the running of the TIPS-Consultative Group during 2021
- To gather your inputs on what you believe to have worked well / what would need to be improved
- Help improve the TIPS-CG organisation and communication from 2022 onwards

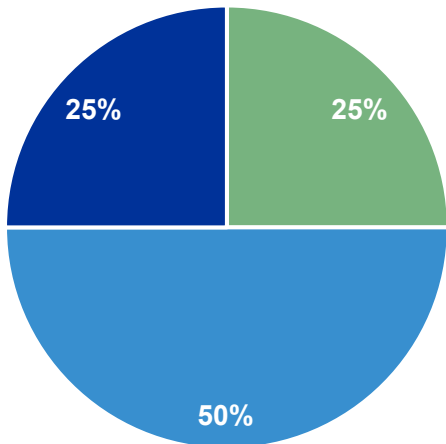
## Who participated?

- 12 organisations provided their feedback - A big thanks to them!

# Outcome

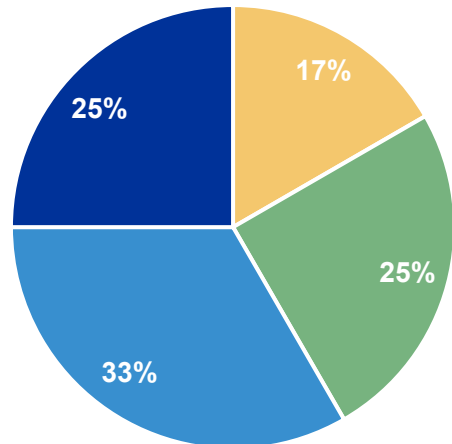
## TIPS-CG Communications

How satisfied are you with the quality and clarity of TIPS-CG communications (information items and in replies to questions)?



1 is "Very low", 2 is "Low", 3 is "Satisfactory", 4 is "Good" and 5 is "Very good"

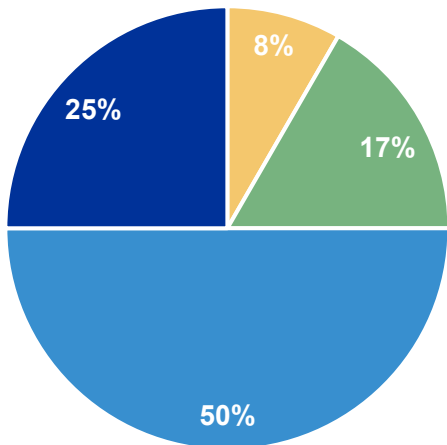
How satisfied are you with the timeliness of TIPS-CG communications?



# Outcome

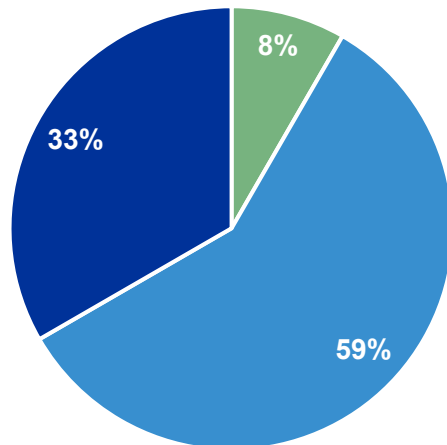
## TIPS-CG Written Procedures (1/2)

How satisfied are you with the timeliness of TIPS-CG written procedures?



1 is "Very low", 2 is "Low", 3 is "Satisfactory", 4 is "Good" and 5 is "Very good"

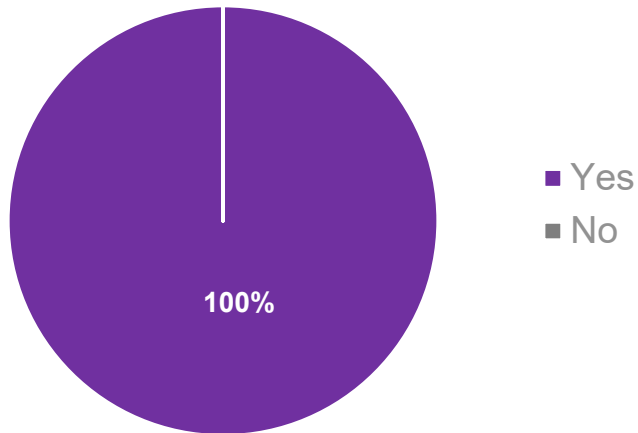
How satisfied are you with the quality of Written Procedure's outcome?



# Outcome

## TIPS-CG Written Procedures (2/2)

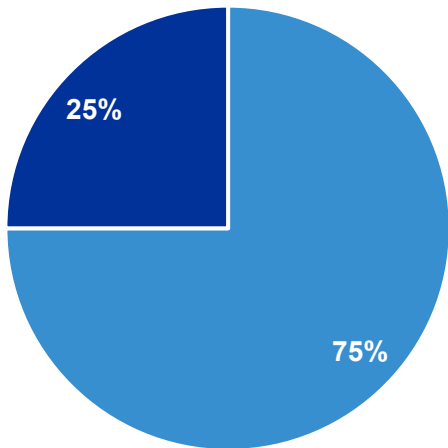
Do you think your input is sufficiently considered in TIPS-CG Written Procedures?



# Outcome

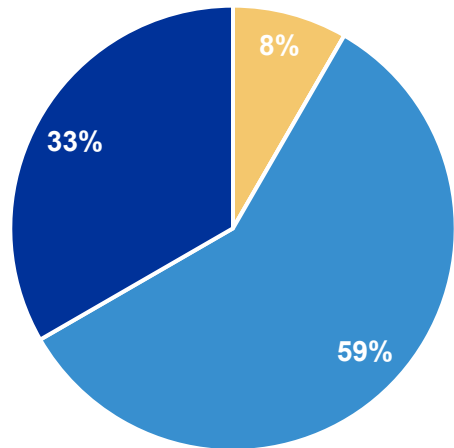
## TIPS-CG Meetings (1/2)

How satisfied are you with the frequency and format of TIPS-CG meetings?



1 is "Very low", 2 is "Low", 3 is "Satisfactory", 4 is "Good" and 5 is "Very good"

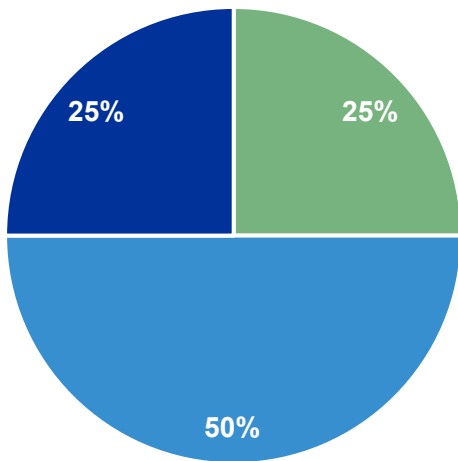
How satisfied are you with the duration of TIPS-CG meetings?



# Outcome

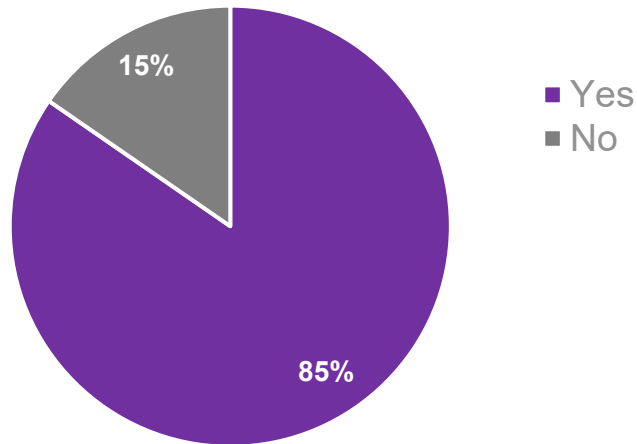
## TIPS-CG Meetings (2/2)

How satisfied are you with the topics addressed in TIPS-CG meetings?



1 is "Very low", 2 is "Low", 3 is "Satisfactory", 4 is "Good" and 5 is "Very good"

Do you think your input is sufficiently considered in TIPS-CG meetings?





# Conclusion

- Some room for improvement - we will review the comments to address the points signaled to us
- Your inputs are essential – if you think your view is not represented or if you would like to share with us some elements on any mentioned topics, we would greatly welcome them

# Annexes

## Additional comments provided on the different sections of the questionnaire

### TIPS-CG Communications

**Question:** Please add here any additional comment, remark or proposal for improvement on TIPS-CG communications

Access to the ASTRA Platform was limited in my bank so it was not easy to download documents, I now have access. Complicated to understand the communication (changes, releases/market...) and if it is impacting. Timeline is missing in the documents published. I never know if it is an urgent comm/release or if it is a study. Regarding timing, too much documents are sent and I didnt appreciate that documents were sent for review during the painful migration end of November. I would prefer a communication of support/help instead of new ideas to comment. I sent you an email at that time expressing my feeling

Communication to the TIPS-CG on operational matters should be published also on the ECB website

Please provide the documentation for the TIPS-CG meetings well in advance, at least one week in advance. This will allow me to gather input from the other NL banks, so that I will be able to provide the joint Dutch community input during the TIPS-CG meetings

I would like to suggest to 'bundle' the information and especially action items to better focus participants attention.

# Annexes

## Additional comments provided on the different sections of the questionnaire

### TIPS-CG Written Procedures

**Question:** Do you think your input is sufficiently considered in TIPS-CG Written Procedures?

unfortunately, we do not reply often

We believe our opinion is taken into consideration

When I am able to respond this is taken into consideration always

Appropriate feedback is always provided.

# Annexes

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### TIPS-CG Written Procedures

**Question:** Please add here any additional comment, remark or proposal for improvement on TIPS-CG Written Procedures

Access to the ASTRA Platform was limited in my bank so it was not easy to download documents, I now have access. Complicated to understand the communication (changes, releases..) and if it is impacting. Timeline is missing in the documents published. I never know if it is an urgent comm/release or if it is a study

Please announce the TIPS-CG Written Procedures well in advance. Sometimes, several Written Procedures are present in a timeframe of just a few days; in combination with rather short response deadlines, it sometimes impossible to meet those deadlines, next to the work which I already planned for that specific week (or two weeks).

Due to workload/divided attention etc. it is not always possible to respond on procedures. At the moment the principle is; no response means consensus. I think for all (voting) participants the consensus should at least be acknowledged by the participants

More open consultations on topics relevant to TIPS stakeholders (ACHs and PSPs) may be useful, for instance to collect their position and know how about topics such as release deployment and testing, reconciliation processes and instant payment processing. In addition, it should be clear to these stakeholders the procedures to be used in order to raise technical/clarification requirements. Nonetheless we believe that we had some fruitful dialogs between TIPS CG members during this year, for instance on the reconciliation enhancements

# Annexes

## Additional comments provided on the different sections of the questionnaire

### TIPS-CG Meetings

**Question:** Do you think your input is sufficiently considered in TIPS-CG meetings?

Most of the times, it is

We believe our opinion is taken into consideration

However in the face to face setting at ECB more information/input could be shared across the participants

Some comments effected have been properly incorporate on outcome or future topics addressed.

The subject on the so called " ECB tax" wasn't really taken on-board

# Annexes

## Additional comments provided on the different sections of the questionnaire

### TIPS-CG Meetings

**Question:** In case you are not satisfied with any aspect of TIPS-CG meetings (e.g. frequency, duration, etc), which improvements would you recommend?

Meeting too long, should be more straight forward

Sometimes, when views regarding a specific topic differ, it feels as if there is still an open end. We are not always able to reach a joint conclusion, which might happen. It might be good to come back to that topic afterwards, either via e-mail or in the next meeting, to finalize the discussion/conclusion.

When possible at least once a year F2F @ECB to maximise information and input sharing. On the topics I would like to suggest an operational focussed block where metrics and incidents are discussed with the aim to improve operational excellence.