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SERVICE HOTLINE

REFERENCE NUMBER: 151/2022

28 October 2022

UPDATE – POST JSE MARKET FACING DISASTER RECOVERY AND BUSINESS CONTINUITY TEST (15 – 16 OCTOBER 2022)

Thank you to all clients for their participation during the JSE Market Facing Disaster Recovery and Business Continuity test that took place on 15 and 16 October 2022.

The Market Facing Disaster Recovery and Business Continuity test was deemed successful. The JSE experienced recovery challenges with its primary website which was subsequently restored. In total, there were 3 client facing issues which were all resolved on the day.

Core systems tested and issues experienced:

Core systems tested
<ul style="list-style-type: none">• MIT Exchange;• MIT Surveillance;• JSE Surveillance (LSV);• Real Time Clearing System (RTC);• Equity Clearing System (ECS);• Broker Dealer Accounting System (BDA);• Central Billing System (CBS);• Omega;• STT Trading Platform;• JSE Website;• Bloomberg Terminal; and• SENS.

Markets / Services:

- All Markets
- Information Subscribers
(Live and End of Day)

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

Issued By:

Qiniso Mthembu
Group Chief Risk Officer
Enterprise Risk Management

#	Main issues experienced	Status	Details
1	JSE Website	Resolved	The JSE experienced recovery challenges with its primary website which was subsequently restored.
2	Connectivity	Resolved	Some clients were unable to connect to the Disaster Recovery site due to their network providers experiencing network outages.
3	Telephony	Resolved	The JSE experienced telephony challenges on the day of Disaster Recovery and Business Continuity test. These included connectivity and latency issues which were resolved.

Please note:

All users that participated during the test are reminded to please submit their testing results (if not already submitted) to CustomerSupport@jse.co.za and enterpriseriskmanagement@jse.co.za by no later than 12h00 on Friday, **4 November 2022**. Individual client participation and non-participation letters will be issued during November 2022.

The following dates have been proposed to facilitate Disaster Recovery and Business Continuity testing in 2023:

DAY	DATE	DESCRIPTION
Saturday	20 May 2023	Internal Disaster Recovery and Business Continuity Test
Saturday	19 August 2023	Internal Disaster Recovery and Business Continuity Test
Saturday	14 October 2023	Market Facing Disaster Recovery and Business Continuity Test