



SERVICE HOTLINE

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UPDATE ON THE STABILITY OF THE EQUITY MARKET END OF DAY DATA SERVICE

The JSE is concerned about the recent Service Level misses on the EM data service and the impact that it has on our clients. A number of incidents have occurred which have impacted the provision of the Equity Market (EM) End of Day data products within their SLA times. Therefore the JSE is investigating the end to end process and will analyse the performance of each of the production steps to identify and implement improvements.

The exercise has commenced but we are not able to determine the date for conclusion as this will be based on the findings and recommended improvement actions. The production of these data products are very complex with a number of "moving parts", comprising multiple jobs and dependencies, and also while dealing with the reality of increasing amounts of data.

Kindly note that when a data product is at risk of missing its SLA time, the JSE alerts clients via SMS to raise awareness as early as possible. In some instances however, the data product is delivered within SLA time and a follow-up message is issued.

The increasing data volumes are reducing the window for executing the production runs and dealing with problems. As a result, the JSE may need to extend the SLA times for the Early and Late Equities products by 30 minutes each.

The JSE would like to get views from clients on the extension of the SLA times. Please send feedback in writing to the Information Services division via mdprojects@jse.co.za, or alternatively contact me on 011 520-7333. The deadline for providing feedback is 31 October 2016.

Thank you for your patience and cooperation whilst we continue our analysis.

Market / Service:

JSE Equity Market End of Day Data Service

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact +27 11 520 7777 or customersupport@jse.co.za

Issued By:

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