

SFE NOTICE NO.

144/06

Date of Issue:

1<sup>st</sup> December 2006

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## Austraclear Replacement System Update II

### Status

The previous Austraclear Replacement System Update (Notice 128/06) published on 23<sup>rd</sup> October 2006 acknowledged Exigo performance incidents between the period of 19<sup>th</sup> September and 16<sup>th</sup> October. A summary of actions taken and proposed were also detailed. The result of actions undertaken by ASX has delivered both a significant increase in system capacity and an improvement in the efficiency of the system response to Participant actions. The system is capable of supporting current business activity, with headroom to facilitate growth into the future. ASX is pleased to confirm that Exigo has suffered no performance related incidents since 16<sup>th</sup> October 2006. Monitoring and improvement of Exigo performance remains of the highest priority to ASX and its suppliers.

### Actions taken

- Hardware up-grade to Exigo
- Changes to the process by which Exigo responds to Participant data queries
- Software changes related to the interaction between Exigo and Swift
- Operational and procedure changes

Reports by the Exigo Operations Working Group of application slowness experienced by users between 15:45 and 16:25 led to the prioritization of a system release on 25<sup>th</sup> November. The release optimizes the management of Swift interaction with Exigo and is designed to further improve the user experience of the application. Participants are requested to continue to report all issues to the Austraclear Service Desk.

Subsequent to the previous update there have been two incidents, on the 15<sup>th</sup> and 20<sup>th</sup> of November that have impacted Exigo availability. These incidents are unrelated to the technical performance of the Exigo system and resulted from differing root cause.

### Incident 1 – 15<sup>th</sup> November

The impact of this incident was the unavailability of Exigo between 7.15am and 8.28am. The cause of the incident was the failure of Exigo to correctly proceed through its normal operational cycle. This resulted from incorrect interaction between operations and the application. Immediate response has been further construction of procedures and controls to mitigate and manage the risk associated with the operation of the system. Further planned response will be implemented through software development to mitigate the potential for incorrect operations.

### Incident 2 – 20<sup>th</sup> November

The impact of this incident was the unavailability of Exigo between 7.15am and 10.12am. The cause of the incident was the locking of a component database that prevented Austraclear users from establishing and maintaining a connection. The cause of the database lock and actions to prevent a reoccurrence is currently under investigation. Changes to the operational cycle and resolution procedures have been implemented to ensure any resulting impact to market availability from reoccurrence is minimized or eliminated.

## Market and Technical information during an Incidents

In the event of a technical incident restricting access to the Austraclear system Participants are advised to consult the “Exigo System Status” on the SFE website. This page will be regularly updated with relevant information during the incident.

<http://www.sfe.com.au/site/status/status.htm?exigo>

The “Exigo System Status” facility on the SFE website is the principle source of information during Exigo technical incidents. The Service Desk will not disclose information prior to that information being available on the “Exigo System Status” facility. Should you require information on how to access the “Exigo System Status” facility please contact the SFE Service Desk on 1300 362 257

If available during an incident the Exigo message facility will provide periodic high level system status information.

Information available via the Exigo System Status facility will include,

- Expected resolution time
- Actual resolution time – when known
- Whether incident is market-wide or Participant specific
- Whether “Assisted Transactions” are available
- Any residual impact, such as delay to the availability of reports
- Status of Swift connection
- Status of RITS Feeder connection

To assist in recovery from a system wide incident Participants are requested to refrain from continued attempted connection until advised via the Exigo System Status facility.

Should you have any queries please contact the Austraclear Service Desk on 1300 362 257 or [servicedesk@sfe.com.au](mailto:servicedesk@sfe.com.au)



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