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SERVICE HOTLINE

REFERENCE NUMBER: 047/2023

29 March 2023

FEEDBACK ON PRODUCTION ISSUES WITH BONDS INSTRUMENT REFERENCE DATA PRODUCT - 27 & 28 MARCH 2023

The implementation of system refreshes over the weekend of 25/26 March 2023, as part of the JSE's technology rejuvenation roadmap, unfortunately resulted in an unforeseen and unintended impact to the data product production routines which resulted in misaligned data being provided in three data files of the CSV format of the daily Bonds Instrument Reference data product, which is made up of 11 separate files. The three files are:

- Bonds Instrument Coupon General
- Bonds Instrument Mixed Rate
- Bonds Instrument Reference

The data issue was due to the upgraded server configuration overriding settings in the application configuration and not correctly interpreting a comma, which resulted in the misaligned data. Our teams worked on the issue during Tuesday and because of a challenge in automatically recreating the data files, they had to be manually edited hence the longer than anticipated time to provide correct replacement files. The final files were provided in late Tuesday evening.

Unfortunately, in addressing the above issue that affected the Monday files, the Bonds Instrument Reference files produced on Tuesday 28 March 2023 had the incorrect date standard. Our team are addressing this issue with the highest priority and will replace the 28 March 2023 files in an iterative manner as and when they are ready. A follow-up will be issued when all the replacement files are on the IDP server.

As a last point, the JSE will engage with you at some point to build up SMS notification group(s) for the Bond Reference and Corporate Action data products so that we can communicate with you more easily and effectively when there are production problems.

We apologise for the impact that this had had to your operations and users of the data.

Should you have any queries, please send an e-mail to customersupport@jse.co.za

Market / Service:

JSE Bonds Market Data Products

Environment:

Production

Additional Information:

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

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