

## **ICS Incident Report – Sunday 1 April 2012**

An outage to the Integrated Cargo System (ICS) and the Customs Connect Facility (CCF) was scheduled on Sunday 1 April to alter the systems times for the completion of Daylight Savings.

At the completion of the outage, one of three EDI security servers in the gateway did not restart with full functionality. This meant that while all messages from industry were being received at the gateway approximately one in three would fail at the security servers.

An incident was raised with technical staff around 10:00 on Sunday morning after industry began contacting the Customs Information & Support Centre (CI&SC) reporting lack of responses to messages. Due to the complex nature of the incident, and the fact that this had never been encountered before, the root cause of the problem was not identified until Monday morning.

Technical staff formulated a plan for a re-play of the unprocessed messages that would minimise further disruption to Industry and ICS processing times and this commenced at 14:20 Monday. Due to high volumes of usual business EDI messaging, the unprocessed messages did not complete being re-processed until 18:00 Monday.

A post implementation review of the change process and incident will be conducted. Any recommendations identified will be implemented as future permanent corrective actions.

### **Impact**

The CI&SC worked with those affected on Sunday to clear urgent consignments. Industry were advised to resubmit cargo reports when they were discovered as not being received by the ICS and officers were overriding the screening periods in an attempt to minimise impacts. During the incident CI&SC received around 54 extra cargo incoming calls on the Sunday. A further 342 additional calls were received on Monday.

### **Communication**

Industry was notified of the incident through:

- the Cargo Support website (ICS Updates),
- emails through the Cargo Support website mailing list, and
- the ICS announcements page.