PD ISO/TR 6083:2022



BSI Standards Publication

Best practices for an internal BPoS handbook

bsi.

National foreword

This Published Document is the UK implementation of ISO/TR 6083:2022.

The UK participation in its preparation was entrusted to Technical Committee IST/12, Financial services.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

This publication is not to be regarded as a British Standard.

© The British Standards Institution 2023
Published by BSI Standards Limited 2023

ISBN 978 0 539 18672 7

ICS 03.060

Compliance with a Published Document cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 January 2023.

Amendments/corrigenda issued since publication

Date	Text affected

PD ISO/TR 6083:2022

TECHNICAL REPORT

ISO/TR 6083

First edition
2022-12-16

Best practices for an internal BPoS handbook

Bonnes pratiques pour un manuel interne de BPoS

Reference number
ISO/TR 6083:2022(E)

© ISO 2022



COPYRIGHT PROTECTED DOCUMENT

© ISO 2022, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

© ISO 2022 – All rights reserved

Contents

Page

Foreword ... **iv**
Introduction ... **v**
1 Scope ... **1**
2 Normative references ... **1**
3 Terms and definitions ... **1**
4 Fundamental content structure of a BPoS handbook ... **2**
5 Key elements are listed in the BPoS description ... **2**
5.1 General ... 2
5.2 Information regarding a BPoS description ... 3
5.2.1 Key elements ... 3
5.2.2 Suggestion for describing a key element in a BPoS handbook ... 3
5.3 Information describing the BPoSP ... 3
5.3.1 Key elements ... 3
5.3.2 How to describe key elements in the BPoS handbook ... 4
5.4 Information describing the credentials of a BPoS ... 5
5.4.1 Key elements ... 5
5.4.2 Suggestions on how to describe the key element in the BPoS handbook ... 5
5.5 Information describing the financial characteristics of a BPoS ... 5
5.5.1 Key elements ... 5
5.5.2 Suggestions on how to describe a key element in the BPoS handbook ... 6
6 Key elements added in BPoS handbook ... **10**
6.1 General ... 10
6.2 The version of the content of the BPoS handbook ... 10
6.2.1 Content of description ... 10
6.2.2 Purpose of description ... 11
6.2.3 Suggestions for description ... 11
6.3 Roles of departments and BPoSP staff involved in BPoS ... 11
6.3.1 Content of description ... 11
6.3.2 Purpose of the description ... 11
6.3.3 Suggestions for description ... 11
6.4 Applications involved in BPoS ... 12
6.4.1 Content of description ... 12
6.4.2 Purpose of the description ... 12
6.4.3 Suggestions for description ... 12
6.5 Legal documents involved in the BPoS ... 12
6.5.1 Content of description ... 12
6.5.2 Purpose of the description ... 12
6.5.3 Suggestions for description ... 12
6.6 Bylaws involved in the BPoS ... 12
6.6.1 Content of description ... 12
6.6.2 Purpose of the description ... 13
6.6.3 Suggestions for description ... 13
6.7 Formats and examples of files and forms ... 13
6.7.1 Content of description ... 13
6.7.2 Purpose of the description ... 13
6.7.3 Suggestions for description ... 13
6.8 Approach for collecting customer comments and suggestions ... 13
6.8.1 Content of description ... 13
6.8.2 Purpose of the description ... 13
6.8.3 Suggestion for description ... 13
Bibliography ... **14**

© ISO 2022 – All rights reserved

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 68, *Financial services*, Subcommittee SC 8, *Reference data for financial services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

© ISO 2022 – All rights reserved

Introduction

The key elements and attributes of banking products or services (BPoS) are described in ISO 21586.

The majority of providers of banking products or services (BPoSP) today are banks. The challenge of describing a BPoS is understanding all of the BPoS attributes from the customer's perspective as well as from the BPoSP's perspective, as the same BPoS attribute might be understood differently by a BPoSP or a customer.

In general, each individual BPoSP has its unique governance architecture as well as internal rules and standards to help manage and support the delivery of BPoS to customers. The banking industry is deeply dependent on information and communications technology (ICT) to manage BPoS, with its many similar functions and configurations. To fulfil all the requirements of supervision, innovation and market competition, BPoS are rapidly and continuously evolving, making the knowledge and operating skills of BPoSP staff crucial.

The purpose of this document is to provide best practices on how to write a BPoS internal handbook based on ISO 21586. It aims to help BPoSP staff to "translate" existing BPoS into an ISO 21586 form and support customer-facing BPoSP staff in responding to customer requests in a consistent and unified way.

A well-organized BPoSP handbook has the following characteristics:

— the structure is consistent;

— the information is kept up-to-date and accurate;

— contents are in accord with actively sold BPoS;

— the wording is clear and concise;

— the information is made available to staff and customers of a BPoS via various distribution channels.

This document provides a general framework for a BPoS handbook, including the governance, architecture, rules, standards and ICT applications. This model helps to ensure a consistent and integrated service to customers, lower the cost of training BPoSP staff, improve the quality of both customer services and BPoSP operations and increase customer satisfaction.

In applying ISO 21586 to a BPoS handbook, it is possible to tailor and expand key elements. Feedback to ISO/TC 68/SC 8 and the reasons for those adaptations are welcomed.

© ISO 2022 – All rights reserved

Best practices for an internal BPoS handbook

1 Scope

This document provides best practices for writing a banking products or services (BPoS) handbook.

It is applicable to any providers of banking products or services (BPoSP) that issue and operate BPoS.

NOTE 1 A BPoS handbook is edited by either product managers or personnel in charge of key elements mentioned in this document, based on their role and responsibility within the BPoSP.

NOTE 2 Whether ISO 21586 has been formally introduced, this document is useful as existing BPoS contain the key elements listed in ISO 21586.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
application
application system
system for collecting, saving, processing and presenting data by means of a computer

Note 1 to entry: The term application is generally used when referring to a component of software that can be executed. It consists of one or more components, modules or subsystems.

[SOURCE: ISO/IEC/IEEE 24765:2017, 3.167, modified — Definition revised and example removed.]

3.2
BPoS description
description of a BPoS issued by the BPoSP to customers

Note 1 to entry: The description of the BPoS is as per the requirements of ISO 21586.

3.3
BPoS handbook
aggregated information provided to the *BPoSP staff* (3.4) explaining all aspects of a specific BPoS

Note 1 to entry: The general BPoSP business process also acts as a BPoS delivery process to customers. This process can be supported by an application or is a fully manual process.

Note 2 to entry: The handbook is written from the BPoSP's perspective.

3.4
BPoSP staff
person who represents the BPoSP, deals with BPoS-related business and serves customers

© ISO 2022 – All rights reserved