



## Main Processing Transition Update

Issue 6/2008

### 31 March 2008

As previously reported Customs main processing services are transitioning to a new IT service provider over the weekend of 12-13 April 2008.

Industry testing in the IBM environment started on 26 March and, to date, it has successfully processed 9,788 inbound messages and 19,288 outbound messages from 19 clients.

This Test environment is available until 12 noon (EST), Monday 7 April. It is important that all Customs clients undertake any necessary testing before this date. If you have any questions or feedback please email [industryengagement@customs.gov.au](mailto:industryengagement@customs.gov.au)

From noon on 7 April Customs will finalise preparations for the 12-13 April transition; these preparations include a final dress rehearsal.

Any industry messages sent from 12 noon (EST) Monday 7 April will be queued. Users may receive some test transactions as Customs periodically opens up the environment during transition preparations. This will be most evident on 9 April.

The Industry Test and Production environments will be available when they are transferred to the new provider at 2am (EST) on Sunday 13 April.

Any transactions made in the Industry Test environment between 26 March and 7 April will **not** be available in the new environment.

### Overview - how Customs Transition affects Industry\*

The migration of Customs services is being staggered to minimise any risk to Industry and other stakeholders. Customs test environments, including the Stress and Volume Test, User Acceptance Test, Development and Industry Test, are being transferred before the Production environment is migrated.

From an Industry perspective, interfacing with Customs cargo business systems will remain the same however the new platform will be more modern, flexible and adaptable.

## Modern, Flexible and Adaptable Platform

The new platform will be more modern as the current infrastructure will be replaced with new equipment. This will have the effect of reducing the risk of service reduction or outages due to equipment failure.

The flexibility of the new platform will provide the opportunity to take advantage of new processing features. These new processing features include updates to processing capability and the operating software components that provide additional features that we can use and include in the future as part of the operations of the ICS. Features such as faster processing specifications, more robust database transaction management and simplified error handling will result in improvements in operating the new platform as they are utilised in the future.

The new platform will be adaptable. This is a future proofing measure which ensures growth in transactions numbers and functionality for ICS and CCF will be supported by the new infrastructure for all but major changes to the systems.

The objective of the transition to the new platform is to maintain the current service in the short term and position the ICS and the CCF Infrastructure for transaction volume increases the future and to adopt new technology improvements as appropriate.

### **10 hour outage – 12/13 April 2008**

As part of Customs IT transition to a new provider we are expecting a 10 hour ICS outage from Saturday 12 April, 1600 hrs AEST to Sunday 13 April, 0200 hours AEST.

ACCA 2008/02 has been published and provides further details. To read more on this go to [Australian Customs Cargo Advice 0802](#)

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\* A full overview was provided in the first edition, available on the Customs internet site.

### **More information**

More information will be made in available as Customs prepares for migration, but if you have any questions please email [industryengagement@customs.gov.au](mailto:industryengagement@customs.gov.au) or contact Mark Taylor, Industry Engagement and User Services Branch on (02) 6275 6794, or Steve Nitschke from the Applications Branch on (02) 6275 5504.

For previous versions of this update go to [IT Transition reports](#)