

ISO 20022 Registration Bodies Governance

**ISO 20022 RMG Rules Sub-group
Approved 1 April 2019**

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

76 The standards development of ISO is carried out by Technical Committees and Sub-
77 Committees, ISO TC 68/SC 9 is responsible for the management and oversight of the ISO
78 20022 standard including the Registration Authority (RA). The ISO TC 68/SC 9 has created a
79 subgroup - referred to as a Registration Management Group (“RMG”) - in order to help ISO
80 TC 68/SC 9 with the RA oversight¹. The Registration Management Group (RMG), Technical
81 Support Group (TSG) and Standards Evaluation Groups (SEG) have been created to support
82 the ISO 20022 registration process. In addition, the Cross SEG Harmonisation Group (CSH)
83 has been created by the RMG to resolve harmonisation issues that exist across business
84 domains.

85 **1 The Registration Management Group (RMG)**

86 **1.1 Mission and Scope**

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

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

- 91 - oversee² the ISO 20022 Registration Authority (RA)
- 92 - ensure the Registration Process operates effectively and responds to technical and
93 business challenges in support of the RA including the set up/disbandment of other
94 registration groups (for example Standards Evaluation Groups – SEG)
- 95 - review and approve Business Justifications for the development of new ISO 20022
96 message sets in order to manage the business scope of the ISO 20022 repository,
97 seeking to achieve full coverage of financial services activities
- 98 - provide a contact point for any organisation wishing to engage with the ISO 20022
99 standard
- 100 - proactively communicate on all ISO 20022 matters.

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

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

¹ Definition as per ISO/IEC Directives, Part 1, Consolidated ISO Supplement, 2017, SN.3.8.2 Role of the committee – Answering questions of the RA, Assessing RA’s annual reports, Monitoring, Reporting to ISO/CS, Corrective measures, Dispute resolution, Maintenance of records

² Idem as Footnote 1

- 104 - Continuous engagement – Trust that the registration process, and the management of
105 that process, is open, accessible and founded on a fair and non-discriminatory
106 governance model
- 107 - Effectiveness and efficiency – An efficient registration process that produces high
108 quality ISO 20022 compliant deliverables in a sustainable, timely and accessible
109 manner.
- 110 - Delivery – Ensure that the registration process produces deliverables that are relevant to
111 the business needs of financial services.

112 The ISO 20022 RMG has a reporting line to ISO TC 68/SC 9, which is responsible for the
113 management and oversight of the ISO 20022 standard.

114 **1.2 General Membership**

115
116 Membership of the ISO 20022 RMG is open to any entity that has an interest to participate so
117 long as that entity fulfils the criteria of membership shown below.

118
119 The outcome of an application for membership is decided by the RMG members based on
120 information provided by the applicant conforming to the [application template](#) made available
121 by the RA on iso20022.org in line with the structure of the criteria shown below.

122
123 In the first instance, the entity wishing to apply for membership must seek the guidance
124 regarding their application from the RMG leadership (that is, the RMG Convenors and the
125 Registration Authority) in the preparation of their application.

126
127 The entity wishing to apply must explain in writing how it:

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

139
140 The entity wishing to apply is also strongly encouraged to provide details to explain:

- 141
142 g) Any relevant track record of engagement in, and/or implementation of, industry
143 standards with particular emphasis on the financial services sector
- 144 h) Whether in applying to become a member of the ISO 20022 RMG it has the support
145 and sponsorship of a National Standards Body or national financial community

146 organisation, such as a National Central Bank or banking association. Or whether there
147 are existing affiliations to ISO or other standards bodies, perhaps as a liaison
148 organisation.

149
150 The ISO 20022 RMG membership shall comprise at least seven member delegations.

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

161
162 Ex-officio³ membership of the RMG is provided for representatives of the RA, the Convenors
163 (Convenor and Vice Convenor) of the TSG, CSH, each of the SEGs and SubSEGs, and for the
164 chair of ISO TC 9. Unless they are also part of a member delegation, ex-officio members are
165 observer members of the RMG, but may participate fully in subgroups created by the RMG
166 from within its membership.

167
168 The [list of the current RMG members](#) is posted on the ISO 20022 website which is maintained
169 by the RA with support from the RMG Secretary.

170
171 The application and approval processes for membership will follow the same process as for
172 Business Justifications, as described in the ISO 20022 Registration Procedures. There is a [flow](#)
173 [chart](#) of this process available on iso20022.org.

174 **1.3 Appointment of a Convenor and Vice Convenor**

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

178 **1.3.1 Terms of office**

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

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

³ 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".

182 The Vice Convenor's initial term shall be for two years if a three year term would end less than
183 12 months before or after the end of the Convenor's term.

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

186 **1.3.1.1 Notification of Termination, Acting Convenor and Re-Election**

187 1.3.1.1.1 Unscheduled election

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

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

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

197 In the unlikely event that both Convenor and Vice Convenor step down at the same time, the
198 TC 68/SC 9 chair will act as the interim Convenor until the conclusion of the election for the
199 new Convenor. The election process outlined below will be followed in full to appoint a new
200 Convenor, and subsequently will be followed to appoint a new Vice Convenor (in this case
201 with an initial term of two years).

202 1.3.1.1.2 Scheduled election

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

206 **1.3.1.2 The election process**

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

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

- 213 • provide a brief overview of their business expertise and experiences relevant to the role(s);
- 214 • give an indication of their functional expertise (payments, securities, etc.);
- 215 • give an indication of the geographical scope of their member entity;

216 • if applying for the Convenor position, confirm that resources are available to provide the
217 RMG secretariat in case of his/her election; and

218 • provide letters or emails giving evidence of support from both their company management
219 and the member entity they represent in the RMG.

220 The RMG secretary shall

221 • verify that the candidates comply with the defined requirements for the position along with
222 the support of their member entity and company management;

223 • inform any candidate in writing within 5 working days if their candidacy has been accepted
224 or rejected, with reasons for the rejection. If the candidate wishes to challenge a rejected
225 application, he or she must request that the validity of the application be considered by all
226 RMG members;

227 • distribute the CVs provided by the candidates to the RMG membership;

228 • conduct a 30-day consultation of RMG delegations. The consultation shall identify the
229 vacant position and list the valid candidates. Each RMG delegation will ‘silently’ express
230 their preference for a candidate, that is, indicate their preference directly to the RMG
231 secretariat without communicating it to the other RMG delegations. If there is only one
232 candidate, the identified candidate will be elected if there is no sustained opposition from
233 any RMG delegation. In case of sustained opposition, the RMG Secretary shall initiate a
234 new call for candidates.

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

239 • Convenor and Vice Convenor shall preferably not come from the same region (Europe,
240 Americas, Africa, Asia Pacific);

241 • The business expertise of the Convenor and Vice Convenor shall be complementary and/or
242 offer a wide coverage of the various financial services (e.g., payments, securities, trade,
243 foreign exchange).

244 On the conclusion of the 30-day consultation, the RMG secretary will inform the RMG
245 members of:

246 • the total number of delegations that replied to the consultation;

247 • the identity of all members who replied to the consultation; and

248 • the number and percentage of total preferences cast for each candidate;

249 The successful applicant will be the applicant who collects the majority of preferences. If the
250 consultation has resulted in a tie, the RMG secretary will initiate a 15-day re-consultation of
251 the candidates, following the same rules as the paragraph above. If the re-consultation again
252 results in a tie, then the chair of TC 68/SC 9 will express a preference to break the tie.

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

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

261 **1.3.1.3 Escalation during the election process**

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

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

- 266 • if the incumbent Convenor is not a candidate, but remains in office for the duration of the
267 election, then the incumbent Convenor shall be the point of escalation;
- 268 • otherwise, if the existing Vice Convenor is not a candidate, then the existing Vice
269 Convenor shall be the point of escalation;
- 270 • otherwise, the chair of TC 68/SC 9 will be the point of escalation.

271 **1.4 Duties of the Convenor and Vice Convenor**

272 **1.4.1 General Duties**

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

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

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

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

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

284 **1.4.2 Duties at RMG meetings**

285 The RMG Convenor shall review the drafted Meeting Notice and drafted preliminary Agenda
286 prepared by the RMG Secretary, provide input and changes to the draft and approve the final

287 agenda. The Convenor shall notify the RMG secretary of changes and additions required to the
288 Agenda prior to the meeting.

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

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

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

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

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

299 **1.4.3 Duties at ISO TC 68/SC 9 meetings**

300 The RMG Convenor shall prepare or work with the RMG secretary to prepare a Registration
301 Management Group Report annually to the ISO TC 68/SC 9 Plenary.

302 The RMG Convenor is expected to attend the ISO TC 68/SC 9 Plenary meeting and present the
303 ISO 20022 Registration Management Group Report.

304 **1.4.4 Participation in consultations**

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

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

313 **1.5 RMG Secretary**

314 The elected RMG Convenor is responsible for making sure that resources are available to
315 provide the RMG secretariat during his/her term of office. In case of election of a new
316 Convenor, the new RMG Secretary will take office at the same time as the new Convenor and
317 will liaise with the current RMG Secretary to ensure a smooth transfer of office (see section
318 1.3.1.2).

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

321 **1.5.1 Inquiries**

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

324 **1.5.2 Membership management**

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

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

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

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

338 **1.5.3 Notifications and reporting of Membership database changes**

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

343 **1.5.4 RMG or other RMG related Meeting(s)**

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

346 Prior to the meeting:

- 347 • Correspond with meeting hosts regarding hotels, meeting locations, and other information
348 required etc.;
- 349 • Advise hosts of the general meeting plan including preferred room set up, A/V equipment
350 needed, timelines for start finish of meeting, etc.;
- 351 • Issue, in advance, meeting notice(s) including the meeting logistics, etc.
- 352 • Draft and publish of a preliminary meeting agenda for convenor approval and of a final
353 agenda with all supporting documentation at least two weeks prior to the date of the
354 meeting;

- 355 • Issue a “call” for meeting reports to members reminding of due date and timelines at least
356 two months before the meeting (note: depending on agreed final timeline above);
- 357 • Collect member RSVPs, providing RSVP information to hosts and others who request it;
- 358 • Collect meeting reports and other materials for the meeting;
- 359 • Post all documents in the relevant meeting folder in the ISO 20022 Workspace;
- 360 • Issue linked and zipped meeting document to members and manage late reports and
361 documents.

362 During the meeting:

- 363 • Attend all meetings and be prepared to show the full agenda with linked documents on a
364 screen;
- 365 • Take meeting notes in order to prepare a report of the meeting, include attendees in
366 meeting report;
- 367 • Prepare and route an attendee list;
- 368 • Work with the Resolutions Drafting committee to edit and prepare the resolutions for in-
369 meeting review and approval;
- 370 • Provide consultative advice related to process and procedures;
- 371 • Retain any data on next agenda items or changes to agenda template.

372 Post meeting

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

380 **1.6 Sub-groups of the RMG**

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

388 **1.6.1 Real Time Payments Group (RTPG)**

389 **1.6.1.1 Mission and Scope**

390 The RTPG is a permanent sub-group set up to document and harmonise cross market business
391 adoption of ISO 20022 standard artefacts for “Real Time Payments” defined as - *electronic*
392 *payment solutions available 24/7/365 and resulting in the immediate or close to immediate*
393 *interbank clearing of the transaction and crediting of the payee’s account (within near real*
394 *time of payment initiation).*

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

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

413 **1.6.1.2 Membership**

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

420 - Core Review Group and

421 - Advisory Review Group

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

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

431

432 Additionally, the RTPG convener can invite additional market experts to contribute to either
433 group on agreement of the RMG convener.

434 **1.6.1.3 RTPG Convener and administrative support**

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

440

441 The Convener has responsibilities that can be accomplished by an individual with the
442 following qualities:

- 443 - Motivating and managing experts in consensus based standards development;
- 444 - Assessing qualifications of candidates for membership in the Core Review Group;
- 445 - Organizing conceptual work and developing processes and creation of the supporting
446 documentation to complete the work in a timely fashion;
- 447 - Familiarity with the ISO 20022 standard and organisation;
- 448 - Seeking the best possible compromise when faced with conflicting goals and priorities.

449

450 The duties of the Convener include, but are not limited to:

- 451 - Calling and presiding over RTPG Core Review Group and Advisory Review Group
452 meetings, with the assistance of members selected by the RMG and RTPG convenors,
453 as appropriate.
- 454 - Organising efficient operation of the group and assigning duties as necessary to
455 advance the work of the RTPG.
- 456 - Reporting and communicating the progress of work of the RTPG to the RMG.
- 457 - Preparing and running meetings in an efficient and inclusive manner.

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

460 Administrative support includes tasks such as:

- 461 • Planning maintenance meeting/conference calls upon each new release of the ISO
462 20022 messages.
- 463 • Ensuring posting of the produced documentation on the ISO 20022 Website.
- 464 • Organising and attending RTPG Core Review Group and Advisory Review Group
465 meetings
- 466 • Acting as technical facilitator to produce technical documentation (other members may
467 also assist with this).

- 468 • Sharing the work produced by the Core Review Group to the Advisory Review Group
469 for assessment prior to submission to the RMG.

470 **1.6.1.4 RTPG working methods and decision making**

471 Three primary working methods:

- 472 - Distributed working using appropriate electronic means.
473 - Regular scheduled conference calls.
474 - Physical meetings.

475 Most communications are expected to be through e-mails and conference calls.

476

477 The RTPG will work via consensus. Escalation, if necessary, is to the RMG.

478 At each RMG meeting, the RTPG Convenor reports the activities of the RTPG.

479 **1.6.2 RMG Rules Sub-group**

480 **1.6.2.1 Mission and Scope**

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

- 485 - [ISO 20022 Registration Bodies Governance](#)
486 - [ISO 20022 Registration Procedures](#)

487 **1.6.2.2 Membership**

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

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

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

496 **1.6.2.3 Duties and responsibilities**

497 The Rules Sub-group updates the ISO 20022 operating procedures as requested from time to
498 time by the RMG. The Rules Sub-group is empowered to update the operating procedures as
499 requested by the RMG without need for further approval by the RMG. The Rules Sub-group,
500 under the direction of the RMG Convenors, is empowered to implement minor changes
501 (meaning those that do not affect any substantive rule or procedure, typically editorial in nature
502 such as correcting mistakes or making enhancements for efficiency reasons) to the operating

503 procedures without the need for a preliminary RMG resolution. Changes of a substantive
504 nature must only be implemented as a result of a resolution of the RMG.

505 The editor provides draft new versions of the documents to the Rules Sub-group, where
506 updates are highlighted in ‘track change’ mode. The Rules Sub-group members review the
507 updates and verify that they are addressing the requests of the RMG. The Rules Sub-group
508 Convenor is responsible to achieving a consensus of the Sub-group members on the text of a
509 new version. If a new version is agreed by consensus, the editor publishes the new version on
510 www.iso20022.org and informs the RMG.

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

513 At each RMG meeting, the Rules Sub-group Convenor reports the activities of the Sub-group.

514 **1.6.3 Other RMG sub-groups**

515 RMG sub-groups should elect a Convenor from within the members in the sub-group, by
516 consensus. Any member of the sub-group may be elected as convenor. If the sub-group is
517 unable to agree on a convenor, this may be escalated to the RMG. The RMG may seek
518 consensus, but may also decide to use the formal RMG Convenor election process above if it
519 deems necessary.

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

523 **1.7 Meetings**

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

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

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

537 When practical the RMG may meet in conjunction with ISO TC 68/SC 9.

538 **1.7.1 Meeting attendance**

539 **1.7.1.1 RMG members**

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

543 Convenors of other RMG sub-groups (like Rules, Cross SEG Harmonisation etc.) should
544 ideally attend, but may appoint an alternate so long as adequate notice is given to the RMG
545 Secretary of this arrangement and that the alternate is fully empowered by the sub-group to
546 take decisions in the absence of the convenor.

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

552 **1.7.1.2 Observers**

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

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

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

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

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

566 **1.7.2 Agenda items**

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

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

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

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

580 **1.8 Decision making**

581 Decisions of the RMG shall be made via consensus. Consensus is defined as a lack of sustained
582 opposition, where that opposition is both justified and reasonable within the scope of the ISO
583 20022 registration process.

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

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

596 There shall be only one opinion cast per delegation.

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

601 **1.8.1 Reporting and escalation to TC 68/SC 9**

602 There is a reporting line between the RMG, the RA and TC 68/SC 9. This reporting line also
603 serves to provide a mechanism to raise issues relevant to the contents of the ISO 20022
604 standard itself for consideration by TC 68/SC 9 where appropriate. As the RMG supports the
605 implementation and management of the registration processes, the reporting line helps
606 improving the communication between the ISO 20022 RMG, TC 68/SC 9 and the RA,
607 ensuring that technical matters relating to the ISO 20022 standard are coordinated with TC
608 68/SC 9 whose responsibility is to maintain the technical parts of the standard and to report to
609 ISO Central Secretariat (ISO/CS).

610 The RMG shall submit to ISO/TC68/SC9 a Registration Management Group Report consisting
611 of the activities of the RMG within the reporting period, including any appeals or issues
612 acknowledged by the RMG. The report shall be submitted at least six weeks prior to
613 ISO/TC68/SC9 meetings.

614 Decisions made by the RMG may be challenged, and escalated to TC 68/SC 9.

615 **2 The Standards Evaluation Group (SEG) and SubSEG⁴**

616 **2.1 Mission and Scope**

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

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

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

630 **2.2 General Membership**

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

637 In the first instance, the entity wishing to apply for SEG membership must seek the guidance
638 regarding their application from the SEG leadership (Convenor, Vice Convenor and Secretary)
639 in the preparation of their application. The SEG leadership may consult with other entities
640 concerning the request and care should be taken to maintain a balance of interests on the SEG,
641 especially during the evaluation processes. The application may be limited to the participation
642 in a specific Evaluation Team (for further details on Evaluation Teams, please refer to section
643 2.5). Applications are submitted to the SEG for comments and to the RMG for approval. A

⁴ 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.

644 [flow chart](#) of the application process is available on iso20022.org. Entities that have been
645 granted SEG membership can add or remove members to their SEG delegation at any time
646 informing the SEG secretariat and the RA in writing (email is considered sufficient). There is
647 no limit to the number of experts of a delegation provided that each expert is contributing
648 actively. To help ensure consistency and retain business knowledge of the registration
649 decisions, each member of a delegation is strongly encouraged to serve for a period of at least
650 3 years.

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

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

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

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

673 **2.3 Election of Convenor, Vice Convenor and Secretary**

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

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

679 The resulting list of candidates is submitted to all SEG members (as defined by the
680 membership roster available on iso20022.org) who shall each be invited to express their
681 preference for a candidate in an open and transparent manner over a 30 day period. The results
682 of this consultation shall clearly display the preference indicated by each member and any

683 majority opinion. The result of this consultation shall then be passed to the RMG for
684 ratification. This ratification will be made by consensus⁵. However, where there is no clear
685 preference resulting from the SEG consultation, the RMG delegations shall be requested to
686 express their preference in a 30-day consultation. Where a single candidate is running for the
687 position of Convenor, Vice Convenor or Secretary, the same process will be employed. In
688 either instance, this will offer the RMG visibility as to any pertinent issues they may need to
689 consider before ratifying the appointment.

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

694 **2.4 Duties of the Convenor, Vice Convenor and Secretary**

695 The Convenor prepares the meeting agendas (physical, conference calls or otherwise) and runs
696 all SEG meetings. She/he is responsible for the organisation of the SEG, the initiation of
697 required Evaluation Teams (for further details on Evaluation Teams, please refer to section
698 2.5), the timely planning of evaluations and the communication of evaluation results.

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

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

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

705 The SEG Secretary:

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

⁵ “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.

712 **2.5 Evaluation Team (ET)**

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

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

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

726 If the SEG members of a delegation do not feel they have the expertise required, they may
727 invite another expert from their member entity to represent them in the Evaluation Team. For
728 example, actual pilot users of new candidate messages are always welcome to participate in the
729 Evaluation Team. When the evaluation relates to a new candidate version of existing ISO
730 20022 messages, actual users of the current version should be invited to participate in the
731 Evaluation Team. These additional experts shall participate in the Evaluation Team for the
732 time of the evaluation only and shall not be considered as SEG members, unless they are
733 nominated as such by their member entity. They are however registered in the Evaluation
734 Team community hosted by the RA in the ISO 20022 Workspace to have access to the
735 evaluation documentation. If the required expertise cannot be found from the SEG member
736 delegations, the SEG Convenor and RMG Secretary will prepare a call for experts to all RMG
737 member entities describing the additional expertise required.

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

744 A representative of the Submitting Organisation shall participate in the Evaluation Team
745 meetings for active evaluation to take place. This allows the Evaluation Team members to gain
746 additional clarification regarding the content, business context and intent of a submission
747 during the evaluation process. When several Submitting Organisations have made a joint
748 submission, all of them should be invited to participate in the Evaluation Team. When an
749 update is submitted by an organisation different from the initial Submitting Organisation(s),
750 the initial Submitting Organisation(s) shall also be invited to participate in the Evaluation
751 Team.

752 The Evaluation Team members propose a Facilitator from within the team who should
753 preferably not be a representative of the submitting organisation(s). The Facilitator is appointed

754 by the SEG Convenor. The Facilitator is responsible for driving the Evaluation Team towards
755 the validation process with the aim of delivering, in a timely manner, a 'consensus
756 recommendation' from the whole Evaluation Team to the SEG to approve or reject the
757 candidate ISO 20022 messages. If the Facilitator is not a SEG member, she/he is expected to
758 participate in the SEG meetings/conference calls where the particular submission is discussed.

759 **2.6 SubSEGs**

760 A SubSEG is created when it makes sense to create a separate standing group to cover a subset
761 of the business areas and/or financial instruments that are part of the scope of a SEG. This
762 generally happens when the subset of business areas and/or financial instruments is so different
763 from the other business areas/financial instruments of the parent SEG that it requires specific
764 business experts.

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

- 767 - the convenor of a SubSEG is de facto a member of the parent SEG leadership
- 768 - the decisions of a SubSEG are ratified by the parent SEG
- 769 - the members of a SubSEG are invited to the 'full SEG' meetings and conference calls
770 of the parent SEG
- 771 - upon creation of a SubSEG, the members of the parent SEG may opt to become
772 member of the SubSEG instead of or in addition to the parent SEG membership.

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

776 **3 The Technical Support Group (TSG)**

777 **3.1 Mission and Scope**

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

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

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

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

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

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

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

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

799 **3.2 General Membership**

800 The TSG shall be composed of recognized experts in the technical implementation of the ISO
801 20022 standard.

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

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

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

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

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

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

831
832 The [TSG roster](#) maintained by the RA on iso20022.org is to be considered the definitive most
833 up to date list of membership. It is highly likely to differ from the list in the ISO 20022
834 Workspace given its usage by member entities to allow their administrative assistants to
835 download/upload documents on behalf of their TSG members and to keep observers informed
836 (see [ISO 20022 Workspace](#) document). The roster maintained by the RA on iso20022.org is to
837 be used at all times as the definitive source for membership, and only the members on that list
838 are those which are considered to be the TSG 'decision makers'. Any distribution of
839 documents, by whatever means, must address all relevant members defined in the roster, but
840 must also be available to the ISO 20022 Workspace stakeholders. The later objective can be
841 achieved by timely posting of material by the TSG secretary or the RA to the relevant folder in
842 the ISO 20022 Workspace.

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

846 **3.3 Election of Convenor, Vice Convenor and Secretary**

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

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

852 **3.4 Duties of the Convenor, Vice Convenor and Secretary**

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

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

861 The TSG Secretary:

- 862 • arranges for meetings and conference calls;
- 863 • takes minutes/action points at the meetings and posts them to the TSG members on a
864 timely basis;

- 865 • makes sure that analysis results are logged in the ISO 20022 Workspace and passed on to
866 the requestor for archiving and future reference.

867 **4 Cross SEG Harmonisation Group (CSH)**

868 **4.1 Mission and Scope**

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

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

883 **4.2 General Membership**

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

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

891 **4.2.1 CSH standing members**

892 Members of the CSH are:

- 893 1. The Convener and Vice Convener of each SEG and SubSEG.
- 894 2. The CSH Convenor and Vice Convenor.
- 895 3. Up to three additional representatives of the RMG.
- 896 4. A representative of the RA.

897 In addition to the standing members, the SEGs and the RA may designate one or more
898 alternate(s) from the respective SEG having the right to act as a member in the event a standing

899 member is unable to attend a meeting or represent the financial instrument/business in
900 question.

901 Members and alternates are registered by the RA in a specific CSH community in the ISO
902 20022 Workspace. Observers or specialty experts may be invited by the Convenor to attend
903 meetings.

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

906 **4.3 Convenor, Vice Convenor and administrative support**

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

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

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

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

914 **4.4 Duties of Convenor and Vice Convenor**

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

- 916 • Calling and presiding over CSH meetings.
- 917 • Organising efficient operation of the group and assigning duties as necessary to
918 advance the work of the CSH.
- 919 • Acting as initial arbitrator in situations where the CSH is not in consensus.
- 920 • Reporting and communicating the progress of work of the CSH to the RMG.
- 921 • Maintaining the relationship to the SEGs and the RA.
- 922 • Preparing meeting agendas and meeting programs in accordance with the prepared
923 agenda.
- 924 • Retaining membership attendance roster within the meeting reports for each meeting.

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

926 **4.5 CSH working methods**

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

929 Members of the CSH are expected to participate in all meetings and conference calls. Quorum
930 will require attendance of the Convenor, the RA and representatives of the SEG(s) concerned

931 with the specific harmonisation issue (meaning having a direct business interest in that issue).
932 If a CSH member or alternate can't attend a meeting or decision-making conference call, they
933 are welcome to e-mail their position with their apology. There is no concept of voting by
934 proxy.

935 **5 Business Model Support Team (BMST)**

936 **5.1 Mission and Scope**

937 The Business Model Support Team is a permanent sub-group set up to help the RA to:
938 – Analyse large submissions into the ISO 20022 Business Model;
939 – Identify the best way to incorporate the submission into the ISO 20022 Business Model;
940 – Apply best practices for business modelling.
941 – Provide iterative support as required.

942 **5.2 General Membership**

943 Members of the Business Model Support Team are business experts / technical architects
944 within their respective organisations. The membership of the group will seek to combine both
945 business domain and technical domain experts.

946 The members can be nominated by the members of the bodies under the ISO 20022
947 governance (RMG, (Sub)-SEGs, TSG etc.). Members can change depending on the business
948 area that is being analysed.

949 **5.3 Convenor and administrative support**

950 The RA will provide the Convenor and administrative support for the Business Model Support
951 Team, at least in an initial phase.

952 The RA duties include maintaining the Business Model Support Team member list and
953 maintaining the document archive in the ISO 20022 Workspace.

954 **5.4 Duties of Convenor**

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

- 956 • Calling and presiding over Business Model Support Team meetings.
- 957 • Organising efficient operation of the group and assigning duties as necessary to
958 advance the work of the Business Model Support Team.
- 959 • Reporting and communicating the progress of work to the RMG.
- 960 • Maintaining the relationship to the SEGs.
- 961 • Preparing meeting agendas and meeting programs in accordance with the prepared
962 agenda.

- 963
- Retaining membership attendance roster within the meeting reports for each meeting.

964 **5.5 Business Model Support Team working methods**

965

966 The Business Model Support Team shall be convened by the RA on an ad-hoc basis when
967 submissions have been received.

968

969 Three primary working methods:

970 - Distributed working using appropriate electronic means, e.g., shared collaboration
971 space.

972 - Regular scheduled conference calls/WebEx meetings.

973 - Physical meetings, if deemed necessary and on an exceptional basis.

974

975 Ideally, the Submitter of the changes participates in the meetings and defends proposed
976 changes.

977

978 It is important to note that the RA retains the overall responsibility and ownership of the
979 resulting Business Model. Once the Business Model Support Team finished their work, and if
980 any of the agreed changes relate to one or more ISO 20022 Business Areas with existing ISO
981 20022 messages, then the tracing of the existing logical concepts to the updated Business
982 Model must be revisited. The RA remains responsible for the logical tracing.

983

984 The Business Model Support Team will maintain active working relationships with all relevant
985 SEGs.

986 **6 Decision Making in SEGs, TSG, CSH and Business** 987 **Model Support Team**

988 SEGs (including SubSEGs and Evaluation Teams), the TSG, CSH and Business Model
989 Support Team should strive to achieve consensus at all times.

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

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

999 If it is not possible to achieve consensus, the issue will be escalated to the RMG by the SEG,
1000 TSG, CSH or Business Model Support Team Convenor.

1001 The SEG, SubSEG, ET, TSG, CSH or Business Model Support Team must take the following
1002 steps to achieve consensus:

- 1003 • The meeting schedule must be sent out electronically to the full mailing list of the relevant
1004 body, who must have an opportunity to request changes to the schedule, or to make
1005 alternative arrangements;
- 1006 • Before each meeting, the meeting facilitator or the Secretary of the body must clearly state:
1007 the specific content of the meeting, relevant conference call numbers and the meeting time
1008 (with absolute precision in terms of time zones);
- 1009 • If consensus is obtained verbally on a call, it must be recorded in writing (as minutes or in a
1010 comments spreadsheet) and distributed to the full mailing list of the relevant body; any
1011 objections must be recorded in a similar manner;
- 1012 • Written comments must be similarly logged (in minutes, a note, or comments spreadsheet
1013 sent to the full mailing list);
- 1014 • There must be a written disposition of all comments ;
- 1015 • For other decisions, a proposed course of action must be set out and sent to the full mailing
1016 list.

1017 If no further comments are received by a specified timeframe (usually two weeks but possibly
1018 longer during holiday periods) then consensus can be assumed.

1019 If comments are received, attempts should be made to resolve them either by phone call or
1020 using email. At this stage, it is possible to use an informal means (equivalent to a ‘show of
1021 hands’) to gauge consensus. Only if the comments are substantive and sustained will the
1022 body’s convenor take the decision to escalate to the RMG.

1023 Any distribution of documents, by whatever means, must address all relevant members defined
1024 in the relevant roster, but must also be available to the ISO 20022 Workspace stakeholders.
1025 The later objective can be achieved by timely posting of material by the Facilitator, Secretary
1026 or the RA to the relevant folder in the ISO 20022 Workspace (see [ISO 20022 Workspace](#)
1027 document).

1028 **7 Appeal and issue resolution process**

1029 **7.1 General principles**

1030 An "Issue" relates to an objection to process such as timing and performance, while an
1031 "Appeal" relates to a disagreement with a decision taken by the RA, RMG, SEGs, CSH, TSG
1032 or Business Model Support Team.

1033 As a note on recommended practice, the general advice is that, in the first instance, Issues or
1034 Appeals should be raised with the registration body to which the Issue or Appeal relates. Only
1035 when a resolution at this stage has not been possible shall the next formal step be taken, which
1036 is to formally raise the Issue or Appeal to the RA as the first point of contact.

1037 The RMG members, Convenor, Vice Convenor and Secretary, and all levels of participants
1038 shall handle the resolution process with the utmost care and treat the process as an opportunity
1039 to improve the overall management of and use of the standard and the processes developed
1040 within the RMG. It is important that all involved parties are satisfied that any matter whether it
1041 be an Issue or Appeal has been managed in a serious and respectful manner and that matters
1042 raised are substantiated with appropriate business needs, reasoning and concerns for a solution.
1043 Issues and Appeals inadvertently received directly by any member or convenor shall be
1044 forwarded to the RA.

1045 **7.2 Introduction of an Appeal or Issue**

1046 An Issue or Appeal may be raised by any party (the Author) related to the RMG, its sub-
1047 groups, the RA, the TSG, the CSH, the SEGs and the Business Model Support Team. Issues
1048 and Appeals shall identify the originator and not be filled on behalf of unnamed third parties. A
1049 representative statement of the facts will suffice but all parties must be identified.

1050 The Issue or Appeal shall not be copied by the Author to the entire RMG membership,
1051 although informal bi-lateral discussions between members is to be encouraged as a way of
1052 helping to informally address matters.

1053 The Issue or Appeal shall be made in writing and sent in the first instance to the [RA](#) via e-mail
1054 (using the template in appendix 0).

1055 The Author shall state only facts about their Issue or Appeal; the author shall leave out
1056 personal opinions or bias and rather focus on facts and business needs. The Author shall
1057 provide a brief summary of the facts and shall include detail about any attempts made to
1058 resolve the issue.

1059 The Author shall state how the Author expects the issue would be best addressed and what
1060 solution is sought.

1061 The RA shall provide an acknowledgement of the Issue or Appeal with a suggested resolution
1062 date and explanation of the process.

1063 **7.3 The Issue Resolution Team**

1064 The Appeal or Issue shall be submitted to the Issue Resolution Team (IRT). The IRT consists
1065 of the RMG leadership and the RMG secretary. Other key experts may be called upon on a
1066 case by case basis.

1067 The role of the IRT is to try to resolve the Issue or Appeal, and, if not possible, to facilitate
1068 understanding by the RMG on disputed issues, to act as a contact point between the RMG and
1069 the affected stakeholder(s) and to assist all parties in reaching a swift and satisfactory
1070 resolution.

1071 The IRT shall maintain a schedule of Issues and Appeals, with dates, authors and disposition
1072 records of complaint management.

1073 7.4 The resolution process

1074 The RA shall contact the Issue Resolution Team regarding the receipt of the Issue or Appeal,
1075 assessment of its merit, rules for handling, action expected and timeframe for resolution.

1076 The IRT shall set a meeting date for the IRT to consider the facts of the Issue or Appeal. The
1077 RA shall inform all parties involved and set a date and time for each to join the call. The
1078 objective of this IRT meeting is to try to resolve matters.

1079 In the event that an Appeal occurs which challenges the processes of the RMG, SEG, TSG,
1080 Business Model Support Team or other RMG sub-group, consideration must be made by the
1081 IRT of any possible conflicts of interest between the involved parties and any member of the
1082 leadership team of the ISO 20022 registration body in scope of the Appeal and, if necessary,
1083 steps shall be taken by the IRT to recommend the involvement of alternate individuals (such as
1084 vice-convenors, or alternates) to represent the issues, particularly within the IRT processes and
1085 toward resolution of the Appeal.

1086 If the IRT cannot resolve the matters, the IRT shall inform the full RMG of the existence of an
1087 Issue or Appeal. At this stage, only the facts would be presented to the RMG for
1088 communication purposes and to facilitate input to the IRT from members who may wish to
1089 express views on the matter in hand.

1090 The IRT shall organise a new meeting with all parties involved. The objective of this second
1091 meeting is to consider the facts and to discuss how best to resolve matters. The IRT shall then
1092 issue to the RMG for approval electronically (unless timing coincides with a physical meeting)
1093 a draft resolution which provides the necessary reasoning in support of any recommendations.
1094 It is vital that this process delivers to the RMG a clear and concise statement of the issue(s) for
1095 resolution.

1096 If at this stage it becomes clear that the RMG is unable to reach consensus on an agreed
1097 resolution, the IRT shall prepare in whatever way is deemed appropriate for a detailed face to
1098 face discussion on the matter to be tabled as a priority decision item to the agenda of the next
1099 physical RMG meeting. In such cases, the RA shall notify the Author of these additional steps.

1100 It is the responsibility of the RA to communicate the resolution of an Issue or Appeal to the
1101 Author, which should acknowledge receipt of the resolution and notify their acceptance of the
1102 RMG decision or request further action. Decisions made by the RMG may be challenged, and
1103 escalated to TC 68/SC 9.

1104 The timing for the RMG to resolve either Issues or Appeals is 60 and 30 calendar days
1105 respectively, from the time at which the RMG first meets (physically or electronically) to
1106 consider either the Issue or Appeal statement as prepared by the IRT. Additionally, the timing
1107 of the IRT process necessary to attempt to resolve the issue and, in case of failure, to prepare
1108 the statement of the issue(s) for resolution by the RMG will take no more than 30 calendar
1109 days from the point at which a valid Issue or Appeal is received by the RA.

1110

1111

1112 **8 Appendix – Issue or Appeal template**

1113

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

1114