

ISO 20022 Registration Bodies Governance

**ISO 20022 RMG Rules Sub-group
Approved on 14 April 2017**

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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69 **ISO TC 68 – Financial Services**

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

77 **1 The Registration Management Group (RMG)**

78 **1.1 Mission and Scope**

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

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

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

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

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

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

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

104 The ISO 20022 RMG has a reporting line to ISO TC 68, which is responsible for the
105 management and oversight of the ISO 20022 standard.

106 **1.2 General Membership**

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

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

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

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

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

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

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

141
142 The ISO 20022 RMG membership shall comprise at least seven member delegations.
143

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

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

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

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

166 **1.3 Appointment of a Convenor and Vice Convenor**

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

170 **1.3.1 Terms of office**

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

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

174 The Vice Convenor's initial term shall be for two years if a three year term would end less than
175 12 months before or after the end of the Convenor's term.

176 There are no limits to the number of terms a qualified candidate can run, or be elected, for
177 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".

178 **1.3.1.1 Notification of Termination, Acting Convenor and Re-Election**

179 1.3.1.1.1 Unscheduled election

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

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

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

189 In the unlikely event that both Convenor and Vice Convenor step down at the same time, the
190 TC 68 chair will act as the interim Convenor until the conclusion of the election for the new
191 Convenor. The election process outlined below will be followed in full to appoint a new
192 Convenor, and subsequently will be followed to appoint a new Vice Convenor (in this case
193 with an initial term of two years).

194 1.3.1.1.2 Scheduled election

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

198 **1.3.1.2 The election process**

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

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

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

212 The RMG secretary shall

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

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

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

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

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

241 The successful applicant will be the applicant who collects the majority of preferences. If the
242 consultation has resulted in a tie, the RMG secretary will initiate a 15-day re-consultation of
243 the candidates, following the same rules as the paragraph above. If the re-consultation again
244 results in a tie, then the chair of TC 68 will express a preference to break the tie.

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

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

253 **1.3.1.3 Escalation during the election process**

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

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

- 258 • if the incumbent Convenor is not a candidate, but remains in office for the duration of the
259 election, then the incumbent Convenor shall be the point of escalation;
- 260 • otherwise, if the existing Vice Convenor is not a candidate, then the existing Vice
261 Convenor shall be the point of escalation;
- 262 • otherwise, the chair of TC 68 will be the point of escalation.

263 **1.4 Duties of the Convenor and Vice Convenor**

264 **1.4.1 General Duties**

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

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

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

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

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

276 **1.4.2 Duties at RMG meetings**

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

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

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

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

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

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

291 **1.4.3 Duties at ISO TC 68 meetings**

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

294 The RMG Convenor is expected to attend the ISO TC68 Plenary meeting and present the ISO
295 20022 Registration Management Group Report.

296 **1.4.4 Participation in consultations**

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

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

305 **1.5 RMG Secretary**

306 The elected RMG Convenor is responsible for making sure that resources are available to
307 provide the RMG secretariat during his/her term of office. In case of election of a new
308 Convenor, the new RMG Secretary will take office at the same time as the new Convenor and
309 will liaise with the current RMG Secretary to ensure a smooth transfer of office (see section
310 1.3.1.2).

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

313 **1.5.1 Inquiries**

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

316 **1.5.2 Membership management**

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

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

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

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

330 **1.5.3 Notifications and reporting of Membership database changes**

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

335 **1.5.4 RMG or other RMG related Meeting(s)**

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

338 Prior to the meeting:

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

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

354 During the meeting:

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

364 Post meeting

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

372 **1.6 Sub-groups of the RMG**

373 The RMG may form sub-groups from within its membership (including ex-officio members) to
374 address specific issues. These sub-groups differ from the SEGs, the TSG and the CSH which
375 are separately constituted from the RMG, with their own membership. A sub-group is formed
376 entirely from within the existing membership of the RMG. Some sub-groups are permanent
377 (such as the Rules sub-group, the Communications sub-group and the Real Time Payments
378 sub-group) whereas others are temporary, that is, are formed to address one specific issue and
379 then disbanded.

380 **1.6.1 Real Time Payments Group (RTPG)**

381 **1.6.1.1 Mission and Scope**

382 The RTPG is a permanent sub-group set up to document and harmonise cross market business
383 adoption of ISO 20022 standard artefacts for “Real Time Payments” defined as - *electronic*
384 *payment solutions available 24/7/365 and resulting in the immediate or close to immediate*

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

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

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

405 **1.6.1.2 Membership**

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

412 - Core Review Group and

413 - Advisory Review Group

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

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

423

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

426 **1.6.1.3 RTPG Convenor and administrative support**

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

432

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

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

441

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

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

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

452 Administrative support includes tasks such as:

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

462 **1.6.1.4 RTPG working methods and decision making**

463 Three primary working methods:

- 464 - Distributed working using appropriate electronic means.

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

471 **1.6.2 RMG Rules Sub-group**

472 **1.6.2.1 Mission and Scope**

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

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

479 **1.6.2.2 Membership**

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

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

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

488 **1.6.2.3 Duties and responsibilities**

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

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

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

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

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

506 **1.6.3 Other RMG sub-groups**

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

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

515 **1.7 Meetings**

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

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

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

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

530 **1.7.1 Meeting attendance**

531 **1.7.1.1 RMG members**

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

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

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

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

544 **1.7.1.2 Observers**

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

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

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

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

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

558 **1.7.2 Agenda items**

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

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

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

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

572 **1.8 Decision making**

573 Decisions of the RMG shall be made via consensus. Consensus is defined as a lack of sustained
574 opposition, where that opposition is both justified and reasonable within the scope of the ISO
575 20022 registration process.

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

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

588 There shall be only one opinion cast per delegation.

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

593 **1.8.1 Reporting and escalation to TC 68**

594 There is a reporting line between the RMG and TC 68. The RMG informs TC68 of matters
595 relevant to the ISO 20022 registration oversight duties of TC68. This reporting line also serves
596 to provide a mechanism to raise issues relevant to the contents of the ISO 20022 standard itself
597 for consideration by TC68 where appropriate. As the RMG focuses on the implementation and
598 management of the registration processes, the reporting line helps improving the
599 communication between the ISO 20022 RMG and TC68, ensuring that technical matters
600 relating to the ISO 20022 standard are coordinated with TC68 whose responsibility is to
601 maintain the technical parts of the standard. The RMG shall submit to ISO/TC 68 a
602 Registration Management Group Report consisting of the activities of the RMG within the
603 reporting period, including any appeals or issues acknowledged by the RMG. The report shall
604 be submitted at least six weeks prior to ISO/TC 68 meetings.

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

606 2 The Standards Evaluation Group (SEG) and SubSEG²

607 2.1 Mission and Scope

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

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

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

621 2.2 General Membership

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

628 In the first instance, the entity wishing to apply for SEG membership must seek the guidance
629 regarding their application from the SEG leadership (Convenor, Vice Convenor and Secretary)
630 in the preparation of their application. The SEG leadership may consult with other entities
631 concerning the request and care should be taken to maintain a balance of interests on the SEG,
632 especially during the evaluation processes. The application may be limited to the participation
633 in a specific Evaluation Team (for further details on Evaluation Teams, please refer to section
634 2.5). Applications are submitted to the SEG for comments and to the RMG for approval. A
635 [flow chart](#) of the application process is available on iso20022.org. Entities that have been
636 granted SEG membership can add or remove members to their SEG delegation at any time
637 informing the SEG secretariat and the RA in writing (email is considered sufficient). There is
638 no limit to the number of experts of a delegation provided that each expert is contributing
639 actively. To help ensure consistency and retain business knowledge of the registration
640 decisions, each member of a delegation is strongly encouraged to serve for a period of at least
641 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.

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

646 Minimum membership criteria must be achieved and maintained to enable a SEG to provide
647 robust business driven validation of the candidate ISO 20022 message sets. Therefore, the SEG
648 leadership shall review the membership regularly (at least annually) to ensure, as far as
649 possible, that membership remains as per the criteria and is up to date.
650

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

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

664 **2.3 Election of Convenor, Vice Convenor and Secretary**

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

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

670 The resulting list of candidates is submitted to all SEG members (as defined by the
671 membership roster available on iso20022.org) who shall each be invited to express their
672 preference for a candidate in an open and transparent manner over a 30 day period. The results
673 of this consultation shall clearly display the preference indicated by each member and any
674 majority opinion. The result of this consultation shall then be passed to the RMG for
675 ratification. This ratification will be made by consensus³. However, where there is no clear
676 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.

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

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

685 **2.4 Duties of the Convenor, Vice Convenor and Secretary**

686 The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs
687 all SEG meetings. She/he is responsible for the organisation of the SEG, the initiation of
688 required Evaluation Teams (for further details on Evaluation Teams, please refer to section
689 2.5), the timely planning of evaluations and the communication of evaluation results.

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

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

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

696 The SEG Secretary:

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

703 **2.5 Evaluation Team (ET)**

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

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

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

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

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

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

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

750 **2.6 SubSEGs**

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

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

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

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

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

767 **3 The Technical Support Group (TSG)**

768 **3.1 Mission and Scope**

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

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

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

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

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

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

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

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

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

790 **3.2 General Membership**

791 The TSG shall be composed of recognized experts in the technical implementation of the ISO
792 20022 standard.

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

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

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

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

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

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

822

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

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

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

837 **3.3 Election of Convenor, Vice Convenor and Secretary**

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

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

843 **3.4 Duties of the Convenor, Vice Convenor and Secretary**

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

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

852 The TSG Secretary:

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

858 **4 Cross SEG Harmonisation Group (CSH)**

859 **4.1 Mission and Scope**

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

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

874 **4.2 General Membership**

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

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

882 **4.2.1 CSH standing members**

883 Members of the CSH are:

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

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

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

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

897 **4.3 Convenor, Vice Convenor and administrative support**

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

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

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

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

905 **4.4 Duties of Convenor and Vice Convenor**

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

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

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

917 **4.5 CSH working methods**

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

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

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

926 **5 Decision Making in SEGs, TSG and CSH**

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

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

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

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

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

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

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

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

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

966 **6 Appeal and issue resolution process**

967 **6.1 General principles**

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

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

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

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

983 **6.2 Introduction of an Appeal or Issue**

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

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

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

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

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

999 The RA shall provide an acknowledgement of the Issue or Appeal with a suggested resolution
1000 date and explanation of the process.

1001 **6.3 The Issue Resolution Team**

1002 The Appeal or Issue shall be submitted to the Issue Resolution Team (IRT). The IRT consists
1003 of the RMG leadership and the RMG secretary. Other key experts may be called upon on a
1004 case by case basis.

1005 The role of the IRT is to try to resolve the Issue or Appeal, and, if not possible, to facilitate
1006 understanding by the RMG on disputed issues, to act as a contact point between the RMG and
1007 the affected stakeholder(s) and to assist all parties in reaching a swift and satisfactory
1008 resolution.

1009 The IRT shall maintain a schedule of Issues and Appeals, with dates, authors and disposition
1010 records of complaint management.

1011 **6.4 The resolution process**

1012 The RA shall contact the Issue Resolution Team regarding the receipt of the Issue or Appeal,
1013 assessment of its merit, rules for handling, action expected and timeframe for resolution.

1014 The IRT shall set a meeting date for the IRT to consider the facts of the Issue or Appeal. The
1015 RA shall inform all parties involved and set a date and time for each to join the call. The
1016 objective of this IRT meeting is to try to resolve matters.

1017 In the event that an Appeal occurs which challenges the processes of the RMG, SEG, TSG or
1018 other RMG sub-group, consideration must be made by the IRT of any possible conflicts of
1019 interest between the involved parties and any member of the leadership team of the ISO 20022
1020 registration body in scope of the Appeal and, if necessary, steps shall be taken by the IRT to
1021 recommend the involvement of alternate individuals (such as vice-convenors, or alternates) to
1022 represent the issues, particularly within the IRT processes and toward resolution of the Appeal.

1023 If the IRT cannot resolve the matters, the IRT shall inform the full RMG of the existence of an
1024 Issue or Appeal. At this stage, only the facts would be presented to the RMG for
1025 communication purposes and to facilitate input to the IRT from members who may wish to
1026 express views on the matter in hand.

1027 The IRT shall organise a new meeting with all parties involved. The objective of this second
1028 meeting is to consider the facts and to discuss how best to resolve matters. The IRT shall then
1029 issue to the RMG for approval electronically (unless timing coincides with a physical meeting)
1030 a draft resolution which provides the necessary reasoning in support of any recommendations.
1031 It is vital that this process delivers to the RMG a clear and concise statement of the issue(s) for
1032 resolution.

1033 If at this stage it becomes clear that the RMG is unable to reach consensus on an agreed
1034 resolution, the IRT shall prepare in whatever way is deemed appropriate for a detailed face to
1035 face discussion on the matter to be tabled as a priority decision item to the agenda of the next
1036 physical RMG meeting. In such cases, the RA shall notify the Author of these additional steps.

1037 It is the responsibility of the RA to communicate the resolution of an Issue or Appeal to the
1038 Author, which should acknowledge receipt of the resolution and notify their acceptance of the
1039 RMG decision or request further action. Decisions made by the RMG may be challenged, and
1040 escalated to TC 68.

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

1047

1048

1049 **7 Appendix – Issue or Appeal template**

1050

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"/>* <i>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</i></small>
Issue Resolution Team Only
Acknowledgement +Date
Address Appeal or Issue management + Date
Closure of Issue/ Appeal + Date
Confirmation of Closure

1051