

# PEXA Monthly Dashboard - January 2021



## EXECUTIVE SUMMARY

### SERVICE AVAILABILITY:

There was a total of **1080** minutes scheduled activity for the month of January 2021, split across 7 changes with the R13.0.0 Major and R13.0.1 Maintenance Release deployment having the longest scheduled activity. There was no downtime on all the scheduled activities.

### SERVICE RELIABILITY: CORE

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

### SERVICE RELIABILITY: NON-CORE

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

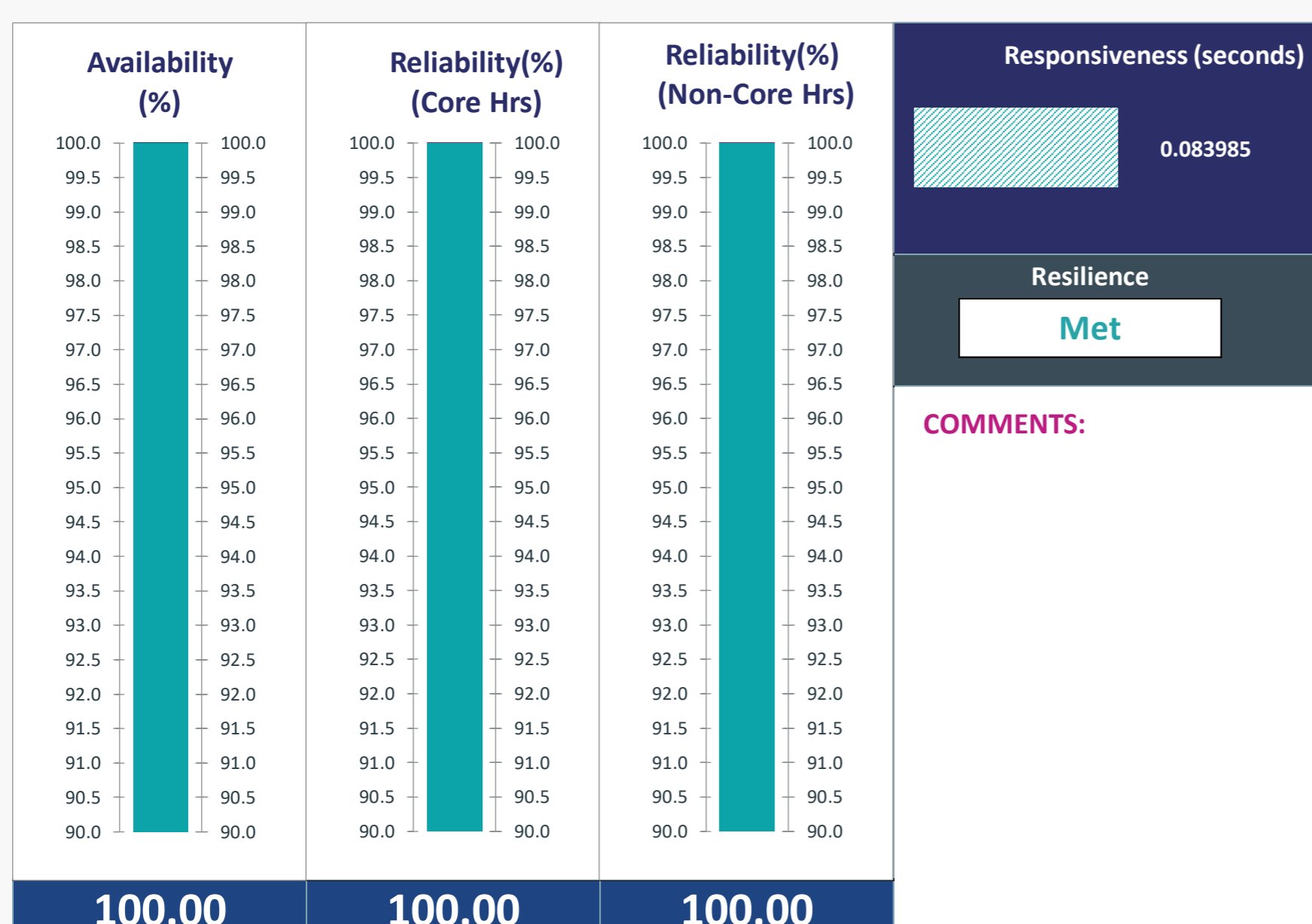


## KEY TERMS

<b>BUSINESS DAY</b>	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.	<b>DR</b>	Disaster Recovery
<b>CORE HOURS</b>	6:00am to 10:00pm	<b>NON-DR</b>	Non-Disaster Recovery
<b>NON-CORE</b>	10:00pm to 6:00am	<b>PEXA</b>	Property Exchange Australia
<b>KPI</b>	Key Performance Indicator	<b>SUBSCRIBER</b>	A person who is authorised to use PEXA to complete conveyancing transactions on behalf of another person or on their own behalf.
<b>NA</b>	Not Applicable	<b>TBD</b>	To Be Developed



## PEXA OPERATIONAL PERFORMANCE



### 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



## SCHEDULED MAINTENANCE



### DETAILS:

**Wednesday, 13 January 2021 20:00 - Wednesday, 13 January 2021 21:00 AEDT**  
2 Scheduled Changes - Without Downtime

**Friday, 15 January 2021 20:00 - Friday, 15 January 2021 21:00 AEDT**  
2 Scheduled Changes - Without Downtime

**Saturday, 16 January 2021 08:30 - Saturday, 16 January 2021 18:30 AEDT**  
Scheduled Deployment - Without Downtime

**Friday, 22 January 2021 20:00 - Friday, 23 January 2021 00:00 AEDT**  
Scheduled Deployment - Without Downtime

**Wednesday, 15 January 2021 20:00 - Wednesday, 15 January 2021 21:00 AEDT**  
Scheduled Change - Without Downtime

### 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, system upkeeps.



## PEXA COMPLAINT MANAGEMENT

<b>Complaints - General</b> <b>1</b>			<b>COMMENTS:</b> One complaint was received regarding the renewal of a Digital Certificate. Issue has now been resolved with the customer.
Justified	Resolved	Outstanding	
0	1	0	
<b>Complaints - Refusal to Accept Subscriber</b> <b>0</b>			<b>COMMENTS:</b> NIL
Justified	Resolved	Outstanding	
0	0	0	
<b>Complaints - Subscriber Training</b> <b>0</b>			<b>COMMENTS:</b> 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

<b>Disaster Resolution</b> -	<b>Problem Identification</b> -
<b>COMMENTS:</b> NIL	

### 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.