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OPEN BANKING

Open Banking Operational Guidelines

Get Started



Disclaimer: *The contents of the Operational Guidelines (“OG”) and Operational Guidelines Checklist (“OG Checklist”) do not constitute legal advice. While the OG and OG Checklist have been drafted with regard to relevant regulatory provisions and best practice, they are not a complete list of the regulatory or legal obligations that apply to Participants. Although intended to be consistent with regulations and laws, in the event of any conflict with such regulations and laws, those regulations and laws will take priority. Participants are responsible for their own compliance with all regulations and laws that apply to them, including without limitation, PSRs, PSD2, GDPR, consumer protection laws and anti-money laundering regulations.*

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1.0 Introduction

The Operational Guidelines ("the OG") and Operational Guidelines Checklist ("the OG Checklist") have been designed to support ASPSPs with their request for an exemption from providing a contingency mechanism. Building on the RTS-SCA, the final EBA Guidelines and the FCA's Approach documents¹ which set out criteria, guidance and information requirements for ASPSPs seeking an exemption, the OG and OG Checklist provide recommendations to help ASPSPs demonstrate compliance with these regulatory requirements.

These recommendations are designed to help deliver an effective Open Banking ecosystem, meeting the needs of TPPs in providing services to PSUs. We expect that ASPSPs who adopt the OG and OG Checklist will be in a better position to successfully demonstrate they have delivered a dedicated interface with the necessary attributes and functionality to drive competition and innovation².

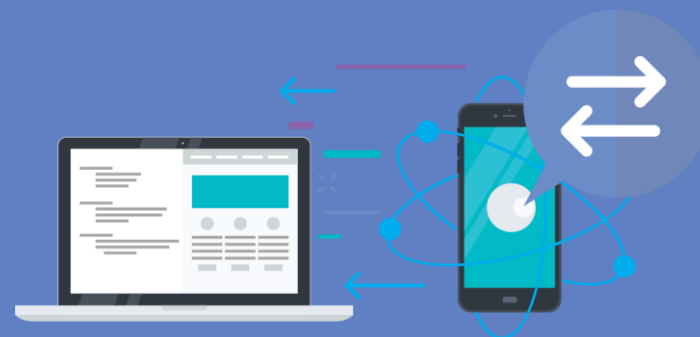
¹ The full titles of the main documents referenced throughout are:

- EBA Guidelines - Guidelines on the conditions to benefit from an exemption from the contingency mechanism under Article 33(6) of Regulation (EU) 2018/389 (RTS on SCA & CSC)
- PSRs Approach - The FCA's role under the Payment Services Regulations 2017 and the Electronic Money Regulations 2011 (December 2018 version 3)
- PS RTS Approach - Policy Statement PS18/24: Approach to final Regulatory Technical Standards and EBA Guidelines under the revised Payment Services Directive (PSD2)
- FCA request form - <https://www.fca.org.uk/publication/forms/contingency-exemption-request-form-2018.pdf>

² The decision to grant an exemption from the contingency mechanism is entirely at the discretion of the relevant Competent Authority

The OG and OG Checklist will be revised in the event of changes to regulatory guidance and to support future releases of the OBIE Standard.

While this document is focused on PSD2 in-scope accounts and functionality, all of the recommendations can still be applied by ASPSPs implementing account types and functionality which are outside the scope of PSD2.



1.1 The Operational Guidelines

The OGs have the following objectives:

1

To provide clarity to ASPSPs to enable them to design effective and high-performing dedicated interfaces while fulfilling their regulatory obligations.

2

To ensure that TPPs have access to consistently well-designed, well-functioning and high performing dedicated interfaces.

3

To ensure that consumers and SMEs using TPP services have positive experiences that encourage them to continue to consume open banking-enabled services.

In addition, adherence to these OGs and the OG Checklist will provide the following benefits:



Exemption support: Support ASPSPs with their application to their NCA for an exemption from providing a contingency mechanism.



Lower Costs: Minimise the potential costs to a business when systems or supporting networks are down (including instances where they have not been tested appropriately).



Reduced Reputational Risk: Protect the reputation of individual participants and the Open Banking ecosystem as a whole.

1.2 The Operational Guidelines Checklist

The OG Checklist consolidates the requirements of the FCA Checklist¹ and recommendations of the OG, and helps ASPSPs identify where they are conforming to the OG. Each element of the OBIE Standard includes aspects which are either one, or a combination, of:

CMA Order: These are required by the Order and only apply to the CMA9 banks as identified in the CMA Order.

PSD2: These are either Mandatory or Optional under PSD2 (Level 1) or RTS (Level 2) texts, according to the interpretation of OBIE. Any item considered to be Mandatory under PSD2 is considered a requirement in the Open Banking Standard. ASPSPs, based on their interpretation of the legislation, should explain their rationale for deviating from the OBIE Standard to their NCA when applying for an exemption. (See e.g. Column B of the FCA's Form B²).

OBIE: These are items that OBIE believes would be particularly beneficial for PSUs and TPPs if implemented by ASPSPs based on consultation with a large number of stakeholders.

¹ In particular the FCA's own questions which we refer to as the FCA Checklist from <https://www.fca.org.uk/publication/forms/contingency-exemption-request-form-2018.pdf> which should be read alongside Chapter 17 of the [PSRs Approach](#)

² <https://www.fca.org.uk/publication/forms/contingency-exemption-request-form-2018.pdf>

2.0 Availability and performance

The purpose of this chapter is to set out availability and performance requirements and recommendations for ASPSPs relating to EBA Guidelines 2.2, 2.3 and 2.4 and Publication of Statistics relating to Guideline 3 and FCA PSRs Approach 17.113 to 17.117.

TPPs need to be able to rely on highly available and well performing dedicated interfaces provided by ASPSPs, so that they can in turn provide reliable services to their customers.

This Chapter does not cover EBA Guideline 2.1, which states that ASPSPs “should define key performance indicators (KPIs) and service level targets, including for problem resolution, out of hours support, monitoring, contingency plans and maintenance for its dedicated interface, that are at least as stringent as those for the interface(s) made available to its own payment service users (PSUs) for directly accessing their payment accounts online.” Rather, these requirements are considered in Chapters 4, 5 and 6.

In this chapter



2.1 Key indicators for availability and performance



2.2 Publication of statistics



2.1 Key Indicators for availability and performance

The following tables set out:

- The regulatory requirements, as defined by EBA Guidelines 2.2, 2.3 and 2.4.
- For each requirement, OBIE guidelines to explain how these should be calculated by ASPSPs for the dedicated interface.
- For each requirement, an OBIE recommended benchmark for the dedicated interface.

Regarding the latter, the RTS is clear that ASPSPs must *"...ensure that the dedicated interface offers at all times the same level of availability and performance, including support, as the interfaces made available to the payment service user for directly accessing its payment account online..."* and *"...define transparent key performance indicators and service level targets, at least as stringent as those set for the interface used by their payment service users both in terms of availability and of data provided in accordance with Article 36"* (RTS Arts. 32(1) and (2)).

While in most cases the availability and performance standards of an ASPSP's customer channel should be a sufficient proxy for TPP and customer expectations, parity with a poorly performing customer interface could lead to poor TPP and customer experiences and outcomes.

For this reason we believe that an effective Open Banking ecosystem needs ecosystem-wide benchmarks, referred to as the "OBIE Recommended Benchmark":

- These benchmarks are based on feedback from the developer community for what a well performing API should support to enable PSU adoption and should be achievable by ASPSPs in most cases.
- Benchmark availability and AISP and PISP response times are based on the best performing endpoints of the CMA9 in the UK at the end of 2018¹ and factor in 1000 milliseconds (ms) per megabyte (MB) to cater for larger payloads.
- Benchmarks for CBPII response times are based upon international card schemes' authorisation response times. It is noted that this benchmark would not apply to complex corporate models, but rather simple account models only.
- OBIE will review these benchmarks on a regular basis.

ASPSPs must, as per EBA/FCA requirements, ensure (at least) parity between the availability and performance of their best performing PSU interface and that of their dedicated interface.

Separately, to ensure an appropriate base level of availability and performance of the dedicated interface, ASPSPs should aim to adhere to the OBIE Recommended Benchmark, unless (in the unlikely event) that this would bring the dedicated interface below the availability and performance of the PSU interface.

¹ More information can be found here - <https://www.openbanking.org.uk/providers/account-providers/api-performance/>



2.1 Key Indicators for availability and performance

2.1.1 Availability

EBA Guideline 2.2 sets out a minimum of two KPIs for availability that an ASPSP should have in place for each of its dedicated interfaces. EBA Guideline 2.4 provides information on how to calculate these KPIs. The following table explains these KPIs in greater detail and provides further guidance on how they should be calculated.

TPPs may consider that a dedicated interface is only available if it is responding to all valid TPP requests a) without error messages and b) that have received a successful response from the ASPSP, for example returning the data required to be provided to an AISPs under PSD2. OBIE has catered for error messages under section 2.2.2 below, and data quality under Section 3.2 below.

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
EBA Guideline 2.2 a	The uptime per day of all interfaces	...the ASPSP should: a) calculate the percentage uptime as 100% minus the percentage downtime;	For each 24 hour period, 100% minus the total percentage downtime in that period.	A quarterly uptime of 99.5%.



2.1 Key Indicators for availability and performance

2.1.1 Availability

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
EBA Guideline 2.2 b	The downtime per day of all interfaces	<p>b) calculate the percentage downtime using the total number of seconds the dedicated interface was down in a 24 hour period, starting and ending at midnight;</p> <p>c) count the interface as 'down' when five consecutive requests for access to information for the provision of payment initiation services, account information services or confirmation of availability of funds are not replied to within a total timeframe of 30 seconds, irrespective of whether these requests originate from one or multiple PISPs, AISPs or CBPIIs. In such a case, the ASPSP should calculate downtime from the moment it has received the first request in the series of five consecutive requests that were not replied to within 30 seconds, provided that there is no successful request in between those five requests to which a reply has been provided.</p>	<p>Downtime should be calculated as follows:</p> <ul style="list-style-type: none"> The total number of concurrent seconds per API call, per 24 hour period, starting and ending at midnight, that any element of the dedicated interface is not available divided by 86,400 (the number of seconds in 24 hours) and expressed as a percentage. The clock for unavailability should start immediately after the first 'failed' request has been received within the 30 second timeframe. <p>At a minimum, downtime should be measured if:</p> <ul style="list-style-type: none"> Any ASPSP authorisation and/or resource server is not fully accessible and accepting all valid TPP requests as defined by EBA Guidelines 2.4c. Any ASPSP downstream system required to support these API endpoints is also not responding in a way which effects the availability of the ASPSP authorisation and/or resource servers. Any of the ASPSP screens and/or functionality of the PSU authentication flow is not available to enable PSUs to grant TPPs access to their account(s). This should include all 5xx errors. This should include both planned and unplanned downtime during each day. Even if this only effects some TPPs and/or PSUs, downtime should still be reported, i.e. partial downtime should still be measured as downtime. This should include any vendor/supplier failures in the case where the ASPSP has contracted the vendor/supplier to deliver a related service, e.g. <ul style="list-style-type: none"> the ASPSP's own hosting provider, any QTSP the ASPSP has selected for their own certificates, a third party directory service (e.g. the OBIE Directory). <p>However, this should exclude errors resulting from issues outside of the ASPSP's direct control, such as any of the following:</p> <ul style="list-style-type: none"> Issues with TPP software, infrastructure or connectivity. Lack of response/availability from an individual QTSP resulting in the inability of the ASPSP to check validity of a TPP's eIDAS certificate, since it is the TPP who has selected the QTSP. <p>The above guidelines relate only to how ASPSPs should calculate downtime. ASPSPs must be mindful of their own regulatory obligations under the PSD2 regulatory framework and eIDAS Regulation.</p>	<p>A quarterly downtime of 0.5%.</p> <p>(circa 11 hours per quarter, or just under four hours per month, to allow for planned releases, updates, and also any unplanned downtime).</p>



2.1 Key Indicators for availability and performance

2.1.2 Performance

EBA Guideline 2.3 sets out a minimum of four KPIs for performance that an ASPSP should have in place for each of its dedicated interfaces. The following table explains these KPIs in greater detail and provides guidance on how they should be calculated.

The OBIE Standard defines a number of endpoints which should be made available by ASPSPs in their dedicated interface. While all supported endpoints should be included by ASPSPs when calculating error rates, for reporting response times the consent endpoints should be ignored, as these are not considered part of the process of 'providing the information requested' to the TPP for payment initiation, account information or Confirmation of Funds.

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
EBA Guideline 2.3 (a)	PISP response time	<p>...the ASPSP should define, at a minimum, the following KPIs for the performance of the dedicated interface:</p> <p>a) the daily average time (in milliseconds) taken, per request, for the ASPSP to provide the payment initiation service provider (PISP) with all the information requested in accordance with Article 66(4)(b) of PSD2 and Article 36(1)(b) of the RTS;</p>	<p>The "time taken per request" should be calculated for each day using the mean value of Time to Last Byte (TTLB) measured in milliseconds, starting from the time that each endpoint request has been fully received by the ASPSP and stopping when the last byte of the response message has been transmitted to the PISP.</p> <p>The following API endpoints should be included when calculating PISP response times, for each endpoint supported by the ASPSP:</p> <ul style="list-style-type: none"> • POST /domestic-payments • GET /domestic-payments/{DomesticPaymentId} • POST /domestic-scheduled-payments • GET /domestic-scheduled-payments/{DomesticScheduledPaymentId} • POST /domestic-standing-orders • GET /domestic-standing-orders/{DomesticStandingOrderId} • POST /international-payments • GET /international-payments/{InternationalPaymentId} • POST /international-scheduled-payments • GET /international-scheduled-payments/{InternationalScheduledPaymentId} • POST /international-standing-orders • GET /international-standing-orders/{InternationalStandingOrderPaymentId} • POST /file-payments • GET /file-payments/{FilePaymentId} • GET /file-payments/{FilePaymentId}/report-file 	An average 1000 milliseconds per 1MB per response.



2.1 Key Indicators for availability and performance

2.1.2 Performance

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
			<p>Continued...</p> <p>The ASPSP's signed response to the POST will inherently act as proof of receipt of the payment order by the ASPSP, which will enable the TPP to log a reference and the date of this receipt. Both the POST and the GET endpoints contain all information relating to the payment, which, depending on the payment type, should include reference, amount, exchange rate, charges, and status (which may change between POST and any subsequent GET).</p> <p>The POST endpoints above cater for the requirements of PSD2 Article 66(4)(b), RTS Article 36(1)(b), i.e. for the ASPSP to make the information available to the PISP immediately after receipt of the payment order, and the FCA PSRs Approach Paragraph 17.29, i.e. the provision of all information on the initiation of the payment transaction and all information accessible to the ASPSP regarding the execution of the payment transaction.</p> <p>The GET endpoints cater for the requirements of the PSRs Approach Paragraph 17.30, i.e. for the ASPSP to provide confirmation to the PISP that payment initiation has been successful, in order to enable the PISP to provide this information to the PSU.</p> <p>We note that because different endpoints will have different payload sizes for request and response (especially relevant for file payment endpoints involving large files), and in order to facilitate a 'like for like' comparison with PSU interfaces, OBIE recommends that ASPSPs also report on the average time per megabyte (MB). This can be calculated by dividing the total response time in milliseconds by the total payload response size in MB, across all API calls for all API endpoints for each day.</p>	



2.1 Key Indicators for availability and performance

2.1.2 Performance

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
EBA Guideline 2.3 (b)	AISP response time	b) the daily average time (in milliseconds) taken, per request, for the ASPSP to provide the account information service provider (AISP) with all the information requested in accordance with Article 36(1)(a) of the RTS;	<p>The "time taken per request" should be calculated for each day using the mean value of Time to Last Byte (TTLB) measured in milliseconds, starting from the time that each endpoint request has been fully received by the ASPSP and stopping when the last byte of the response message has been transmitted to the AISP.</p> <p>The following API endpoints should be included when calculating AISP response times, for each endpoint supported by the ASPSP:</p> <ul style="list-style-type: none"> • GET /accounts • GET /accounts/{AccountId} • GET /accounts/{AccountId}/balances • GET /balances • GET /accounts/{AccountId}/transactions • GET /transactions • GET /accounts/{AccountId}/beneficiaries • GET /beneficiaries • GET /accounts/{AccountId}/direct-debits • GET /direct-debits • GET /accounts/{AccountId}/standing-orders • GET /standing-orders • GET /accounts/{AccountId}/product • GET /products • GET /accounts/{AccountId}/offers • GET /offers • GET /accounts/{AccountId}/party • GET /party • GET /accounts/{AccountId}/scheduled-payments • GET /scheduled-payments • GET /accounts/{AccountId}/statements • GET /accounts/{AccountId}/statements/{StatementId} • GET /accounts/{AccountId}/statements/{StatementId}/file • GET /accounts/{AccountId}/statements/{StatementId}/transactions • GET /statements <p>We note that because different endpoints will have different payload sizes for request and response, and in order to facilitate a 'like for like' comparison with PSU interfaces, OBIE recommends that ASPSPs also report on the average time per megabyte (MB). This can be calculated by dividing the total response time in milliseconds by the total payload response size in MB, across all API calls for all API endpoints for each day.</p>	An average 1000 milliseconds per 1MB per response



2.1 Key Indicators for availability and performance

2.1.2 Performance

Reference	Title	EBA requirement	OBIE calculation guidelines	OBIE recommended benchmark
EBA Guideline 2.3 (c)	Confirmation of Funds (CoF) response time (CBPIL and PISP)	c) the daily average time (in milliseconds) taken, per request, for the ASPSP to provide the card-based payment instrument issuer (CBPIL) or the PISP with a 'yes/no' confirmation in accordance with Article 65(3) of PSD2 and Article 36(1)(c) of the RTS;	<p>The "time taken per request" should be calculated for each day using the mean value of Time to Last Byte (TTLB) measured in milliseconds, starting from the time that each endpoint request has been fully received by the ASPSP and stopping when the last byte of the response message (i.e. the 'yes/no' conformation) has been transmitted to the CBPIL or PISP.</p> <p>The following API endpoints should be included when calculating CoF response times for CBPIL:</p> <ul style="list-style-type: none"> POST /funds-confirmations <p>The following API endpoints should be included when calculating CoF response times for PISP:</p> <ul style="list-style-type: none"> GET /domestic-payment-consents/{ConsentId}/funds-confirmation GET /international-payment-consents/{ConsentId}/funds-confirmation GET /international-scheduled-payment-consents/{ConsentId}/funds-confirmation 	<p>An average TTLB of 300 and a max of 500 milliseconds per response.</p> <p>This benchmark would not apply to complex corporate models, but rather simple account models only.</p>
EBA Guideline 2.3 (d)	Daily error response rate	d) the daily error response rate – calculated as the number of error messages concerning errors attributable to the ASPSP sent by the ASPSP to the PISPs, AISP and CBPILs in accordance with Article 36(2) of the RTS per day, divided by the number of requests received by the ASPSP from AISP, PISP and CBPILs in the same day.	<p>It is not possible for ASPSPs to respond to TPPs with an error message where no TLS session has been established. However ASPSPs should still be able to respond, measure and report on errors relating to all OIIC endpoint calls and all functional API calls relating to the OBIE Standard.</p> <p>The error response rate should be calculated as the total number of all 5xx HTTP status codes from all API endpoints per day, divided by the total number of TPP API requests received across all of these endpoints in the same day, and expressed as a percentage.</p> <p>Errors based on 4xx HTTP status codes are largely attributable to TPP or PSU actions or failures, and hence should not be included here.</p> <p>Cases where 2xx HTTP status codes are returned, but where the data in the response payload is not correct are covered in section 3.1 below.</p>	An average of 0.5% across all endpoints



2.2 Publication of statistics

EBA Guideline 3.1 requires that ASPSPs "... provide its competent authority with a plan for publication of daily statistics on a quarterly basis on the availability and performance of the dedicated interface as set out in Guidelines 2.2 and 2.3, and of each of the interfaces made available to its own PSUs for directly accessing their payment accounts online, together with information on where these statistics will be published and the date of first publication..."

In addition, the FCA [PSRs Approach](#) Chapter 13 requires ASPSPs to report these statistics to the FCA on a quarterly basis.

These statistics should be completed for each dedicated interface. In the case where an ASPSP has one dedicated interface per brand, then the ASPSP should publish a separate report for each brand. However where several brands share the same interface, then the ASPSP should only need to publish one report. In the case where an ASPSP maintains different versions of their dedicated interface in parallel (e.g. to support different versions of the OBIE Standard), then these should be considered as separate dedicated interfaces and published separately, as they may have different levels of availability and performance.





2.2 Publication of statistics

2.2.1 Reporting for PSU interfaces

As per the EBA Guidelines, the ASPSP must publish statistics for each PSU interface. Therefore an ASPSP with a separate website and mobile app for consumer accounts and a separate website and mobile app for business accounts may need to report separately to cover each of the four PSU interfaces (which may still be within a single report) .

In this regard, ASPSPs are only required to report on PSU interface for PSD2 in-scope accounts and regarding PSD2 in-scope functionality (i.e. initiation of a credit transfer payments and/or accessing account and transaction information). In order to enable a 'like for like' comparison, OBIE recommends the following guidance for calculating each element in regard to PSU interface availability and performance:

- **Uptime:** 100% minus the total percentage downtime for each day.
- **Downtime:** The total time in seconds for each day when any element of the PSU interface is not accessible by the PSU in the process of accessing their PSD2 in-scope account, and in order to access PSD2 functionality. This should be divided by 86,400 (the number of seconds in 24 hours) and expressed as a percentage. PSU accounts which have been blocked by the ASPSP should not be counted as downtime, as it is the downtime of the service, and not the individual PSU's access, which is relevant here.
- **PISP response time:** The average time taken in milliseconds from when a PSU clicks on a button or link to initiate a payment (i.e. after they have supplied all details and clicked “confirm payment”) to when the PSU receives either a confirmation screen or error message to confirm the status of the payment initiation. This should be the average for all PSU payments initiated each day for each PSU interface. OBIE recommends that the time is reported based on the time taken for the page/screen which contains the confirmation/error message to fully load.
- **AISP response time:** The average time taken in milliseconds from when a logged in (i.e. authenticated) PSU clicks on a button or link to access any PSD2 in-scope payment account information on their account (e.g. list of accounts, balance for an account, page/screen of transactions) to when the page/screen displaying this information has fully loaded. Where this information is displayed immediately and automatically after login, this time should be measured from when the ASPSP has accepted the last factor of the PSU's authentication (i.e. the load time of the first page/screen after authentication is complete). This should be the average for all pages/screens loaded each day for each PSU interface. OBIE recommends that the time is reported based on the time taken for the page/screen which contains the confirmation/error message to fully load.
- **Confirmation of Funds response time:** There is no direct comparison for CBPII and PISP confirmation of funds in a PSU interface, hence this column should be left blank.
- **Error response rate:** As per row 23 in the EBA consultation feedback table, this column is not required for a PSU interface and should also be left blank.



2.2 Publication of statistics

2.2.2 ASPSP reporting template

OBIE has included a template that ASPSPs using the OBIE Standard might find useful in preparing their information for publication and reporting to the FCA (or other CA) from September 2019:



[OBIE ASPSP Reporting Template v1.0 DRAFT 3](#)

Whilst ASPSPs are only required to publish statistics on their website and submit to FCA every quarter, OBIE recommends that non-CMA9 ASPSPs submit these reports (all completed Report Tabs) and also the detailed workings (the Data Tab) using this template to OBIE on a monthly basis. This will enable OBIE to track overall health and growth of the Open Banking ecosystem.

For the avoidance of doubt, the reports that the CMA9 ASPSPs are mandated to provide to OBIE are detailed in a separate MI template and not covered within this document.

2.2.3 TPP reporting

OBIE encourages TPPs to report statistics on availability and performance to OBIE. Whilst there is no EBA/FCA regulatory requirement, OBIE would find this information very useful in providing a balanced view of the overall health of the Open Banking ecosystem. The format and method of this is still to be confirmed and sits outside this document.



3.0 Dedicated interface requirements

This chapter provides guidance on the overall expectation for ASPSPs to demonstrate that their dedicated interface has been designed and tested in line with EBA requirements; that it has been appropriately stress tested; and to evidence wide usage by TPPs.

OBIE deems this essential in order for ASPSPs to successfully deliver the necessary functionality for the Open Banking ecosystem and to facilitate the creation of seamless customer experiences, which do not constitute obstacles for the provision of TPP services.

OBIE considers that the implementation of effective design and testing (including stress testing) and the creation of obstacle-free customer journeys will provide TPPs with the confidence to offer their service to their customers with the knowledge that an ASPSP's dedicated interface will support rather than hinder the provision of their service.

The EBA Guidance means that ASPSPs must ensure consistent engagement with TPPs within their design and testing processes so that issues are identified and rectified as early as possible. Robust stress testing will ensure that the dedicated interface is capable of dealing with not only anticipated demands but with higher-than-usual peak periods. Wide usage of the dedicated interface is required to show that it is capable of supporting a diverse set of TPP business models and use cases.

OBIE has also briefly outlined what ASPSPs need to consider so as not to present obstacles to TPPs. This is covered more extensively within the Customer Experience Guidelines¹.

¹ <https://www.openbanking.org.uk/wp-content/uploads/Customer-Experience-Guidelines-V1-1.pdf>

In this chapter



3.1 Design and Testing



3.2 Stress Testing



3.3 Wide Usage



3.4 Obstacles



3.1 Design and Testing

3.1.1 The OBIE Standard

The OBIE Standard have been developed over a period of 18 months in collaboration with nine of Europe's largest financial institutions as well as 500+ representatives from other ASPSPs, TPP communities, PSD2 and consumer stakeholder groups, and prominent fintech leaders.

The collaborative and transparent development process has involved over 50 workshops and an online feedback process, giving stakeholders the opportunity to contribute to ensure that their regulatory requirements have been considered for the widest possible coverage of business models. As such, when ASPSPs adopt the OBIE Standard without deviation, they can refer to the fact that there was extensive consultation during the development of the OBIE Standard as an additional tool to support the design and testing requirement.

In the UK, the FCA will base its assessment of whether the exemption criteria are met on a completed contingency exemption form. FCA-regulated ASPSPs are required to complete this (in particular the second half Form B¹) by providing the details of functional and technical specifications that they have implemented for each relevant regulatory requirement and a corresponding summary describing how their implementation satisfies the requirement, as well as any deviations, where applicable.

We note that it is ultimately in the discretion of each NCA to determine whether or not exemption criteria are met when assessing applications for an exemption.

¹ Cf. <https://www.fca.org.uk/publication/forms/contingency-exemption-request-form-2018.pdf>





3.1 Design and Testing

3.1.2 Proving conformance

OBIE provides a suite of testing tools which are designed to help ASPSPs test whether or not their API interface meets the OBIE Standard. ASPSPs who use these tools will be in a good position to be able to demonstrate to NCAs that they have correctly followed and implemented the OBIE Standard¹.



Functional Conformance: This suite contains a large number of test cases, which cover all functional API request, response and error codes, to ensure that the API interface is conformant to the OBIE specifications for AISP, PISP and CBPII use cases. This tool also provides a mechanism by which ASPSPs can publish details of the specification of their dedicated interface.



Security Profile Conformance: This suite includes test cases for the Open Banking Security Profile and the following Open ID Foundation profiles: redirect (FAPI profile), decoupled (CIBA profile), and TPP onboarding (Dynamic Client Registration).



Customer Experience Guidelines Checklist: This tool allows ASPSPs to provide evidence of conformance to the Customer Experience Guidelines.



Operational Guidelines Checklist: In combination with the NCA submission, ASPSPs should use this checklist to provide the NCA with a summary of the results of the testing, including the identification of weaknesses and a description of how these weaknesses have been addressed.

OBIE will also provide a certification service for each of the four areas above. This service will include OBIE's validation that the conformance tools/checklists have been run/completed satisfactorily to indicate conformance to the OBIE Standard. While the tools can be run in a test/pre-production environment, certification will be against production environments unless otherwise agreed by OBIE.

ASPSPs who run these tools and obtain a certification against their production environment will mitigate against scenarios where the dedicated interface returns 2xx HTTP status codes, but the responses contain missing, badly formed or incorrect data.

¹ While running the tools successfully will produce useful evidence, an NCA may still require further evidence to ascertain whether or not an ASPSP has correctly implemented the OBIE Standard



3.1 Design and Testing

3.1.3 Testing facility

ASPSPs are required to provide a Testing Facility to allow authorised and pre-authorised¹ TPPs to undertake connection and functional testing of their products and services using non-PSU (i.e. “dummy”) data. The issues and problems which are identified within this testing process, as well as feedback and engagement from the TPP community, are useful for ASPSPs in alerting them to potential issues within testing that may also be encountered within the production environment. This can be used to identify and address issues early on. ASPSPs will be required to provide details and information on the outputs of their testing to their NCA as part of their application for an exemption.

This facility should² provide an accurate reflection of the live environment, and give TPP developers access to the following, with reference to EBA Guideline 6.5:

- **Functionality:** The facility should include all functionality of the production interface relating to AISP, PISP and CBPII use cases. This functionality should work in an equivalent or representative way to the production interface including negative use cases and error codes.

- **Security:** The facility should use the same security profile/model and be configured in the same way as that which protects the production APIs.
- **On-boarding:** The facility should replicate the on-boarding process of the ASPSP's production facility, including TPP on boarding and the exchange of certificates for identification and message signing.
- **Certificates:** The facility should allow the use of both test certificates (which have the same format/structure as eIDAS certificates) and production eIDAS certificates, so that TPPs can replicate the functionality of QSEALs and/or QWACs relating to the exchange of certificates for identification and message signing, before and after they have obtained a production eIDAS certificate.
- **Test data:** The facility must not include any real PSU data (RTS Art. 30(5)). The volume and variance of data should be sufficient to support all technical and functional testing including pagination (where this is supported in the dedicated interface).
- **Test accounts:** The facility should provide TPPs with a number of test accounts that enable the functionality and access to data that real PSUs will experience in production.

¹ TPPs that have applied for authorisation with their NCA and are waiting for approval

² For the avoidance of doubt, the following are all recommendations only and optional for ASPSPs, unless we are referring to direct regulatory guidance





3.1 Design and Testing

3.1.3 Testing facility

- **Authentication:** The facility should enable TPPs to use 'headless authentication', i.e. authentication which does not require a PSU to be present, therefore enabling multiple tests to be run in succession via automated scripts. However, the Final EBA Guidelines have identified a new item "Guideline 6.5.(g) - the ability of PISPs and AISPs to rely on all the authentication procedures provided by the ASPSP to its PSUs". Therefore ASPSPs must allow TPPs to test all authentication procedures¹ provided to its PSUs, but ideally ASPSPs should NOT prevent 'headless authentication' testing to be conducted by the TPP as well. This could be catered for by ASPSPs either:
 - a) allowing TPPs to test both headless and PSU authentication procedures in the same facility;
 - b) providing a separate testing facility in order to test all authentication procedures; or
 - c) allowing TPPs to test PSU authentication procedures in a production environment using their own and/or test accounts.
- **Performance:** The facility is not expected to handle production volumes (i.e. is not expected to be used by ASPSPs or TPPs for stress testing), however, it should have sufficient capacity, performance and other characteristics to facilitate effective and realistic connection and functional TPP testing.

- **Readiness:** The facility must enable TPPs to start testing their technical solutions at least six months prior to the application date of the RTS (or, if the launch of the ASPSP's dedicated interface takes place after the application date of the RTS, six months prior to the launch date).
- **Ongoing access:** The facility should remain as an ongoing facility and to support future development or changes to the dedicated interface at least 3 months prior to implementation of such changes.
- **Availability and support:** The facility should have the same availability and level of support as the production interface, so as not to constitute an obstacle to TPPs.
- **Documentation:** ASPSPs must publish externally a summary of the specification of the testing facility on their website including access details and test coverage.

The testing facility should thereby enable TPPs to successfully execute full API journeys to support their proposition with the expectation that they will be able to use the same code base when connecting to the ASPSP's production interface. In particular, this facility must ensure the API interface meets the requirements of a stable and secure connection, and the ability to exchange eIDAS and/or testing certificates. The OBIE Standard is published on the [Open Banking website](#)

¹ Participants should note the EBA feedback 103 in their final Guidelines – "Where an ASPSP is developing its authentication processes to meet SCA requirements by 14 September 2019, the EBA acknowledges that this SCA functionality may not be fully ready for testing by March 2019. However, **the testing facilities should enable AISPs and PISPs to test the planned SCA scenarios, so they can accommodate these in their software and applications**" [our emphasis]



3.1 Design and Testing

3.1.4 Publishing specification details

ASPSPs that use the OBIE Standard, or any other market initiative, should publish the details of the specifications on their website six months prior to the publication date in the RTS (or, if the launch of the ASPSP's dedicated interface takes place after the application date of the RTS, six months prior to the launch date). Should an ASPSP deviate from the Market Initiative they have adopted, they should inform their NCA with details of what changes they have made and an explanation of the rationale for the deviation.

Implementations of the specifications should be machine readable, so that TPPs can automate discovery, and include the following details by brand/product:



Connection details (including all technical and business processes required to connect).



Authentication flows supported (e.g. redirect, decoupled).



Methods of authentication available to PSUs (e.g. OTP via SMS, Fingerprint etc. and how this varies by device).



Functionality and data elements for each AISP, PISP and CBPII endpoint, including which optional elements are/are not provided.

Should any of these details change at any time, the ASPSP should notify TPPs by updating their website (e.g. through a change log) as detailed in Chapter 5.



3.2 Stress Testing

ASPSPs should conduct stress testing of their API interface as follows:

- **Environments:** Stress testing does not need to take place on the testing facility. However, stress testing should either be conducted on the production interface (and underlying production systems) and/or staging/pre-production systems which have similar infrastructure, so there can be certainty that the test results will represent what will happen in a real-word scenario.
- **Realistic scenarios and loads:** Testing should cover a range of realistic test cases and be for realistic duration and at realistic volumes, based on predicted volumes in six months' time. The actual data used for these tests is not relevant (i.e. whether this is test or production data), since this must not be disclosed in any test results submitted. Testing should take place from external networks which replicate the usage patterns expected in the real-world (e.g. from third party applications).
- **Availability and frequency:** A separate facility for stress testing does not need to be permanently available. However, stress testing should be conducted at least every six months and also in any of the following cases:
 - Prior to application to the NCA for an exemption.
 - In the event of any failures or reduction of service levels below those required regarding performance and availability KPIs.
 - In the event of any infrastructure or implementation changes (e.g. release of new API versions), which may affect performance.
 - In the event of any significant increase in predicted usage volumes.





3.3 Wide Usage

The Final EBA Guidelines have clarified that the wide usage requirements not only include the number of TPPs that make use of the dedicated interface but also the number of successful responses of ASPSPs to TPP requests, the number of available TPPs, and the results of testing, including the resolution of any issues that have been identified.

For the purposes of showing TPP involvement in the design of the dedicated interface, as per Section 3.2.1, we believe that given the level of engagement with TPPs in the design of the OBIE Standard, that an ASPSP implementing them as designed (i.e. without deviation) can refer to this as one source of supporting evidence.

For the matter of testing, this will need to be done on an individual ASPSP basis. In the development of the OBIE Technical Standard, the information sharing between TPPs and ASPSPs has been extremely valuable for both parties. Based on this, we are convinced that without extensive TPP input a dedicated interface of sufficient quality cannot be built, and therefore strongly endorse the EBA's requirements here i.e. three months of live

production for TPPs to provide services to their customers (noting this can run concurrently with testing). Given this, we would note the changes made to the final EBA Guidelines regarding wide usage and "widely used" and the types of evidence NCAs are required to consider to assess under EBA Guideline 7.1.

If any ASPSP is unable to find TPPs with which to design and test their interfaces, we would encourage them to contact OBIE and we will attempt to find appropriate TPP partners. OBIE provides a 'buddying' service for enrolled ASPSPs to facilitate this. ASPSPs should not rely solely on the engagement of TPPs in the development of the OBIE Standard as proof of wide usage without evidence to show that the production environment was available for three months and significant effort was made to encourage TPPs to use the dedicated interface (as per EBA Guideline 7.1(b)).





3.3 Wide Usage

ASPSPs should provide detailed evidence to demonstrate wide usage, over and above TPP numbers (e.g. in the form of research, testimonials or reviews from TPPs). For example:

- Testimonials from TPPs who have been involved with testing to confirm they are satisfied with the testing facility before moving to production.
- Description of major discrepancies between the numbers of TPPs involved in testing and production and their reasons for such discrepancies.
- Testimonials from TPPs who have used the dedicated interface for three months to confirm they are satisfied with the interface (i.e. with no significant ongoing defects).
- The number of requests submitted by TPPs using the dedicated interface that have been successfully responded to by an ASPSP.
- Details of communication to TPPs relating to availability for use of the dedicated interface.

OBIE notes that the results of testing related to issues and problems that were identified, including the resolution of those problems, will also be a factor that NCAs may consider for the purposes of assessing if an ASPSP has demonstrated 'wide usage' of their implementation.

When submitting evidence for an exemption application, ASPSPs could consider providing the details of contacts at TPPs that have been involved in testing when they have been given permission from the TPP to verify the information provided by the ASPSP.



3.4 Obstacles

EBA Guideline 5 places a requirement on ASPSPs to ensure that their dedicated interface does not create obstacles for the provision of services by PISPs, AISPs and CBPIIs.

Implementation of the OBIE Technical Specifications and Security Profiles, together with use of the conformance tools to test and validate conformance, will help ASPSPs remove technical obstacles for TPPs.

Furthermore, the Customer Experience Guidelines and Customer Experience Guidelines Checklist (the CEG) have been created to support this requirement from the perspective of the customer journey implemented by the ASPSP for their dedicated interface(s).

The Operational Guidelines and the Operational Guidelines Checklist (this document) contain additional requirements and recommendations for ASPSPs which, if implemented, can be utilised to further reduce obstacles relating to the overall performance and functionality of the ASPSP's interface.

The combination of the CEG and the OG can be used to support the relevant requirements of Guideline 5 and assist an ASPSP's application for an exemption.

ASPSPs should also give consideration to the "user experience" for a TPP in its direct interactions with ASPSPs, such as dynamic client registration or communication of changes to specifications.



4.0 Problem resolution

This chapter outlines the policies, procedures and systems that an ASPSP should create and embed in order to demonstrate effective problem resolution for TPPs using their dedicated interface and test facility. It focuses on issues that specifically impact TPPs, as set out in the RTS and EBA Guidelines.

RTS, Art 33(6) sets out the conditions that an ASPSP is required to meet in order to obtain exemption from the obligation to provide a contingency mechanism. RTS, Art 33(6)(d), in particular, requires ASPSPs to ensure that any problems with their dedicated interface are resolved without undue delay.

The EBA has outlined the practicalities of the RTS provisions in EBA Guideline 8. More specifically, an ASPSP must submit information to their NCA which demonstrates they have the applicable systems and procedures in place for tracking, resolving and closing problems, as well as an explanation of problems which were not resolved within its relevant service level targets. The PSRs Approach (17.172) has clarified that this explanation must include problems which occurred within the context of both testing and production of the dedicated interface.

In this chapter



4.1 Procedures, processes and systems for problem resolution



4.2 OBIE Support



4.1 Procedures, processes and systems for problem resolution

4.1.1 Effective resolution of problems

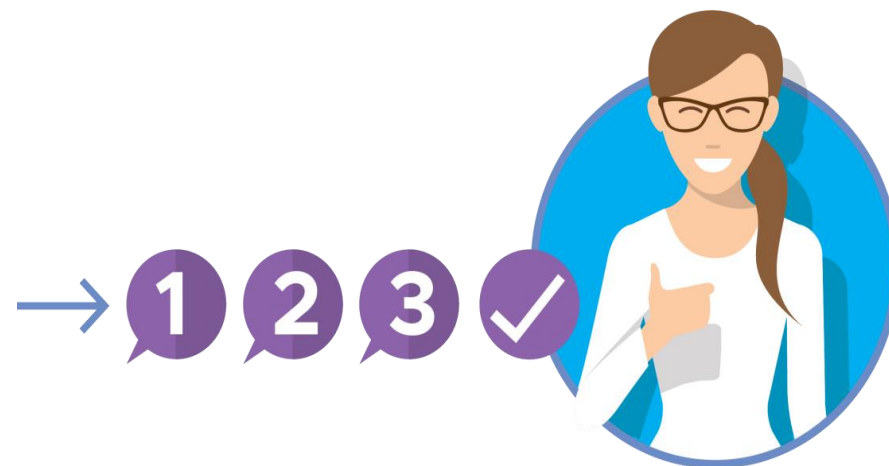
An ASPSP should create documentation to clearly outline the policies, processes and systems it has in place for problem resolution and its respective service level objectives. This framework should enable the effective resolution of TPP issues and therefore cater for problems that relate specifically to a TPP's use of an ASPSP's dedicated interface and test facility.

When a TPP encounters a problem with an ASPSP's dedicated interface, it could have a direct impact on a TPP's ability to provide its service, which in turn has the potential to cause:

- loss of business;
- reputational risk;
- additional resource requirement; and
- negative outcomes for customers.

Accordingly, it is important that an ASPSP's problem resolution framework resolves problems efficiently to enable TPPs to provide a continued, uninterrupted service to their customers. An ASPSP should review its existing problem resolution framework and associated service level targets for its PSU interface and consider if, in certain circumstances, it needs to go beyond the service levels for resolving problems with its own PSU interface.

We recommend that ASPSPs use OBIE's Support Services (see 4.3) to assist with the notification of problems (and any change) that may impact a TPP. Any problems or changes that may impact a TPP will be added to the central noticeboard facility to inform all ecosystem participant



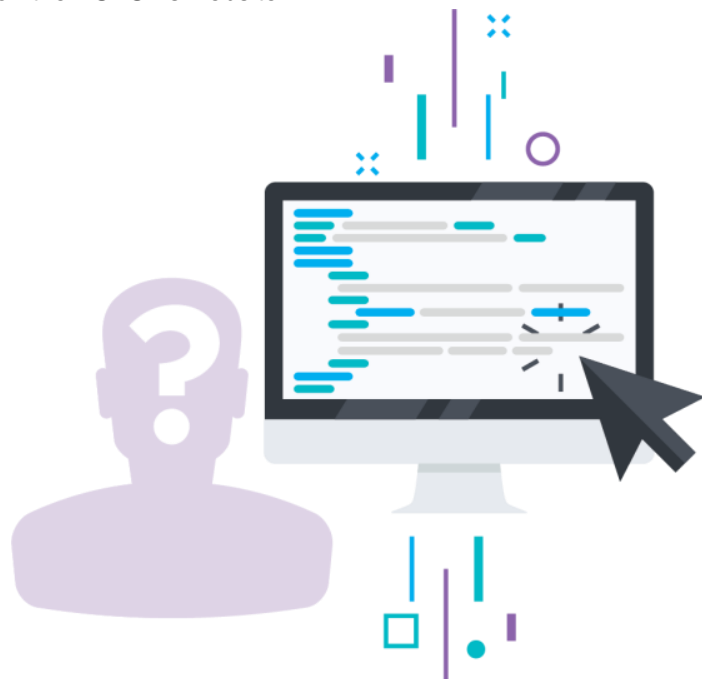


4.1 Procedures, processes and systems for problem resolution

4.1.2 Online support

ASPSPs should provide FAQs, which address areas that may be specific to TPPs such as technical advice or test facility guidance. They should also consider a means of identifying recurring questions or user-error issues so these can be collated into FAQs to support the early resolution of problems.

Problem resolution documentation, FAQs, contact details, opening times and out of hours support should be published and easily accessible in one collective area on the ASPSP's website.



4.1.3 Ticket management process

ASPSPs must ensure they have a functioning ticket management system which enables them to respond to issues and problems raised within clearly defined service level targets. A successful problem resolution framework will enable the efficient identification and resolution of problems which specifically impact TPPs. The system for raising and reporting on tickets should be transparent in order to fully inform users and engender trust across the ecosystem.

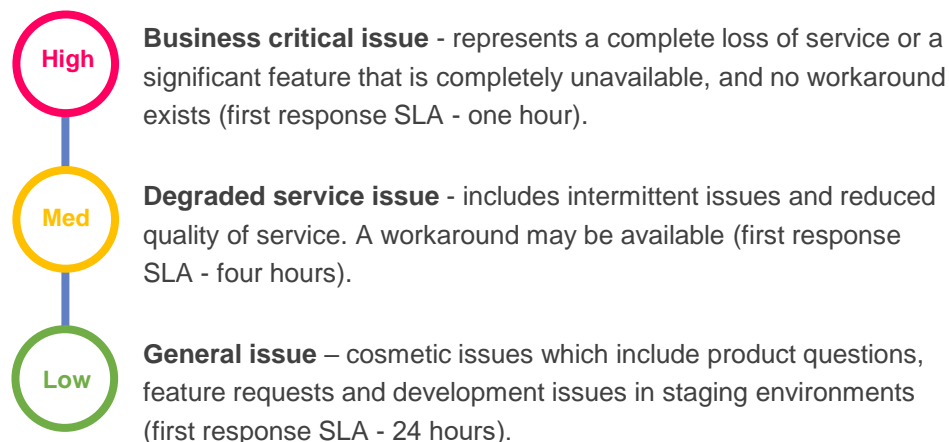
The ticket management process should categorise problems as and when they are reported and track the progress of each ticket until the point of closure. It should also enable an ASPSP to identify which problems relate to the operational use of the dedicated interface and the test facility. Where test facility problems have been raised by AISPs, PISPs and CBPIIs and resolved, this can be provided to the dedicated interface has been designed and tested to the satisfaction of TPPs.



4.1 Procedures, processes and systems for problem resolution

4.1.4 Tickets

All tickets should be given priority ratings and these ratings should factor in the severity of the impact on the TPP. We recommend that ASPSPs consider incorporating the following impact assessment into their ASPSPs ticket management process.



Ticket fields should include mandatory and drop down options to assist in efficiently identifying which level of support a TPP requires. This should include a field to allow the TPP to select an initial priority rating. The tickets should be detailed and structured so that they contain sufficient granularity that the ASPSP is able to allocate appropriate priority level.

When considering and reporting problems related to testing, ASPSPs must take into account the categories, set out in the EBA Guideline 6.5 as well as, problems raised in functional testing (RTS. Article 30(5)) and ensure problems raised within these categories are resolved within the relevant service level targets, as well as, record any problems which are not resolved within those targets. ASPSP should also use this process to identify problems raised in live use of the dedicated interface.

OBIE recommended ticket-fields include:

- Name of reporting organisation
- Name and contact details of contact at the reporting organisation
- Date ticket raised
- Problem type/category
- Details of the problem, including an indication of the likely impact for the TPP
- Name of ASPSP and brand (if applicable)
- ASPSP environment impacted (test or production)
- Severity, as defined by TPP (if applicable)
- Severity, as defined by ASPSP
- Log of all updates from TPP and ASPSP
- Start time/date the change/fix is anticipated to take effect and the end date/time (if applicable)
- Date closed



4.1 Procedures, processes and systems for problem resolution

4.1.5 Problem mitigation and escalation process

There may be cases where a problem cannot be entirely rectified within the SLA. In such cases, workarounds and interim solutions should be considered and implemented, if possible. Problems like bugs or security issues are likely to impact the wider user group and therefore ASPSPs should create an accessible web page or communication tool to give advance notice of relevant information to TPPs.

Where workarounds or interim solutions are identified, these should also be shared as soon as possible. The ASPSP should decide the appropriate level of detail required for the communication.

Where a ticket exceeds the required SLA or in the event that a TPP does not agree that a problem can be closed, the TPP should be informed of the next steps available. This will include an additional point of escalation within the ASPSP and any other external channels of escalation that the user should be made aware of. This information should be available on the ASPSP's website and the ASPSP should inform the TPP of the next steps in the event that an SLA is not met.

4.1.6 Report generation and audit trail

ASPSPs should also regularly review any outstanding tickets that have exceeded their SLA and prioritise those with the greatest impact on the TPP. This rationale should be recorded within the problem resolution policy.

Statistical data on how many problems are logged, within different categories of severity and what percentage, if any, were not dealt with within the service level targets should be produced on a regular basis.

The ticket management process should record the progress of each ticket including the date on which a problem is raised through to closure. The historical log should then be used to evidence an audit trail of effective problem resolution.

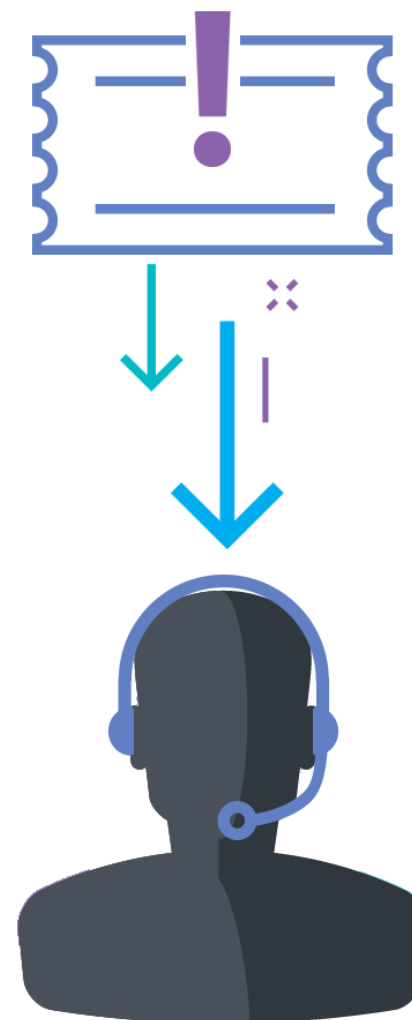




4.2 OBIE Support

OBIE Service Desk provides participants with a supplementary ticket management process and supports ASPSPs in communicating problems to ecosystem participants via the noticeboard. ASPSPs are recommended to use the OBIE Service Desk which may provide additional evidence of an ASPSP's effectiveness in resolving problems.

The OBIE Dispute Management System (DMS) is a communication platform that helps organisations to collectively manage enquiries, complaints and disputes relating to PSUs, fairly and effectively. Version 2 of this platform (due in 2019) will allow all enrolled organisations to communicate with each other in a secure and timely manner. ASPSPs are encouraged to sign up to the platform to ensure efficient resolution of enquiries, complaints and disputes relating, but not limited to, requests for information or exchange of information, requests for a redress repayment and complaints forwarding.



5.0 Change and communication management

This chapter outlines various change scenarios that may impact TPPs and provides guidance for an ASPSP to consider when implementing a change and communicating to TPPs.

Any change that may impact a TPP's ability to deliver its services has the potential to cause a loss of business, reputational risk or to add additional resource cost to the TPP and result in a negative outcome for their customers. As such, the ability to identify the potential impact that proposed changes may have and to communicate those changes to TPPs, is key to a successful Open Banking ecosystem.

The information that an ASPSP should include in its communication to a TPP is listed at 5.4 Notification of a change.

In this chapter



5.1 Downtime



5.2 Implementation of a new OBIE Standard



5.3 Changes to an ASPSP's infrastructure, configuration, or software



5.4 Notification of a change



5.1 Downtime

Downtime is defined in Section 2.1.1.

Planned downtime, by its nature, is something that an ASPSP anticipates and therefore is able to give advance notice to TPPs. It is not generally possible to give notice of unplanned downtime. The impact of downtime can be minimised by an ASPSP informing TPPs as soon as the downtime is anticipated, when it takes effect and as soon as the service is reinstated. Downtime notifications should be published on the ASPSP’s website or developer portal. To note, the final EBA Guidelines do not distinguish between planned and unplanned downtime. As such, when an ASPSP engages in planned downtime activities, these must be considered within the context of their obligations to ensure that their dedicated interface targeted levels of availability are at least as stringent as those for the PSU interface, including maintenance, problem resolution, out of hours support, monitoring and contingency plans. Planned downtime should not therefore be implemented in a way that it could impact the required target service levels for the dedicated interface.

OBIE Support Services can assist ASPSPs with the dissemination of downtime information via its central noticeboard facility. All updates to the noticeboard will also trigger an email to relevant Open Banking ecosystem contacts. ASPSPs can provide advance notice for future planned downtime and submit real time updates related to downtime (planned or unplanned) that currently impact TPPs and the subsequent reinstatement of service. It is not expected that ASPSPs raise tickets for very short lived periods of unplanned downtime (e.g. when full service is likely to be restored before the ticket has been raised), although all downtime should be reported as per section 2 above.

It is also recommended that a ticket is raised with OBIE Support Services in order to notify the wider Open Banking ecosystem. Any downtime should be given with at least five business days’ prior to the event. Apart from cancelling the planned downtime, no changes should be made to the planned downtime notification within the five business day period. Where practical, ASPSPs should give advance notice via their own website, developer portal or OBIE of any planned downtime one calendar month in advance.

In the event that the interface does not offer at least the same level of availability and performance as the PSU interface(s), if there is unplanned downtime, or if there is a system breakdown, ASPSPs are required to have 'contingency measures' in place which include a strategy and communication plan to inform the TPPs of measures being undertaken to restore the system and a description of immediately available alternate options that TPPs may have during this time.

ASPSPs should make this plan available to TPPs (e.g. on their website or developer portal) so that they know in advance what to do in the event of unplanned downtime.

01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04



5.2 Implementation of a new OBIE Standard

OBIE will set a schedule of new versions of the Standard so that all participants can plan ahead and build new APIs to this plan. This will mitigate the risk of having many different versions of the Standard live at the same time. This will therefore reduce development and support costs for all participants and increase adoption.

The following table indicates the different types of releases, and the version numbering and timing for each:

Release type	Description	Version numbering	Timing
Major	One or more new features from the roadmap, and/or incorporating one or more agreed changes and/or bug fixes. May include breaking changes (i.e. which will potentially cause existing TPP applications to fail).	v1.0.0, v2.0.0, etc	<p>New features will be published by OBIE not more than once every six months.</p> <p>ASPSPs will be expected to implement the latest major release within six months of publication.</p> <p>ASPSPs will also be required to support the previous major release (providing that release was previously implemented by that ASPSP) for a period of six months after the release of a new major version.</p> <p>Releases older than two major versions should be deprecated, and no longer supported from the publication date of any new major release.</p>
Minor	Agreed changes (additions/extensions) to existing features and/or bug fixes. May also include breaking changes. Minor versions should be the exception to cater for urgent agreed changes which cannot wait until the next major version.	v1.1.0, v1.2.0, etc	<p>OBIE may publish one or more minor versions at any time. A minor release can also be published for the previous major release.</p> <p>ASPSPs should implement the latest minor release as soon as possible:</p> <ul style="list-style-type: none"> A minor version published within the first three months of the corresponding major version publication should be subsumed into the major release cycle (and implemented within 6 months of the major release publication) A minor release issued after three months of the corresponding major version publication, should be implemented within three months of the minor version publication <p>ASPSPs should also support the previous minor release (providing that version was previously implemented by that ASPSP). Releases older than two minor versions should be deprecated, and no longer supported from the publication date of any new minor release.</p>



5.2 Implementation of a new OBIE Standard

Release type	Description	Version numbering	Timing
Patch	<p>These are clarifications to the specification published by OBIE.</p> <p>A patch will never include functional changes, extensions or breaking changes.</p>	v1.1.1, v1.1.2, etc	<p>OBIE may publish a patch version at any time.</p> <p>Typically, a patch provides clarifications on a minor or major versions and should have no implementation impact for ASPSPs nor TPPs and as such, no requirement for implementation by either ASPSPs nor TPPs.</p>
Release Candidate	<p>Pre-release versions of any forthcoming patch, minor or major release. To enable OBIE to publish regular updates based on review and feedback.</p>	v1.0.0-rc1, v1.0.0-rc2, etc	<p>OBIE may publish a release candidate at any point of time.</p> <p>Release Candidates must NOT be used in production environments, but can be used by any participant for review, development or internal testing.</p> <p>A Release Candidate may be changed quite significantly in a final version (major or minor) that follows it.</p>





5.2 Implementation of a new OBIE Standard

5.2.1 ASPSP Requirements

The following requirements apply:

- ASPSPs may provide different interfaces for each API endpoint.
- ASPSPs may maintain multiple live/active versions of each interface (e.g. one for each supported release).
- ASPSPs should implement each new major version within six months, and each new minor version within three months of the Standard being published by OBIE.
- ASPSPs should provide backwards support for previous versions for six months for a major version and at least three months for a minor version.

Together with the requirements for ASPSPs to notify TPPs of any changes (see section 5.5) any TPP will always have at least three months' notice before being required to update their systems. The only caveat to the above is that any version may be deprecated with immediate effect in the case where there is a security issue.

Example



OBIE publish v1.0 in Jul 2017 - ASPSPs should implement v1.0 in Jan 2018.

OBIE publish v1.1 in Aug 2017 - APSPSPs should implement v1.1 in Feb 2018 and not v1.0.

OBIE publish v2.0 (for AIS only) in Feb 2018 - ASPSPs should implement v2.0 (for AIS only) in Aug 2018. ASPSPs can drop support for v1.1 (for AIS only) in Feb 2019, but maintain v1.1 for PIS.

OBIE publish v3.0 in Sep 2018 - ASPSPs should implement v3.0 in Mar 2019.

OBIE publish v3.1 in Nov 2018 - ASPSPs should implement v3.1 in Mar 2019 and not v3.0. ASPSPs can drop support for v1.0 (for PIS) and v2.0 (for AIS) in Sep 2019.



5.2 Implementation of a new OBIE Standard

5.2.2 Considerations

5.2.2.1 Dual running and deprecation

ASPSPs are expected to support a minimum of two API versions in a production context, providing both versions were previously supported by the ASPSP. This must be for at least six months for a major version, and three months for a minor version. Where an ASPSP implements an API for the first time, they will only need to support this one version to start with.

The ability to support two API versions allows TPPs to maintain existing integrations with the older version, and benefit from features and enhancements offered by the new version. Over time, TPPs will migrate all their applications to consume the new API version. Once migrated, TPPs should not access resources via the old API version (including creating, reading, updating or deleting).

Dual running of APIs requires a pragmatic approach to ensure that ASPSPs expose and support both API versions and to ensure that TPPs use these to migrate applications as intended, without unnecessary conflict.

The deprecation of unsupported versions is at the ASPSP's discretion - based on usage metrics. However, the OBIE may mandate that any specified version (major, minor, or patch) must be deprecated at any time, and this must be implemented within 3 months of notification by the OBIE. This is to cater for critical defects, especially those relating to security. In exceptional circumstances it may be agreed by the programme that support for a specified version is terminated earlier.

ASPSPs must not apply any measures to induce TPPs to adopt a new version of the APIs (e.g. rate limiting the older version while providing better performance on a newer version).

5.2.2.2 API credentials, consent and authorisation

API Credentials associated to an API should be version agnostic. Therefore, a TPP accessing v1.0, v1.1 or v2.0 should be able to use the same API Credentials across all available API endpoints.

It is in the domain of the TPPs to manage PSUs consent and ASPSPs to manage PSU authentication in compliance with relevant regulations.

If there is a non-breaking change (e.g. an additional field is added to a permission/cluster) then this should be managed between the TPP and PSU and between the ASPSP and PSU respectively. Any long lived access or refresh tokens could then remain unaffected.

In the event of a breaking change (e.g. where a permission/cluster is added, removed or changed), then the PSU may be required to re-consent with the TPP and to re-authenticate with the ASPSP.

5.2.2.3 Backward and Forward Compatibility

The OBIE specifications will include details on which operations or resources are expected to be backward and forward compatible across versions.

Broadly, it is expected that:

- A long-lived consent (e.g. for access to AISP resources) created using an older version of the APIs can be used for read operations in newer versions of the API.
- A short-lived consent (e.g. for payment initiation request) can only be used within the same version of the API for creating resources.

5.3 Changes to an ASPSP's infrastructure, configuration or software

At any time, an ASPSP may need to make changes to any element of their system, including implementation of a new version (as described above). This includes the adding/removing of functionality or fields within an existing version. This may or may not require downtime.

In such cases, TPPs may need to update and re-onboard their application, and then re-test it in order to continue offering services via the ASPSP. This could result in increased costs, reduced revenue, and potentially customer loss, since services that PSUs rely on may be interrupted without prior warning.

For example, if the ASPSP has implemented a new authorisation server, TPPs will need to ask their PSUs to re-authenticate with the ASPSPs. PSUs could lose service entirely if there is any delay in a TPP re-connecting to the ASPSP. PSUs may have to re-authenticate to renew long lived consent (e.g. for the TPP to continue to access the PSU's data).

Where ASPSPs make such changes they should:

- Give TPPs a minimum of three months' notice of any such change, unless this is an emergency situation (Article 30(4) RTS).
- Document emergency situations where changes were made and make the documentation available to their NCA.
- To facilitate this, ASPSPs should report all changes to OBIE that could require TPPs to update/edit their code, where notice of any change will be added to the central noticeboard for the ecosystem.
- Re-run all relevant conformance tools.



5.4 Notification of a change

ASPSPs should provide notice to TPPs of a change (within the time frames outlined above) via the ASPSP's own website or developer portal.

When informing TPPs of an anticipated change, an ASPSP should confirm:

- Date notice is given
- Details of the change that will be made (e.g. implementation of new version)
- Reason for the change (e.g. new version to be implemented, old version to be deprecated, etc)
- Details of ASPSP system(s) affected (e.g. test facility, production interface)
- Details of how any change will be made available in the test facility in advance of the production interface
- Indication of the likely impact for a TPP, including any action required by TPPs (e.g. requiring PSUs to re-authenticate)

- Rating of the impact on the TPPs service:



Business critical issue - Business critical issue - represents a complete loss of service or a significant feature that is completely unavailable, and no workaround exists.



Degraded service issue - Degraded service issue - includes intermittent issues and reduced quality of service. A workaround may be available .



General issue – cosmetic issues which include product questions, feature requests and development issues in staging environments.

- Start time/date the change is anticipated to take effect and the end date/time (if applicable).

OBIE Support Services offers support to ASPSPs and TPPs, via the central noticeboard tool which publishes all notifications of change received from ASPSPs to the Open Banking ecosystem.

6.0 The Operational Guidelines Checklist

The Operational Guidelines Checklist (the OG Checklist) will serve as an essential tool that will enable Participants to self-attest against key criteria identified within the Operational Guidelines. Participants can answer specific questions to demonstrate conformance to the Operational Guidelines.

The FCA's own Checklist along with guidance in Chapter 17 of the PSRs Approach, as well as the EBA Guidelines, detail the regulatory requirements. We have developed the OG Checklist by placing OBIE recommendations underneath the FCA Checklist requirements.

We believe that successfully meeting all requirements and recommendations will support and facilitate an application for an exemption from the contingency mechanism. However, a UK-based ASPSP could choose to submit the FCA Checklist directly without reference to the OG Checklist and still gain an exemption.

ASPSPs applying for an Open Banking Operational Guidelines Conformance Certificate must submit a completed OG Checklist for each dedicated interface and each brand and segment. We note that multiple brands may have the same implementations and dedicated interfaces, which means the same OG Checklist can be submitted for each of them. Further, we encourage those completing the OG Checklist to consider if any additional submissions may be required e.g. if an ASPSP has "app-only" customers whereby having a consolidated OG Checklist could lead to different answers being provided for different customers.

For each OG Checklist submission, the business owner of the relevant brand/product should sign off and attest to its accuracy.

In developing the Checklist questions, we have defined some key principles that each question must adhere to:

- **OBJECTIVE** – be fact based and not rely upon the judgement of the ASPSP or TPP - quantitative evidence should be used wherever possible.
- **CLEAR** – standalone, single clause, closed questions which demand a “yes or no” answer.
- **DEFINED** – unambiguous and tightly constructed with links to definitions where appropriate.
- **TRACEABLE** based on regulatory requirements and/or the OBIE Standard (rationale for inclusion and classification will be made explicit).

6.1 Explanation of The Operational Guidelines Checklist

Under OBIE Requirements, the following terms are used:

- **Required** - participants must provide a response stated in column 'OBIE notes' in order to confirm conformance¹
- **Recommended** - participants can self-attest conformance without implementing these items, however they are strongly encouraged to implement them in order to enable the desired ecosystem outcomes as described in the Operational Guidelines

There are some items marked as "Recommended" but that have been marked as mandatory under the CMA Order and are therefore required for the CMA9 for PCA/BCA.

The FCA Questions marked in bold and blue relate to the FCA's Questionnaire in their PS RTS Approach (pp. 52-57)



¹The notes provided by OBIE are intended to be helpful guidance on how an ASPSP could respond to the question but are not required. Further, OBIE will not issue an OG Conformance Certificate unless a participant has received an exemption from their NCA and self-attested against the desired responses stated in the 'OBIE notes' column.

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
Availability and performance (EBA Guidelines 2 and 3)							
FCA Q1	Has the ASPSP defined service level targets for out of hours support, monitoring, contingency plans and maintenance for its dedicated interface that are at least as stringent as those for the interface(s) used by its own payment service users (EBA Guideline 2.1)?	Yes/No	Answer must be "Yes" See FCA PSRs Approach 17.113	Required	Mandatory	n/a	RTS Art. 32(1) EBA GL 2.1
FCA Q2	Has the ASPSP put in place measures to calculate and record performance and availability indicators, in line with EBA Guidelines 2.2 and 2.3?	Yes/No	Answer must be "Yes" Must be calculated in line with EBA GL 2.4 See FCA PSRs Approach 17.113	Required	Mandatory	n/a	RTS Art. 32(2) EBA GL 2.2 and 2.3
2.1	Do you calculate your availability and performance KPIs in accordance with the OBIE guidance?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See Sections 2.1.1 and 2.1.2 of the OG	Recommended	Optional	Mandatory	n/a
2.2	Does your dedicated interface provide a quarterly uptime of at least 99.5%?	n/a	Answer should be "Yes" See section 2.1.1	Recommended	Optional	n/a	n/a
2.3	Does your dedicated interface undertake no more than a quarterly downtime of 40.5%. (circa 22 hours per quarter to allow for planned releases, updates, and also any unplanned downtime).	n/a	Answer should be "Yes" 2.1.1	Recommended	Optional	n/a	n/a
2.4	Does your dedicated interface respond to all PISP requests with an average 1000 milliseconds per 1MB per response?	n/a	Answer should be "Yes" See section 2.1.2	Recommended	Optional	n/a	n/a
2.5	Does your dedicated interface respond to all AISP requests with an average 1000 milliseconds per 1MB per response?	n/a	Answer should be "Yes" See section 2.1.2	Recommended	Optional	n/a	n/a
2.6	Does your dedicated interface for Confirmation of Funds (CoF) have a response time (CBP11 and PISP) with an average TTLB of 300 and a max of 500 milliseconds per response.	n/a	Answer should be "Yes" See section 2.1.2	Recommended	Optional	n/a	n/a
2.7	Do your daily error response rates have an average of 0.5% or less across all endpoints?	n/a	Answer should be "Yes" See section 2.1.2	Recommended	Optional	n/a	n/a

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
FCA Q3	Please set out the plan for the quarterly publication of daily statistics on the availability and performance of the dedicated interface and payment service user interface.	Free text response	<p>ASPSP must be able to confirm they have got a plan</p> <p>See FCA PSRs Approach 17.114-117</p> <p>OBIE guidance: The website address where ASPSPs intend to publish their statistics should be "easily accessible" and appear closely to webpages whether other service metrics are published. The FCA advise this is in "close proximity" to the service metrics UK ASPSPs are required to publish under BCOBS 7.</p> <p>We would recommend this plan includes a link to where the statistics will be published, a wireframe of the presentation to ensure it is valuable to viewers, and a description of all statistics you plan to publish. We refer ASPSPs to the reporting template in Section 2.2.2 as a basis.</p> <p>Publication each quarter will present daily statistics on a quarterly basis on availability and performance as set out in Guideline 2.2 and 2.3 of the EBA Guidelines for the dedicated interface and each payment service user interface together.</p>	Required	Mandatory	n/a	RTS Art. 32(4) EBA GL 3.1
3.1	Do you provide OBIE with your availability and performance statistics on a monthly basis?	n/a	Answer should be "Yes" using the reporting template provided in Section 2.2.2 and includes both the dedicated interface and PSU interface	Recommended	Optional	n/a	n/a

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Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
Availability and performance (EBA Guidelines 4, 5 and 6)							
FCA Q4	Please provide a summary of the results of stress tests undertaken	Free text response	<p>ASPSP must be able to confirm they have provided a summary of the results of stress tests undertaken</p> <p>See FCA PSRs Approach 17.118-121</p> <p>Stress testing should be undertaken in accordance with EBA Guideline 4.2 a-d and should include the assumptions used as a basis for stress testing for each point. Response should include weaknesses or issues identified and confirmation that these have been addressed. ASPSPs should state whether the views of AISP, PISPs and CBPIIs, or representatives of these market participants were sought about likely peak usage periods or other stresses.</p> <p>The following topics (as a minimum) are recommended:</p> <ul style="list-style-type: none"> - Test scenario descriptions covering API call volumes (per end point) - Numbers of TPPs represented - Test purpose (e.g. stress/soak) and duration - End point response times (per end point) and response time distributions - Errors generated - Weaknesses/issues identified and resolutions - Views of TPPs about likely peak usage periods or other stresses 	Required	Mandatory	n/a	RTS Art. 32(2) EBA GL 4.1-3
4.1	Have you run stress tests on your production environment, or one with similar infrastructure?	n/a	<p>Answer should be "Yes"</p> <p>See section 3.2</p>	Recommended	Optional	n/a	n/a
4.2	Did your stress testing cover a range of realistic test cases and durations at realistic volumes (based on predicted volumes for 6 months' time)?	n/a	<p>Answer should be "Yes"</p> <p>See section 3.2</p>	Recommended	Optional	n/a	n/a
4.3	Do you run stress tests every 6 months and in the event of any change which may require re-testing?	n/a	<p>Answer should be "Yes"</p> <p>See section 3.2</p>	Recommended	Optional	n/a	n/a

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
FCA Q5	<p>Please describe the method(s) of carrying out the authentication procedure(s) of the payment service user that are supported by the dedicated interface.</p> <ul style="list-style-type: none"> • Redirection • Decoupled • Embedded • Other authentication method 	<p>Confirm that supporting evidence has been provided</p> <p>Free text summary of each authentication procedure</p> <p>Free text explanation of why the methods of carrying out the authentication procedure does not create obstacles</p> <p>Supporting file attachments such as screenshots, walkthroughs, videos and wireframes</p>	<p>The ASPSP must be able to provide explanation and evidence to prove that they offer at least one method of carrying out the authentication procedure of the PSU in a way that does not create obstacles</p> <p>See FCA PSRs Approach 17.122-149</p> <p>This should include reference to EBA Guideline 5.2 a-d, channel coverage, the methods of authentication a PSU can use, and assurance as to how this has been developed with respect to various TPP propositions in the market for each method of access offered by the ASPSP.</p> <p>When ASPSPs assess whether their method of access constitutes an obstacle, we would expect consideration to be given in relation to four key categories, as outlined in RTS, Article 32(3) and EBA Guideline 5.2, and include the listed headings below</p> <p>(i) Does not prevent PISPs and AISPs from relying upon the security credentials issued by the ASPSP</p> <p>(ii) PISPs, AISPs and CBPIIs do not have to comply with any different or additional requirements, other than those imposed by legislation, that are not equally imposed on all other types of PSPs</p> <p>(iii) There are no additional checks on the consent given by the PSU to the PISP, AISP or CBPII to access the information of the payment account held in the ASPSP or initiate payments</p> <p>(iv) The IT solution for the dedicated interface and its implementation do not give rise to unnecessary delay, friction or any other attributes that would mean that payment service users are directly or indirectly dissuaded from using the services of PISPs, AISPs and CBPIIs include.</p> <p>We would expect that for points (ii), (iii) and (iv) in particular ASPSPs consider the CEGs and CEG Checklist, which have been specifically developed to assist ASPSPs in ensuring that their implementation of redirection does not constitute an obstacle. We would note that, while the EBA and FCA have made clear that offering only Redirection is not an obstacle per se, offering Decoupled in addition to Redirection is likely to enhance an exemption application as several TPPs have made clear their business models are either dependent on it or vastly more attractive if it is supported.</p> <p>The way ASPSPs choose to demonstrate their journeys to NCAs is within their domain, but as a minimum we would expect annotated wireframes as exemplified in our CEG, clearly showing each step of the customer journey, with a detailed description of each.</p> <p>An actual video demonstration of each of the journeys - covering all channels offered for authentication - would be beneficial, particularly if it called attention to how the CEG Checklist has been met and how the points referenced in EBA Guideline 5.2.(a) regarding "relying on ASPSP issued security credentials" and 5.2(c) regarding "no additional checks on consent" and 5.2(d) regarding "unnecessary delay, friction" have been handled.</p> <p>The application should also include a comparison between customer journey when accessing the ASPSP's online channels directly with the Open Banking customer journey when using a TPP. This must clearly demonstrate that authentication process is not more burdensome in an Open Banking journey</p> <p>Any quantitative data that can be provided to support your argument would be highly beneficial e.g conversion rates and the range of TPPs your own customers are using. Similarly, statements from the TPPs that have been engaged in the Design of your interface would be beneficial to include.</p>	Required	Mandatory	n/a	<p>RTS Art. 32(3)</p> <p>EBA GL 5.1-2</p>

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
5.1	Have you implemented all required elements of the Customer Experience Guidelines (CEG) and completed the CEG checklist?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See Section 3.3 and 3.4	Recommended	Optional	Mandatory	n/a
FCA Q6	Please provide information on whether, and, if so, how the ASPSP has engaged with AISP, PISPs and CBPIs in the design and testing of the dedicated interface.	Free text explanation of how ASPSP engaged with TPPs	ASPSP must be able to confirm they have engaged with a range of TPPs in the design and testing of their dedicated interface See FCA PSRs Approach 17.150-155	Required	Mandatory	n/a	EBA GL 6.6
FCA Q7	Please provide the date (DD/MM/YYYY) from which the ASPSP has made available, at no charge, upon request, the documentation of the technical specification of the dedicated interface specifying a set of routines, protocols, and tools needed by AISP, PISPs and CBPIs to interoperate with the systems of the ASPSP.	DD/MM/YYYY from which made available	This must be 6 months prior to the RTS coming into force (i.e. 14 March 2019 or 6 month prior to market launch.) See FCA PSRs Approach 17.156 -17.163	Required	Mandatory	n/a	RTS Art. 30(3) EBA GL 6.4
7.1	Do you publish a machine readable list of all methods of access, functionality and data fields for your dedicated interface?	n/a	Answer should be "Yes" If this differs by channel (app vs. browser) and brand/product this should be made clear	Recommended	n/a	n/a	n/a
FCA Q8	Please provide the date (DD/MM/YYYY) on which the ASPSP published a summary of the technical specification of the dedicated interface on its website and a web link.	DD/MM/YYYY from which made available URL:	This must be 6 months prior to the RTS coming into force (i.e. 14 March 2019 or 6 month prior market to launch. See FCA PSRs Approach 17.156 -17.163 An ASPSP will need to provide a web link (URL) to the webpage where the technical specifications are provided. The website needs to be "advertised" to the ecosystem	Required	Mandatory	n/a	RTS Art. 30(3) EBA GL 6.4

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
FCA Q9	Please provide the date (DD/MM/YYYY) on which the testing facility became available for use by AISP, PISPs, CBPIs (and those that have applied for the relevant authorisation)	DD/MM/YYYY from which made available	This must be 6 months prior to the RTS coming into force (i.e.14 March 2019 or 6 month prior to market launch. See FCA PSRs Approach 17.156 -17.163 Must allow TPPs to test the dedicated interface in relation to points a-g in EBA Guideline 6.5 - however, see OBIE view on point g in Section 3.1.3	Required	Mandatory	n/a	RTS Art. 30(5) EBA GL 6.5
9.1	Does your testing facility include all functionality of the production interface?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.2	Does your testing facility use the same security profile/model and be configured in the same way as that which protects the production APIs?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.3	Does your testing facility replicate the on-boarding process of the ASPSPs production facility, including TPP on boarding and the exchange of certificates for identification and message signing?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.4	Does your testing facility allow TPPs to test the use of both certificates which have the same format/structure as eIDAS certificates (i.e. "eIDAS-like" certificates) and production eIDAS certificates issued by a QTSP?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.5	Does your testing facility contain the volume and variance of data sufficient to support all technical and functional testing including pagination, but without including any actual customer data?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
9.6	Does your testing facility provide TPPs with a number of test accounts that enable the functionality and access to non-PSU data that will replicate the experience in production?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.7	Does your testing facility have sufficient capacity, performance and other characteristics to enable effective and realistic TPP testing?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.8	Does your testing facility enable TPPs to start testing their technical solutions at least six months prior to the application date of the RTS?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.9	Will your testing facility remain as an ongoing facility and to support future development or changes to the dedicated interface?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
9.10	Does your testing facility have the same availability and level of support as the production interface?	n/a	Answer should be "Yes" See Section 3.1.3	Recommended	Optional	n/a	n/a
FCA Q10	Provide the number of different AISPs, PISPs and CBPIIs that have used the testing facility	Number by type	Answer should be >0 for each type (AIS, PIS and CBPII) See FCA Approach 17.159-163	Required	Mandatory	n/a	RTS Art. 30(5) EBA GL 6.6

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
FCA Q11	Please provide a summary of the results of the testing as required.	Free text	ASPSPs must have produced a summary of the results of their testing See FCA PSRs Approach 17.156-163 <ul style="list-style-type: none"> Identify which, if any, of EBA GL 6.5 a-g have presented problems when tested with AISP, PISPs and CBPIIs Briefly describe what these problems were and whether they were raised by the ASPSP, or by AISP, PISPs or CBPIIs Briefly describe the steps taken to resolve the problems and whether the problems have been resolved Test Summary Report should include: <ul style="list-style-type: none"> Introduction & purpose of document In scope and out of scope test coverage Entry criteria and status Test Execution Coverage (details of test cases and success status) Summary of Issues/Defects List of outstanding issue/defect and impact Exit Criteria status Recommendations/Conclusions Appendix - evidence of results 	Required	Mandatory	n/a	RTS Art. 30(5) EBA GL 6.6
11.1	Have you completed all other relevant testing of the dedicated interface as would normally occur according to your established processes and procedures i.e. security, penetration and other types of testing to ensure robustness and security etc.?	n/a	Answer should be "Yes"	Recommended	Optional	n/a	n/a
11.2	Have you successfully run all OBIE conformance tests for the Account Information and Transaction API?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See section 3.1.2	Recommended	Optional	Mandatory	n/a
11.3	Have you successfully run all OBIE conformance tests for the Payment Initiation API?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See section 3.1.2	Recommended	Optional	Mandatory	n/a
11.4	Have you successfully run all OBIE conformance tests for the Confirmation of Funds API?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See section 3.1.2	Recommended	Optional	Mandatory	n/a
11.5	Have you successfully run all OBIE conformance tests for the Event Notification API?	n/a	Answer should be "Yes" See section 3.1.2	Recommended	Optional	n/a	n/a

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
11.6	Have you successfully run all FAPI conformance tests for the security profile for redirect flows (or alternatively the OBIE tests for conformance to the OB Security Profile)?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See section 3.1.2	Recommended	Optional	Mandatory	n/a
11.7	Have you successfully run all CIBA conformance tests for the security profile for decoupled flows?	n/a	Answer should be "Yes" See section 3.1.2	Recommended	Optional	n/a	n/a
11.8	Have you successfully run all DCR conformance tests for Dynamic Client Registration?	n/a	Answer should be "Yes" See section 3.1.2	Recommended	Optional	n/a	n/a
11.9	Do you provide a facility for TPPs who have been involved with testing to confirm they are satisfied with the testing facility before moving to production?	n/a	Answer should be "Yes" This is designed to support proving the requirements of "wide usage" and avoid the charge of presenting an obstacle to TPPs as part of an exemption application e.g. research, testimonials, review systems	Recommended	n/a	n/a	n/a
FCA Q12	Please provide a description of the usage of the dedicated interface in a three month (or longer) period prior to submission of the exemption request?	Free text	ASPSPs must provide a description of the usage of the dedicated interface See FCA PSRs Approach 17.164-170 Three months may run concurrently with testing, could include information like number of successful calls, number of TPPs etc.	Required	Mandatory	n/a	RTS Art. 33(6)(c) EBA GL 7.1(a)
12.1	Do you provide a facility for TPPs who have used your dedicated interface for 3 months to confirm they are satisfied with the interface i.e. with no significant ongoing defects?	n/a	Answer should be "Yes" This is designed to support proving the requirements of "wide usage" and avoid the charge of presenting an obstacle to TPPs as part of an exemption application e.g. research, testimonials, review systems	Recommended	n/a	n/a	n/a
FCA Q13	Describe the measures undertaken to ensure wide use of the dedicated interface by AISP, PISP, CBPIIs.	Free text	ASPSPs must provide a description of how they have met the requirements of wide usage of the interface See FCA PSRs Approach 17.164-170 Describe the measures undertaken to ensure that the availability of the testing facilities for these aspects has been well publicised via appropriate channels, including where appropriate the website of the ASPSP, social media, industry trade bodies, conferences and direct engagement with known market actors. We expect the ASPSP to demonstrate that at least 3 months of communication of the testing facilities has taken place	Required	Mandatory	n/a	EBA GL 7.1(b)

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
Problem Resolution (EBA Guideline 8)							
FCA Q14	Please describe the systems or procedures in place for tracking, resolving and closing problems, particularly those reported by AISPs, PISPs, and CBPIIs	Free text	<p>ASPSPs must describe how they meet the requirements of EBA GL 8.1(a) and 2.1</p> <p>See FCA PSRs Approach 171-172</p> <p>This should include describing out of hours support, service level objectives for problems resolution, ticketing systems for issues raised. Confirm that the service level for dedicated interface problem resolution as stringent as the service level for resolving problems with the interface used by the ASPSP's own payment service users (as per EBA Guideline 2.1). This should include an outline of what the service level targets are for each.</p> <p>The FCA requests confirmation that the service level for dedicated interface problem resolution is as stringent as the service level for resolving problems with the interface used by the ASPSP's own payment service users (as per EBA Guideline 2.1). This should include an outline of what the service level targets are for each.</p> <p>OBIE recognises that the level of technical support that is required by an AISP, PISP or CBPII is likely to be more substantial and specific than a PSU. OBIE therefore recommends that an ASPSP introduces additional SLAs to support testing or dedicated interface requirements for the AISP, PISP or CBPII to ensure their needs are effectively addressed.</p> <p>OBIE suggests that the description should include the following:</p> <ul style="list-style-type: none"> • Name of system and a brief description • How are issues tracked, resolved and closed • The type of ticket system used • Confirmation of FAQs to support problem resolution • ASPSP brands/products covered • Is this for the testing facility, production system or both • Can this be used by PISP, AISP, CBPII, Other • Access details (e.g. URL, email address, phone number) • Hours of operation (including out of hours support) • Details of SLA for acknowledgement, resolution/fix for dedicated interface • Whether these SLAs are as stringent as or better than those for the PSU interface • Detail of the reporting capabilities and audit trail 	Required	Mandatory	n/a	EBA GL 8.1(a) EBA GL 2.1

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Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
14.1	Do your policies and procedures include the direction to update FAQs in response to regular ticket analysis?	n/a	Answer should be "Yes" See Section 4.1	Recommended	Optional	n/a	n/a
14.2	Are you registered for DMS?	n/a	Answer should be "Yes" See Section 4.2	Recommended	Optional	n/a	n/a
14.3	Do you regularly review outstanding tickets that have exceeded their SLA and prioritise those with the severest impact on the user (including TPPs)?	n/a	Answer should be "Yes" See Section 4.1	Recommended	Optional	n/a	n/a
FCA Q15	Please explain any problems, particularly those reported by AISP, PISPs and CBPIIs, that have not been resolved in accordance with the service level targets defined under EBA Guideline 2.1	Free text	<p>ASPSPs must describe how they meet the requirements of EBA GL 2.1 and 8.1(b)</p> <p>See FCA PSRs Approach 17.171-172</p> <p>This list of unresolved issues should explain clearly why it has been difficult to resolve and detail the remediation plan to resolve the issue.</p> <p>ASPSPs should regularly review any outstanding tickets that have exceeded their SLA and prioritise those with the greatest impact on the user. This rationale should be recorded within the problem resolution policy and an extract should be included in the explanation provided to the NCA of any problems that have not been resolved without undue delay.</p> <p>In our view, for the purposes of the exemption, the explanation should focus on problems raised during functional testing under SCA-RTS Article 30(5) and the areas for testing identified in EBA Guideline 6.5 points a-g. ASPSPs should inform their NCA of the number of reported problems from these categories that have breached its service level targets for problems resolution, and break down this number into the a-g categories. ASPSPs should also include a description of problems reported during operational use of the dedicated interface.</p>	Required	Mandatory	Mandatory	<p>RTS Art. 33(6)(d)</p> <p>EBA GL 8.1(b) and 2.1</p>

6.2 The Operational Guidelines Checklist

Ref	Checklist Question	FCA Notes	OBIE Notes	OBIE	PSD2	CMA Order	Reg. reference(s)
Change and Communication Management							
16	Do you provide notice of any changes to optional (i.e. non PSD2 required) functionality and fields?	n/a	Answer should be "Yes" See Chapter 5	Recommended	Optional	n/a	n/a
17	Do you provide 1 month's notice of all planned downtime?	n/a	Answer should be "Yes" See Section 5.1	Recommended	Optional	n/a	n/a
18	Do you confirm planned downtime 5 business days before each event?	n/a	Answer should be "Yes" See Section 5.1	Recommended	Optional	n/a	n/a
19	Do you use OBIE's notification service to inform TPPs in advance of any planned changes (including planned downtime)?	n/a	Answer should be "Yes" See Section 5.4	Recommended	Optional	n/a	n/a
20	Do you provide backwards support for 6 months for all major releases?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See Section 5.2	Recommended	Optional	Mandatory	n/a
21	Do you provide backwards support for 3 months for all minor releases?	n/a	Answer must be "Yes" for CMA9 and should be "Yes" for other ASPSPs See Section 5.2	Recommended	Optional	Mandatory	n/a
22	Do you use OBIE's notification service to inform TPPs of contingency measures in advance of any unplanned planned downtime?	n/a	Answer should be "Yes" See Section 5.4	Recommended	Optional	n/a	n/a

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