



Australian Customs Cargo Advice

Number 2012/08

ICS Business Continuity Plans (BCP)

ICS BCP Exercise

A simulated exercise designed to test the ICS BCP was conducted on 1 December 2011. The exercise was facilitated at the Customs Information and Support Centre (CI&SC) in Sydney.

From an industry perspective, the exercise highlighted areas within the BCP process that require follow up action to address difficulties encountered during the exercise. These include:

- The need for industry to work with software developers to resolve deficiencies in their automated BCP solutions; and
- The need for industry to maintain awareness in regard to business continuity matters.

Industry must work with software developers to fix their automated BCP solutions

The exercise demonstrated that industry BCP software was the cause of some of industry's failure to report correctly, some will require remedial action and usability improvements.

It is important for you and your staff to be aware of the BCP process and where to find information regarding it.

Customs and Border Protection will continue to provide testing opportunities and support to industry at anytime.

Industry does not have to wait for another exercise to test their software

If you wish to organise some BCP testing please email ICSBCP@customs.gov.au

Industry awareness in regard to business continuity.

The exercise also revealed a number of other issues that Industry should be aware of:

- The success rate for first submissions files from industry was low.
- Incorrect completion of contingency file requests by industry remains the main hindrance to the smooth performance of the ICS BCP.
- When submitting files, common industry errors were:
 - Incorrect naming format.
 - Omission of mandatory data.
 - Files were submitted in the incorrect format.
 - Unfamiliarity with Import Declaration processing.
- The companies, who have had experience in contingency processing, performed better than companies participating in a BCP exercise for the first time.

A number of issues were also identified that require remedial action by Customs and Border Protection, for example, updating the Customs & Border Protection ICS BCP help guide. Customs and Border Protection has already commenced action to update the content of the help guide to address the concerns identified during the exercise. Remedial action on the other issues of concern has commenced and will be progressed as soon as possible.

Customs and Border Protection will continue work to further improve and refine the systems and processes they have in place for extended business disruptions.

Further Information

Further information is available from our website at:

<http://www.cargosupport.gov.au/site/icsBusContinuity.asp>

BCP queries or issues should be directed to the Customs Information and Support Centre (CI & SC).

Email: icsbcp@customs.gov.au

Phone: 1300 558 099

Australian Customs and Border Protection Service
Cargo & Trade Division
CANBERRA
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