

Start of ISO 20022 Coexistence period – March 2023 What to expect



ISO20022 Coexistence
launch – what to expect ?
March 2023

Confidentiality: **Restricted**

Agenda

Start of ISO 20022 Coexistence period

1. Scope and key activation milestones
2. Community readiness status (Prerequisites)
3. Swift's issue management process
4. Communication and interactions

March 2023
ISO20022 – what to
expect ?

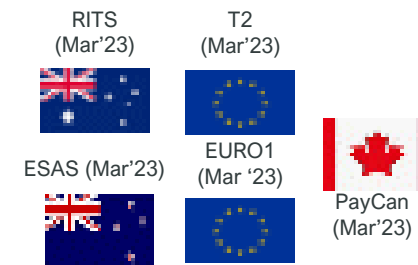
SCOPE – Start of ISO 20022 coexistence period (weekend of 18 and 19 March 2023)

March 2023
Start of ISO 20022
coexistence period -
what to expect



MI's

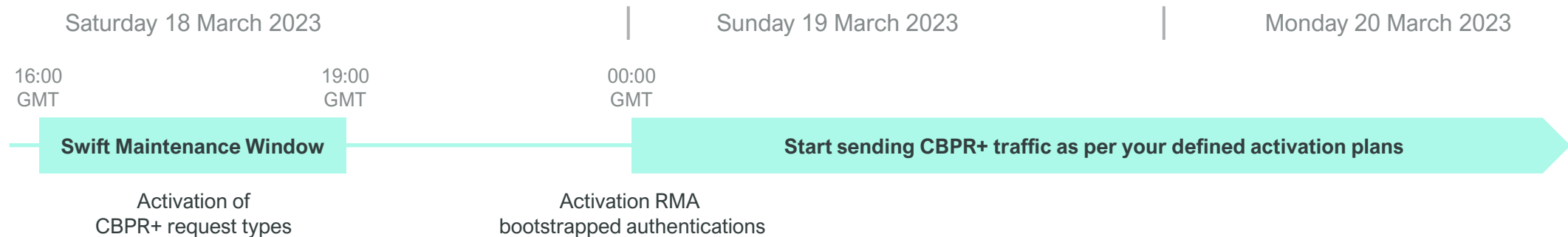
RTGS	Geography	Migration approach
T2	Europe	Big Bang
EURO1	Europe	Big Bang
RITS	Australia	Coexistence
ESAS	New Zealand	Coexistence
PayCan	Canada	Coexistence



SCOPE - Key milestones during weekend

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- On Swift side, no installation nor deployment of software is planned for the start of the ISO 20022 coexistence period. All required installations and deployments have been completed.
- Only **activations and configuration changes** will take place during the weekend:
 - **Activation of CBPR+ request types**
 - during the Allowable Downtime window on Saturday 18 March: 16:00 – 19:00 GMT
 - **Activation of RMA bootstrapped authentications**
 - at midnight GMT (night Saturday 18 March to Sunday 19 March)
- Opening of business days in the different markets will be closely followed, as market infrastructures and customers begin the ISO 20022 coexistence journey.

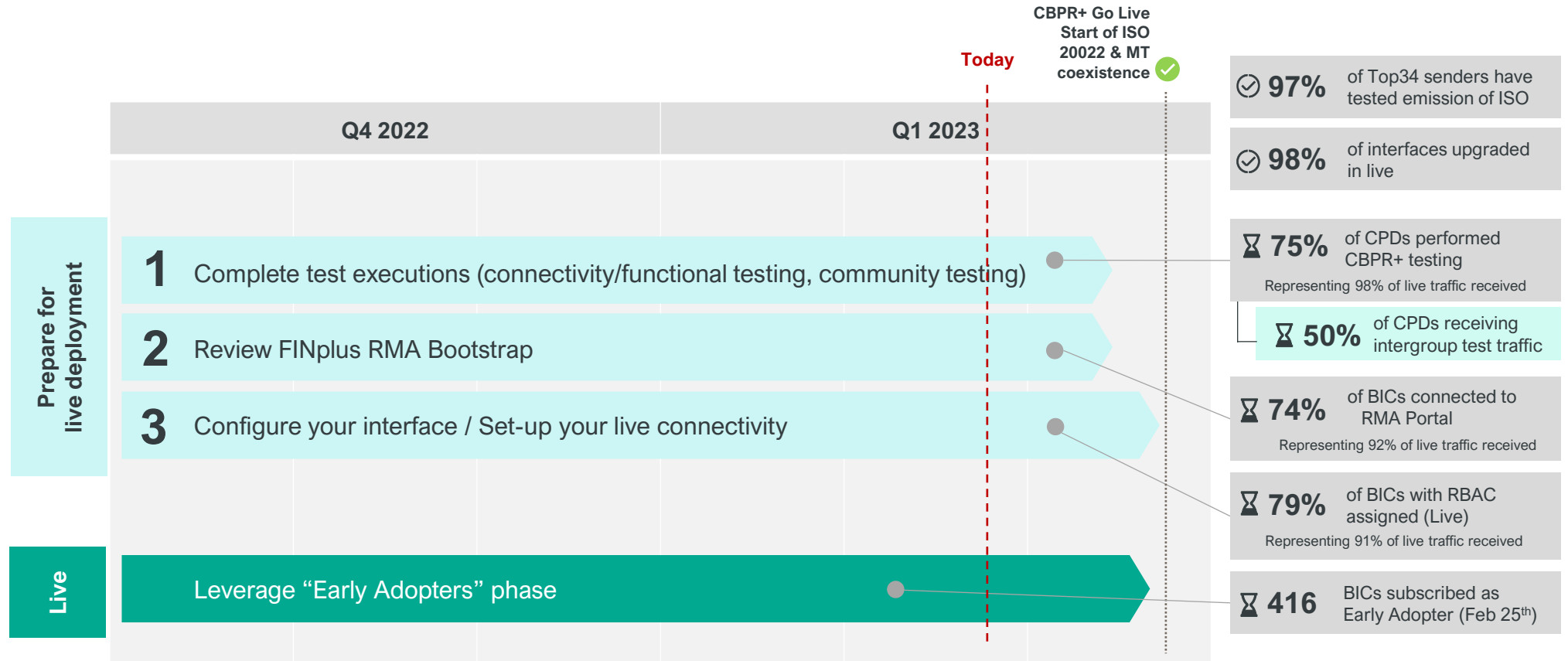


Readiness - ISO 20022 Prerequisites

Updated February 23 2023

March 2023

ISO20022 – what to expect



Further information

Get support on readiness by accessing materials including presentations and recordings from our latest webinars in the Knowledge Centre (log in details required):

- [ISO 20222 – Optimise your testing journey](#)
- [ISO 20022 – Get ready for go-live in March 2023](#)



Swift's issue management process during start of ISO 2022 coexistence period

Internal modus operandi

1. Re-use of usual issue management processes and escalation protocols



Continuous internal communication flows

2. Adding a layer of proactive monitoring by experts



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Template external
communication –
ISO 2022 Control
room

External communication by ISO 2022 Control room

Scope

- ISO 2022 Control room will provide **generic updates** on the start of the ISO 2022 coexistence period.
- No external communication will be issued by the ISO 2022 Control room in relation to individual customer problems, incidents or crises. Those will be managed as per our usual problem and crisis management protocols (Command centre).
- No external communication will be completed on behalf of MIs or customers. We will just refer to their communication channels.

Format and frequency :

- Done in Pull mode through KB tip article updates.
- On the main page of the case manager, a banner with a link to the latest updated KB tip will be available (see below).
- Progress will be shared at regular intervals and associated with key milestones, at the following approximate times:
 - Saturday 18 March - 20:00 GMT
 - Sunday 19 March – 00:00 GMT
 - Sunday 19 March – 09:30 GMT
 - Monday 20 March – 05:00 GMT
 - Monday 20 March – 18:00 GMT



Swift Home Report a Case Reports Online Help Search for cases, articles... Raphael IGLESIASE...

Welcome to the Case Manager

Answers at your fingertips
Try using the 'search' function above to find the answers to common issues.
Or, when creating a case, fill in the [Product] and the [Subject] fields first and you will be prompted a list of articles that may already solve your problem quickly and easily.
And remember, to get the best performance of the case manager application we discourage the use of Internet Explorer as a browser.

[Swift statement on ISO 2022 cross-border payment migration following ECB decision - KB Tip 5025744](#)

Case List Case Manager - All Open Cases

How should you interact with Swift?

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expect

Consult and use available ISO 20022 resources

- Access to all relevant documentation and guidance including FAQs housed on [Ensuring ISO 20022 Readiness page](#).
- Access to key market practice guidelines issued by the Payments Market Practice Group (PMPG) and the Cross-Border Payments and Reporting (CBPR+) working group.
- [ISO 20022 Digital Assistant](#) accessible via mySwift Case Manager, which provides in-context documentation
- [CBPR+ Interactive Readiness Checklist](#)
- Consult regular updates that will be provided **through [Knowledge Base article 5025789](#)**



For issues, follow recommended escalation path

- Use existing sources and features to resolve issues autonomously.
 - For any issues in sending, processing or receiving an ISO 20022 CBPR+ message, please try to self-diagnose first using the [ISO 20022 Digital Assistant](#) and [Ensuring ISO 20022 Readiness page](#)
 - For any issues related to one of the MI migrations, leverage the channels provided by the MI and engage with their teams directly.
- If you need further support, please enter a support case in the Case Manager.
- In exceptional cases only, and having opened a case in the Case Manager, a regional support centre could be contacted by phone. A support registration number and case reference number will be required.





Swift