

PEXA Monthly Dashboard - September 2020



EXECUTIVE SUMMARY

SERVICE AVAILABILITY:

There was a total of 990 minutes scheduled activity for the month of September 2020, split across 8 changes. There was no downtime on all the scheduled activities.

SERVICE RELIABILITY: CORE

There were no unscheduled outages during core hours for the month of September 2020.

SERVICE RELIABILITY: NON-CORE

There were no unscheduled outages during non-core hours for the month of September 2020.

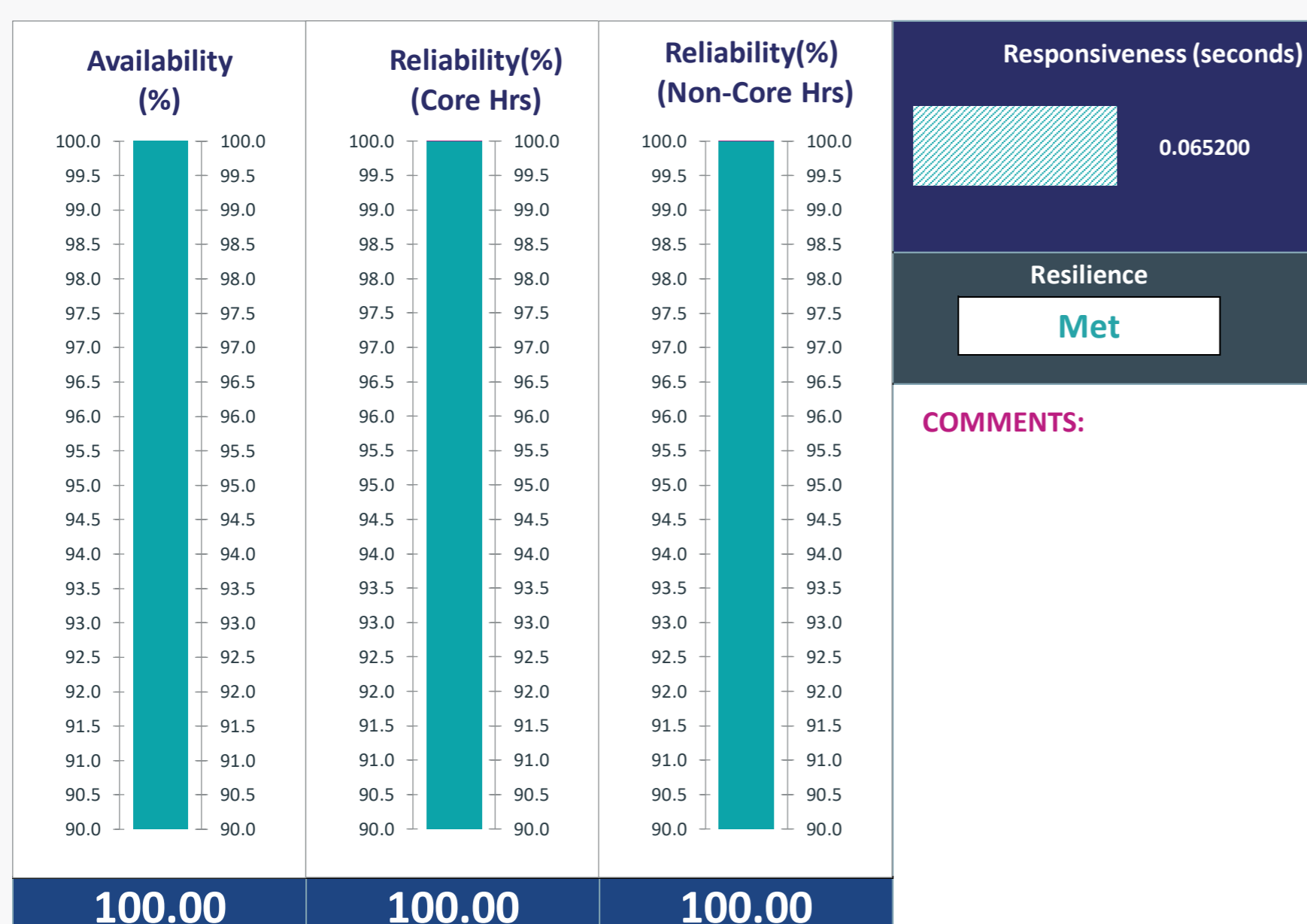


KEY TERMS

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

Saturday, 05 September 2020 08:30 - Saturday, 05 September 2020 17:15 AEST
Scheduled Deployment - Without Downtime

Tuesday, 08 September 2020 20:00 - Tuesday, 08 September 2020 22:00 AEST
Scheduled Deployment - Without Downtime

Friday, 11 September 2020 20:00 - Friday, 11 September 2020 21:00 AEST
Scheduled Deployment - Without Downtime

Friday, 11 September 2020 20:00 - Friday, 11 September 2020 22:00 AEST
Scheduled Deployment - Without Downtime

Tuesday, 15 September 2020 20:00 - Tuesday, 15 September 2020 20:30 AEST
Scheduled Change - Without Downtime

Friday, 21 September 2020 20:00 - Friday, 21 September 2020 20:30 AEST
Scheduled Change - Without Downtime

Monday, 28 September 2020 19:45 - Monday, 28 September 2020 20:00 AEST
Scheduled Change - Without Downtime

Monday, 28 September 2020 20:00 - Monday, 28 September 2020 21:00 AEST
Scheduled Deployment - 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

Complaints - General 1			COMMENTS: One complaint relating to a settlement that was reverted to a paper settlement is currently in progress.
Justified	Resolved	Outstanding	
0	0	1	
Complaints - Refusal to Accept Subscriber 0			COMMENTS: NIL
Justified	Resolved	Outstanding	
0	0	0	
Complaints - Subscriber Training 0			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.