

NPA Programme Operational Advisory Group Terms of Reference	Version: Draft Date: October 2018
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PAY.UK Owner	Workstream D Lead
Advising	Workstream D : Participants & Consumers
Date ToR agreed	ToR to be agreed during the first meeting
Date for ToR review	These terms of reference will be reviewed, and amended if considered necessary or desirable, on a 6 monthly basis.
Meeting frequency	<ul style="list-style-type: none"> - The Operational NPA Advisory Group will convene as required, typically monthly meetings. - Meetings are to be held in person, unless otherwise agreed. - Ad-hoc conference calls may be required
Chair	Workstream D Lead
Stakeholder Representatives Required	A cross section drawn from: <ul style="list-style-type: none"> - the bank and building society community spanning large, medium & small/challengers (those currently participating within the existing FPS, Bacs & ICS schemes and those that may want to participate within the NPA)
External Stakeholder Representation Criteria	<ul style="list-style-type: none"> - Senior operational representatives - Payment Scheme Managers - All attendees must possess a good understanding of how UK payment schemes work
PAY.UK Representatives	Workstream D Lead Operations Business Analysts Existing Scheme Operational Staff Business Architect

Purpose
Provide advice to the programme on the operational aspects of the NPA.

Objectives
Advise & support on: <ul style="list-style-type: none"> - Operational aspects of the NPA solution - Ensuring alignment to regulatory and compliance imperatives - PAY.UK Target Operating Model to support the NPA - Creation of and amendments to the Scheme Rules and Operational processes - Participant Procedures and Processes <ul style="list-style-type: none"> o On-boarding & Off-boarding process o Release & Version Management o Dispute resolution, Investigations, Incident Management and Business continuity o Internal and External MI & Reporting o Internal and External SLAs o Reconciliation, Accreditation and Assurance

- o Impact of Open Banking on the Procedures

Method of working

- The Operations Advisory Group will operate in accordance with PAY.UK's rules, policies and best practice.
- The NPA Programme will represent the view of the Operations Advisory Group at the NPA Programme Board as required.

Administration

- The NPA programme shall circulate an agenda and relevant paperwork to all eligible participants in sufficient time for review in advance of each meeting and take minutes at each NPA Operations Advisory Group meeting.
- Minutes of the NPA Operations Advisory Group shall be approved by the Chair.
- Minutes of the NPA Operations Advisory Group will not be published outside PAY.UK and the eligible participants that register an interest.