

# **ISO 20022 Registration Bodies Governance**

**ISO 20022 RMG Rules Subgroup  
Approved by RMG on 19 May 2009**

## Foreword

As pre-reading material, the readers are invited to first go through the 'scripted ISO 20022 Powerpoint presentation' available on the home page of [www.iso20022.org](http://www.iso20022.org). The concepts introduced in the script of the presentation are considered as known by the reader.

These Governance Procedures cover the governance rules of the various ISO 20022 registration bodies. This document is based on the latest version of ISO 20022 – "Universal financial industry message scheme", initially published on 15 December 2004, but with a subsequent update to Part 2 published on 4 April 2007. It has been prepared and approved by the ISO 20022 Registration Management Group (RMG). This document is a non-normative guide to the governance of the ISO 20022 organisational environment and, as such, provides clarification on matters beyond those contained in the five parts of ISO 20022.

For the convenience of the reader, these Governance Procedures include relevant material from the standard. It is, however, recommended that the reader also read the standard itself. The first two parts of the standard are particularly important and give a general overview of the ISO 20022 methodology, the organisation of the ISO 20022 Repository and the registration process. RMG and SEG members have access to a copy of these standards in the '[ISOTC Livelink](#)' system<sup>1</sup>.

---

<sup>1</sup> Access to the SEG subfolder in the TC68 folder of the ISOTC livelink system requires a user id and password given by ISO upon specific request by either the national standards body or the liaison organisation that nominated the SEG member.

## Table of contents

Foreword .....	2
<b>1 ISO TC 68 – Financial Services .....</b>	<b>5</b>
<b>2 The Registration Management Group (RMG) .....</b>	<b>5</b>
2.1 Mission and Scope.....	5
2.2 General Membership .....	5
2.3 Appointment of a convenor and vice convenor.....	5
2.3.1 Terms of office .....	6
2.4 Duties of the convenor and vice convenor .....	8
2.4.2 Duties at RMG meetings .....	8
2.4.3 Duties at ISO TC 68 meetings.....	9
2.4.4 Voting rights .....	9
2.5 RMG Secretary.....	9
2.5.1 Inquiries .....	9
2.5.2 Membership management.....	9
2.5.3 Notifications and reporting of Membership database changes.....	10
2.5.4 RMG or other RMG related Meeting(s) .....	10
2.6 Meetings .....	11
2.6.1 Agenda items .....	12
2.7 Decision making.....	12
2.7.1 Reporting and escalation to TC 68 .....	12
2.8 Sub-groups of the RMG .....	13
<b>3 The Standards Evaluation Group (SEG) .....</b>	<b>13</b>
3.1 Mission and Scope.....	13
3.2 General Membership .....	13
3.3 Election of Convenor, Vice Convenor and Secretary .....	14
3.4 Duties of the Convenor, Vice Convenor and Secretary .....	14
3.5 Evaluation Team.....	15
3.6 Decision Making .....	16
<b>4 The Technical Support Group (TSG).....</b>	<b>17</b>
4.1 Mission and Scope.....	17
4.2 General Membership .....	17

- 4.3 Election of Convenor, Vice Convenor and Secretary ..... 18
- 4.4 Duties of the Convenor, Vice Convenor and Secretary ..... 18
- 5 Miscellaneous Recordkeeping .....18**
- 5.1 ISO Livelink Global Directory (GD) and Forums ..... 18
- 5.2 Membership database content ..... 19
- 5.3 RMG Voting Module ..... 19
- 5.4 ISO 20022 website (www.iso20022.org) ..... 19

## 1 ISO TC 68 – Financial Services

The standards development of ISO is carried out by Technical committees and Subcommittees, ISO TC68 is responsible for the management and oversight of the ISO 20022 standard which identifies the RA and details the formation of the RMG, TSG and SEGs.

## 2 The Registration Management Group (RMG)

### 2.1 Mission and Scope

The RMG is responsible for the management of the registration process for ISO 20022 repository items.

The ISO 20022 RMG reports directly to ISO TC 68, which is responsible for the management and oversight of the ISO 20022 standard.

The RMG sets out and approves the detailed operating procedures for the registration bodies, based on ISO 20022.

### 2.2 General Membership

The members of the RMG are nominated by P-member countries and Liaison A Organizations of ISO/TC 68 and its subcommittees. Members are approved by ISO/TC 68. The membership shall comprise at least seven delegations, of which at least five must be from P-member countries.

Each P-member country or liaison A organization is entitled to nominate a delegation of one principal and two alternates to the RMG. No more than two delegates may attend any meeting, and an alternate is entitled to vote only in the absence of the principal delegate.

Other (non-voting) members of the RMG are provided by the RA, the convenors of the TSG and each SEG. The chairs of ISO TC68, its subcommittees and working groups are ex-officio non voting members of the RMG. Each of the voting members shall serve for a period of 3 years, after which time ISO/TC 68 may renew the membership or ask the relevant country or Liaison Organization to nominate a replacement.

The [list of the current RMG members](#) is posted on the ISO 20022 website which is maintained by the [Registration Authority](#) (RA).

### 2.3 Appointment of a convenor and vice convenor

The ISO 20022 standard requires the RMG to appoint a convenor and vice convenor from within the voting membership. To be eligible as a candidate for either office, the individual must be a principal or alternate of an RMG voting delegation, or be the present convenor.

### **2.3.1 Terms of office**

The normal term of office for each elected official is three years.

The terms of office of the elected officials shall be staggered to avoid a situation whereby the terms of both Convenor and Vice Convenor expire at the same time.

The vice convenor's term shall be for two years if a three year term would coincide with the end of the convenor's term.

There are no limits to the number of terms a qualified candidate can run, or be elected, for office.

#### **2.3.1.1 Notification of Termination, Acting Convenor and Re-Election**

##### **2.3.1.1.1 Unscheduled election**

The RMG secretary shall immediately notify the RMG members by e-mail should either the Convenor or Vice Convenor position become open or available.

In the event the Convenor steps down before the end of the scheduled term of office, the Vice Convenor shall immediately become acting Convenor until the election of the new Convenor.

In the event the Vice Convenor steps down before the end of the scheduled term of office, the secretariat will initiate the election process for a new vice convenor. The successful candidate will start a new term of two or three years as per the rules stated above.

In the unlikely event that both convenor and vice convenor step down at the same time, the TC 68 chair will act as the interim convenor until the conclusion of the election for the new convenor. The election process will be followed in full to appoint a new convenor, and subsequently will be followed to appoint a new vice convenor (in this case with a term of two years)

##### **2.3.1.1.2 Scheduled election**

Six months in advance of the end of term of either of the offices, the RMG secretary will initiate the election process outlined below. The sitting officer may wish to run for a new term, in which case he or she must apply to be a candidate as per the process below.

#### **2.3.1.2 The election process**

The RMG secretary shall draft a 'call for candidates' email to be sent to the full RMG voting membership, indicating for which position the election is being held, and including the request that candidates reply back to the secretary in the following 30 days. The RMG secretary shall provide a copy of this Governance Procedures document with the call for candidates.

The call for candidates shall request that candidates provide a CV which shall:

- provide a brief overview of their business expertise and experiences relevant to the role(s);
- give an indication of the functional expertise of the candidate (payments, securities, etc);

- if the candidate is from a liaison organisation, give an indication of the geographical scope of the organisation; and
- provide letters or emails giving evidence of support from both company management and the Country/Liaison they represent in the RMG.

The RMG secretary shall

- verify that the candidates comply with the defined requirements for the position along with the support of their Country/Liaison and management;
- inform any candidate in writing within 5 working days if their candidacy has been accepted or rejected, with reasons for the rejection. If the candidate wishes to challenge a rejected application, he or she must request that the validity of the application be considered by all RMG members;
- publish the CVs provided by the candidates to the RMG membership;
- conduct a 30-day ballot of valid candidates. The ballot shall identify the vacant position and list the valid candidates. Each RMG voting delegation will cast one vote, in a 'silent ballot'. If there is only one candidate, the identified candidate will be elected upon a 2/3 majority of those casting a 'Yes' or 'No' vote and if at least half of the RMG voting delegations cast a vote ('Yes' or 'No' or 'Abstain').

When considering their vote, members are requested to bear in mind an effective spread of responsibilities across geographical and functional domains. No strict criteria should be applied (and members may cast their vote in any way they deem appropriate), but members should be aware of the following general guidelines:

- Convenor and Vice Convenor shall preferably not come from the same region (Europe, Americas, Africa, Asia Pacific);
- The business expertise of the Convenor and Vice Convenor shall be complementary and/or offer a wide coverage of the various financial services (e.g., payments, securities, trade, foreign exchange).

On the conclusion of the 30-day ballot, the RMG secretary will inform the RMG members of:

- the total number of votes cast;
- the identity of all members who cast a vote; and
- the number and percentage of total votes cast for each candidate;

If the vote has resulted in a tie, the RMG secretary will initiate a 15-day re-ballot of the candidates, following the same rules as the paragraph above. If the re-ballot again results in a tie, then the chair of TC 68 will cast a single vote to break the tie.

The RMG secretary will inform the RMG members immediately of the identity of the successful applicant, and will explicitly identify the end date of the term of office.

The elected officer shall take office immediately in the event of an unscheduled election, or upon the end of the term of the sitting officer in the event of a scheduled election, or at an earlier date as agreed with the RMG.

### **2.3.1.3 Escalation during the election process**

During the election for a new vice convenor, the existing convenor shall be the point of escalation for any issues that may arise.

During the election for a new convenor, the point of escalation is found by applying the following rules in sequence until one is satisfied:

- if the incumbent convenor is not a candidate, but remains in office for the duration of the election, then the incumbent convenor shall be the point of escalation;
- otherwise, if the existing vice convenor is not a candidate, then the existing vice convenor shall be the point of escalation;
- otherwise, the chair of TC 68 will be the point of escalation.

## **2.4 Duties of the convenor and vice convenor**

### **2.4.1.1 General Duties**

The RMG Convenor shall keep an open line of communication with the RMG Secretary to ensure that all administrative actions can be taken.

The RMG Convenor and Vice Convenor shall keep themselves updated on the progress of the SEGs, RA, and the sub-groups of the RMG.

The RMG Convenor may be called upon to assist with SEG training sessions, represent the RMG as a speaker at conferences or with journalists, and assist with RA problems in carrying out their duties and responsibilities.

The RMG Convenor may be called upon to resolve interim concerns or issues arising outside of the normal meeting schedule.

The RMG Vice Convenor shall act as the Convenor in the absence of the Convenor and fulfil the Convenor's duties described in this document.

### **2.4.2 Duties at RMG meetings**

The RMG Convenor shall review the drafted Meeting Notice and drafted preliminary Agenda prepared by the RMG Secretary, provide input and changes to the draft and approve the final agenda. The Convenor shall notify the RMG secretary of changes and additions required to the Agenda prior to the meeting.

The RMG Convenor shall convene meetings impartially while permitting the review of opinions and while steering the meeting toward acceptable and actionable conclusions. The RMG Convenor shall seek good progress in line with the RMG objectives.

The RMG Convenor shall ensure that resolutions from previous meetings are followed up.

The RMG Convenor and Vice Convenor shall review and approve the minutes of the RMG meetings prepared by the RMG Secretary prior to issuance to the RMG members.

The RMG Convenor shall request and require “resolutions” during the meeting to advance full clarity of decisions and require approval of the resolutions prior to end of meeting.

The Convenor shall work with the RMG Secretary to ensure that meeting actions are both recorded and carried out.

### **2.4.3 Duties at ISO TC 68 meetings**

The RMG Convenor is expected to attend the ISO TC68 Plenary meeting and present the ISO 20022 Registration Management Group Report

The RMG Convenor shall prepare or work with the RMG secretary to prepare a Registration Management Group Report annually to the ISO TC68 Plenary.

### **2.4.4 Voting rights**

Although, at the time elected, the RMG Convenor was a Principal or Alternate voting member from their Country or Liaison, it is not practical to convene the RMG and be a voting member at the same time. Upon being elected, the RMG Convenor shall no longer be considered as part of their Country or Liaison voting delegation. Their respective Country or Liaison may have a full delegation (one Principal and two Alternates) in the RMG and one Principal and one Alternate representative in attendance at RMG meetings, in addition to the RMG Convenor.

The Vice Convenor shall still be considered part of their RMG delegation and shall retain their voting rights during meetings.

## **2.5 RMG Secretary**

The RMG secretary is named in Part 2 of ISO 20022.

The duties of the RMG Secretary are detailed in this section of the governance document. The position is the centralized secretary to act as a point of contact to all RMG members.

### **2.5.1 Inquiries**

The RMG secretary manages country and liaison inquiries related to RMG and, refers technical inquiries to either RA or appropriate other resource normally within 24 hours during normal business days.

### **2.5.2 Membership management**

The ISO RMG secretary issues formal calls for experts for members of the RMG, the SEGs and the TSG. Nomination of experts must be addressed to the ISO TC68 secretariat by the

national standards body of the country or by the liaison organisation that the member represents.

The RMG Secretary maintains the official member lists related to the ISO 20022 RMG, SEGs and TSG with the appropriate vetted membership noted.

The RMG lists denotes the RMG membership, the named RMG Principal, Alternate and 2nd Alternate members appointed by each country or liaison organisation as well as RMG non-voting (observer) members or personnel affiliated with the activity. The RMG lists also include the named members of the various RMG subgroups.

The RMG Secretary shall amend the official member lists only after an official communication from a country or liaison member as this is part of the confirmation and vetting process.

### **2.5.3 Notifications and reporting of Membership database changes**

The RMG secretary shall notify the RA, SEG and TSG secretaries or others as appropriate within one business week, of all new or changed members as well as any members ending service upon official notification and confirmation.

The RMG secretary shall issue the RMG lists of members periodically, at least prior to each RMG meeting, and shall maintain them on the RMG website.

### **2.5.4 RMG or other RMG related Meeting(s)**

The RMG secretary shall assist in the organisation of two RMG meetings per year. This effort includes the following activities.

Prior to the meeting:

- Correspond with meeting hosts regarding hotels, meeting locations, and other information required etc.;
- Advise hosts of the general meeting plan including preferred room set up, A/V equipment needed, timelines for start finish of meeting, etc.;
- Issue, in advance, meeting notice(s) including the meeting logistics etc;
- Draft and publish of a preliminary meeting agenda for convenor approval and of a final agenda with all supporting documentation at least two weeks prior to the date of the meeting;
- Issue a “call” for meeting reports to members reminding of due date and timelines at least two months before the meeting (note: depending on agreed final timeline above);
- Collect member RSVPs, providing RSVP information to hosts and others who request it;
- Collect meeting reports and other materials for the meeting;
- Confirm which report goes with which agenda item when unclear;
- Number and post to ISO Livelink of all documents;

- Link all documents/reports to appropriate meeting agenda items;
- Issue linked and zipped meeting document to members and manage late reports and documents.

During the meeting:

- Attend all meetings and be prepared to show the full agenda with linked documents on a screen;
- Take meeting notes in order to prepare a report of the meeting, include attendees in meeting report;
- Prepare and route an attendee list;
- Work with the Resolutions Drafting committee to edit and prepare the resolutions for in-meeting review and approval;
- Request that verbal reports be sent to secretary in writing for posting after the meeting;
- Provide consultative advice related to process and procedures where applicable to ISO Directives;
- Retain any data on next agenda items or changes to agenda template.

Post meeting

- Edit, proof, review, document number and post the meeting resolutions, maintain multiple (single meeting and overall) historical resolutions and include review of whether actions were taken on those actionable resolutions;
- Prepare the meeting report, request a review by the convenor and vice convenor, make edits, document number and post;
- Take all and any actions assigned to the Secretary whether minuted or contained in resolutions;
- Just prior to next meeting review the last resolutions and determine if all actions taken. If not, act to remind or inform individual responsible to take the action.

## 2.6 Meetings

The RMG meets twice each year, generally targeting a timeframe of May and November. Members of the RMG may offer to host meetings in any geographic area around the globe. Meetings are normally of one full and one-half days, but can be extended depending upon business needs and RMG members' agreement.

When needed, the RMG Convenor may call additional meetings to conduct business; the meeting may be via conference call or may be a face to face meeting.

When practical the RMG may meet in conjunction with ISO TC68.

### **2.6.1 Agenda items**

Significant decision or discussion items to be tabled to the RMG will be accompanied by a supporting paper. That paper will clearly indicate if it is 'for decision' or 'for information'. Papers must be sent to the RMG secretary at least three weeks prior to the date of the meeting.

The RMG secretary shall publish a full and final agenda with all supporting documentation at least two weeks prior to the date of the meeting (or earlier if there are likely to be extensive travel requirements for attendees).

## **2.7 Decision making**

Where indicated in the ISO 20022 Registration Procedures, some decisions of the RMG, such as approving a Business Justification, will always require an electronic vote. Other decisions of the RMG shall be made via consensus.

In line with the ISO Directives, in case of doubt concerning consensus within the RMG, approval by a two-thirds majority of the RMG members casting a vote may be deemed to be sufficient, although every attempt shall be made to resolve negative votes.

Where an electronic vote is either required or is invoked, the response deadline will be fixed on a case by case basis, depending on the expected time required by members to form an expert opinion, but shall not be less than 30 days. All voting delegations have an obligation to vote (in favour, against or abstain) on all questions formally submitted for balloting. Delegations that do not reply to a ballot or abstain will not be taken into account in the total number of votes.

There shall be only one vote cast per country or Liaison Organization.

### **2.7.1 Reporting and escalation to TC 68**

Operational decisions, directly related to the normal operation of the RMG, RA, TSG and SEG(s) in conducting business in accordance with Part 2 of ISO 20022 and the scope therein, shall not require ratification by ISO/TC 68. However, they shall be reported in the Registration Management Group Report submitted by the RMG to the following ISO/TC 68 meeting, or, if not timely enough, in a specific report issued to ISO/TC 68 for that purpose.

Governance decisions, which alter or amend the documented operation, procedures or constitution of the RMG, RA, TSG and SEG(s) as set out in Part 2 of ISO 20022 and the scope therein, shall be ratified by ballot to ISO/TC 68 P-member countries.

The RMG shall submit to ISO/TC 68 a Registration Management Group Report consisting of the activities of the RMG within the reporting period, including any appeals or complaints acknowledged by the RMG. The report shall be submitted at least six weeks prior to ISO/TC 68 meetings.

Decisions made by the RMG may be challenged, and escalated to TC 68.

## 2.8 Sub-groups of the RMG

The RMG may form subgroups from within its membership to address specific issues. Some subgroups are permanent (such as the rules subgroup) whereas others will be formed to address one specific issue and then disband.

Subgroups should elect a convenor from within the members in the subgroup, by consensus. If the subgroup is unable to agree on a chairperson, this may be escalated to the RMG. The RMG may seek consensus, but may also decide to use the formal election process above if it deems necessary.

Subgroups may seek to consult non-members of the RMG, may invite them to meetings, and may seek their opinions when arriving at a consensus opinion of the subgroup. These non-members may not be elected as convenor of the subgroup.

## 3 The Standards Evaluation Group (SEG)

### 3.1 Mission and Scope

The main purpose of a Standards Evaluation Group (SEG) is to provide a business driven validation of the [candidate ISO 20022 messages](#) that are to be published under the auspices of ISO.

According to the standard, the SEGs' scope of responsibility shall be based on subsets of the financial industry business activities. These subsets take into account the business area(s) (e.g., securities, payments, trade services and foreign exchange) and/or the financial instruments (e.g., bonds, equities, funds, credit transfers, direct debits, cheques, and derivative products).

The SEG members are the representatives of the future end-users of ISO 20022 messages. Once they have verified that the proposed models and messages are within the scope approved by the RMG, they evaluate the benefits of the proposed sets of messages as well as the business, and possibly the impact on existing applications and processes. The goal of the SEG is to ensure that the candidate ISO 20022 models and messages proposed for worldwide adoption address the actual needs of the targeted community of users.

### 3.2 General Membership

A SEG is composed of recognised experts in the related SEG business area(s) or asset class(es) nominated by the member countries and Liaison Organizations of ISO/TC68 and ISO/TC68 subcommittees. At a minimum, a SEG shall include experts representing not less than seven member countries or Liaison Organizations, among which at least five P-member countries or Liaison A Organizations must be represented on the RMG. On an exceptional basis, a SEG may operate when failing to meet this minimum provided that the RMG has endeavoured to recruit additional experts to fulfil the criteria above, and upon failure of this, has sanctioned via a two-thirds majority vote that the SEG may operate.

Minimum membership criteria must be achieved and maintained to enable a SEG to provide robust business driven validation of the candidate ISO 20022 message sets.

The [list of the current SEGs and their members](#) is posted on the ISO 20022 website which is maintained by the [Registration Authority](#) (RA).

### **3.3 Election of Convenor, Vice Convenor and Secretary**

Each SEG appoints a Convenor, Vice Convenor and a Secretary from amongst the SEG membership. The SEG shall strive to reach consensus<sup>2</sup> of its membership on these appointments. In the case of sustained opposition from a member, the election will be passed to the RMG for a final decision. The RMG may seek consensus, but may also decide to use the formal election process above if it deems necessary.

SEG Convenor and Vice Convenor terms of office shall be three years. There are no limits to the number of terms a qualified candidate can run, or be elected, for office.

### **3.4 Duties of the Convenor, Vice Convenor and Secretary**

The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs all SEG meetings. She/he is responsible for the organisation of the SEG, the initiation of required Evaluation Teams (for further details on Evaluation Teams, please refer to section 3.5), the timely planning of evaluations and the communication of evaluation results. The Convenor is an "ex-officio" member of the RMG and is responsible for all communication to the RMG, the RA and the other SEGs. In particular, the Convenor is expected to attend RMG meetings and deliver a SEG activity report to the RMG.

The Vice Convenor assists the Convenor and takes over any time the Convenor is unavailable.

The SEG Secretary:

- arranges for meetings and conference calls;
- takes minutes/action points at the meetings and posts them to the SEG members on a timely basis;
- maintains evaluation team contact details;
- makes sure that the evaluation results, including collated comments from the Evaluation Teams, are logged and passed on to the RA for archiving and future reference.

---

<sup>2</sup> “Consensus: General agreement, characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments. NOTE Consensus need not imply unanimity.” (Source: ISO Directives). If consensus cannot be reached or in case of doubt concerning consensus, the SEG is invited to consult the RMG for a resolution.

### 3.5 Evaluation Team

The Convenor, Vice Convenor and Secretary will organise the SEG into various pools of expertise that are pulled together to form Evaluation Teams with the appropriate mix of expertise as required to evaluate the submitted candidate ISO 20022 messages.

The SEG Convenor, Vice Convenor and Secretary are responsible for the composition of such Evaluation Teams and for ensuring that they are robust enough and have access to the expertise required to provide a sound business driven validation on behalf of the (future) users of the new or updated messages.

When the candidate messages relate to a portion of a full transaction lifecycle, the SEG must make sure to include in the Evaluation Team, representatives of actors that come into play in the areas 'before' and 'after' within the end-to-end transaction chain. This guarantees stability and overall consistency of these first messages with other message sets that will be developed later on to cover the other business areas within the end-to-end transaction chain.

If the SEG members of a country or liaison organisation do not feel they have the expertise required, they may invite another expert from their country or organisation to represent them in the Evaluation Team. For example, actual pilot users of new candidate messages are always welcome to participate in the Evaluation Team. When the evaluation relates to a new candidate version of existing ISO 20022 messages, actual users of the current version should be invited to participate in the Evaluation Team. These additional experts shall participate in the Evaluation Team for the time of the evaluation only and shall not be considered as SEG members, unless they are nominated as such by their country or liaison organisation. If the required expertise cannot be found from the SEG member countries or organisations, the SEG Convenor will inform the TC68/[RMG secretariat](#) and prepare a call for experts to all member countries and liaison organisations of TC68 and its subcommittees describing the additional expertise required.

A representative of the submitting organisation shall participate in the Evaluation Team meetings for active evaluation to take place. This allows the Evaluation Team members to gain additional clarification regarding the content, business context and intent of a submission during the evaluation process. When several organisations have made a joint submission, all of them should be invited to participate in the Evaluation Team. When an update is submitted by an organisation different from the initial submitting organisation, the initial submitter shall also be invited to participate in the Evaluation Team.

The Evaluation Team members propose a Facilitator from within the team who should preferably not be a representative of the submitting organisation(s). The Facilitator is appointed by the SEG Convenor. The Facilitator is responsible for driving the Evaluation Team towards the validation process with the aim of delivering, in a timely manner, a 'consensus recommendation' from the whole Evaluation Team to the SEG to approve or reject the candidate ISO 20022 messages. If the Facilitator is not a full SEG member, she/he is expected to participate in the SEG meetings/conference calls where the particular submission is discussed.

### 3.6 Decision Making

SEGs and evaluation teams should strive to achieve consensus at all times. The SEG will never take a formal vote.

In the case of certain governance decisions, such as a contested officer election or re-election, it may be difficult to achieve consensus without taking a formal vote. In the rare case of such a contested election, the RMG should be the formal voting body.

In addition, on some particularly difficult business issues, the SEG convenor or Evaluation Team facilitator may feel that the only way to stop discussion, or to obtain an idea of the level of consensus, is to take a poll of opinions. However, it should be clear that this is only an ‘informal indication of consensus’, and any decision derived thereby should be fully documented as set out below, and consensus sought on that decision.

If it is not possible to achieve consensus, the issue will be escalated to the RMG by the SEG convenor.

The SEG or ET must take the following steps to achieve consensus:

- The meeting schedule must be sent out electronically to the full mailing list of the SEG/ET, who must have an opportunity to request changes to the schedule, or to make alternative arrangements;
- Before each meeting, the ET Facilitator or the SEG secretariat must clearly state: the specific content of the meeting, relevant conference call numbers and the meeting time (with absolute precision in terms of time zones);
- If consensus is obtained verbally on a call, it must be recorded in writing (as minutes or in a comments spreadsheet) and distributed to the full mailing list of the relevant body; any objections must be recorded in a similar manner;
- Written comments must be similarly logged (in minutes, a note, or comments spreadsheet sent to the full mailing list);
- There must be a written disposition of all comments (usually by a submitter);
- For other SEG decisions, a proposed course of action must be set out in an email and sent to the full SEG mailing list.

If no further comments are received by a specified timeframe (usually two weeks but possibly longer during holiday periods) then consensus can be assumed.

If comments are received, attempts should be made to resolve them either by phone call or using email. At this stage, it is possible to use an informal means (equivalent to a ‘show of hands’) to gauge consensus. Only if the comments are substantive and sustained will the SEG convenor take the decision to escalate to the RMG.

## **4 The Technical Support Group (TSG)**

### **4.1 Mission and Scope**

The main purpose of the TSG is to provide technical support to the other registration bodies and the Submitting Organizations or communities of users, upon their request. The TSG shall advise the Submitting Organizations, the RMG, the RA and the SEGs on the most appropriate and consistent interpretation of the ISO 20022 standard.

Any SEG and the RA may request the advice of the TSG on technical issues arising from the evaluation of the proposed updates to the Repository or on the technical "implementability" of the proposed updates. The request shall clearly indicate the nature of the technical issue, and the advice required from the TSG.

As required, the TSG may also be called upon by the RMG, to offer advice on an issue relating to the implementation of the ISO 20022 standard, any proposed adoption of new technical specifications or the best way to organize migration to new technical specifications.

The TSG shall comply with the operating procedures set out and approved by the RMG.

The TSG shall submit to the RMG the TSG Report three weeks prior to any scheduled meeting or as required. The report shall summarise the activities of the TSG between reporting periods, or shall indicate that there has been no activity. The RMG shall inform the TSG of the scheduled meeting at least 4 weeks in advance.

The TSG shall comply with the appeal process administered by the RMG.

### **4.2 General Membership**

The TSG shall be composed of recognized experts in the technical implementation of the ISO 20022 standard.

Those experts shall be nominated by member countries or liaison organizations of ISO/TC 68 and the relevant ISO/TC 68 subcommittees.

In addition, the organization which performs the RA function may appoint a delegate to the TSG.

At a minimum, the TSG shall contain experts representing not less than seven member countries or liaison organizations, among which at least five P-member countries or liaison A organizations are represented on the RMG. On an exceptional basis, the TSG may operate when failing to meet this minimum, provided the RMG has endeavoured to recruit additional experts to fulfil the criteria above, and upon failure of this, has sanctioned via a two-thirds majority vote that the TSG may operate.

Minimum membership criteria must be achieved, and maintained to enable the TSG to provide robust technical support.

The list of the current TSG members is posted on the ISO 20022 website which is maintained by the RA.

### **4.3 Election of Convenor, Vice Convenor and Secretary**

The TSG appoints a convenor, a vice convenor and a secretary, from amongst the TSG membership. As for the SEG, the TSG shall strive to reach consensus of its membership on these appointments. In the case of sustained opposition from a member, the election will be passed to the RMG for a final decision. The RMG may seek consensus, but may also decide to use the formal election process above if it deems necessary.

TSG Convenor and Vice Convenor terms of office shall be three years. There are no limits to the number of terms a qualified candidate can run, or be elected, for office.

### **4.4 Duties of the Convenor, Vice Convenor and Secretary**

The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs all TSG meetings. She/he is responsible for the organisation of the TSG, the timely planning of responses to requests and the communication of subsequent analysis. The Convenor is an "ex-officio" member of the RMG and is responsible for all communication to Submitting Organizations, the RMG, the RA and the SEGs. In particular, the Convenor is expected to attend RMG meetings and deliver a TSG activity report to the RMG.

The Vice Convenor assists the Convenor and takes over any time the Convenor is unavailable.

The TSG Secretary:

- arranges for meetings and conference calls;
- takes minutes/action points at the meetings and posts them to the TSG members on a timely basis;
- makes sure that analysis results are logged and passed on to the requestor for archiving and future reference.

## **5 Miscellaneous Recordkeeping**

### **5.1 ISO Livelink Global Directory (GD) and Forums**

RMG, SEG and TSG members must be recorded in the relevant rosters of the ISO Livelink Global Directory to have access to the Livelink "forums" set up by the RMG Secretary and ISO CS for the RMG, SEGs or TSG. This recording of members is performed by the ISO Helpdesk upon request of the nominating national standards body or liaison organisation.

In addition to the official members the country or liaison have named to the RMG, SEGs and TSG, national standards bodies and liaison organisations can request the ISO Helpdesk to add other representatives to the relevant rosters of the ISO Livelink Global Directory for information purposes. For this reason, the ISO Livelink lists may include many individuals

who are not directly a RMG, SEG or TSG member. When an email is sent from the Livelink forum, all “listed” in the forum receive the mail.

Only the ISO Livelink rosters should be used for email exchange to assure that all relevant individuals receive the data as requested by Countries and Liaison Organisations whether they are currently participating or not.

## **5.2 Membership database content**

The membership database is maintained for the RMG, the SEGs, the TSG. The following detail and content is maintained: named or registered country or liaison, member name and other affiliations company/organization/title/position in the registration body, postal address, telephone numbers (mobile and other), email addresses, and notation as to whether the information provided can be publicly posted on the ISO 20022 website.

## **5.3 RMG Voting Module**

The RMG voting module is available to the specific RMG voting member Principal or Alternate or 2nd Alternate from RMG participating P-member countries and Category A Liaison Organisations.

The voting module is used for RMG official voting only and not as a distribution system. It is used for the two-step business justification approval process (commenting period followed by vote).

## **5.4 ISO 20022 website ([www.iso20022.org](http://www.iso20022.org))**

The RA updates the rosters available on the ISO 20022 website based on notifications from the ISO TC68 Secretary which should include whether the nominated representative approves that their contact details (name, company and e-mail address) be publicly shown on [www.iso20022.org](http://www.iso20022.org).