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## SERVICE HOTLINE

**REFERENCE NUMBER:** 216/2021

29 October 2021

## MARKET FACING DISASTER RECOVERY AND BUSINESS CONTINUITY TEST UPDATE

**Thank you to all clients for their participation during the JSE Market Facing Disaster Recovery and Business Continuity test that took place on 16 and 17 October 2021.**

The Market Facing Disaster Recovery and Business Continuity test was deemed successful. There were a few significant issues experienced throughout the day, with the majority of the material issues resolved by our Information Technology department on the day during the test.

### Core systems tested and issues experienced:

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



### Markets / Services:

Equity Market

Derivative Markets

- Equity Derivatives
- Interest Rate Derivatives
- Currency Derivatives
- Commodity Derivatives

Bond Market

Information Subscribers

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

### Issued By:

Nicola Comninos  
Chief Risk Officer  
Enterprise Risk Management

#	Main issues experienced	Status	Details
1	Connectivity	Resolved	The JSE experienced internal connectivity issues which impacted some internet services as well as some internal JSE connectivity services. This unfortunately had a knock on effect on the planned testing timelines from a client perspective.
2	JSE Website	Resolved	The JSE experienced internal connectivity issues which impacted some internet services, including the JSE website.
3	Mainframe	Resolved	As a result of the internal connectivity issues experienced, the DR mainframe start processes were delayed. Further to this, there were some physical mainframe hardware malfunctions that had to be corrected before making the system available for testing. There were some internal and external participants that were able to test BDA successfully towards the end of the day.
4	Replay/Recovery Issue on MIT Market Data Gateways	Resolved	Clients could initially not connect to market data replay and recovery channels; therefore any missed data was not recoverable. The network team ensured that the correct network configurations were in place to resolve the issue.

**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](mailto:CustomerSupport@jse.co.za) and [enterpriseriskmanagement@jse.co.za](mailto:enterpriseriskmanagement@jse.co.za) by no later than 12h00 on Wednesday, **3 November 2021**. Individual client participation and non-participation letters will be issued during November 2021.

The following dates have been proposed to facilitate Disaster Recovery and Business Continuity testing in 2022:

DAY	DATE	DESCRIPTION
Saturday	14 May 2022	Internal Disaster Recovery and Business Continuity Test
Saturday	20 August 2022	Internal Disaster Recovery and Business Continuity Test
Saturday	15 October 2022	Market Facing Disaster Recovery and Business Continuity Test