

ISO 20022 Registration Bodies Governance

ISO 20022 RMG Rules Sub-group

1 **Foreword**

2 As pre-reading material, the readers are invited to first go through the 'scripted ISO 20022
3 PowerPoint presentations' available on http://www.iso20022.org/about_iso20022.page. The
4 concepts introduced in the script of the presentations are considered as known by the reader.

5 These Governance Procedures cover the governance rules of the various ISO 20022
6 registration bodies. This document has been prepared by the Rules Subgroup of ISO 20022
7 Registration Management Group (RMG). This document is a non-normative guide to the
8 governance of the ISO 20022 organisational environment and, as such, provides clarification
9 on matters beyond those contained in the ISO 20022 standard.

10 For the convenience of the reader, these Governance Procedures include relevant material from
11 the standard. It is, however, recommended that the reader also read the standard itself.

12

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68 **ISO TC 68/SC 9 – Financial Services / Information Exchange**

69 The standards development of ISO is carried out by Technical Committees and Sub-
70 Committees, ISO TC68/SC9 is responsible for the management and oversight of the ISO
71 20022 standard which identifies the Registration Authority (RA). The Registration
72 Management Group (RMG), Technical Support Group (TSG) and Standards Evaluation
73 Groups (SEG) have been created to support the ISO 20022 registration process. In addition, the
74 Cross SEG Harmonisation Group (CSH) has been created by the RMG to resolve
75 harmonisation issues that exist across business domains.

76 **1 The Registration Management Group (RMG)**

77 **1.1 Mission and Scope**

78 The role of the RMG is to promote and support the involvement of financial service actors to
79 facilitate the registration and maintenance of high quality globally relevant ISO 20022
80 compliant business models for exchange of information for financial services.

81 Essential activities of the RMG in support of this objective are to:

- 82 - oversee the ISO 20022 Registration Authority (RA)
- 83 - ensure the Registration Process operates effectively and responds to technical and
84 business challenges in support of the RA including the set up/disbandment of other
85 registration groups (for example Standards Evaluation Groups – SEG)
- 86 - review and approve Business Justifications for the development of new ISO 20022
87 message sets in order to manage the business scope of the ISO 20022 repository,
88 seeking to achieve full coverage of financial services activities
- 89 - provide a contact point for any organisation wishing to engage with the ISO 20022
90 standard
- 91 - proactively communicate on all ISO 20022 matters.

92 The mission of the RMG is to ensure that ISO 20022 is a trusted standard providing high
93 quality business models for exchange of information for financial services.

94 The key dimensions in support of this mission that the RMG must strive to deliver are:

- 95 - Continuous engagement – Trust that the registration process, and the management of
96 that process, is open, accessible and founded on a fair and non-discriminatory
97 governance model
- 98 - Effectiveness and efficiency – An efficient registration process that produces high
99 quality ISO 20022 compliant deliverables in a sustainable, timely and accessible
100 manner.

- 101 - Delivery – Ensure that the registration process produces deliverables that are relevant to
102 the business needs of financial services.

103 The ISO 20022 RMG has a reporting line to ISO TC68/SC9, which is responsible for the
104 management and oversight of the ISO 20022 standard.

105 **1.2 General Membership**

106
107 Membership of the ISO 20022 RMG is open to any entity that has an interest to participate so
108 long as that entity fulfils the criteria of membership shown below.

109
110 The outcome of an application for membership is decided by the RMG members based on
111 information provided by the applicant conforming to the [application template](#) made available
112 by the RA on iso20022.org in line with the structure of the criteria shown below.

113
114 In the first instance, the entity wishing to apply for membership must seek the guidance
115 regarding their application from the RMG leadership (that is, the RMG Convenors and the
116 Registration Authority) in the preparation of their application.

117
118 The entity wishing to apply must explain in writing how it:

- 119 a) Is structured as a representative organisation/body/community that brings together a
120 community of users, or interested parties with a legitimate interest or track record in
121 standardisation
122 b) Is governed to reinforce the representative nature of membership and decision making
123 c) Has a membership, or represents a community, that is appropriate to the financial
124 services sector scope of the ISO 20022 standard
125 d) Intends to commit to actively participate in and adhere to the governance and
126 procedures of the ISO 20022 RMG and other relevant groups (such as the SEGs)
127 e) Is constituted, where the preference is given to membership rules that are based on
128 principles with a not for profit orientation
129 f) Demonstrates that it has a domestic, regional or global focus relevant to ISO 20022.

130
131 The entity wishing to apply is also strongly encouraged to provide details to explain:

- 132
133 g) Any relevant track record of engagement in, and/or implementation of, industry
134 standards with particular emphasis on the financial services sector
135 h) Whether in applying to become a member of the ISO 20022 RMG it has the support
136 and sponsorship of a National Standards Body or national financial community
137 organisation, such as a National Central Bank or banking association. Or whether there
138 are existing affiliations to ISO or other standards bodies, perhaps as a liaison
139 organisation.

140
141 The ISO 20022 RMG membership shall comprise at least seven member delegations.
142

143 Each member entity is entitled to nominate a delegation of one principal and two alternates to
144 the RMG. No more than two delegates may attend any meeting and it is expected that one of
145 those two will act as the lead delegate in any decision making. Each of the members in a
146 delegation is strongly encouraged to serve for a period of at least 3 years to help ensure
147 consistency and retain knowledge and experience of the ISO 20022 registration and approval
148 processes. Any member may nominate a permanent replacement to their delegation at any time
149 informing the RMG Secretariat and Registration Authority (RA) in writing (email is
150 considered sufficient). The RA must be notified to adjust the membership lists on the
151 iso20022.org website.

152
153 Ex-officio¹ membership of the RMG is provided for representatives of the RA, the Convenors
154 (Convenor and Vice Convenor) of the TSG, CSH, each of the SEGs and SubSEGs, and for the
155 chair of ISO TC68 and its subcommittees. Unless they are also part of a member delegation,
156 ex-officio members are observer members of the RMG, but may participate fully in subgroups
157 created by the RMG from within its membership.

158
159 The [list of the current RMG members](#) is posted on the ISO 20022 website which is maintained
160 by the RA with support from the RMG Secretary.

161
162 The application and approval processes for membership will follow the same process as for
163 Business Justifications, as described in the ISO 20022 Registration Procedures. There is a [flow](#)
164 [chart](#) of this process available on iso20022.org.

165 **1.3 Appointment of a Convenor and Vice Convenor**

166 The RMG elects a Convenor and Vice Convenor from within the RMG membership. To be
167 eligible as a candidate for either office, the individual must be a principal or alternate of an
168 RMG delegation excluding ex-officio members, or be the present Convenor.

169 **1.3.1 Terms of office**

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

171 The terms of office of the elected officials shall be staggered to avoid a situation whereby the
172 terms of both Convenor and Vice Convenor expire within the same 12 month period.

173 The Vice Convenor's initial term shall be for two years if a three year term would end less than
174 12 months before or after the end of the Convenor's term.

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

¹ An ex officio member is a member of a body (a board, committee, council, etc.) who is part of it by virtue of holding another office. The term is Latin, meaning literally "from the office", and the sense intended is "by right of office".

177 **1.3.1.1 Notification of Termination, Acting Convenor and Re-Election**

178 1.3.1.1.1 Unscheduled election

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

181 In the event the Convenor steps down before the end of the scheduled term of office, the Vice
182 Convenor shall immediately become acting Convenor until the election of the new Convenor
183 as per the election process outlined below.

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

188 In the unlikely event that both Convenor and Vice Convenor step down at the same time, the
189 TC68/SC9 chair will act as the interim Convenor until the conclusion of the election for the
190 new Convenor. The election process outlined below will be followed in full to appoint a new
191 Convenor, and subsequently will be followed to appoint a new Vice Convenor (in this case
192 with an initial term of two years).

193 1.3.1.1.2 Scheduled election

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

197 **1.3.1.2 The election process**

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

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

- 204 • provide a brief overview of their business expertise and experiences relevant to the role(s);
205 • give an indication of their functional expertise (payments, securities, etc.);
206 • give an indication of the geographical scope of their member entity;
207 • if applying for the Convenor position, confirm that resources are available to provide the
208 RMG secretariat in case of his/her election; and
209 • provide letters or emails giving evidence of support from both their company management
210 and the member entity they represent in the RMG.

211 The RMG secretary shall

- 212 • verify that the candidates comply with the defined requirements for the position along with
213 the support of their member entity and company management;
- 214 • inform any candidate in writing within 5 working days if their candidacy has been accepted
215 or rejected, with reasons for the rejection. If the candidate wishes to challenge a rejected
216 application, he or she must request that the validity of the application be considered by all
217 RMG members;
- 218 • distribute the CVs provided by the candidates to the RMG membership;
- 219 • conduct a 30-day consultation of RMG delegations. The consultation shall identify the
220 vacant position and list the valid candidates. Each RMG delegation will ‘silently’ express
221 their preference for a candidate, that is, indicate their preference directly to the RMG
222 secretariat without communicating it to the other RMG delegations. If there is only one
223 candidate, the identified candidate will be elected if there is no sustained opposition from
224 any RMG delegation. In case of sustained opposition, the RMG Secretary shall initiate a
225 new call for candidates.

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

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

235 On the conclusion of the 30-day consultation, the RMG secretary will inform the RMG
236 members of:

- 237 • the total number of delegations that replied to the consultation;
- 238 • the identity of all members who replied to the consultation; and
- 239 • the number and percentage of total preferences cast for each candidate;

240 The successful applicant will be the applicant who collects the majority of preferences. If the
241 consultation has resulted in a tie, the RMG secretary will initiate a 15-day re-consultation of
242 the candidates, following the same rules as the paragraph above. If the re-consultation again
243 results in a tie, then the chair of TC68/SC9 will express a preference to break the tie.

244 The RMG secretary will inform the RMG members immediately of the identity of the
245 successful applicant, and will explicitly identify the end date of the term of office. The elected
246 officer shall take office immediately in the event of an unscheduled election, or upon the end of
247 the term of the sitting officer in the event of a scheduled election, or at an earlier date as agreed
248 with the RMG.

249 In case of election of a new Convenor, the new RMG Secretary will take office at the same
250 time as the new Convenor and will liaise with the current RMG Secretary to ensure a smooth
251 transfer of office.

252 **1.3.1.3 Escalation during the election process**

253 During the election for a new Vice Convenor, the existing Convenor shall be the point of
254 escalation for any issues that may arise.

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

- 257 • if the incumbent Convenor is not a candidate, but remains in office for the duration of the
258 election, then the incumbent Convenor shall be the point of escalation;
- 259 • otherwise, if the existing Vice Convenor is not a candidate, then the existing Vice
260 Convenor shall be the point of escalation;
- 261 • otherwise, the chair of TC68/SC9 will be the point of escalation.

262 **1.4 Duties of the Convenor and Vice Convenor**

263 **1.4.1 General Duties**

264 The RMG Convenor shall keep an open line of communication with the Vice Convenor, the
265 RA and the RMG Secretary to ensure that all administrative actions can be taken.

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

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

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

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

275 **1.4.2 Duties at RMG meetings**

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

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

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

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

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

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

290 **1.4.3 Duties at ISO TC68/SC9 meetings**

291 The RMG Convenor shall prepare or work with the RMG secretary to prepare a Registration
292 Management Group Report annually to the ISO TC68/SC9 Plenary.

293 The RMG Convenor is expected to attend the ISO TC68/SC9 Plenary meeting and present the
294 ISO 20022 Registration Management Group Report.

295 **1.4.4 Participation in consultations**

296 Although, at the time he/she was first elected, the RMG Convenor was a Principal or Alternate
297 member from an RMG delegation, it is not practical to convene the RMG and be involved in
298 the RMG consultation and approval process at the same time. Upon being elected, the RMG
299 Convenor shall no longer be considered as part of their delegation. Their delegation may have
300 a full delegation (one Principal and two Alternates) in the RMG and one Principal and one
301 Alternate representative in attendance at RMG meetings, in addition to the RMG Convenor.

302 The Vice Convenor shall still be considered part of their RMG delegation and participate in
303 their consultation and approval process during meetings.

304 **1.5 RMG Secretary**

305 The elected RMG Convenor is responsible for making sure that resources are available to
306 provide the RMG secretariat during his/her term of office. In case of election of a new
307 Convenor, the new RMG Secretary will take office at the same time as the new Convenor and
308 will liaise with the current RMG Secretary to ensure a smooth transfer of office (see section
309 1.3.1.2).

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

312 **1.5.1 Inquiries**

313 The RMG Secretary manages inquiries related to RMG and, refers technical inquiries to either
314 the RA or appropriate other resource normally within two working days.

315 **1.5.2 Membership management**

316 The Secretary issues formal calls for experts for members of the RMG and its Sub-groups, the
317 SEGs and their SubSEGs, and the TSG. Nomination of experts by existing RMG delegations
318 must be addressed to the RMG secretariat and the RA.

319 The RA maintains the official member lists related to the ISO 20022 RMG, SEG/SubSEGs and
320 TSG on iso20022.org and hosts corresponding communities in the ISO 20022 Workspace (see
321 [‘ISO 20022 Workspace’](#) document).

322 The RMG membership lists denote the RMG membership, the named RMG Principal,
323 Alternate and 2nd Alternate members appointed by each member entity as well as RMG ex-
324 officio members or personnel affiliated with the activity. The RMG lists also include the
325 named members of the various RMG sub-groups. When necessary, the RA creates specific
326 communities in the ISO 20022 Workspace to host the RMG sub-groups.

327 The RA shall amend the official member lists only after an official communication from a
328 member delegation (email is considered sufficient).

329 **1.5.3 Notifications and reporting of Membership database changes**

330 The RA shall update the lists of members on the iso20022.org and in the ISO 20022
331 Workspace, and notify the RMG, SEG/SubSEG and TSG secretaries or others as appropriate
332 within one business week, of all new or changed members as well as any members ending
333 service upon official notification and confirmation.

334 **1.5.4 RMG or other RMG related Meeting(s)**

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

337 Prior to the meeting:

- 338 • Correspond with meeting hosts regarding hotels, meeting locations, and other information
339 required etc.;
- 340 • Advise hosts of the general meeting plan including preferred room set up, A/V equipment
341 needed, timelines for start finish of meeting, etc.;
- 342 • Issue, in advance, meeting notice(s) including the meeting logistics, etc.
- 343 • Draft and publish of a preliminary meeting agenda for convenor approval and of a final
344 agenda with all supporting documentation at least two weeks prior to the date of the
345 meeting;
- 346 • Issue a “call” for meeting reports to members reminding of due date and timelines at least
347 two months before the meeting (note: depending on agreed final timeline above);
- 348 • Collect member RSVPs, providing RSVP information to hosts and others who request it;
- 349 • Collect meeting reports and other materials for the meeting;

- 350 • Post all documents in the relevant meeting folder in the ISO 20022 Workspace;
- 351 • Issue linked and zipped meeting document to members and manage late reports and
- 352 documents.

353 During the meeting:

- 354 • Attend all meetings and be prepared to show the full agenda with linked documents on a
- 355 screen;
- 356 • Take meeting notes in order to prepare a report of the meeting, include attendees in
- 357 meeting report;
- 358 • Prepare and route an attendee list;
- 359 • Work with the Resolutions Drafting committee to edit and prepare the resolutions for in-
- 360 meeting review and approval;
- 361 • Provide consultative advice related to process and procedures;
- 362 • Retain any data on next agenda items or changes to agenda template.

363 Post meeting

- 364 • Post the meeting resolutions in the relevant meeting folder in the ISO 20022 Workspace,
- 365 and include review of whether actions were taken on those actionable resolutions; provide a
- 366 copy of the resolutions to the RA for posting on iso20022.org;
- 367 • Prepare the meeting report, request a review by the Convenor and Vice Convenor, make
- 368 edits and post in the relevant meeting folder in the ISO 20022 Workspace;
- 369 • Just prior to next meeting, review the last resolutions and determine if all actions taken. If
- 370 not, act to remind or inform individual responsible to take the action.

371 **1.6 Sub-groups of the RMG**

372 The RMG may form sub-groups from within its membership (including ex-officio members) to

373 address specific issues. These sub-groups differ from the SEGs, the TSG and the CSH which

374 are separately constituted from the RMG, with their own membership. A sub-group is formed

375 entirely from within the existing membership of the RMG. Some sub-groups are permanent

376 (such as the Rules sub-group, the Communications sub-group and the Real Time Payments

377 sub-group) whereas others are temporary, that is, are formed to address one specific issue and

378 then disbanded.

379 **1.6.1 Real Time Payments Group (RTPG)**

380 **1.6.1.1 Mission and Scope**

381 The RTPG is a permanent sub-group set up to document and harmonise cross market business

382 adoption of ISO 20022 standard artefacts for “Real Time Payments” defined as - *electronic*

383 *payment solutions available 24/7/365 and resulting in the immediate or close to immediate*

384 *interbank clearing of the transaction and crediting of the payee's account (within near real*
385 *time of payment initiation).*

386 The focus of the RTPG is on business and technical usage of ISO 20022 for real time payments
387 across multiple markets to document a harmonised and consistent view of ISO 20022 business
388 processes, message components, elements and data content in terms of codes. The work is
389 intended to be flexible to be able to incorporate regional differences. The RTPG will act as the
390 expert group on real-time payments matters within the RMG governance framework. It will
391 also develop answers to strategic issues related to the use of ISO 20022 for real-time payments.
392 The RTPG's work will include but not be exclusive to the development and maintenance of
393 ISO 20022 real-time market practice, develop any additional guidance to support the use of the
394 standard for real-time payments and act as a forum for strategic issues related to ISO 20022
395 and real-time payments.

396 The RTPG will maintain active working relationships with all relevant SEGs. However, given
397 the obvious interrelation, a primary relationship will be maintained with the Payments SEG. It
398 is advised that the RTPG have one expert representative on the Payments SEG to ensure
399 effective coordination. SEGs will forward Change Requests (CR) and/or candidate new
400 versions of messages related to real-time payment messages to the RTPG for their expert
401 opinion. The RTPG will return comments to the submitting SEG for consideration within the
402 deadline set by the SEG(s). Whilst the SEG is the ultimate decision maker, the expert opinion
403 of the RTPG should hold a significant amount of gravitas.

404 **1.6.1.2 Membership**

405 Members of the RTPG are business experts / technical architects within their respective
406 organisations. Although RMG sub-groups are normally comprised only of RMG members, the
407 RMG has made an exception with regards to the RTPG due to the nature of its work. The
408 membership of the group will seek to combine both business domain and technical domain
409 experts. As a sub-group of the RMG, the membership is open to any RMG member entity. To
410 ensure the RTPG is of manageable size and can react quickly there will be a:

411 - Core Review Group and

412 - Advisory Review Group

413 Whilst the *Core Review Group* can include any full RMG member as well as other invited
414 entities, it is advised that this is limited to central infrastructures, suppliers to these
415 infrastructures and/or industry associations. Members of the Core Review Group should be
416 able to show that they provide RTP services or otherwise support RTP development in global
417 markets. This is to ensure that that the Core Review Group can remain agile. The RMG and
418 RTPG convenors will agree on the members who will make up the Core Review Group.

419 The larger *Advisory Review Group* is open to other RMG members and interested entities that
420 want to remain involved in the work being undertaken by the Core Review Group. The Core
421 Review Group will send their assessments to the Advisory Review Group for additional input.

422

423 Additionally, the RTPG convenor can invite additional market experts to contribute to either
424 group on agreement of the RMG convenor.

425 **1.6.1.3 RTPG Convenor and administrative support**

426 The RTPG Convenor shall be an RMG member and shall be appointed by the RMG. The
427 Convenor may not be the current Convenor or Vice Convenor of one of the RMG or SEGs, and
428 may be a representative from a market actively engaged in developing/operating a Real Time
429 Payments system. In addition, the RTPG Convenor ideally will have knowledge of or be
430 engaged in other real time payments global market practice initiatives.

431
432 The Convenor has responsibilities that can be accomplished by an individual with the
433 following qualities:

- 434 - Motivating and managing experts in consensus based standards development;
- 435 - Assessing qualifications of candidates for membership in the Core Review Group;
- 436 - Organizing conceptual work and developing processes and creation of the supporting
437 documentation to complete the work in a timely fashion;
- 438 - Familiarity with the ISO 20022 standard and organisation:
- 439 - Seeking the best possible compromise when faced with conflicting goals and priorities.

440

441 The duties of the Convenor include, but are not limited to:

- 442 - Calling and presiding over RTPG Core Review Group and Advisory Review Group
443 meetings, with the assistance of members selected by the RMG and RTPG convenors,
444 as appropriate.
- 445 - Organising efficient operation of the group and assigning duties as necessary to
446 advance the work of the RTPG.
- 447 - Reporting and communicating the progress of work of the RTPG to the RMG.
- 448 - Preparing and running meetings in an efficient and inclusive manner.

449 The RTPG administrative support is provided by the RMG Secretariat. This can be in
450 combination with other interested parties selected by the RMG and RTPG convenors.

451 Administrative support includes tasks such as:

- 452 • Planning maintenance meeting/conference calls upon each new release of the ISO
453 20022 messages.
- 454 • Ensuring posting of the produced documentation on the ISO 20022 Website.
- 455 • Organising and attending RTPG Core Review Group and Advisory Review Group
456 meetings
- 457 • Acting as technical facilitator to produce technical documentation (other members may
458 also assist with this).
- 459 • Sharing the work produced by the Core Review Group to the Advisory Review Group
460 for assessment prior to submission to the RMG.

461 **1.6.1.4 RTPG working methods and decision making**

462 Three primary working methods:

- 463 - Distributed working using appropriate electronic means.

- 464 - Regular scheduled conference calls.
- 465 - Physical meetings.
- 466 Most communications are expected to be through e-mails and conference calls.
- 467
- 468 The RTPG will work via consensus. Escalation, if necessary, is to the RMG.
- 469 At each RMG meeting, the RTPG Convenor reports the activities of the RTPG.

470 **1.6.2 RMG Rules Sub-group**

471 **1.6.2.1 Mission and Scope**

472 The mission of the permanent Rules Sub-group is to maintain the official ISO 20022 operating
473 procedures which govern the constitution and operations of the various groups involved in the
474 ISO 20022 registration process. The ISO 20022 operating procedures are made of two
475 documents that are published on www.iso20022.org:

- 476 - [ISO 20022 Registration Bodies Governance](#)
- 477 - [ISO 20022 Registration Procedures](#)

478 **1.6.2.2 Membership**

479 The Rules Sub-group is composed of an RA representative and RMG members recognised for
480 their familiarity with the ISO 20022 operating procedures. The Rules Sub-group is managed by
481 the RMG leadership (RMG convenors and RA) and convened by the RMG Convenor.

482 The Rules Sub-group members are expected to contribute actively and to serve as members for
483 a minimum of three years to ensure continuity and consistency of decisions. The RA
484 representative is the editor of the operating procedures documents.

485 The RA hosts a specific Rules Sub-group library in the ISO 20022 Workspace to permit
486 distribution of documents and sharing of comments by the members.

487 **1.6.2.3 Duties and responsibilities**

488 The Rules Sub-group updates the ISO 20022 operating procedures as requested from time to
489 time by the RMG. The Rules Sub-group is empowered to update the operating procedures as
490 requested by the RMG without need for further approval by the RMG. The Rules Sub-group,
491 under the direction of the RMG Convenors, is empowered to implement minor changes
492 (meaning those that do not affect any substantive rule or procedure, typically editorial in nature
493 such as correcting mistakes or making enhancements for efficiency reasons) to the operating
494 procedures without the need for a preliminary RMG resolution. Changes of a substantive
495 nature must only be implemented as a result of a resolution of the RMG.

496 The editor provides draft new versions of the documents to the Rules Sub-group, where
497 updates are highlighted in 'track change' mode. The Rules Sub-group members review the
498 updates and verify that they are addressing the requests of the RMG. The Rules Sub-group
499 Convenor is responsible to achieving a consensus of the Sub-group members on the text of a

500 new version. If a new version is agreed by consensus, the editor publishes the new version on
501 www.iso20022.org and informs the RMG.

502 In case of doubt about the acceptability of a proposed update or when a consensus cannot be
503 reached on a new version, the Rules Sub-group Convener requests a decision of the RMG.

504 At each RMG meeting, the Rules Sub-group Convener reports the activities of the Sub-group.

505 **1.6.3 Other RMG sub-groups**

506 RMG sub-groups should elect a Convener from within the members in the sub-group, by
507 consensus. Any member of the sub-group may be elected as convener. If the sub-group is
508 unable to agree on a convener, this may be escalated to the RMG. The RMG may seek
509 consensus, but may also decide to use the formal RMG Convener election process above if it
510 deems necessary.

511 Sub-groups may seek to consult non-members of the RMG, may invite them to meetings, and
512 may seek their opinions when arriving at a consensus opinion of the sub-group. These non-
513 members may not be elected as convener of the sub-group.

514 **1.7 Meetings**

515 The RMG meets twice each year, generally targeting a timeframe of May and November.
516 Members of the RMG may offer to host meetings in any geographic area around the globe,
517 although, whenever possible, an even and fair distribution of meetings across geographic areas
518 should be encouraged. The engagement by both the current RMG membership and new
519 members can be facilitated by electronic teleconferencing facilities during meetings. It is
520 recognised that the availability and capability of the technical facilities in each host location is
521 vital. However, teleconferencing may still have practical challenges and limitations as an
522 effective means of engagement in a large group like the RMG. There are also other practical
523 considerations such as the time zones of all participants to be considered.

524 Meetings are normally of half a day in May and two half days in November, but can be
525 extended depending upon business needs and RMG members' agreement.

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

528 When practical the RMG may meet in conjunction with ISO TC68/SC9.

529 **1.7.1 Meeting attendance**

530 **1.7.1.1 RMG members**

531 Convenors of the RMG, SEG/SubSEGs and the TSG shall attend meetings. On an exceptional
532 basis Vice Convenors may attend in their place. As key officers of the group the attendance of
533 these individuals is considered critical to the effectiveness of the group.

534 Convenors of other RMG sub-groups (like Rules, Cross SEG Harmonisation etc.) should
535 ideally attend, but may appoint an alternate so long as adequate notice is given to the RMG

536 Secretary of this arrangement and that the alternate is fully empowered by the sub-group to
537 take decisions in the absence of the convenor.

538 Attendance by delegation members is strongly recommended and to be actively encouraged by
539 regular communication with persistent no show delegations to stress the importance of
540 attendance. Ultimately, if a delegation continually fails to attend, further action may be taken.
541 No more than two delegation members may attend any meeting and it is expected that one of
542 those two will act as the lead delegate in any decision making.

543 **1.7.1.2 Observers**

544 From time to time, non-RMG members may request to attend a plenary meeting of the RMG,
545 as an observer. The requests may originate from the meeting host country, may be a SEG
546 member, or may be from another organization that has an interest in the RMG and its work.

547 The request must be made in writing to the RMG Convenor, Vice Convenor, or Secretariat.

548 If an observer attends, or attempts to attend, unannounced and without approval, the Convenor
549 may request the observer leave the meeting as it is a closed meeting.

550 Acceptance of attendance may be granted at the discretion of the Convenor. In granting the
551 request, the Convenor should be satisfied that there is no conflict with RMG delegations. And,
552 he/she should confirm with either the meeting host directly or through the Secretariat to ensure
553 that space allows for added attendance.

554 During the meeting, the observer shall be identified as an observer, and may speak or provide
555 information only if directly requested by the Convenor. The observer shall not participate in
556 decisions, and cannot join any sub-groups created by the RMG unless specifically invited.

557 **1.7.2 Agenda items**

558 Significant decision or discussion items to be tabled to the RMG will be accompanied by a
559 supporting paper prepared by the originating registration body or member delegation. That
560 paper will clearly indicate if it is 'for decision' or 'for information'. If for decision, the paper
561 must include a clear recommended resolution that the RMG will be asked to take decision on.

562 Written reports are mandatory from the RA, the SEGs and their SubSEGs, and the TSG as well
563 as RMG sub-groups and shall be presented verbally within the meeting as appropriate.

564 Reports can also be made from any RMG delegations, when deemed relevant by the reporting
565 delegation. These reports shall be focusing on matters of interest to the ISO 20022 RMG, such
566 as the adoption of ISO 20022 message sets in the market represented by the delegation.

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

571 **1.8 Decision making**

572 Decisions of the RMG shall be made via consensus. Consensus is defined as a lack of sustained
573 opposition, where that opposition is both justified and reasonable within the scope of the ISO
574 20022 registration process.

575 For the core processes of the RMG, which are the approval of Business Justifications and
576 membership applications, the two stage process described in the [ISO 20022 Registration](#)
577 [Procedures](#) for the approval of Business Justifications shall be applied. Other decisions of the
578 RMG relevant to the normal day to day operation of the registration process and the resolutions
579 taken during meetings shall also be made via consensus where electronic means may be
580 employed to test whether or not consensus exist.

581 Where a decision is required, the response deadline will be fixed on a case by case basis,
582 depending on the expected time required by members to form an expert opinion, but shall not
583 be less than 30 days. All member delegations have an obligation to consider all questions
584 formally submitted for decision and indicate whether they have an objection with the proposed
585 decision. It is considered that delegations that do not reply have no objection with the
586 submitted proposal.

587 There shall be only one opinion cast per delegation.

588 Lack of active (active means contributing to the business of the RMG) participation by
589 delegations is a serious issue that may lead to the revocation of the RMG membership of the
590 delegation. The RMG Secretary shall monitor participation and can choose to escalate as
591 appropriate to the full RMG for consideration of remedial action or revocation of membership.

592 **1.8.1 Reporting and escalation to TC68/SC9**

593 There is a reporting line between the RMG and TC68/SC9. The RMG informs TC68 of matters
594 relevant to the ISO 20022 registration oversight duties of TC68/SC9. This reporting line also
595 serves to provide a mechanism to raise issues relevant to the contents of the ISO 20022
596 standard itself for consideration by TC68/SC9 where appropriate. As the RMG focuses on the
597 implementation and management of the registration processes, the reporting line helps
598 improving the communication between the ISO 20022 RMG and TC68/SC9, ensuring that
599 technical matters relating to the ISO 20022 standard are coordinated with TC68/SC9 whose
600 responsibility is to maintain the technical parts of the standard. The RMG shall submit to
601 ISO/TC68/SC9 a Registration Management Group Report consisting of the activities of the
602 RMG within the reporting period, including any appeals or issues acknowledged by the RMG.
603 The report shall be submitted at least six weeks prior to ISO/TC68/SC9 meetings.

604 Decisions made by the RMG may be challenged, and escalated to TC68/SC9.

605 2 The Standards Evaluation Group (SEG) and SubSEG²

606 2.1 Mission and Scope

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

610 The SEGs' scope of responsibility shall be based on subsets of the financial industry business
611 activities as determined by the RMG. These subsets take into account the business area(s) (e.g.,
612 securities, payments, trade services and foreign exchange) and/or the financial instruments
613 (e.g., bonds, equities, funds, credit transfers, direct debits, cheques, and derivative products).

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

620 2.2 General Membership

621 A SEG is composed of recognised experts in the related SEG business area(s) or asset class(es)
622 nominated by the RMG member entities and any other entity that has an interest to participate
623 in the SEG so long as that entity fulfils the criteria defined for RMG membership (see 1.2). The
624 outcome of an application for membership is decided by the RMG members based on
625 information provided by the applicant entity conforming to the [application template](#) made
626 available by the RA on iso20022.org.

627 In the first instance, the entity wishing to apply for SEG membership must seek the guidance
628 regarding their application from the SEG leadership (Convenor, Vice Convenor and Secretary)
629 in the preparation of their application. The SEG leadership may consult with other entities
630 concerning the request and care should be taken to maintain a balance of interests on the SEG,
631 especially during the evaluation processes. The application may be limited to the participation
632 in a specific Evaluation Team (for further details on Evaluation Teams, please refer to section
633 2.5). Applications are submitted to the SEG for comments and to the RMG for approval. A
634 [flow chart](#) of the application process is available on iso20022.org. Entities that have been
635 granted SEG membership can add or remove members to their SEG delegation at any time
636 informing the SEG secretariat and the RA in writing (email is considered sufficient). There is
637 no limit to the number of experts of a delegation provided that each expert is contributing
638 actively. To help ensure consistency and retain business knowledge of the registration
639 decisions, each member of a delegation is strongly encouraged to serve for a period of at least
640 3 years.

² Unless otherwise specified, everything in this chapter is valid for a SEG and a SubSEG. Section 2.6 is dedicated to the specifics of SubSEGs.

641 At a minimum, a SEG shall include experts representing not less than seven member
642 delegations. On an exceptional basis, a SEG may operate when failing to meet this minimum
643 provided that the RMG has endeavoured to recruit additional experts to fulfil the criteria above,
644 and upon failure of this, has sanctioned by consensus that the SEG may operate.

645 Minimum membership criteria must be achieved and maintained to enable a SEG to provide
646 robust business driven validation of the candidate ISO 20022 message sets. Therefore, the SEG
647 leadership shall review the membership regularly (at least annually) to ensure, as far as
648 possible, that membership remains as per the criteria and is up to date.
649

650 The SEG roster maintained by the RA on iso20022.org, which defines who is on each SEG and
651 who they represent shall be considered the definitive most up to date list of membership. It is
652 highly likely to differ from the list in the ISO 20022 Workspace given its usage by delegations
653 to allow their administrative assistants to download/upload documents on behalf of their SEG
654 members and to keep observers informed. The roster maintained by the RA shall be used at all
655 times as the definitive source for membership, and only the members on that list are those
656 which shall be considered to be the SEG ‘decision makers’. Any distribution of documents, by
657 whatever means, must address all relevant members defined in the roster, but must also be
658 available to the stakeholders on the SEG member list in the ISO 20022 Workspace. The later
659 objective can be achieved by timely posting of material by the SEG Secretary or the RA to the
660 relevant folder in the ISO 20022 Workspace (see [ISO 20022 Workspace](#) document).

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

663 **2.3 Election of Convenor, Vice Convenor and Secretary**

664 Each SEG appoints a leadership team composed of a Convenor, Vice Convenor and a
665 Secretary from amongst the SEG membership.

666 Whenever the position of Convenor, Vice Convenor or Secretary becomes open or available,
667 the rest of the leadership team (or the RMG Secretary, if all positions are open) will call for
668 candidates by e-mail to the SEG members and inform the RMG members.

669 The resulting list of candidates is submitted to all SEG members (as defined by the
670 membership roster available on iso20022.org) who shall each be invited to express their
671 preference for a candidate in an open and transparent manner over a 30 day period. The results
672 of this consultation shall clearly display the preference indicated by each member and any
673 majority opinion. The result of this consultation shall then be passed to the RMG for
674 ratification. This ratification will be made by consensus³. However, where there is no clear
675 preference resulting from the SEG consultation, the RMG delegations shall be requested to

³ “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.

676 express their preference in a 30-day consultation. Where a single candidate is running for the
677 position of Convenor, Vice Convenor or Secretary, the same process will be employed. In
678 either instance, this will offer the RMG visibility as to any pertinent issues they may need to
679 consider before ratifying the appointment.

680 SEG Convenor and Vice Convenor terms of office shall be three years. The terms of office of
681 the elected officials shall be staggered to avoid a situation whereby the terms of both Convenor
682 and Vice Convenor expire at the same time. There are no limits to the number of terms a
683 qualified candidate can run, or be elected, for office.

684 **2.4 Duties of the Convenor, Vice Convenor and Secretary**

685 The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs
686 all SEG meetings. She/he is responsible for the organisation of the SEG, the initiation of
687 required Evaluation Teams (for further details on Evaluation Teams, please refer to section
688 2.5), the timely planning of evaluations and the communication of evaluation results.

689 The Convenor and Vice Convenor are "ex-officio" members of the RMG and are responsible
690 for all communication to the RMG, the RA, the TSG, the CSH and the other SEGs. In
691 particular, the Convenor is expected to attend RMG meetings and deliver a SEG activity report
692 to the RMG.

693 The Convenors are members of the CSH (see section 4).

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

695 The SEG Secretary:

- 696 • arranges for meetings and conference calls;
- 697 • takes minutes/action points at the meetings and posts them to the SEG members on a
698 timely basis;
- 699 • communicates to the RA any updates to the SEG and Evaluation Team membership;
- 700 • makes sure that the evaluation results, including collated comments from the Evaluation
701 Teams, are logged in the ISO 20022 Workspace for archiving and future reference.

702 **2.5 Evaluation Team (ET)**

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

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

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

716 If the SEG members of a delegation do not feel they have the expertise required, they may
717 invite another expert from their member entity to represent them in the Evaluation Team. For
718 example, actual pilot users of new candidate messages are always welcome to participate in the
719 Evaluation Team. When the evaluation relates to a new candidate version of existing ISO
720 20022 messages, actual users of the current version should be invited to participate in the
721 Evaluation Team. These additional experts shall participate in the Evaluation Team for the
722 time of the evaluation only and shall not be considered as SEG members, unless they are
723 nominated as such by their member entity. They are however registered in the Evaluation
724 Team community hosted by the RA in the ISO 20022 Workspace to have access to the
725 evaluation documentation. If the required expertise cannot be found from the SEG member
726 delegations, the SEG Convenor and RMG Secretary will prepare a call for experts to all RMG
727 member entities describing the additional expertise required.

728 At a minimum, an Evaluation Team shall include experts representing not less than five
729 member delegations, including experts (pilot, actual users, etc.) opted in by member
730 delegations. On an exceptional basis, an Evaluation Team may operate when failing to meet
731 this quorum, provided the SEG has endeavoured to recruit additional experts to fulfil the
732 criteria above, and upon failure to achieve this, the RMG has reached consensus that the
733 Evaluation Team may still operate.

734 A representative of the Submitting Organisation shall participate in the Evaluation Team
735 meetings for active evaluation to take place. This allows the Evaluation Team members to gain
736 additional clarification regarding the content, business context and intent of a submission
737 during the evaluation process. When several Submitting Organisations have made a joint
738 submission, all of them should be invited to participate in the Evaluation Team. When an
739 update is submitted by an organisation different from the initial Submitting Organisation(s),
740 the initial Submitting Organisation(s) shall also be invited to participate in the Evaluation
741 Team.

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

749 **2.6 SubSEGs**

750 A SubSEG is created when it makes sense to create a separate standing group to cover a subset
751 of the business areas and/or financial instruments that are part of the scope of a SEG. This

752 generally happens when the subset of business areas and/or financial instruments is so different
753 from the other business areas/financial instruments of the parent SEG that it requires specific
754 business experts.

755 A SubSEG behaves like a SEG as described in the above sections of this chapter, but remains
756 closely associated with its parent SEG as follows:

- 757 - the convenor of a SubSEG is de facto a member of the parent SEG leadership
- 758 - the decisions of a SubSEG are ratified by the parent SEG
- 759 - the members of a SubSEG are invited to the 'full SEG' meetings and conference calls
760 of the parent SEG
- 761 - upon creation of a SubSEG, the members of the parent SEG may opt to become
762 member of the SubSEG instead of or in addition to the parent SEG membership.

763 Although a SubSEG has its own official roster of members maintained by the RA on
764 iso20022.org, it shares the same 'community' as the parent SEG in the ISO 20022 Workspace
765 (see [ISO 20022 Workspace](#) document).

766 **3 The Technical Support Group (TSG)**

767 **3.1 Mission and Scope**

768 The main purpose of the TSG is to provide technical support to the other registration bodies
769 and the Submitting Organizations or communities of users, upon their request. The TSG shall
770 advise the Submitting Organizations, the RMG, the RA, the CSH and the SEGs on the most
771 appropriate and consistent interpretation of the ISO 20022 standard and on matters related to
772 the technical efficiency and integrity of the registration process.

773 The TSG is also responsible for the development and maintenance of [Business Application](#)
774 [Header](#) (BAH).

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

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

782 The programme of work of the TSG is subject to prioritisation and agreement by the RMG.

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

784 The TSG shall submit to the RMG the TSG Report three weeks prior to any scheduled meeting
785 or as required. The report shall summarise the activities of the TSG between reporting periods,

786 or shall indicate that there has been no activity. The RMG shall inform the TSG of the
787 scheduled meeting at least 4 weeks in advance.

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

789 **3.2 General Membership**

790 The TSG shall be composed of recognized experts in the technical implementation of the ISO
791 20022 standard.

792 Those experts shall be nominated by RMG member entities and any other entity that has an
793 interest to participate in the TSG so long as that entity fulfils the criteria defined for RMG
794 membership (see 1.2). The outcome of an application for membership is decided by the RMG
795 members based on information provided by the applicant entity conforming to the [application](#)
796 [template](#) made available by the RA on iso20022.org.

797 In the first instance, the entity wishing to apply for TSG membership must seek the guidance
798 regarding their application from the TSG leadership (Convenor, Vice Convenor and Secretary)
799 in the preparation of their application. The TSG leadership may consult with other entities
800 concerning the request and care should be taken to maintain a balance of interests on the TSG.
801 Applications are submitted to the TSG for comments and to the RMG for approval. A [flow](#)
802 [chart](#) of the application process is available on iso20022.org. Entities that have been granted
803 TSG membership can add or remove members to their TSG delegation at any time informing
804 the TSG secretariat and the RA in writing (email is considered sufficient). There is no limit to
805 the number of experts of a delegation, provided that each expert is contributing actively. To
806 help ensure consistency and retain knowledge of the registration decisions, each member of a
807 delegation is strongly encouraged to serve for a period of at least 3 years.

808 As the TSG is a panel of technical experts, its membership may require including additional
809 experts that cannot be provided by the member delegations. The selection of these additional
810 experts is at the discretion of the TSG leadership.

811 In addition, the organization which performs the RA function shall appoint a delegate to the
812 TSG.

813 At a minimum, the TSG shall contain experts representing not less than seven member
814 delegations. On an exceptional basis, the TSG may operate when failing to meet this minimum,
815 provided the RMG has endeavoured to recruit additional experts to fulfil the criteria above, and
816 upon failure of this, has sanctioned by consensus that the TSG may operate.

817 Minimum membership criteria must be achieved, and maintained to enable the TSG to provide
818 robust technical support. Therefore, the TSG leadership reviews the membership regularly (at
819 least annually) to ensure, as far as possible, that membership remains as per the criteria and is
820 up to date.

821

822 The [TSG roster](#) maintained by the RA on iso20022.org is to be considered the definitive most
823 up to date list of membership. It is highly likely to differ from the list in the ISO 20022
824 Workspace given its usage by member entities to allow their administrative assistants to
825 download/upload documents on behalf of their TSG members and to keep observers informed

826 (see [ISO 20022 Workspace](#) document). The roster maintained by the RA on iso20022.org is to
827 be used at all times as the definitive source for membership, and only the members on that list
828 are those which are considered to be the TSG ‘decision makers’. Any distribution of
829 documents, by whatever means, must address all relevant members defined in the roster, but
830 must also be available to the ISO 20022 Workspace stakeholders. The later objective can be
831 achieved by timely posting of material by the TSG secretary or the RA to the relevant folder in
832 the ISO 20022 Workspace.

833 The list of the current TSG members is posted on the ISO 20022 website which is maintained
834 by the RA. Updates to this list are driven from changes notified to the RA by the member
835 entities or the TSG Secretary.

836 **3.3 Election of Convenor, Vice Convenor and Secretary**

837 The TSG appoints a leadership team composed of a Convenor, a Vice Convenor and a
838 Secretary, from amongst the TSG membership. The election process is to be treated the same
839 as the SEG election process described in section 2.3.

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

842 **3.4 Duties of the Convenor, Vice Convenor and Secretary**

843 The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs
844 all TSG meetings. She/he is responsible for the organisation of the TSG, the timely planning of
845 responses to requests and the communication of subsequent analysis. The Convenor, Vice
846 Convenor and Secretary are "ex-officio" members of the RMG and are responsible for all
847 communication to Submitting Organizations, the RMG, the RA, the CSH and the SEGs. In
848 particular, the Convenor is expected to attend RMG meetings and deliver a TSG activity report
849 to the RMG.

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

851 The TSG Secretary:

- 852 • arranges for meetings and conference calls;
- 853 • takes minutes/action points at the meetings and posts them to the TSG members on a
854 timely basis;
- 855 • makes sure that analysis results are logged in the ISO 20022 Workspace and passed on to
856 the requestor for archiving and future reference.

857 **4 Cross SEG Harmonisation Group (CSH)**

858 **4.1 Mission and Scope**

859 The purpose of the CSH is to be responsible for taking business decisions regarding the
860 consistency and harmonisation of business processes, business and message
861 components/elements (for example, Business Level concepts and the traces to the
862 Logical/Message Level Concepts), and potentially data content in terms of codes across
863 financial business areas, contributing to a concise and well-defined glossary of business terms,
864 business data semantic definitions, and structuring of data exchanges. The CSH is also
865 responsible for reviewing new Business Justifications received by the RA and identifying
866 which SEG(s) will need to be involved in the evaluation of a the proposed new set of
867 messages. The CSH is also responsible for assisting the TSG in reviewing any change
868 requested to the Business Application Header (BAH), gauging the impact of introducing new
869 versions of the BAH and the best timing thereof, taking into account the situation of each SEG.

870 Work items issued to the CSH may be initiated by the RMG, the SEGs, the TSG, and the RA
871 or raised by the CSH itself. The programme of work is subject to prioritisation and agreement
872 by the RMG.

873 **4.2 General Membership**

874 Members of CSH are financial business experts (see 4.2.1) within their respective business
875 area. The group combines financial business domain and information experts to ensure cross-
876 market harmonisation at the data model and implementation level.

877 During meetings, and in all other CSH work, the members are expected to have sufficient
878 knowledge and understanding of the most recent developments in ISO 20022. Especially
879 members from SEGs are expected to have a detailed knowledge of the various financial
880 instruments used in the business areas included in the scope of their SEG.

881 **4.2.1 CSH standing members**

882 Members of the CSH are:

- 883 1. The Convener and Vice Convener of each SEG and SubSEG.
- 884 2. The CSH Convenor and Vice Convenor.
- 885 3. Up to three additional representatives of the RMG.
- 886 4. A representative of the RA.

887 In addition to the standing members, the SEGs and the RA may designate one or more
888 alternate(s) from the respective SEG having the right to act as a member in the event a standing
889 member is unable to attend a meeting or represent the financial instrument/business in
890 question.

891 Members and alternates are registered by the RA in a specific CSH community in the ISO
892 20022 Workspace. Observers or specialty experts may be invited by the Convenor to attend
893 meetings.

894 SEG members and their alternates are expected to represent and to have full mandate to make
895 and agree final decisions on behalf of their SEG.

896 **4.3 Convenor, Vice Convenor and administrative support**

897 The Convenor and Vice Convenor are appointed by the RMG. The Convenor or Vice
898 Convenor may not currently be a Convenor or Vice Convenor of one of the ISO 20022 SEGs.

899 The CSH administrative support is through the RMG Secretariat and the RA.

900 The RA duties include maintaining the CSH member list and maintaining the document
901 archive in the ISO 20022 Workspace.

902 The RA will maintain a record of all proposed items for harmonisation and maintain records of
903 the results of the harmonisation during CSH meetings.

904 **4.4 Duties of Convenor and Vice Convenor**

905 The duties of the Convenor include, but are not limited to:

- 906 • Calling and presiding over CSH meetings.
- 907 • Organising efficient operation of the group and assigning duties as necessary to
908 advance the work of the CSH.
- 909 • Acting as initial arbitrator in situations where the CSH is not in consensus.
- 910 • Reporting and communicating the progress of work of the CSH to the RMG.
- 911 • Maintaining the relationship to the SEGs and the RA.
- 912 • Preparing meeting agendas and meeting programs in accordance with the prepared
913 agenda.
- 914 • Retaining membership attendance roster within the meeting reports for each meeting.

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

916 **4.5 CSH working methods**

917 Most communications are through e-mails and conference calls. CSH members will receive the
918 description of the items to be discussed 3 weeks prior to the meeting or conference call.

919 Members of the CSH are expected to participate in all meetings and conference calls. Quorum
920 will require attendance of the Convenor, the RA and representatives of the SEG(s) concerned
921 with the specific harmonisation issue (meaning having a direct business interest in that issue).
922 If a CSH member or alternate can't attend a meeting or decision-making conference call, they

923 are welcome to e-mail their position with their apology. There is no concept of voting by
924 proxy.

925 **5 Decision Making in SEGs, TSG and CSH**

926 SEGs (including SubSEGs and Evaluation Teams), the TSG and CSH should strive to achieve
927 consensus at all times.

928 On some particularly difficult business issues, the relevant Convenor or Facilitator may feel
929 that the only way to stop discussion, or to obtain an idea of the level of consensus, is to take a
930 poll of opinions. However, it should be clear that this is only an ‘informal indication of
931 consensus’, and any decision derived thereby should be fully documented as set out below, and
932 consensus sought on that decision.

933 Within the CSH, it is the SEG/SubSEG representatives who are required to reach consensus.
934 The role of the additional RMG and RA members is to provide relevant expertise. The absence
935 of consensus for the CSH is defined by one of the SEGs expressing sustained opposition to a
936 solution.

937 If it is not possible to achieve consensus, the issue will be escalated to the RMG by the SEG,
938 TSG or CSH Convenor.

939 The SEG, SubSEG, ET, TSG, or CSH must take the following steps to achieve consensus:

- 940 • The meeting schedule must be sent out electronically to the full mailing list of the relevant
941 body, who must have an opportunity to request changes to the schedule, or to make
942 alternative arrangements;
- 943 • Before each meeting, the meeting facilitator or the Secretary of the body must clearly state:
944 the specific content of the meeting, relevant conference call numbers and the meeting time
945 (with absolute precision in terms of time zones);
- 946 • If consensus is obtained verbally on a call, it must be recorded in writing (as minutes or in a
947 comments spreadsheet) and distributed to the full mailing list of the relevant body; any
948 objections must be recorded in a similar manner;
- 949 • Written comments must be similarly logged (in minutes, a note, or comments spreadsheet
950 sent to the full mailing list);
- 951 • There must be a written disposition of all comments ;
- 952 • For other decisions, a proposed course of action must be set out and sent to the full mailing
953 list.

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

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

960 Any distribution of documents, by whatever means, must address all relevant members defined
961 in the relevant roster, but must also be available to the ISO 20022 Workspace stakeholders.
962 The later objective can be achieved by timely posting of material by the Facilitator, Secretary
963 or the RA to the relevant folder in the ISO 20022 Workspace (see [ISO 20022 Workspace](#)
964 document).

965 **6 Appeal and issue resolution process**

966 **6.1 General principles**

967 An "Issue" relates to an objection to process such as timing and performance, while an
968 "Appeal" relates to a disagreement with a decision taken by the RA, RMG, SEGs, CSH or
969 TSG.

970 As a note on recommended practice, the general advice is that, in the first instance, Issues or
971 Appeals should be raised with the registration body to which the Issue or Appeal relates. Only
972 when a resolution at this stage has not been possible shall the next formal step be taken, which
973 is to formally raise the Issue or Appeal to the RA as the first point of contact.

974 The RMG members, Convenor, Vice Convenor and Secretary, and all levels of participants
975 shall handle the resolution process with the utmost care and treat the process as an opportunity
976 to improve the overall management of and use of the standard and the processes developed
977 within the RMG. It is important that all involved parties are satisfied that any matter whether it
978 be an Issue or Appeal has been managed in a serious and respectful manner and that matters
979 raised are substantiated with appropriate business needs, reasoning and concerns for a solution.

980 Issues and Appeals inadvertently received directly by any member or convenor shall be
981 forwarded to the RA.

982 **6.2 Introduction of an Appeal or Issue**

983 An Issue or Appeal may be raised by any party (the Author) related to the RMG, its sub-
984 groups, the RA, the TSG, the CSH and the SEGs. Issues and Appeals shall identify the
985 originator and not be filled on behalf of unnamed third parties. A representative statement of
986 the facts will suffice but all parties must be identified.

987 The Issue or Appeal shall not be copied by the Author to the entire RMG membership,
988 although informal bi-lateral discussions between members is to be encouraged as a way of
989 helping to informally address matters.

990 The Issue or Appeal shall be made in writing and sent in the first instance to the [RA](#) via e-mail
991 (using the template in appendix 7).

992 The Author shall state only facts about their Issue or Appeal; the author shall leave out
993 personal opinions or bias and rather focus on facts and business needs. The Author shall
994 provide a brief summary of the facts and shall include detail about any attempts made to
995 resolve the issue.

996 The Author shall state how the Author expects the issue would be best addressed and what
997 solution is sought.

998 The RA shall provide an acknowledgement of the Issue or Appeal with a suggested resolution
999 date and explanation of the process.

1000 **6.3 The Issue Resolution Team**

1001 The Appeal or Issue shall be submitted to the Issue Resolution Team (IRT). The IRT consists
1002 of the RMG leadership and the RMG secretary. Other key experts may be called upon on a
1003 case by case basis.

1004 The role of the IRT is to try to resolve the Issue or Appeal, and, if not possible, to facilitate
1005 understanding by the RMG on disputed issues, to act as a contact point between the RMG and
1006 the affected stakeholder(s) and to assist all parties in reaching a swift and satisfactory
1007 resolution.

1008 The IRT shall maintain a schedule of Issues and Appeals, with dates, authors and disposition
1009 records of complaint management.

1010 **6.4 The resolution process**

1011 The RA shall contact the Issue Resolution Team regarding the receipt of the Issue or Appeal,
1012 assessment of its merit, rules for handling, action expected and timeframe for resolution.

1013 The IRT shall set a meeting date for the IRT to consider the facts of the Issue or Appeal. The
1014 RA shall inform all parties involved and set a date and time for each to join the call. The
1015 objective of this IRT meeting is to try to resolve matters.

1016 In the event that an Appeal occurs which challenges the processes of the RMG, SEG, TSG or
1017 other RMG sub-group, consideration must be made by the IRT of any possible conflicts of
1018 interest between the involved parties and any member of the leadership team of the ISO 20022
1019 registration body in scope of the Appeal and, if necessary, steps shall be taken by the IRT to
1020 recommend the involvement of alternate individuals (such as vice-convenors, or alternates) to
1021 represent the issues, particularly within the IRT processes and toward resolution of the Appeal.

1022 If the IRT cannot resolve the matters, the IRT shall inform the full RMG of the existence of an
1023 Issue or Appeal. At this stage, only the facts would be presented to the RMG for
1024 communication purposes and to facilitate input to the IRT from members who may wish to
1025 express views on the matter in hand.

1026 The IRT shall organise a new meeting with all parties involved. The objective of this second
1027 meeting is to consider the facts and to discuss how best to resolve matters. The IRT shall then
1028 issue to the RMG for approval electronically (unless timing coincides with a physical meeting)
1029 a draft resolution which provides the necessary reasoning in support of any recommendations.
1030 It is vital that this process delivers to the RMG a clear and concise statement of the issue(s) for
1031 resolution.

1032 If at this stage it becomes clear that the RMG is unable to reach consensus on an agreed
1033 resolution, the IRT shall prepare in whatever way is deemed appropriate for a detailed face to
1034 face discussion on the matter to be tabled as a priority decision item to the agenda of the next
1035 physical RMG meeting. In such cases, the RA shall notify the Author of these additional steps.

1036 It is the responsibility of the RA to communicate the resolution of an Issue or Appeal to the
1037 Author, which should acknowledge receipt of the resolution and notify their acceptance of the
1038 RMG decision or request further action. Decisions made by the RMG may be challenged, and
1039 escalated to TC68/SC9.

1040 **7 The timing for the RMG to resolve either Issues or**
1041 **Appeals is 60 and 30 calendar days respectively, from**
1042 **the time at which the RMG first meets (physically or**
1043 **electronically) to consider either the Issue or Appeal**
1044 **statement as prepared by the IRT. Additionally, the timing**
1045 **of the IRT process necessary to attempt to resolve the**
1046 **issue and, in case of failure, to prepare the statement of**
1047 **the issue(s) for resolution by the RMG will take no more**
1048 **than 30 calendar days from the point at which a valid**
1049 **Issue or Appeal is received by the RA.**

1050

Appendix – Issue or Appeal template

1051

FORM for Appeal / Issue management
Author (list or attach list if more than one):
Indicate whether this is to be treated as an Issue or Appeal <input type="checkbox"/>*:
Facts (attach any detail) :
Brief summary:
Prior Efforts to Resolve:
Resolution Expected:
Follow-up:
<small><input type="checkbox"/>* An Issue, relates to an objection to process such as timing and performance, while an Appeal relates to a disagreement with a decision taken by the RA, RMG, CSH, SEGs or TSG</small>
Issue Resolution Team Only
Acknowledgement +Date
Address Appeal or Issue management + Date
Closure of Issue/ Appeal + Date
Confirmation of Closure

1052