JamClear® Communication Framework
With External Participants

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1. Overview

A key principle of business continuity is communication. Financial regulatory authorities, such as the Central Bank and participants in financial market infrastructures falling under the oversight of the Central Bank, should have business continuity plans. Plans should include procedures for communicating within organizations and with relevant external parties, in the event of operational disruptions. In the early stages of an operational disruption, effective communication throughout the duration of the disruption is necessary to:

1. gauge the impact of the disruption on the organization's staff and operations, and on the broader financial system;
2. make appropriate decisions regarding whether to invoke the business continuity plan;
3. ensure the timely recovery of the organization's operations and the return to normalcy of the financial system;
4. maintain public confidence; and
5. mitigate any possible risk, which may occur.

The subsequent sections of the framework outlines the policy, communication protocols and procedures for the monitoring, evaluation and reporting of system disruptions.

2. Communication Policy

The Bank's communication policy for external participants of the JamClear® systems is aimed at maintaining public confidence through a high degree of transparency, reliability and consistency in communication. This is achieved through the dissemination of timely, coherent and credible information to stakeholders by way of appropriate media enabling reliable and consistent feedback.

3. Communication Protocols

The Bank's communication protocols include bilateral communication procedures with JamClear® participants, Clearing House Operators, third party service providers (SWIFT, telecommunications providers and JamClear® system developer) and advisories **(Appendix I)**.

4. Communication Procedures for Monitoring, Evaluation and Reporting

The Bank has created a framework to monitor, evaluate and report all JamClear® issues experienced by external participants.

a. Monitoring procedures

The Payment System Compliance and Monitoring team is responsible for recording and reporting on all technical and operational issues experienced by external participants in the JamClear® systems. The electronic mail box JamClearissues@boj.org.jm is to be used by external participants to report all technical and operational JamClear® issues.

The centralized mailbox is aimed at:

1. providing a centralized point of contact with all external participants for collecting, treating with and reporting of issues relating to the JamClear® systems; and
2. improving operational efficiency to address the concerns of stakeholders.

Where internet service is unavailable, issues may also be reported to the Payment System Department (PSD) at (876) 922-0750-5 extension 6144.

Issues reported to the centralized mailbox or directly to the PSD will be recorded in an issues log. See **table 1** below.

Table 1

Issues Log

Issue No.	Time & Date Reported	Issues Reported	Category	Priority (H,M,L)	Reported by	Assigned to (BOJ)	Status	Cause & Resolution	Date Resolved
001	8:00a.m. 3 Feb. 2020	Unable to log into JamClear®-CSD	Technical/Non-Technical – specify sub category	H	C. Brown – Name of Bank	M. Smith	Open/closed	Users were disabled. Participant's profile was reset	4 Feb 2020

b. Evaluation Procedures

The issues reported will be further classified in sub-categories of technical and non-technical, evaluated by the oversight team and the appropriate strategy to address each issue will be applied by the responsible officer. See **Table 2**:

Table 2 – Issues Classification

Issues	Sub-Category	Description
Technical Issues	. Application Error	Issues relating to the application.
	. Database	Issues relating to the database.
	. Hardware	Issues relating to servers.
	. Telecommunications or Power Supply Failure	Issues relating to participant's ability to communicate with the JamClear® systems.
Operational Issues	. E-Token	Issues relating to e-token e.g. user forgets password.
	. Procedural	Issues relating to use of procedures.
	. Profile Administration	Issues relating to profile administration.
	. Payment of Entitlement	Issues relating to the payment of entitlement proceeds.
	. Environmental	Issues relating to environmental issues such as civil unrest or natural disasters. The Bank's Corporate BCP is triggered.

c. Reporting Procedures

To mitigate potential risks, issues are aggregated, assessed and ranked as outlined in Tables 3 and 4. A quarterly report will be presented to relevant stakeholders.

Table 3

Issues	Frequency - Quarterly	Impact Assessment
Technical		
Operational		

Table 4

Assessment Rank	Description
High	Issue is likely to stop system operation
Medium	Issue may impact system up to three administrative functions
Low	Issue is central to one participant

5. Appendix

<div align="right">**Appendix I**</div>

<div align="center">**Advisories**</div>

In the event of unavailability or foreseen delays in Start of Day (SOD) for services offered through the JamClear® systems, this will trigger the dispatch of communication advisories in accordance with established timeframes. If the disruptions persist beyond four advisories, the Bank's enterprise business continuity communication plan will be activated.

First Advisory: The first advisory will be dispatched to participants after the systems are unavailable or there are foreseen delays in SOD for up to 15 minutes and after consultation with the Information Systems Department (ISD) and relevant systems operators about issue. **(See Advisory 1).**

<div align="center">**Advisory 1**</div>

Dear JamClear® Participants,

Please be advised that we are currently experiencing technical difficulties with the JamClear® systems. *If cause and an estimated resolution time is known please insert.*

We are working assiduously to have this resolved and apologise for any inconvenience caused.

A further advisory will be issued on service restoration or whether we will be moving to the next stage in the Recovery Plan.

Second Advisory: Should the disruption in service extends beyond 45 minutes of the first advisory, a second advisory will be sent to participants **(See Advisory 2).**

Advisory 2

Dear JamClear® Participants,

As you are aware, we are currently experiencing technical difficulties with the JamClear® systems. We are working with the developers to rectify the issues. ***If cause and an estimated resolution time is known please insert.***

As a result, you may experience extended delays in processing transaction via our JamClear® systems. We are taking steps to ensure that participants will have access to alternate payment options. We apologise for any inconvenience this may cause and implore you to exercise patience as we try our best to restore normality as quickly as possible.

We will provide a further update within 30 minutes of this advisory.

Third Advisory: Should the disruption in service extends beyond one hour and fifteen minutes from the first advisory. This advisory will be sent to participants after contact is made with the ISD, operators of the systems and there is no immediate solution to the problem **(See Advisory 3).**

Advisory 3

Dear JamClear® Participants,

Further to our earlier advisories, the Bank continues to experience technical difficulties with the JamClear® systems. *If cause and/or an estimated resolution time is known please insert.*

As the situation persists, participant are now permitted to use the ACH to execute transactions. Charges for breaches of the ACH Value Threshold will be waived for today *(inset date).* **Please note however that this option can only be utilized for transactions that have not yet been initiated in JamClear®-RTGS. Settlement of transactions already initiated in JamClear®-RTGS will occur when the system is restored.**

You are also reminded that settlement through the ACH is not real-time.

We are working assiduously to have the issue resolved and apologise for any inconvenience caused.

We will provide a further update within 45 minutes of this advisory.

Fourth Advisory: Should the disruption in service extends beyond 2 hours from the first advisory. This advisory will be sent to participants after contact is made with the ISD, operators of the systems and the problem cannot be rectified within a day. At this point, the Bank of Jamaica's corporate BCP will be activated. **(See Advisory 4)**.

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Advisory 4

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Dear JamClear® Participants,

We sincerely apologise for the delay in restoring the JamClear® systems to normalcy. *If cause and/or an estimated resolution time is known please insert.*

As we continue to work with our support partners to rectify the issue(s), we recommend that you advise your customers to use alternate payment options or cease all electronic payments in the interim.

We are working assiduously to have the issue resolved and again apologise for any inconvenience caused.

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Summary of Communication Framework Timelines

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Advisory #	Timeline of Offline Event
1	15 minutes
2	45 minutes
3	1 hr. 15 minutes
4	2 hours