Australian Customs Cargo Advice

ICS Outage Notification for final phase of IT Transition

The transition of the mainframe hosting the Integrated Cargo System (ICS) was successfully migrated over the weekend of 12-13 April 2008. We thank you for your patience and cooperation during this major milestone.

The focus has now moved to the second, and final, major transition phase. This involves transitioning the platform that hosts the Customs Connect Facility (CCF) to the new IT provider and to new facilities, as advised in ACCA 08/02 March 2008. Updates surrounding IT Transition have been recently published on the Cargo Support web site at:
http://www.cargosupport.gov.au/site/page.cfm?u=5872

The current schedule has the CCF cutting over to the new IT facilities on 17-18 May 2008. Customs is expecting the cutover to take approximately 10 hours. The ICS will be unavailable from Saturday 17 May, 1600 hrs AEST to Sunday 18 May, 0200 hrs AEST.

The selected time aims to minimise impacts to industry. A number of factors were considered when making this decision including:

- The number of transactions processed in the ICS during the outage window;
- The number of industry clients processing transactions during the outage window;
- The interfaces to the ICS;
- Impact on AQIS;
- Overall impact on industry (mainly affecting air cargo sector); and
- The timeframe for the reporting systems to be updated with data loads.

> **As part of the Customs Connect Facility (CCF) transition to the new facilities it is expected that there will be a 10 hour ICS outage from Saturday 17 May, 1600 hrs AEST to Sunday 18 May, 0200 hours AEST.**

What will Customs do?

On Saturday 17 May, 1400 hrs AEST the ICS screening period for air cargo reports will be reduced to one hour, this will continue for two hours after the resumption of the ICS, being Sunday 18 May, 0400hrs AEST.

Customs will immediately invoke the Business Continuity Plan (BCP) up to the Phase 3 level for both Imports and Exports for the duration of this outage. BCP documents that can be submitted for the duration of the outage are:

- Cargo Reports
- Import Declarations
- Underbond Movements
- Export Declarations
- Export Consolidations

Customs acknowledges the impact this outage 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 period 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 period into consideration when reviewing cargo reporting data for compliance purposes.

> **We encourage industry, if at all possible, to report cargo which is due to be reported during the outage timeframe before the outage commences.**

What is Customs asking Industry to do?

While Customs will facilitate the movement and clearance of cargo during this period we urge industry to fully explore the possibility of reporting any relevant documents prior to or post the outage. This will avoid the duplication of effort that is needed as any BCP documents reported during the outage are required to be submitted in the ICS within 24 hours of the system being available.

Although EDI users can transmit messages during the outage period, those messages will be queued and not processed until such time as the ICS becomes available. Users will not receive acknowledgements for these messages until that time. All users who choose to send messages during the outage period that have resend functionality, should consider disabling it for this outage period to avoid sending duplicate messages.

The Registration and Renewal of digital certificates will not be possible at these times. ICS Client maintenance will be available however any amendments made during these periods will not take effect until User Certificate Maintenance becomes available. Other functionality through the Customs Interactive and EDI transactions will remain unaffected.

Overview - How Customs transition affects industry*

From an Industry perspective, interfacing with Customs cargo business systems will remain the same. There is no general requirement to change certificates, IP addresses or email addresses. The only exception is for those clients with a direct connection to the existing Burwood data centre. All affected direct connection clients have been contacted and their change requirements are being addressed.
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* A full overview was provided in the first edition of the IT Transition update, available on the Cargo Support web site. To view this go to:
http://www.customs.gov.au/webdata/resources/files/IT_Transition.pdf

More information

Ongoing updates will be available on the Cargo Support web site (http://www.cargosupport.gov.au/site/page.cfm?u=5872), however if you have any queries please email industryengagement@customs.gov.au.

Australian Customs Service
Industry Engagement & User Services
CANBERRA
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