Error handling

DSOP Control Information Common Standard - Operational processes

V 2.0

Change Log

Version	Change description	Approved by
2.0	Approved version	Referansegruppe Bank

Glossary

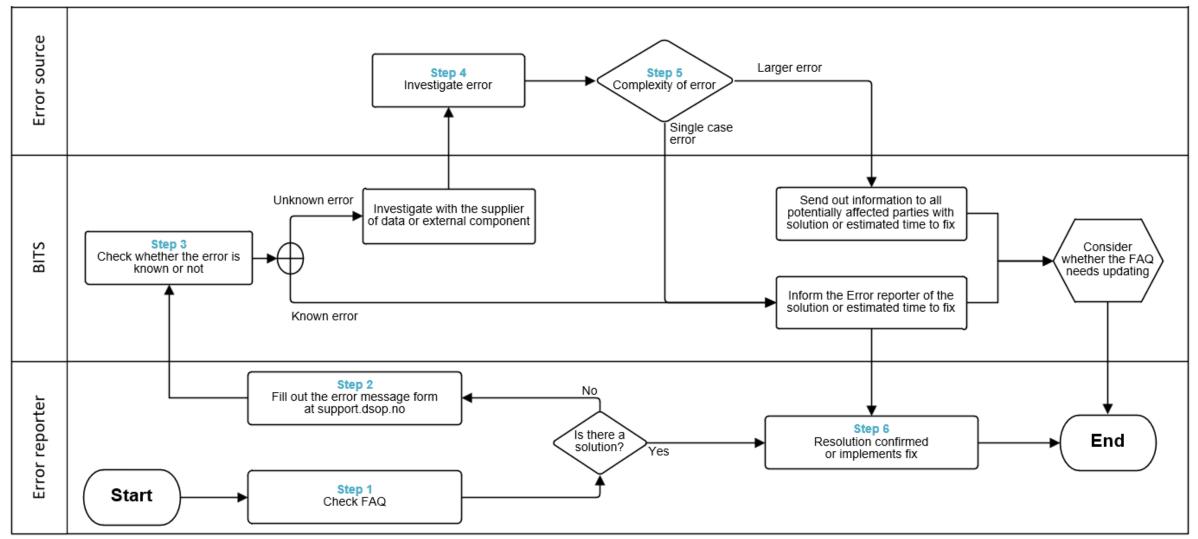| Term	Norwegian	English
Other party	Den parten som feilsøker og løser feilen	The party that investigates and solves the issue
Error reporter	Den parten som rapporterer feilen	The party that reports the issue

DSOP Control Common Standard – Error handling

Step 1
The Error reporter checks the FAQ

- The FAQ on DSOP | DSOP dokumentasjon is a great source for information that is frequently updated with new information, documentation and fixes for common errors.

- If the error can be solved with the information from the FAQ – Go to step 6.

- If the error cannot be solved with the information from the FAQ – Go to step 2.

Step 2
The Error reporter submits the following information to Bits

- Title of the submission

- Current endpoints

- AccountReference

- Error message

- Time stamp

- Correlation ID

- Description of the issue

- What environment the error occurs in (Test, Prod, both)

- What firm or government institution the Error reporter represents

This information is used to speed up the error handling process.

Step 3

Bits receives the submission and investigates the scope of the error

- It is decided whether a solution/a fix to the error is known or unknown
  - Known: Bits informs the Error reporter of the known solution.
  - Unknown: Bits contacts relevant third parties to investigate the error further
    - The Data Provider if the error is related to the financial institution.
    - The supplier of common external component if the error is related to those, for example *Maskinporten*, *CertPub Locator* and *Publishers*, etc.

- The Error reporter will at all times be updated by Bits on the progress of the investigation via email.

Step 4

The responsible party will investigate the error

- The party investigates the error, and applies a solution.

Step 5

Depending on the criticality of the error and the solution, it is decided whether

- Only the Error reporter needs to be informed of the error, or information needs to be distributed to other potentially affected parties.

- Depending on the criticality of the error and the complexity of the solution, the party communicates via Bits whether
  o The error can be resolved right away, or
  o When the error will be resolved.

Step 6

The error is corrected or a fix is implemented

- The affected parties will either go back to business as usual or,

- Implement the fix, or

- Inform internally when the fix will be available.

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