Master Services Agreement XBID Solution – Exhibit 20 Boundaries of Service, Version 4 Confidential

## **Exhibit 20 to the XBID-MSA**

**Boundaries of Service** 

Version 4

# Master Services Agreement XBID Solution – Exhibit 20 Boundaries of Service Version 4 Confidential

## **Contents**

SEC	TION 1.	INTRODUCTION	3
SEC	TION 2.	ATTACHMENTS	3
SEC	TION 3.	SERVICE BOUNDARIES OF THE XBID SOLUTION	3
3.1.	General		3
		required capacity of the XBID Solution applying for 2 <sup>nd</sup> Wave Go-Live	
	effective sir	nce delivery of XBID R2.0 into Production (i.e. 30/10/2019)— upper Service	!
	Boundaries		4
3.2.1	. Num	per of Order Transactions	4
3.2.2	. Num	per of Daily Trades	4
3.2.3	. Num	per of daily explicit capacity requests	4
3.2.4	. Num	per of daily explicit capacity allocations	4
3.2.5	. Servi	ce Boundaries of the XBID Solution – workload and allowed usage	4
3.2.6	. Servi	ce Boundaries of the XBID Solution – calculation methodology for 'Peak /	
Susta	inable Load'		6
SEC	TION 4.	DBAG PERFORMANCE COMMITMENT	6
SEC	TION 5.	FUTURE REQUIREMENTS AND PERFORMANCE	7

Master Services Agreement XBID Solution – Exhibit 20 Boundaries of Service Version 4
Confidential

#### Section 1. Introduction

Performance requirements are reflected in the key performance indicators ("KPIs") on performance defined in **Attachment 2E** (*PER100* – *Quality Plan*). These KPIs are used to validate system performance in a defined set of performance test scenarios.

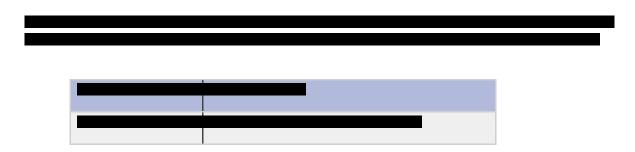
Based on these KPIs, Service Levels ("SLAs") for the ICT service provision period have been agreed within the XBID-DSA Hosting, the XBID-DSA Maintenance and the XBID-DSA ECP Services.

This document is set forth to describe the parameters that govern the Service Boundaries under which the performance commitments reflected in KPIs and SLAs are valid.

Capitalised terms used in this Exhibit shall have the meaning set forth in **Exhibit 1** (*Key terms and Glossary*) unless defined herein.

This version 4 of **Exhibit 20** (*Boundaries of Service*) applies as of deployment of Release 3.3 into the collective productive environment. Version 3 of the Exhibit 20 remains applicable until deployment of the Release 3.3. For the period before, the previous versions apply.

#### Section 2. Attachments

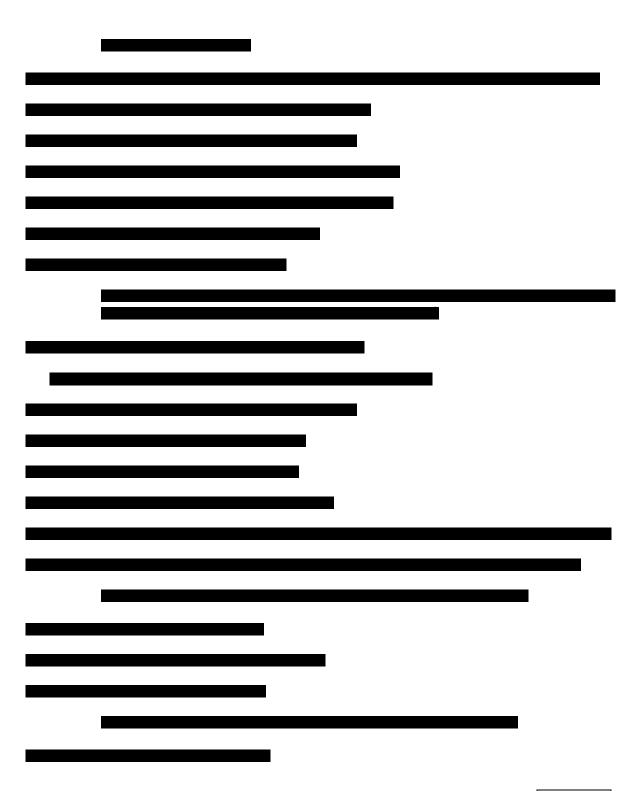


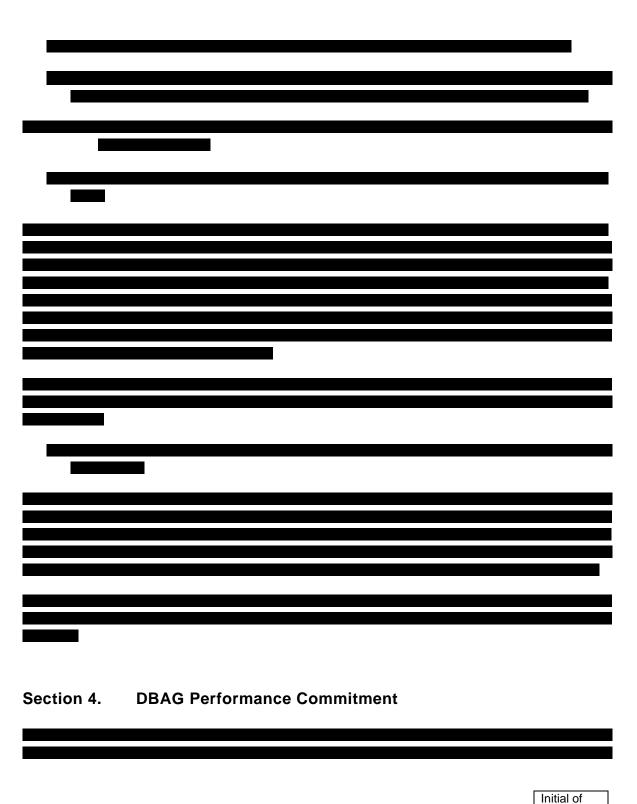
Section 3. Service Boundaries of the XBID Solution



## Master Services Agreement XBID Solution – Exhibit 20 Boundaries of Service Version 4 Confidential

<u> </u>
<u> </u>





DBAG

Section 5.	Future requirements and performance	

Master Services Agreement XBID Solution – Exhibit 20 Boundaries of Service Version 4

Confidential