Operational matters

T2-Coordination Group
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System performance

T2 incident on <u>21 October</u> impacting A2A inbound traffic

❖ **<u>Issue and impact</u>**:

o Starting from 04:11, the A2A inbound traffic was blocked, impacting the processing of payments and liquidity transfers between CLM/RTGS/T2S/TIPS

❖ **<u>Resolution:</u>**

o The restart of the ESMIG components at around 7:30 recovered the connection with the database ensuring the restart of the incoming messages processing

❖ **<u>Duration:</u>** 04:11 – 08:10

❖ **<u>Root cause:</u>**

o Part of the DWH processing saturated the database logs

❖ **<u>Measure to prevent reoccurrence of incident</u>**

o Optimization of the process that saturated the database – already implemented

o Implementation of an alarm linked to the of the Algo malfunctioning - ongoing

System performance

T2 incident on <u>29 October </u>impacting A2A outbound traffic and U2A instructions

❖ **<u>Issue and impact</u>**:

o <u>A2A </u>Messages were stuck in the outbound queues in CLM and RTGS. Participants were not receiving the settlement confirmations

o <u>U2A</u> instructions in CLM and RTGS GUIs were not possible. A decision was taken to delay the cut-off for interbank payments which was, by mistake, not implemented

❖ **<u>Resolution:</u>**

o <u>A2A:</u> Increase of the available space, fully resuming the A2A service at 16:54. Outbound messages were all reinjected by 17:10

o <u>U2A:</u> Adding a new storage space and restarting the impacted component (18:19)

❖ **<u>Duration:</u>**

o A2A issue: 16:15 – 16:55

o U2A issue: 16:05 – 19:00

❖ **<u>Root cause:</u>**

o The exhaustion of the space allocated to a storage group serving the database

❖ **<u>Measure to prevent reoccurrence of incident</u>**

o A review of the technical monitoring alert filters is being performed to ensure the effectiveness of the monitoring of space allocations

o Reviewing the internal procedures in order to avoid miscommunication when applying new times for cut-offs

System performance

T2 incident on 31 October/ 1 November impacting U2A access to CLM/RTGS, Algos, CRDM

❖ **Issue and impact**:

o 31 October: Connectivity problems to CLM and RTGS GUIs (A2A not impacted)

o 1 November: Two logical partitions out of three were not operational, resulting in sporadic availability of CLM and RTGS GUIs

o Restart of the first partition disrupted the RTGS algorithms (unavailable between 06:52 – 07:38)

o Isolation of the second partition disabled CRDM U2A and A2A submissions (10:00 – 11:30)

❖ **Resolution:**

o 31 October: A manual correction of the misconfiguration and restart of the relevant components restored the U2A access at 17:03 on 31.10

o 1 November:

   o The two partitions were restarted at 6:50 and 11:00, fixing the U2A access

   o A restart of the message queueing component resolved the CRDM issue

❖ **Duration:**

o 31 October: 15:50 – 17:03

o 1 November: 04:35 – 12:00

❖ **Root cause:**

o Incorrect execution of a technical change which was originally authorized for 1 November. The change was applied in a wrong way and resulted in a network misconfiguration

❖ **Measure to prevent reoccurrence of incident**

o The procedure to authorize changes during standard business hours is being reviewed

T2 Nov 2024 release

Deployment weekend

- The deployment activities **successfully finished** on Saturday at 14:20 (instead of 12:30)

- The CLM RTS and RTGS RTS I started on Saturday at 14:54

- Due to technical issues, T2 entered the maintenance window on Sunday at 13:14 (instead of 11:00)

First days of operations

Very smooth operations over the first two weeks, with the exception of (minor) hiccups:

- DWH - Data for business days 15, 18 and 19 November was only gradually available on 19 and 20 Nov

- 19 Nov: Missing records in the full RTGS directory → 20 Nov: decision to roll-back the deployed PBI causing the issue

Questions

Thank you for your attention!