

# PEXA Monthly Dashboard - August 2023



## EXECUTIVE SUMMARY

### SERVICE AVAILABILITY:

There was a total of **1985 minutes** scheduled activity for the month of August 2023, with 8 changes/activities.

### SERVICE RELIABILITY: CORE

There were **no** unscheduled outages during core hours for the month of August 2023.

### SERVICE RELIABILITY: NON-CORE

There were **no** unscheduled outages during non-core hours for the month of August 2023.

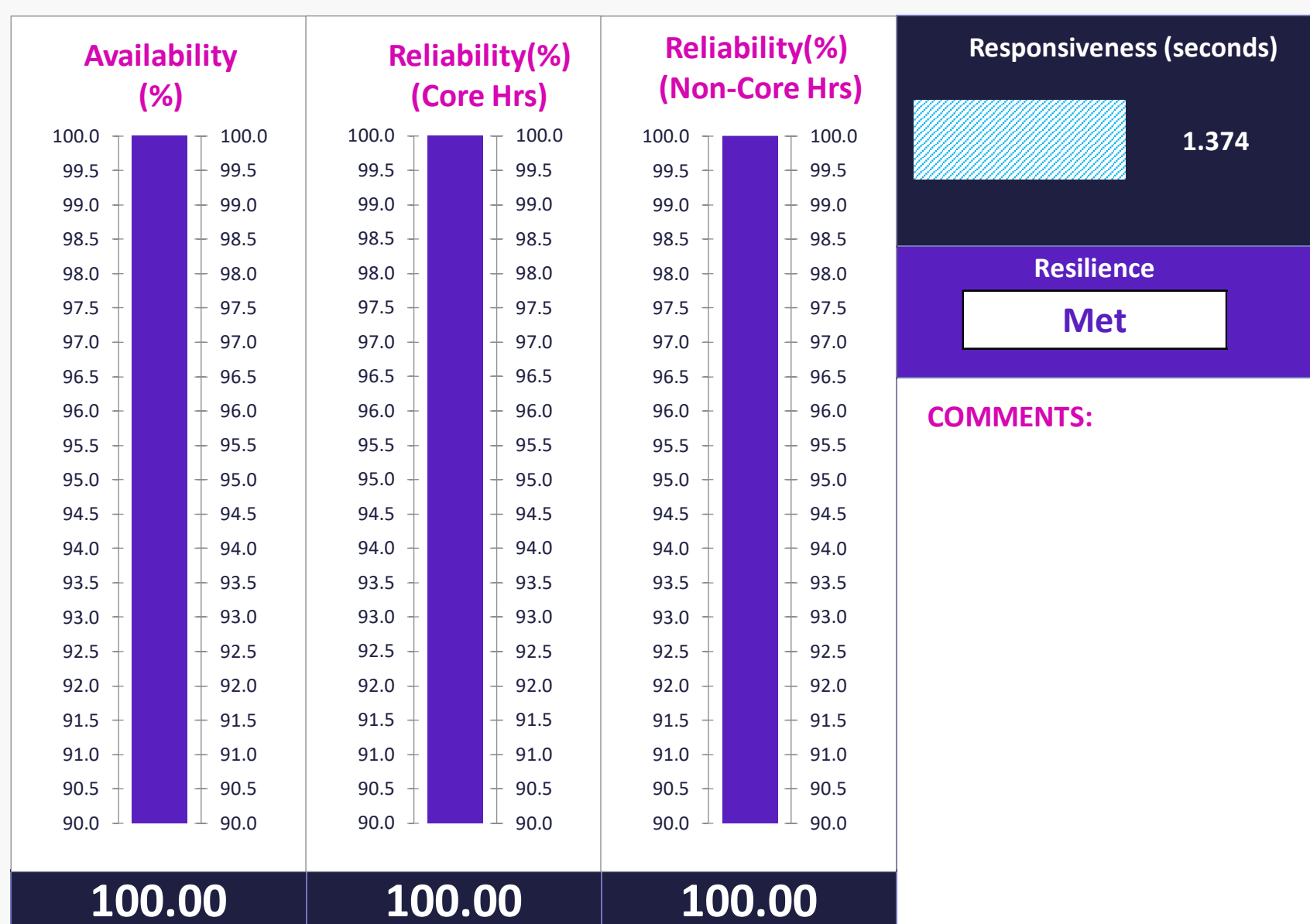


## KEY TERMS

|                       |  |                   |  |
|-----------------------|--|-------------------|--|
| <b>BUSINESS DAY</b>   | A day that is not:<br>(a) a Saturday or Sunday;<br>(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 HOURS</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:

**Saturday, 05 August 2023 08:00 - Sunday, 06 August 2023 00:00 AEST**  
 1 Scheduled Change - Without Downtime

**Monday, 07 August 2023 20:00 - Tuesday, 08 August 2023 00:00 AEST**  
 1 Scheduled Change - Without Downtime

**Friday, 11 August 2023 20:00 - Saturday, 12 August 2023 00:00 AEST**  
 1 Scheduled Change - Without Downtime

**Wednesday, 16 August 2023 20:00 - Wednesday, 16 August 2023 23:00 AEST**  
 2 Scheduled Change - Without Downtime

**Friday, 18 August 2023 20:00 - Friday, 18 August 2023 23:00 AEST**  
 2 Scheduled Change - Without Downtime

**Friday, 25 August 2023 20:00 - Friday, 25 August 2023 21:00 AEST**  
 1 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><br><br><b>2</b>  | <b>COMMENTS:</b><br><b>NIL</b> |                    |                    |   |   |   |  |
| <table border="0"> <tr> <td><b>Justified</b></td> <td><b>Resolve</b></td> <td><b>Outstanding</b></td> </tr> <tr> <td>0</td> <td>2</td> <td>0</td> </tr> </table> | <b>Justified</b>               | <b>Resolve</b>     | <b>Outstanding</b> | 0 | 2 | 0 |  |
| <b>Justified</b>   | <b>Resolve</b>                 | <b>Outstanding</b> |                    |   |   |   |  |
| 0  | 2                              | 0                  |                    |   |   |   |  |
| <b>Complaints - Refusal to Accept Subscriber</b><br><br><b>0</b>   | <b>COMMENTS:</b><br><b>NIL</b> |                    |                    |   |   |   |  |
| <table border="0"> <tr> <td><b>Justified</b></td> <td><b>Resolve</b></td> <td><b>Outstanding</b></td> </tr> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> </table> | <b>Justified</b>               | <b>Resolve</b>     | <b>Outstanding</b> | 0 | 0 | 0 |  |
| <b>Justified</b>   | <b>Resolve</b>                 | <b>Outstanding</b> |                    |   |   |   |  |
| 0  | 0                              | 0                  |                    |   |   |   |  |
| <b>Complaints - Subscriber Training</b><br><br><b>0</b>  | <b>COMMENTS:</b><br><b>NIL</b> |                    |                    |   |   |   |  |
| <table border="0"> <tr> <td><b>Justified</b></td> <td><b>Resolve</b></td> <td><b>Outstanding</b></td> </tr> <tr> <td>-</td> <td>-</td> <td>-</td> </tr> </table> | <b>Justified</b>               | <b>Resolve</b>     | <b>Outstanding</b> | - | - | - |  |
| <b>Justified</b>   | <b>Resolve</b>                 | <b>Outstanding</b> |                    |   |   |   |  |
| -  | -                              | -                  |                    |   |   |   |  |

### 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><br><br><b>0</b> | <b>Problem Identification</b><br><br><b>0</b> |
| <b>COMMENTS:</b>                           |   |

### 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.