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SERVICE HOTLINE

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TRADING AND INFORMATION SYSTEM UPGRADE - UPDATE ON PRODUCTION ISSUES

In reference to the 189/2020 and 191/2020 market communications, we would like to provide a further update on the market data issues experienced on the Equity Derivatives (EDM) and Currency Derivatives Markets (FXM) post the go-live of the JSE Trading and Information System Upgrade on 24 August 2020.

Issue 1 - Increased Bandwidth due to missed messages on EDM and FXM

The missed messages were caused by both the bandwidth that had to be increased on each feed and the introduction of the *Theoretical Price* on the *Extended Stats* messages as a value-add to clients.

The increased bandwidth was caused by the continuous amount of data that was being generated by the *Theoretical Price* updates. The impact on clients of this 'value-add' enhancement was underestimated.

Additional and more rigorous test cases have now been incorporated into our testing framework to cater for these scenarios in future.

By increasing the minimum bandwidth requirements and by discontinuation of the theoretical price publication we have successfully managed to resolve both these issues.

We are additionally exploring the option of introducing a *High Volume Service* in the test environment and more focused high volume testing during dress rehearsals.

Markets / Services:

- JSE Equity Market
- JSE Derivatives Markets
 - Equity Derivatives
 - Currency Derivatives

Environment:

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre (CSC) on +27 11 520 7777 or e-mail customersupport@jse.co.za

Issued By:

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Director – Capital Markets

Issue 2 – Reference Data files not catered for by some Clients.

Please see below notifications sent in Feb and March this year. Both notices referred clients to the *Release Notes* which summarised all key changes related to the upgrade and directed clients to the consolidated Volume 09- Reference Data document and thus making Volume 09E and Volume 09D redundant:

<https://www.jse.co.za/content/JSEHotlinesItems/JSE%20Service%20Hotline%2002020%20EQM,%20EDM%20and%20FXM%20-%20JSE%20Trading%20and%20Information%20System%20Upgrade.pdf>

<https://www.jse.co.za/content/JSEHotlinesItems/JSE%20Service%20Hotline%2004320%20EQM,%20EDM%20and%20FXM%20-%20MIT%20Trading%20and%20Information%20System%20Upgrade%20CTS%20Availability.pdf>

Feedback and any suggestions on how the JSE can enhance our *Release Notes* so that these types of changes are welcome.

We are aware that even though the files are now *Multi-Market*, they were intended to be delivered in production and during the dress rehearsals to both the Equity Market Prod and Derivatives Market folders, however this was not the case and the files were only delivered to the Derivatives Market Prod folder in Prod. In CTS, the file was also only delivered to the Derivatives Market CTS1A folder and not the Equity Market CTS1A folder. This issue has since been resolved and the files are being delivered to the respective folders.

Once again, we apologise for the inconvenience caused by these issues and have put in measures in place to prevent any recurrences in the future.