Recommendation #5 – Acknowledgement of Receipt

Based on the staff support team review of the feedback provided by the different groups by the deadline on the discussion table, the following topics / issues are being put forward for discussion during Thursday's meeting. The input on these topics / issues, as well as non-controversial changes identified or where responses were aligned in the discussion table, will be used to develop a next iteration of the recommendation text for EPDP Team review. Note, known concerns, which have been considered and discussed previously have not been included and will not be discussed again unless new information has been provided.

Preliminary Recommendation #5. Acknowledgement of receipt
The EPDP Team recommends that the response time for acknowledging receipt of a SSAD request by the Central Gateway Manager MUST be without undue delay.

The Central Gateway Manager MUST confirm that all required information as per preliminary recommendation #3, criteria and content of request, is provided. Should the Central Gateway Manager determine that the request is incomplete, the Central Gateway Manager MUST reply to the requestor with an incomplete request response, detailing which required data is missing, and provide an opportunity for the requestor to amend its request.

The response provided by the Central Gateway Manager SHOULD also include information about the subsequent steps as well as the timeline consistent with the recommendations outlined below.

Takeaways to factor into possible updates to the language of the recommendation:

- 'MUST confirm' implies a completion check, no substantive evaluation. Consider clarifying here in a similar manner as in footnote 14 (in Recommendation 8) that states that it is the expectation that the initial review of the completeness of a request is done automatically, with the system not accepting the request until all requested data has been provided.
- Be specific in relation to 'recommendations outlined below'.

Remaining items:

1. Should an SLA be defined for the Central Gateway to reply to the requestor with an incomplete request response, as well as for the requestor to amend its request? If yes, should the details of the SLA be determined in the implementation phase? Should implementation guidance be provided in relation to the EPDP Team's expectation?