



SFE NOTICE NO.

025/07

Date of Issue:

5 March 2007

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## Austraclear Replacement System Update – Q107

This Notice provides an update on the technical incidents experienced by the Austraclear System during the first quarter of 2007. The report details both the events and the subsequent actions ASX have taken to prevent reoccurrence.

The incidents have been individually unrelated and unrelated to previous performance issues experienced by Exigo. The ASX continues to monitor and review the Austraclear System solution to minimize the probability of further events.

### Incident 1 – 9<sup>th</sup> February 2007

The impact of this incident was the unavailability of trade entry, authorization and query between 12:13pm and 14:33pm. The cause of the incident was a software error within the Austraclear System. A correction to the software fault has been implemented to prevent reoccurrence.

### Incident 2 – 14<sup>th</sup> February 2007

The impact of this incident was the delay in the open of the Austraclear System from 7.15am to 8.13am. The cause of the incident was the interaction between large corporate action activity for 14<sup>th</sup> and 28<sup>th</sup> (10 business days forward) and a previously unidentified inefficiency in a before business process. A significant improvement in the before business process has been implemented to prevent reoccurrence.

### Incident 3 – 27<sup>th</sup> February 2007

The principle impact of this incident was the unavailability of the Austraclear System between 3.25pm and 4.09pm. The cause of the incident was a database fault that progressively utilized increasing amounts of the Austraclear System resources. The initial recovery actions included a failover to the secondary site. On continuation of the incident a restart of the database was required, which caused the complete outage between 3.25pm and 4.09pm. A change to the configuration of the Austraclear System has been implemented to prevent reoccurrence.



## Market and Technical information during an Incidents

ASX is continuing to refine its communication strategy based on feedback from the Exigo Working Group. Specifically the following information will be updated via the Exigo System Status facility on the SFE website every 15 minutes.

Information available via the Exigo System Status facility will include,

- Expected resolution time – if reasonably known
- 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
- Whether recovery required operation of Exigo from the back-up environment

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.

<http://www.sfe.com.au/index.html?content/austraclear/intro.htm>

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.

Should you have any queries please contact the undersigned on +61 2 9227 0308 or [david.raper@asx.com.au](mailto:david.raper@asx.com.au).

A handwritten signature in black ink that reads "David Raper". The signature is written in a cursive, slightly slanted style.

David Raper  
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