Question Management

DSOP Control Information Common Standard - Operational processes

V 2.0
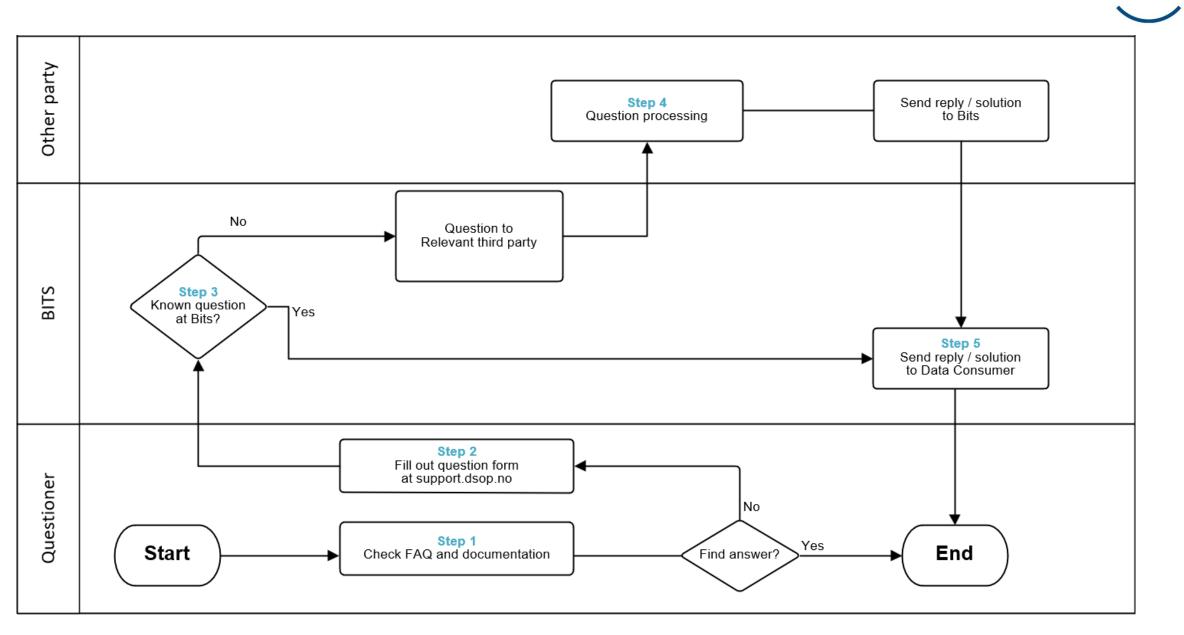
Change Log

Version	Change description	Approved by
2.0	Approved version	Referansegruppe Bank

Glossary

Term	Norwegian	English
Other party	Tredjepart som kan besvare spørsmål der Bits selv ikke kan svare	The third party that can answer questions in cases where Bits cannot answer without assistance
Questioner	Spørsmålsstiller	The person starting the process by asking a question

DSOP Control Common standard – Question management

Other party

Step 4
Question processing

Send reply / solution
to Bits

BITS

No

Question to
Relevant third party

Step 3
Known question
at Bits?

Yes

Step 5
Send reply / solution
to Data Consumer

Questioner

Step 2
Fill out question form
at support.dsop.no

No

Start

Step 1
Check FAQ and documentation

Find answer?

Yes

End

4

Step 1

The Questioner 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 question can be answered with the information from the FAQ – Go to step 6.

- If the question cannot be answered with the information from the FAQ – Go to step 2.

Step 2

The Questioner submits the following information to Bits

■ Questions in a free text format.

■ Org. Number of the firm the questioner represents.

Step 3
Bits receives the submitted question

- If the question can be answered directly by Bits, the answer will be shared along with any appropriate documentation, see step 5.

- If the question cannot be answered directly by Bits, Bits will seek answers from the appropriate third party, see step 4. The answer and any appropriate documentation will be shared with the Questioner.

Step 4

The responsible party will answer the question

- The relevant third party will process the question from Bits, answer the question and provide any relevant documentation.

Step 5

The questioner gets answer to the question

■ Bits will answer the question from the Questioner and send relevant supplementary documentation, if necessary.

■ If the answer to the question is such that others can benefit from it, Bits will register it for future use in the FAQ.

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