

ICS Outage Report – Saturday 24 March 2012

An upgrade to Customs and Border Protection's IT Infrastructure was scheduled to occur on Saturday 24 March 2012. This upgrade did not require an outage to any components of the Integrated Cargo System (ICS) nor the Customs Connect Facility (CCF) that reside or rely on the infrastructure.

At approximately 14:20 the software that processes EDI messages on the CCF servers stalled and the ICS stopped processing EDI messages. Technical staff onsite immediately commenced resolution and at 16:21 partial messaging functionality had been restored. Due to the backlog of queued messages, notification was posted to advise that the ICS was experiencing a delay in message processing at 16:43 and Phase 1 of the Business Continuity Plan (BCP) was provided to Industry clients who contacted the Customs Information and Support Centre (CI&SC).

All outstanding messages were processed by 18:00 and, as such, notification to industry advising of resolution and ceasing of BCP was communicated at 18:20. During the outage, Customs and Border Protection provided support to industry through the agreed BCP arrangements and facilitating urgent cargo clearances through the CI&SC.

Technical Details

EDI messaging software on the Customs Connect Facility transforms halted as a result of an increased messaging load during the infrastructure upgrade at one of the Customs and Border Protection data centres. Failover redundancy systems did not activate and routine monitoring alerts were not escalated.

A post implementation review of the change process and incident has been conducted. A number of recommendations have been identified for implementation as future permanent corrective action.

Impact

During the incident CI&SC received around 35 extra cargo incoming calls. During the outage, the BCP was invoked for Export & Imports. CI&SC received 1 request to process contingency files. This file request was successfully processed.

Communication

Industry was notified of the incident through the Cargo Support website (ICS Updates).