

SFE NOTICE NO.

137/05

Date of Issue:

7 October 2005

Effective Date:

## SFE Austraclear System Outage 3 October 2005

On 3 October 2005 the SFE Austraclear system (FINTRACS) experienced a system outage at approximately 13:37. The outage was the result of a hardware failure that affected the host server with participants and the Reserve Bank of Australia losing access to the system. The following is a summary of events, timings and resolution.

Event	Time
Market Participants connectivity to FINTRACS lost due to Host server failure	13:37:00
Production back up Host engaged with system available to Market Participants	15:55:00
All matched trades processed in FINTRACS and settled in RTGS & System Close with End of Day sessions run	19:00:00
System Shut Down	19:36:00

Following the successful completion of the end of day processing the SFE Austraclear system was brought back on line with the primary Production Host IP address in preparation for normal business hours processing on 4 October.

During these events there is always an opportunity to review procedures, process and the communications strategy. SFE Austraclear has identified two specific areas for improvement in the recovery process as follows:

1. In order to effectively communicate with all market participants simultaneously during a market wide event SFE Austraclear has implemented "traffic lights" showing the FINTRACS operational status on the website. To support this process during any outages SFE Austraclear will change the traffic lights and regularly update the site with progress reports and any actions required to be taken by participants. This change has been implemented with immediate effect and participants are advised to use this method in preference to calling the help desk during a market wide event in relation to general enquiries
2. System recovery using the Production site back up system is being restructured so that market participants can reconnect using the normal SFE Austraclear production system icon. This procedure will also be tested for the Disaster Recovery Site. In the interim participants are advised to check that they have the correct Disaster Recovery Site IP Address **192.168.134.10** loaded on a separate icon on their access PC's and to contact the SFE Austraclear help desk if it is absent.
3. Changes are to be made during a planned network upgrade that will provide a seamless failover from a market perspective eliminating the need for participants to change IP addresses during a production system outage.

SFE Austraclear has enjoyed significant periods of operational robustness with the FINTRACS system. This is the first such outage since a minor issue was experienced in February 2004. SFE's three core principle stability requirements of seamless failover, no single point of failure and high levels of availability are not only being applied to the FINTRACS system but also the ANNI network and Exigo. The adherence to these principles will ensure all systems continue to operate in a robust and stable manner. SFE Austraclear apologises for any inconvenience this event caused and believes the implementation of the above actions items, the introduction of the ANNI network upgrade and the SFE Austraclear replacement system will help reduce the risk of any future market disruptions.

Market participants are advised to undertake an internal review of existing disaster recovery plans and processes to ensure any future such outage can be handled in an effective manner. If you have any queries or observations to make please do not hesitate to contact us via email to [aclear@sfe.com.au](mailto:aclear@sfe.com.au)



**Philip Galvin**  
Executive General Manager, Business Operations

SFE Corporation Limited  
30 Grosvenor Street  
Sydney Australia  
+612 9256 0555  
[www.sfe.com.au](http://www.sfe.com.au)  
ABN 74 000 299 392