

Overview

Cboe Silexx takes pride in the reliability and availability of its systems. With redundancies and resiliencies built into every part of the system – including software, hardware, database, and network components – Cboe Silexx has achieved a 100% operational uptime since its launch. Below is a highlight of our Business Continuity Plan (BCP).

System Resiliency

Cboe Silexx maintains two data centers in different parts of the country for geographic diversity. By operating from multiple data centers, Cboe Silexx can quickly block access to an impacted data center in the event of an outage to prevent users from connecting. Cboe Silexx also maintains redundant FIX connections that can be quickly switched should the primary connection experience any issues. Cboe Silexx understands the value of the market data provided through the application and maintains redundant data feeds in each of the geographic environments.

Communication

Cboe Silexx strives to keep customers informed during failure scenarios and will seek to provide updates as frequent as every 30 minutes after an initial System Status notice has been distributed all the way to issue resolution. Event updates may be viewed via the [Silexx System Status](#) webpage, or by subscribing to the System Status email distribution list by contacting the [Silexx Support Desk](#).

Business Continuity

Primary support for Cboe Silexx is provided by the Operations Support Center (“OSC”). To ensure Business Continuity of operations, OSC staff are equipped to operate in a fully remote capacity and have access to the system and tools 24x7. Staff maintain and support the primary systems using a work-from-remote support model on a quarterly basis to ensure the team’s readiness for any disaster occurrence. Team members are highly trained and can respond to any production situation that may arise, escalating the issue when needed.

If you have any further questions regarding our Business Continuity Plan, please contact the Cboe OSC.

Cboe Operations Support Center:

941-870-9531

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