



## **Australian Customs Cargo Advice**

**Number 2010/12**

### **Australian Customs and Border Protection Service IT Infrastructure Technology refresh work program**

Over the next 10 months, the Australian Customs and Border Protection Service will be conducting a series of IT system upgrades. The upgrades will include software updates, remediation of the Customs Connect Facility (CCF) and improved methods for user authentication to provide a more secure environment. Customs and Border Protection plan to complete these enhancements by mid 2011.

These upgrades will provide Customs and Border Protection and our business and trading partners a more modern, flexible and adaptable platform for the future. Further information on these upgrades is available in Australian Customs Cargo Advice [2010/11](#).

To minimise disruption to industry, outages from 00:01 to 06:00 on Sunday mornings may be required over this period. Industry will be advised of any planned outages a minimum of 10 days in advance.

Customs acknowledges the impact these outages may have on industry being able to meet cargo reporting obligations during this time. We encourage industry, if at all possible, to report cargo which is due to be reported during the outage periods before the outage commences. This will ensure that the impact the outage has on industry compliance levels will be minimised. Customs will take the outage periods into consideration when reviewing cargo reporting data for compliance purposes.

ICS and CCF outages usually result in a loss of service for internal and external users alike but urgent clearances can be arranged by contacting the Customs Urgent Clearances on (02) 62756100 as necessary.

#### **Further Information**

Further information can be obtained by emailing Industry Engagement at [industryengagement@customs.gov.au](mailto:industryengagement@customs.gov.au)

Australian Customs Service  
Client Engagement and Cargo Systems  
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