

PEXA Monthly Dashboard - March 2021



EXECUTIVE SUMMARY

SERVICE AVAILABILITY:

There was a total of **1790** minutes scheduled activity for the month of March 2021, split across 11 changes with the R13.1.1 Maintenance Release deployment having the longest scheduled activity. There was a total of **230** minutes of non-core hours downtime for the scheduled activity relating to updating a database parameter together with other activities that were implemented in parallel.

SERVICE RELIABILITY: CORE

There were no unscheduled outages during core hours for the month of March 2021.

SERVICE RELIABILITY: NON-CORE

There were no unscheduled outages during non-core hours for the month of March 2021.



KEY TERMS

BUSINESS DAY

A day that is not:
(a) a Saturday or Sunday;
(b) a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done.

CORE HOURS

6:00am to 10:00pm

NON-CORE HOURS

10:00pm to 6:00am

KPI

Key Performance Indicator

NA

Not Applicable

DR

Disaster Recovery

NON-DR

Non-Disaster Recovery

PEXA

Property Exchange Australia

SUBSCRIBER

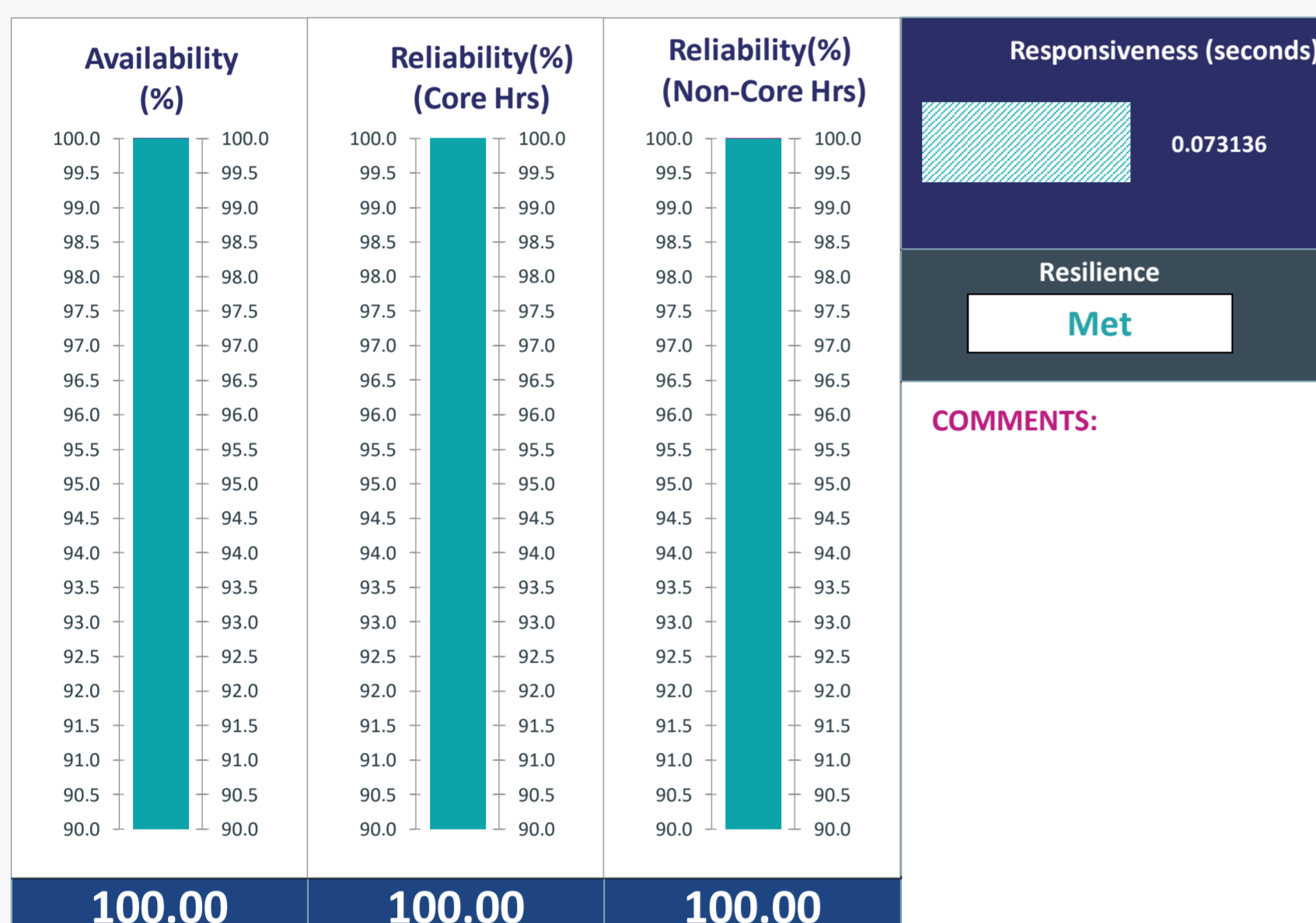
A person who is authorised to use PEXA to complete conveyancing transactions on behalf of another person or on their own behalf.

TBD

To Be Developed



PEXA OPERATIONAL PERFORMANCE



SCHEDULED MAINTENANCE



DETAILS:

Wednesday, 6 March 2021 20:30 - Wednesday, 6 March 2021 21:30 AEDT
Scheduled Change - Without Downtime

Wednesday, 12 March 2021 21:00 - Wednesday, 13 March 2021 00:00 AEDT
Scheduled Change - Without Downtime

Wednesday, 13 March 2021 08:00 - Wednesday, 13 March 2021 17:30 AEDT
Scheduled Deployment - Without Downtime

Wednesday, 19 March 2021 20:00 - Wednesday, 20 March 2021 00:00 AEDT
Scheduled Change - Without Downtime

Wednesday, 24 March 2021 20:00 - Wednesday, 25 March 2021 00:00 AEDT
Scheduled Deployment - Without Downtime

Wednesday, 26 March 2021 20:00 - Wednesday, 26 March 2021 21:00 AEDT
2 Scheduled Changes - Without Downtime

Wednesday, 26 March 2021 22:00 - Wednesday, 26 March 2021 23:00 AEDT
2 Scheduled Changes - Without Downtime

Wednesday, 26 March 2021 22:00 - Wednesday, 27 March 2021 00:30 AEDT
Scheduled Change - With Downtime

Wednesday, 26 March 2021 23:00 - Wednesday, 27 March 2021 00:00 AEDT
Scheduled Deployment - Without Downtime

MEASUREMENT

AVAILABILITY - PEXA must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance

RELIABILITY - PEXA must be available during Service Availability Hours for:

(a) not less than 99.8% during Core Hours; and

(b) not less than 99% during Non-Core Hours

RESPONSIVENESS - Time taken by PEXA to respond to a user-initiated request

RESILIENCE - PEXA must not be disrupted for the same root cause within six month period

MEASUREMENT

SCHEDULED MAINTENANCE - All scheduled platform maintenance activity occurring outside Core Hours where PEXA has provided notice, including, but not limited to, system upgrades, implementation, functionality deployments and system upkeeps.



PEXA COMPLAINT MANAGEMENT

Complaints - General			COMMENTS: NIL
Justified	Resolved	Outstanding	
0	0	0	

Complaints - Refusal to Accept Subscriber			COMMENTS: NIL
Justified	Resolved	Outstanding	
0	0	0	

Complaints - Subscriber Training			COMMENTS: NIL
Justified	Resolved	Outstanding	
0	0	0	

MEASUREMENT

COMPLAINTS - PEXA has the obligation to capture and track all inquiries and complaints that flow through to the company. All information will be used for continuous improvement and documentation for future references.



PEXA MANAGEMENT PERFORMANCE

Disaster Resolution	Problem Identification
-	-

COMMENTS:
N/A

MEASUREMENT

DISASTER RESOLUTION - In a disaster recovery situation where PEXA's Business Continuity and Disaster Recovery Plan is invoked, PEXA must be restored to full Service Availability within 4 hours. Where a service disruption occurs in a non-disaster recovery situation, PEXA must be restored within 40 minutes.

PROBLEM IDENTIFICATION - Root cause of each service disruption must be identified within agreed timeframe.