

## SERVICE HOTLINE

**Number:** 132/2024  
**Date:** 25 September 2024

**Name and Surname:** Qiniso Mthembu  
**Designation:** Group Chief Risk Officer

### MANDATORY JSE MARKET FACING DISASTER RECOVERY AND BUSINESS CONTINUITY TEST – 19 AND 20 OCTOBER 2024

Users are advised that their participation is required in the mandatory JSE Market Facing Disaster Recovery and Business Continuity test taking place on 19 and 20 October 2024.

We further wish to reference our hotline dated 2 September 2024 with reference number [JSE Service Hotline 121/2024](#) and reiterate that in our ongoing efforts to mature our testing processes and drive improved outcomes from such tests, we would like to encourage increased direct member participation, viz registered traders and individuals associated with trading activities to take part in the annual Market-Facing Disaster recovery test. To that end, in addition to testing the ability to connect to the JSE's Disaster Recovery site, we wish to request that clients test their ability to execute basic day-to-day processes within the DR environment. The suggested testing guidelines are included overleaf for your reference.

Please note that we will host an online information session on Wednesday, 2 October 2024 between 14h00 and 15h00. The invite to this session has been extended to compliance officers, technical contacts, project managers, software providers and operational leads. Please email [keyclient@jse.co.za](mailto:keyclient@jse.co.za) if you would like to participate and did not receive an invite.

As a reminder, client testing is important as it inter alia, enables participants to establish whether or not their organization can access relevant JSE systems at the JSE disaster recovery environment.

#### MARKETS / SERVICES:

- Equity Market
- Equity Derivatives Market
- Interest Rate Derivatives Market
- Currency Derivatives Market
- Commodity Derivatives Market
- Bond Market
- Bond ETP Market
- JSE Broker Deal Accounting (BDA)
- Real Time Clearing (RTC)
- Colocation
- International Access Point (IAP)
- EOD Information Subscribers
- Live Information Subscribers

#### 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](mailto:customersupport@jse.co.za)

As is custom, each participating client will be issued with a Compliance letter confirming their participation in the test along with the additional business processes that would have been tested and the outcome thereof.

End of Day Dissemination Subscribers (BDA Dissemination and Information Subscribers) are advised to please download their production end of day files prior to 08h00 on Saturday, 19 October 2024; alternatively, files can be downloaded from 14h00 on Sunday 20 October 2024.

The tables below stipulate the participation required and the scope of the test.

**Test Participation and High-Level Test Schedule:**

Market Participants Testing
<p><b>Trading members:</b></p> <ul style="list-style-type: none"> <li>• Trading connectivity logon</li> <li>• Insert or book a trade (submit 1 order and 1 Off Book trade and receive acknowledgements)</li> <li>• Successfully view market data and receive live updates during the test to ensure public data is processing</li> <li>• Cancel a reported trade</li> <li>• Deal management</li> </ul> <p><b>Clearing members:</b></p> <ul style="list-style-type: none"> <li>• Confirm reference data is available on the front-end OR re-request start of day reference data via the API</li> <li>• Perform downloads and execute end of day activities</li> <li>• Perform on behalf of actions such as Off Book Trade Reports for their members and/or clients</li> <li>• Deal management activities performed for their members in the normal course of business</li> </ul> <p><b>Information Subscribers:</b></p> <ul style="list-style-type: none"> <li>• Successfully connect to Market Data Gateways</li> <li>• Successfully re-requested start of day reference data</li> <li>• Successfully view market data and receive live updates during the test to ensure public data is processing</li> </ul> <p><b>Market participants optional testing:</b></p> <ul style="list-style-type: none"> <li>• Equity Market – BDA connectivity and enquiry functions</li> <li>• Equity Market – ECS connectivity and view deals and settlement orders</li> <li>• Bonds Market – Nutron connectivity and enquiry functions</li> </ul>

The technical connectivity is to be conducted from the **clients’ production environment to JSE Recovery (DR) site. Please note that remote testing is permitted.**

**NB:** Please ensure that you **verify your setup with your Network Service Provider (NSP) or Shared Infrastructure Provider (SIP) prior** to the Resilience (DR) test and arrange for the necessary support such as having network engineers available for assistance. Clients are urged to ensure that when connecting to the JSE Recovery (DR) site that ALL production links are SHUT during this test.

**Please note:** Any BDA updates will not be rolled back so only **enquiry testing** is to be carried out.

**Contact Details Required**

Please email the details of your key contact (name, surname, email address and cell phone number) to [CustomerSupport@jse.co.za](mailto:CustomerSupport@jse.co.za) by no later than 12h00 on Friday, **11 October 2024**. **This will ensure that you receive the necessary communication throughout the test.**

**Once again, we invite you to join us for an online information session on Wednesday, 2 October between 14h00 and 15h00. The invite to this session has been extended to compliance officers, technical contacts, project managers, software providers and operational leads. Please email [keyclient@jse.co.za](mailto:keyclient@jse.co.za) if you would like to participate and did not receive an invite.**

#	Test timeline	Client testing requirement
1.	<b>Saturday</b> 19 October 2024 Prior to 8am	<ul style="list-style-type: none"> <li>• Clients to download Friday's End of Day files.</li> </ul>
2.	<b>Saturday</b> 19 October 2024 11h00 – 12h30	<ul style="list-style-type: none"> <li>• JSE Network fail over to the JSE Recovery (DR) Site i.e. shutdown of JSE Production Network.</li> <li>• Where required, clients to manually fail over their own Production Network links to the JSE Recovery (DR) site.</li> </ul>
3.	<b>Saturday</b> 19 October 2024 14h00 – 15h00	<b>System Online</b> <ul style="list-style-type: none"> <li>• Clients to conduct <b>connectivity tests</b> to the JSE Recovery (DR) site.</li> <li>• Login to the Equity, Equity Derivatives, Commodity Derivatives, Interest Rate and Currency Derivatives and Bond Derivatives Markets.</li> <li>• Clients to notify Customer Support once they are on-site and again when all testing has been completed.</li> </ul>
4.	<b>Saturday</b> 19 October 2024 14h00 - 17h00	<p><b>Equity, Equity Derivative, Currency Derivative Market Trading and Information Service:</b></p> <ul style="list-style-type: none"> <li>• Production source IP addresses for the <b>Primary Feed only will be used to connect to the JSE Recovery (DR) site</b>. The <b>Secondary Feed is not available</b> via the JSE Recovery (DR) site.</li> <li>• Clients to connect and login to the Trading Gateways and Market Data Recovery Gateways.</li> <li>• Instruments will move into the default trading session (Continuous Trading) that is applicable on a Normal Trading Day at the time of the test.</li> <li>• The order book will be empty at the start of the test, as per DR procedure.</li> <li>• Notification of order cancellations generated as a result of the Resilience (DR) test, Failover is <b>NOT</b> published to the market.</li> <li>• Clients will need to perform an Own Order Book Download (OOBD) to get the latest status of their orders.</li> <li>• Confirm the flow of multicast data for all Market Data services that clients subscribe to.</li> <li>• Recover multicast messages published in the morning.</li> </ul> <p><b>Interest Rate and Commodity Derivative Markets Trading and Deal Management:</b></p> <ul style="list-style-type: none"> <li>• Commodity Derivatives and Interest Rate markets will be available for testing.</li> <li>• The trading system will be in a Market Online/ Download Only state at the start of the test.</li> <li>• All other contracts will transition directly into the Continuous Trading session.</li> <li>• Information subscribers may also connect and subscribe to data</li> <li>• Clients are advised to perform deal management functions during the test.</li> </ul> <p><b>Optional Test Requirements for Trading Members and Information Subscribers:</b></p> <p><b>Expectation for Clearing Members:</b></p> <ul style="list-style-type: none"> <li>• Clearing members connect to the JSE Recovery (DR) site and prove connectivity.</li> <li>• For RTC markets prove connectivity and data subscriptions and downloads.</li> <li>• For NUTRON markets prove connectivity and data downloads.</li> <li>• EOD run for RTC and NUTRON markets will start at approximately 17h00.</li> </ul> <p><b>Clients to login to the following applications:</b></p> <ul style="list-style-type: none"> <li>• <b>Information Delivery Portal (IDP)</b></li> </ul> <p>Clients to connect and login to the IDP Service and download their files as of Friday, 18 October 2024.</p> <ul style="list-style-type: none"> <li>• <b>Internet</b></li> </ul> <p>Clients to connect to the JSE Market Communication page:</p>

#	Test timeline	Client testing requirement
		<a href="https://www.jse.co.za/services/jse-market-communications">https://www.jse.co.za/services/jse-market-communications</a> to test connectivity and check the overall test progress.
5.	<b>Saturday</b> 19 October 2024 17h30 - <b>Sunday</b> 20 October 2024 10h00	<ul style="list-style-type: none"> <li>• JSE to fail the JSE Network and services back to the JSE Production site.</li> <li>• No participation required from clients during this period.</li> <li>• Where required, clients to manually fail over their own Production Network links back to the JSE Production site and cleanup all test data published during the test.</li> </ul>
6.	Sunday 20 October 2024 10h00 - 12h00	<p>Clients to notify the Client Service Centre (CSC) once they are <b>on site</b> and once all testing is completed.</p> <ul style="list-style-type: none"> <li>• Clients to prove connectivity back to the JSE Production services to the Millennium IT Trading and Information Services platform, Nutron (markets will be in download state), IDP, SENS and the JSE website.</li> <li>• Clients are required to:               <ul style="list-style-type: none"> <li>- Connect to the JSE Production site and prove connectivity.</li> </ul> </li> <li>• Connectivity to JSE Colocation services.</li> <li>• Login to IDP to download a file that clients subscribe to.</li> <li>• Clean up all test data published during the test to ensure business readiness for Monday, if not already conducted on Saturday.</li> <li>• RTC and BDA will not be available on Sunday, 20 October 2024 and the JSE will perform the necessary health checks in preparation for Monday.</li> </ul> <p><b>NOTE:</b> Should clients encounter any issues please contact the <b>Client Service Centre (CSC)</b> on <a href="mailto:customersupport@jse.co.za">customersupport@jse.co.za</a> or on <b>+27 11 520 7777</b></p>