



NETWORKS



TIBCO Upgrade Project Status

Friday 12 August, 2016

Hypercare Status - 12 August

- Market Message Processing (up to 3am on 12 August)

Market Message Statistics	Current Total
SAP IS-U	
ROI	
Total Sent from SAP IS-U	343,195
Total Received by SAP IS-U	41,740
NI	
Total Sent from SAP IS-U	121,023
Total Received by SAP IS-U	12,723
HUB	
ROI	
Total Completed	343,084
Total Sent from Suppliers	41,728
NI	
Total Completed	120,956
Total Sent from Suppliers	12,723
Total Messages Processed ROI	384,812
Total Messages Processed NI	133,679

- Number of Jeopardy Events – 3
- Number of Open Tickets - 4

3 Jeopardy Events

- **Supplier 1**
 - EMMA went into jeopardy 18:30
 - Returned 19:20

- **Supplier 2**
 - EMMA went into jeopardy 12:45
 - Returned 15:35

All messages have been processed

Hypercare Status - Jeopardy

- **Hub Event**
 - All Suppliers in jeopardy at 23:30
 - Returned 00:30

Initial investigations indicate an IT environmental\operational event.

All market messages have been processed successfully.

Update will be provided on this event after full investigation.

Jeopardy Status

- **Jeopardy is the new term for a Supplier EMMA going offline planned or unplanned (Contingency in the old solution)**
- **Key difference is that a Supplier will be put into jeopardy automatically and similarly will come back on line automatically**
- **How are market messages processed during and after jeopardy?**
 - During jeopardy market messages are put into suspended state
 - After jeopardy messages are released manually when Supplier is back online

Hypercare

- **Daily monitoring of systems and market message processing is ongoing**
- **We will be in contact with Suppliers who have experienced a bad heartbeat to allow Suppliers to investigate**

Reminders

- **Daily 602 reconciliation should be completed by Suppliers**
- **Email alerts are available for 601 messages on the EMMAS.**
- **Have all Suppliers accessed the new version of the Operations manual. It is available on the TUP webpage?**

<https://rmdservice.com/tup-hypercare/>