



Australian Government
**Australian Customs and
Border Protection Service**

Integrated Cargo System Production Report April 2012

Date Prepared: 29 May 2012
Prepared by: IT Service Operations Branch,
Information Technology Division

Production Report – April 2012

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1 Yearly Overview

1.1 System Activity

1.1.1 Summary

Activity Summary 1-May-11 to 30-Apr-12		Total
Exports	Inbound Messages Received by ICS	4,623,445
	Outbound Messages Sent to Clients	5,874,688
Imports	Inbound Messages Received by ICS	35,174,044
	Outbound Messages Sent to Clients	123,931,634

The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import Declaration, which was then amended twice during the reporting period, would appear as 3 Inbound messages.

Request for Status messages submitted by Customs & Border Protection as part of the Heartbeat Monitoring activity (approx. 240,000 messages) are included in the above figures, showing under Exports.

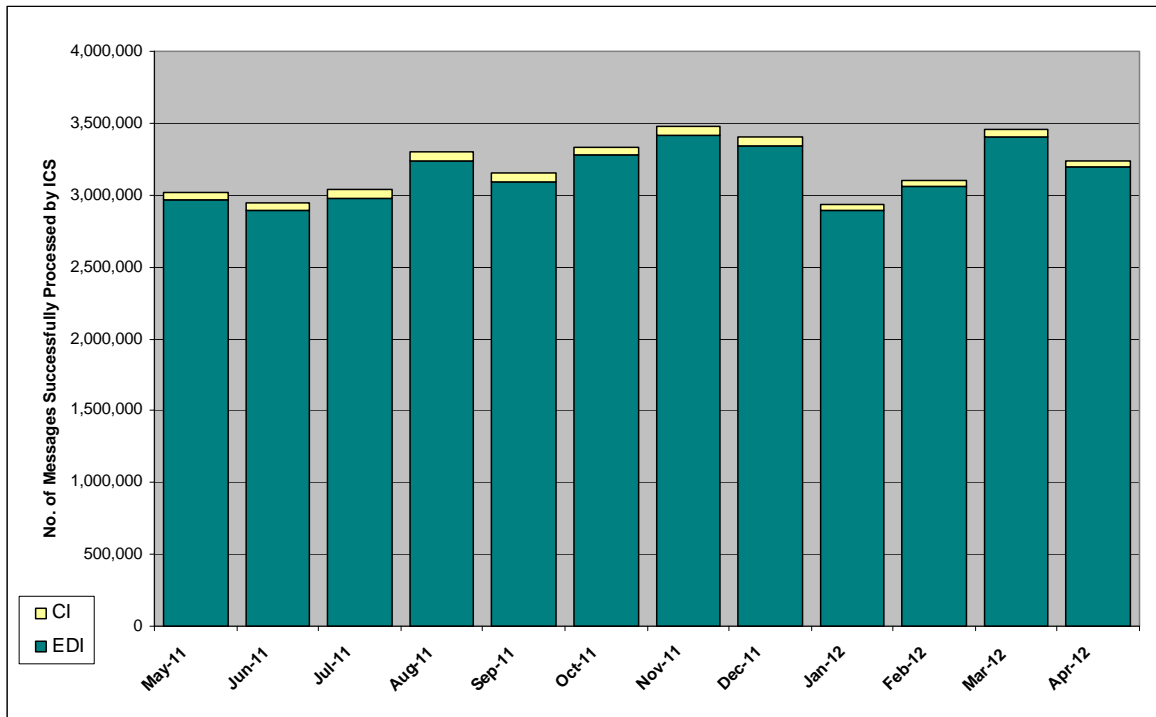
As of Tuesday 10 April 2012, the number of messages successfully processed by ICS since implementation was:

Exports	32,001,326
Imports	162,254,793
Total	194,256,119

Note:

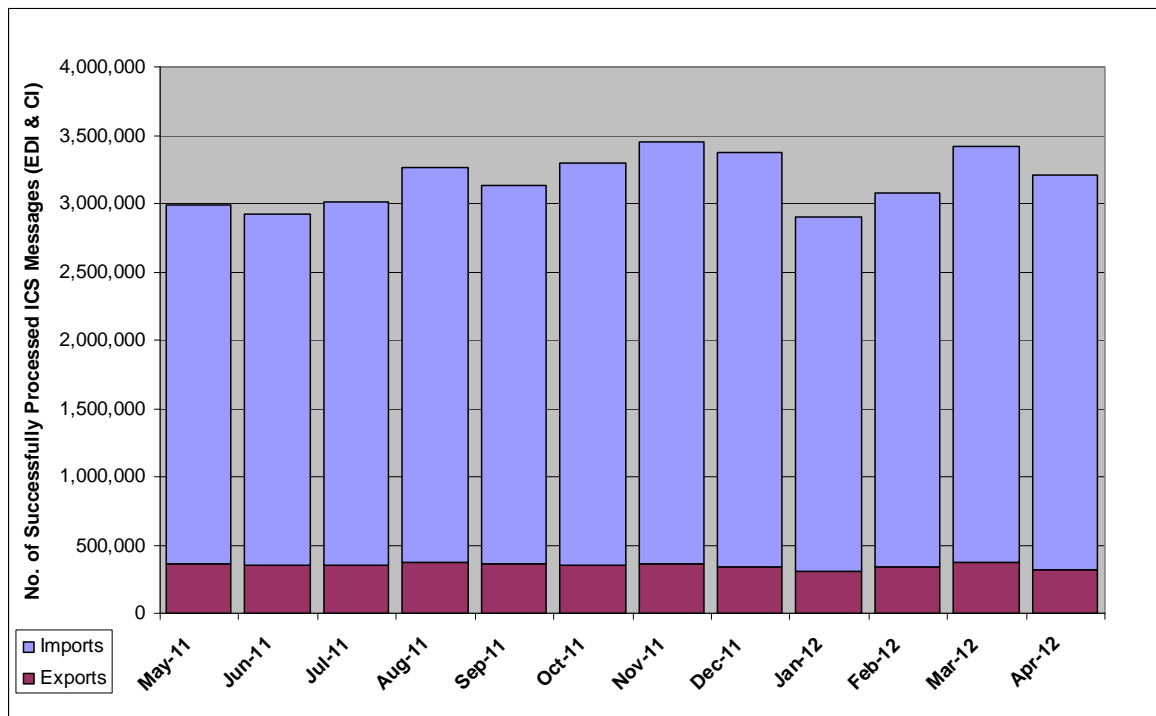
"Successfully Processed" messages are messages received by ICS, either by EDI or CI, for which a response message was sent, including error messages.

1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



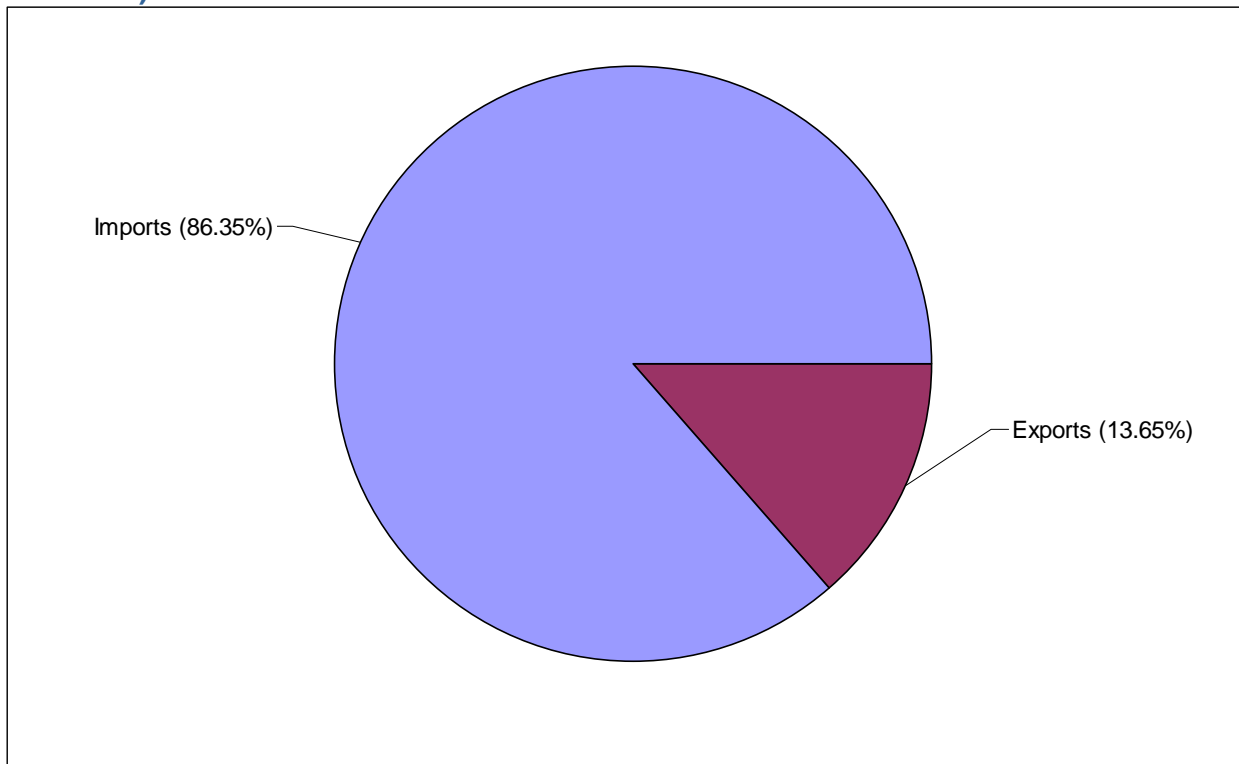
Note: "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



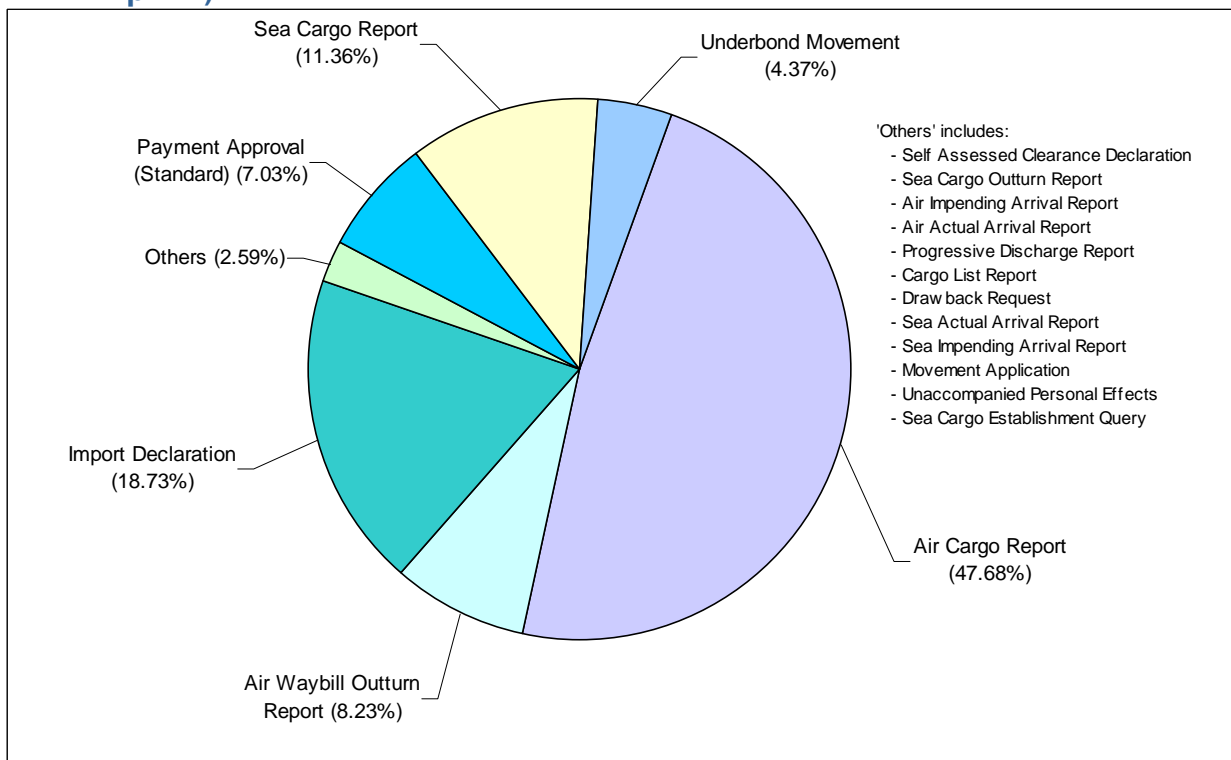
Note: "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

1.1.4 Successfully Processed ICS Messages by Category (1-May-11 to 30-Apr-12)



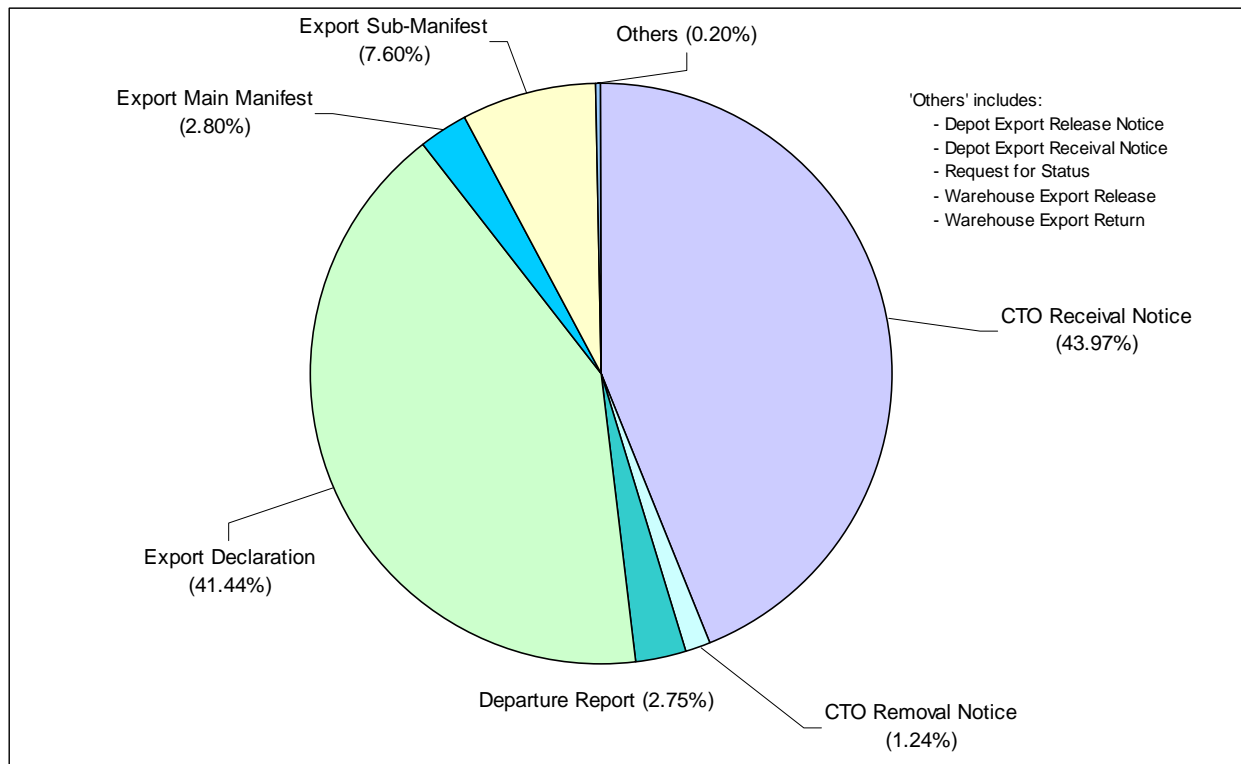
Note: "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

1.1.5 Imports Successfully Processed ICS Messages by Type (1-May-11 to 30-Apr-12)



Note: "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

1.1.6 Exports Successfully Processed ICS Messages by Type (1-May-11 to 30-Apr-12)

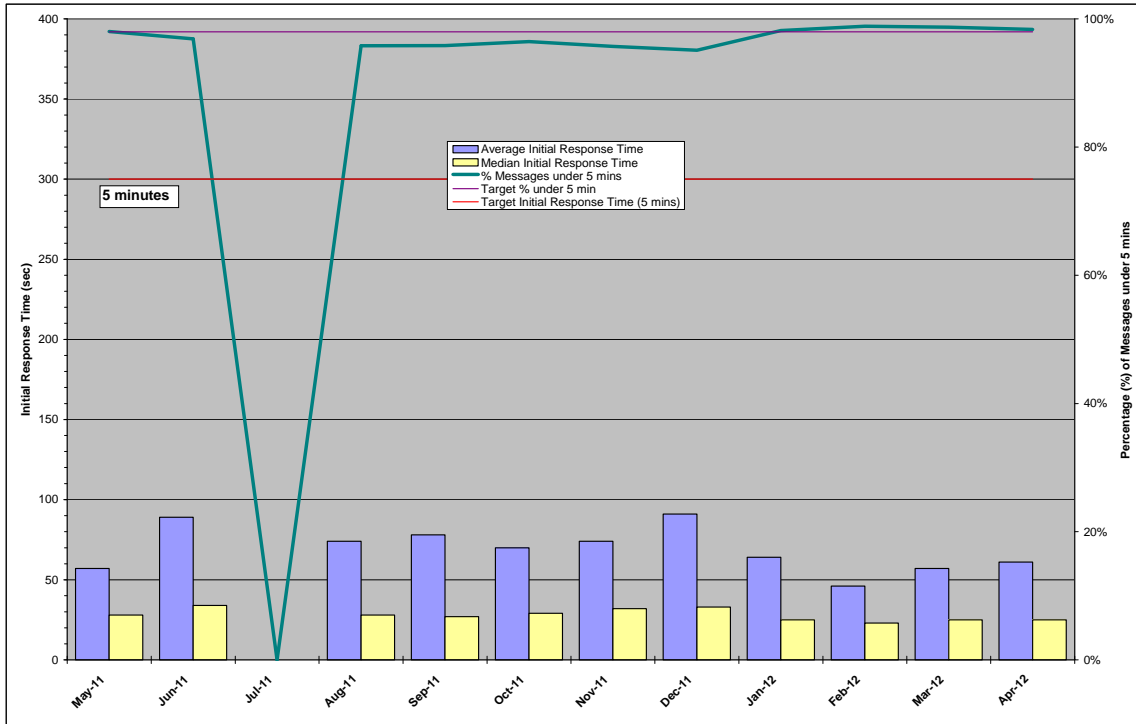


Note: "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

1.2 EDI Message Initial Response Times

Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs & Border Protection.

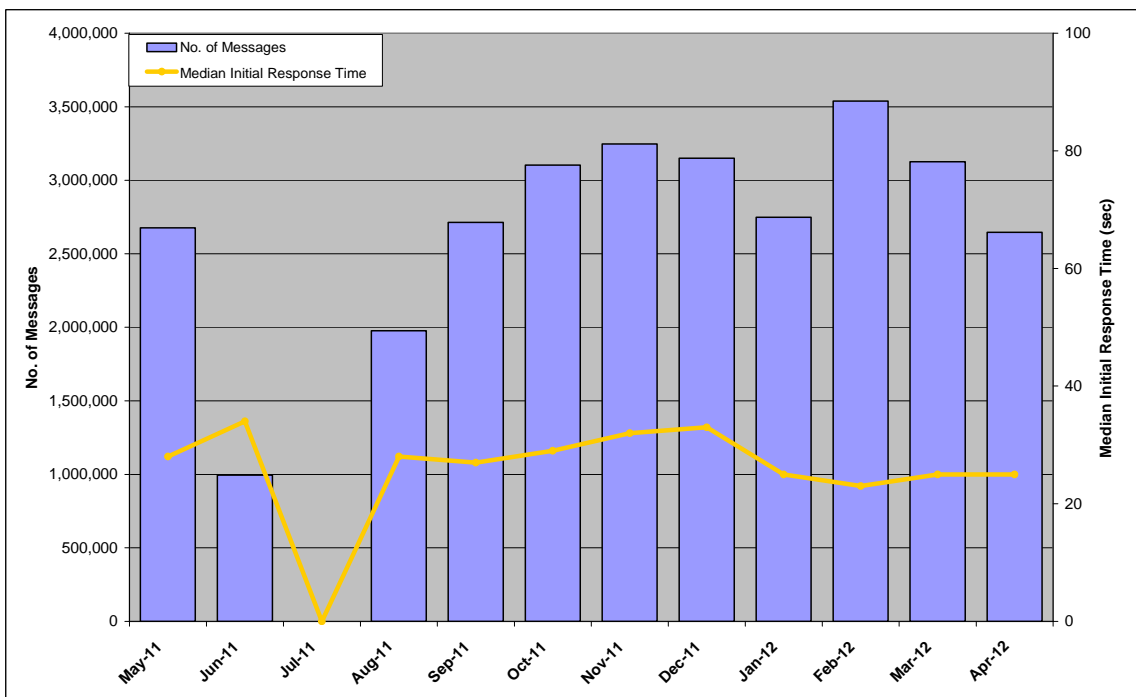
1.2.1 Monthly EDI Message Initial Response Time



The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 5 minutes.

Note: Due to a problem with the EDI message response times data load, data for July and August 2011 was impacted upon.

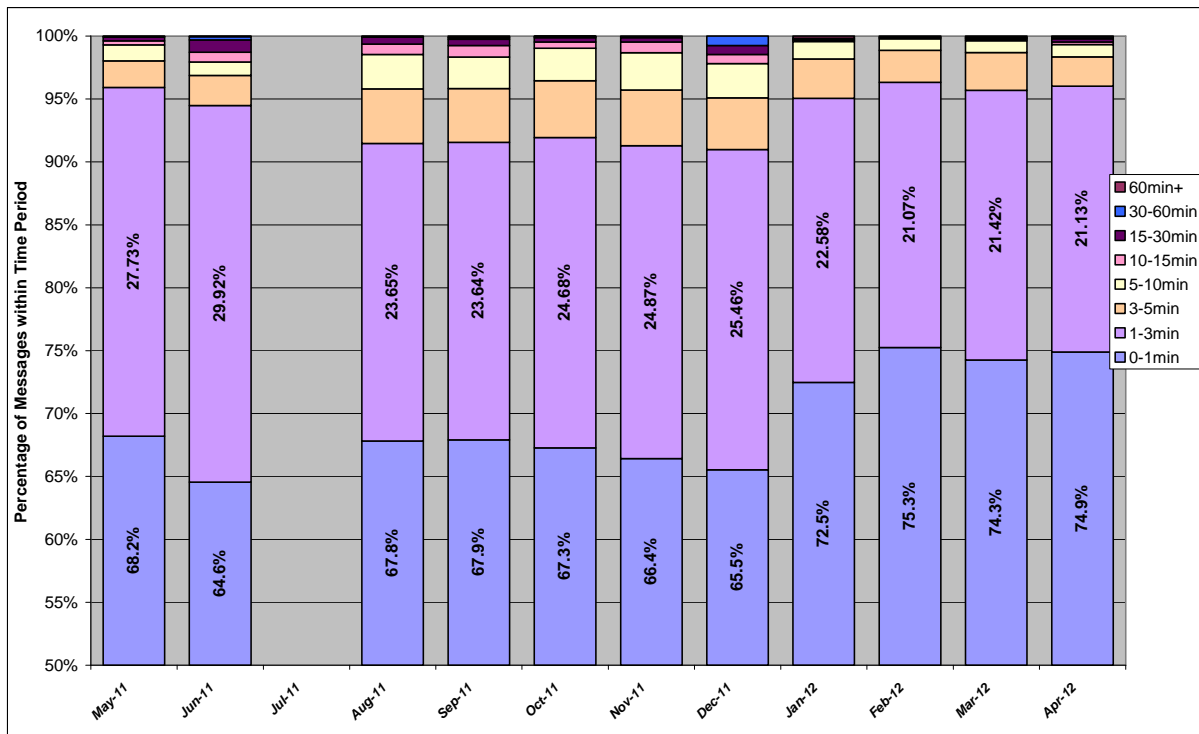
1.2.2 Monthly EDI Message Initial Response Time and Message Volume



The chart above shows the median Initial Response Time by month for all messages, as well as the number of messages received.

Note: Due to a problem with the EDI message response times data load, data for July and August 2011 was impacted upon.

1.2.3 Monthly EDI Message Initial Response Time Breakdown



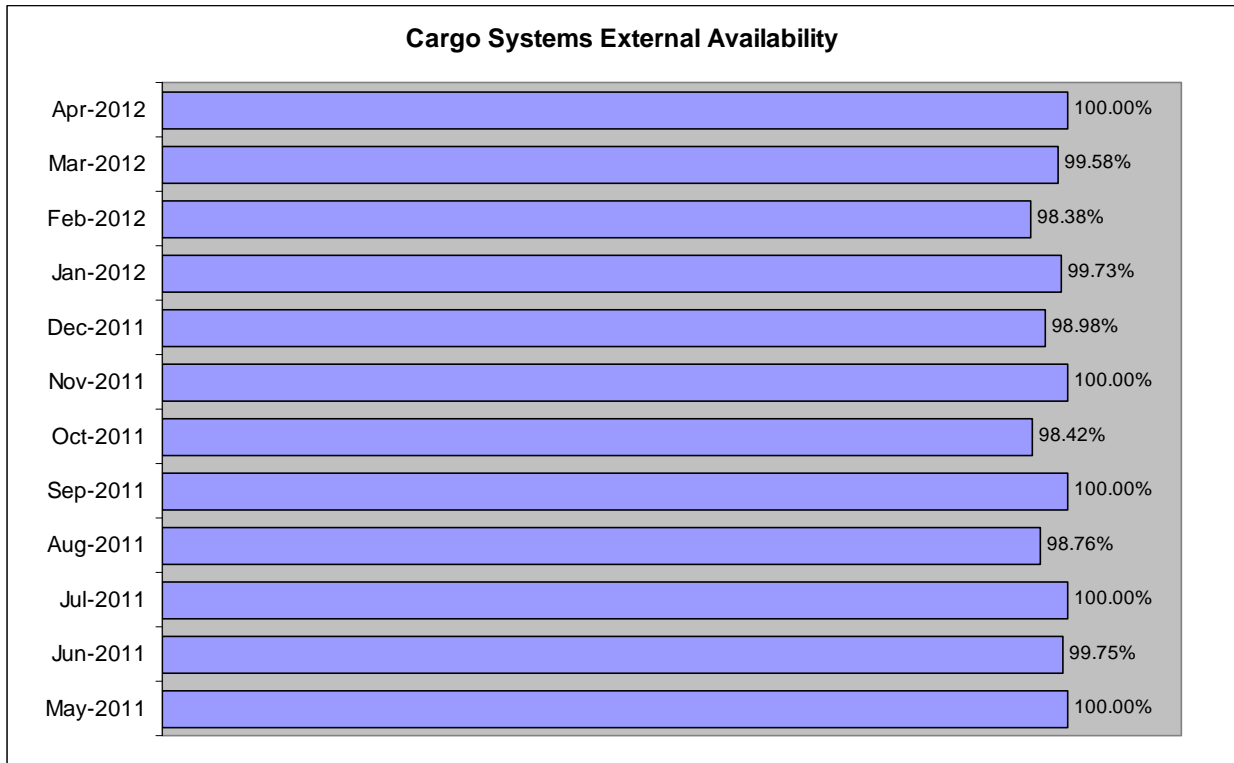
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs & Border Protection.

Note: Due to a problem with the EDI message response times data load, data for July and August 2011 was impacted upon.

1.3 Service Availability

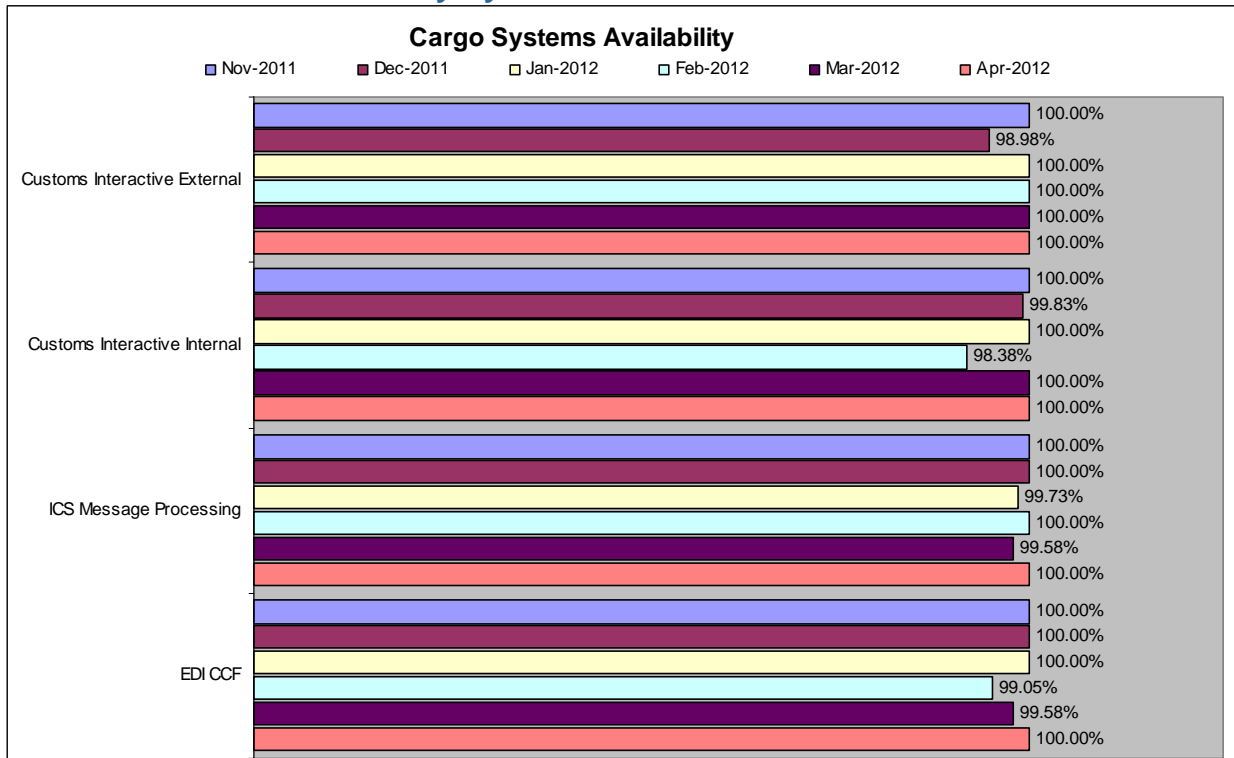
1.3.1 Service Available – External

Average availability of services to Customs & Border Protection clients for the 12 months 01-May-11 to 30-Apr-12 was 99.47%.



Note: Electronic cargo systems availability to Customs & Border Protection clients – Target is 99.7% (availability against a typical work day).

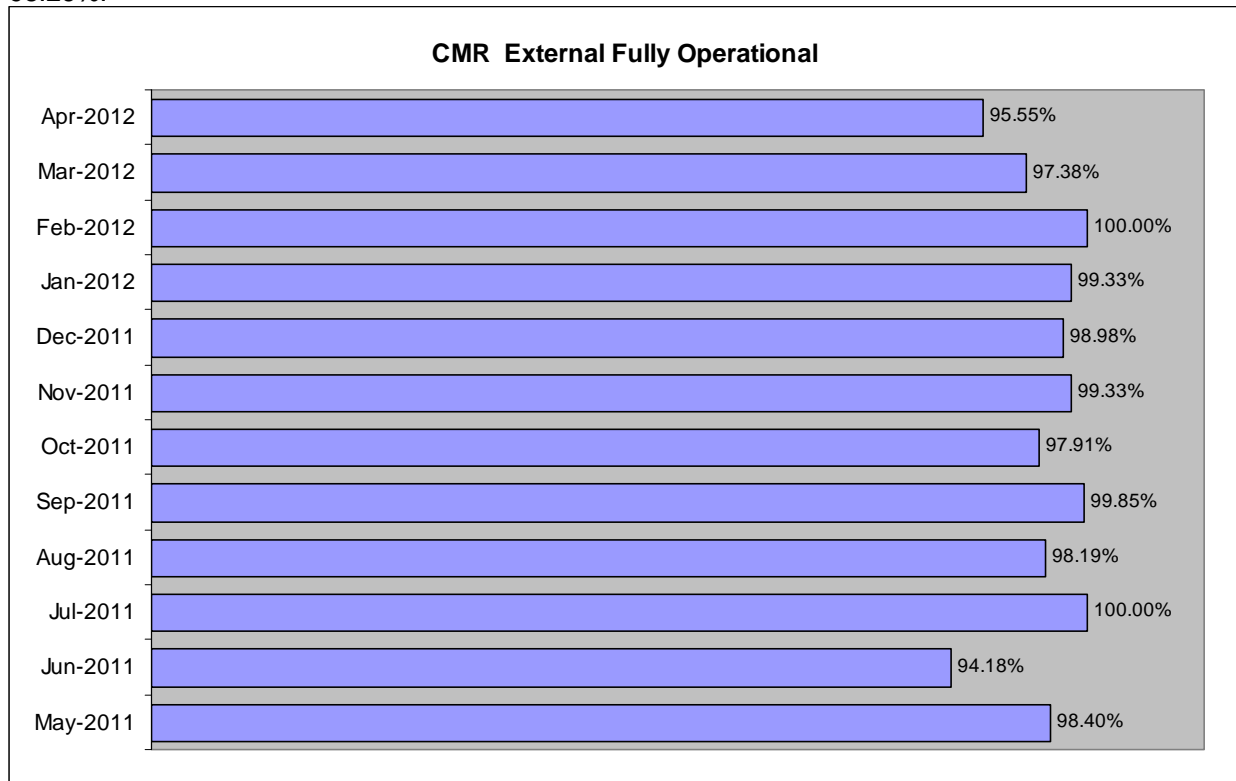
1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 3, page 18.

1.3.3 Service Fully Operational

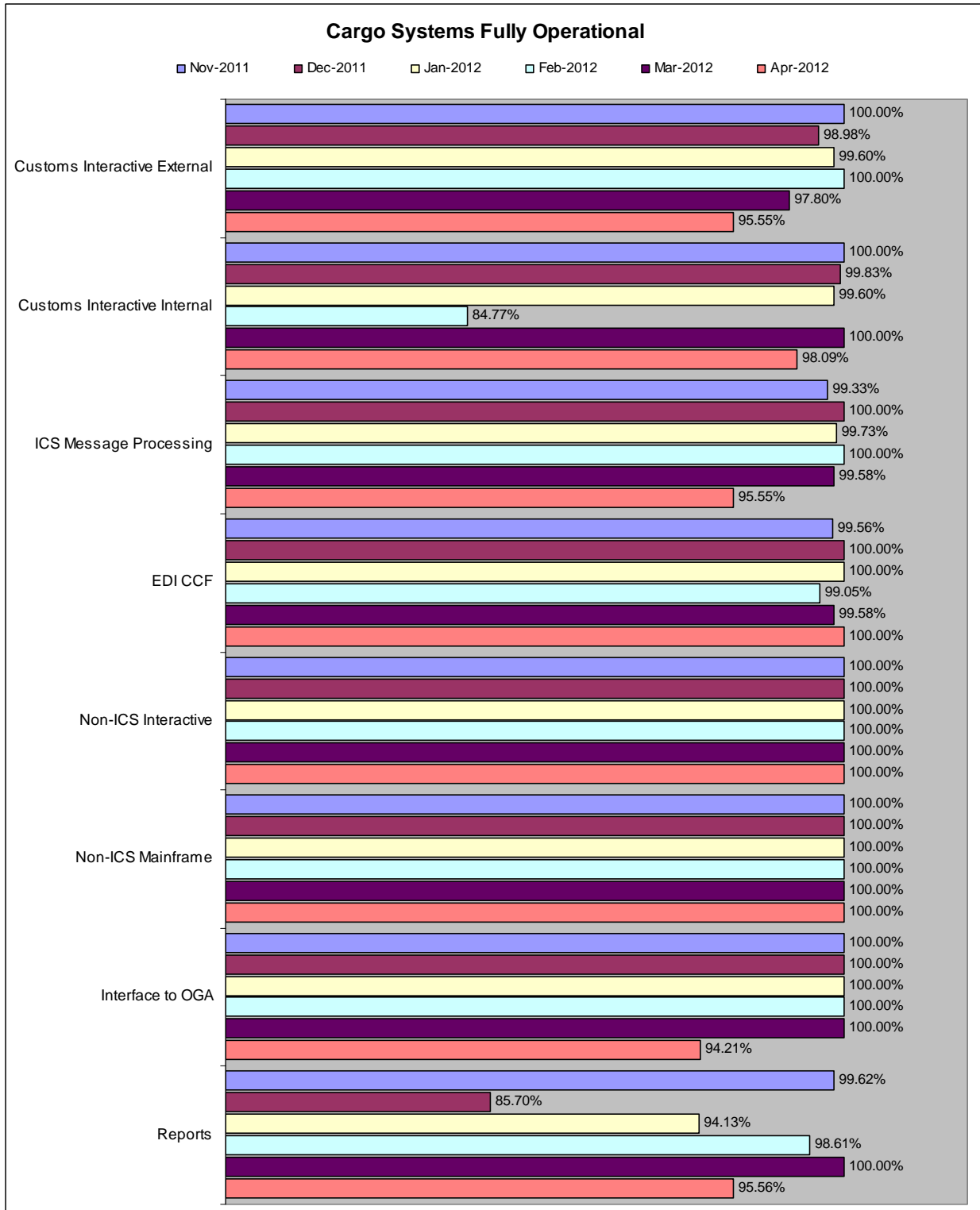
Average operational effectiveness of services for the 12 months 01-May-11 to 30-Apr-12 was 98.26%.



The chart above shows the percentage of time the electronic cargo systems were operating at expected performance, with no visible disruption or reduction in expected service for clients.

As an example, a slow down in processing of Customs Interactive or EDI messaging transactions due to a Customs & Border Protection network communications congestion would be treated as not operating at expected performance, even though message processing continued and the service was still available to clients.

1.3.4 Service Fully Operational - Key Systems



For details of Service Issues and Impacts refer to Section 3, page 18.

2 Monthly Detail (April 2012)

2.1 System Activity

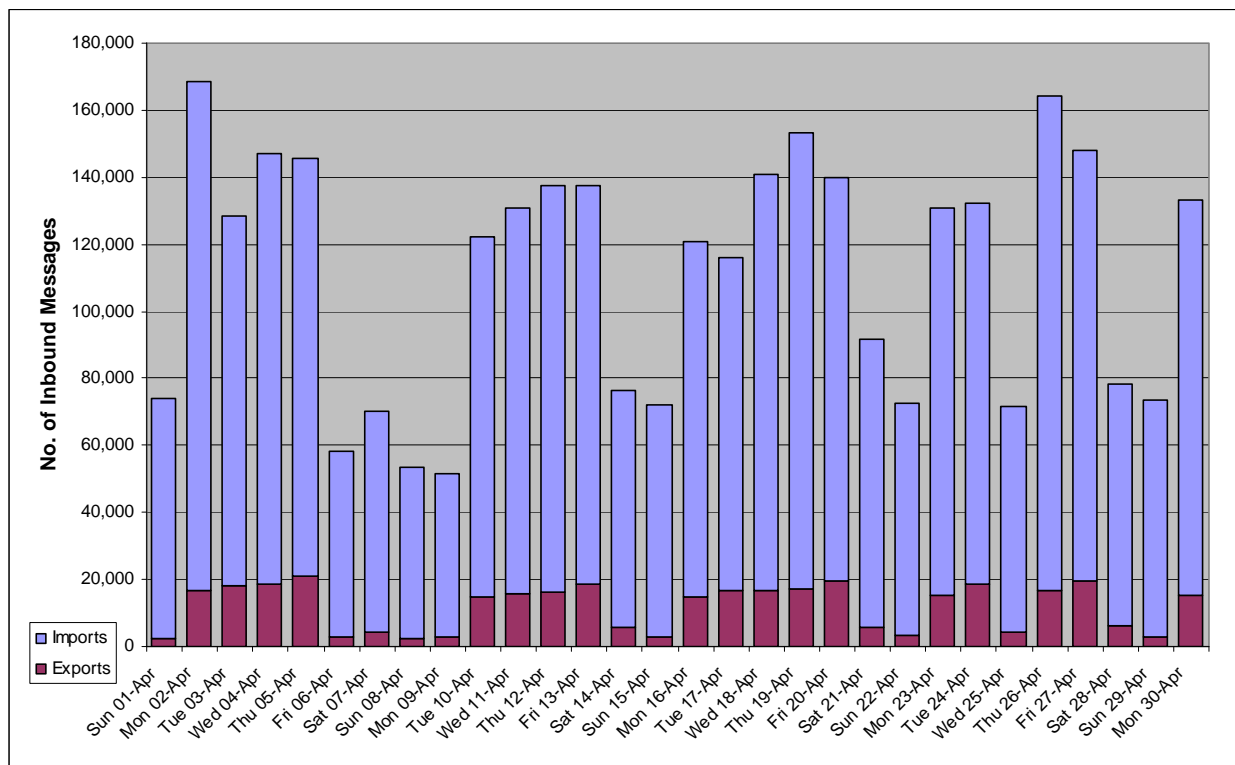
2.1.1 Summary

Sun 01-Apr-12 to Mon 30-Apr-12		Total
Exports	Inbound Messages Received by ICS	356,110
	Outbound Messages Sent to Clients	456,644
Imports	Inbound Messages Received by ICS	2,985,109
	Outbound Messages Sent to Clients	10,551,996

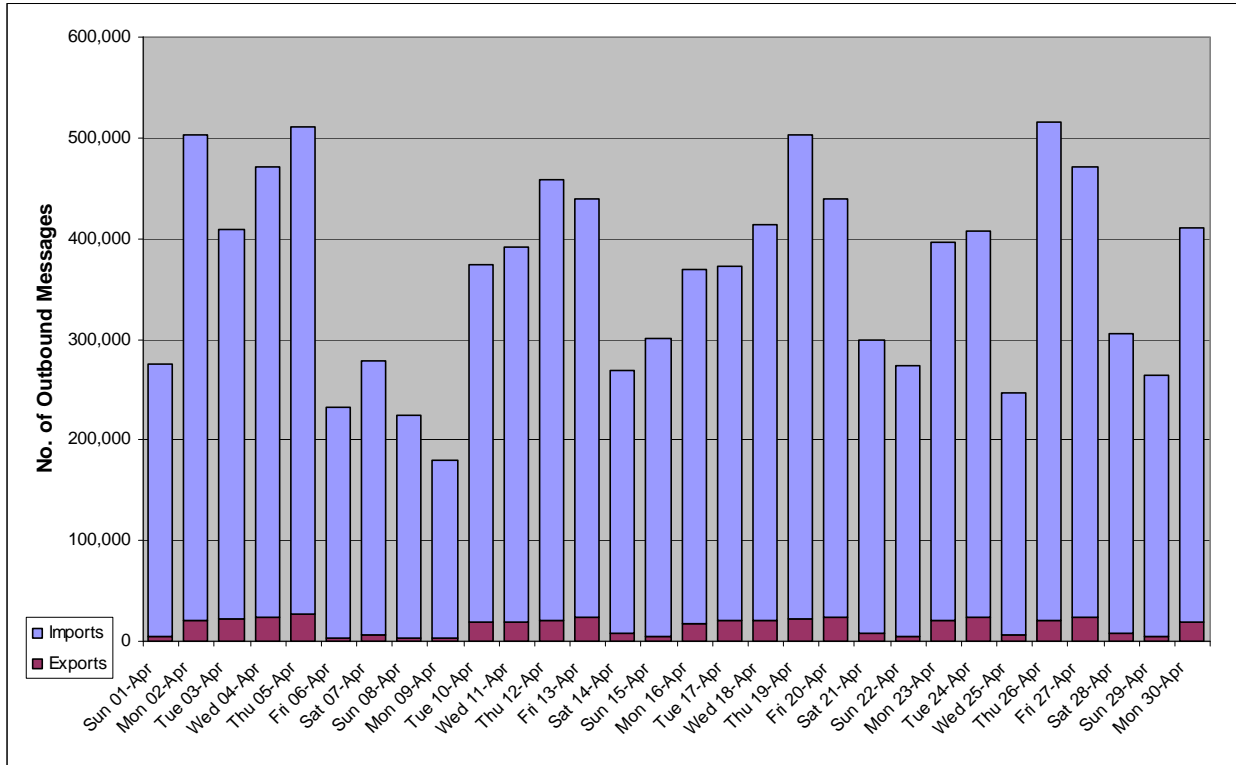
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import Declaration, which was then amended twice during the reporting period, would appear as 3 Inbound messages.

Request for Status messages submitted by Customs & Border Protection as part of the Heartbeat Monitoring activity (approx. 20,000 messages) are included in the above figures, showing under Exports.

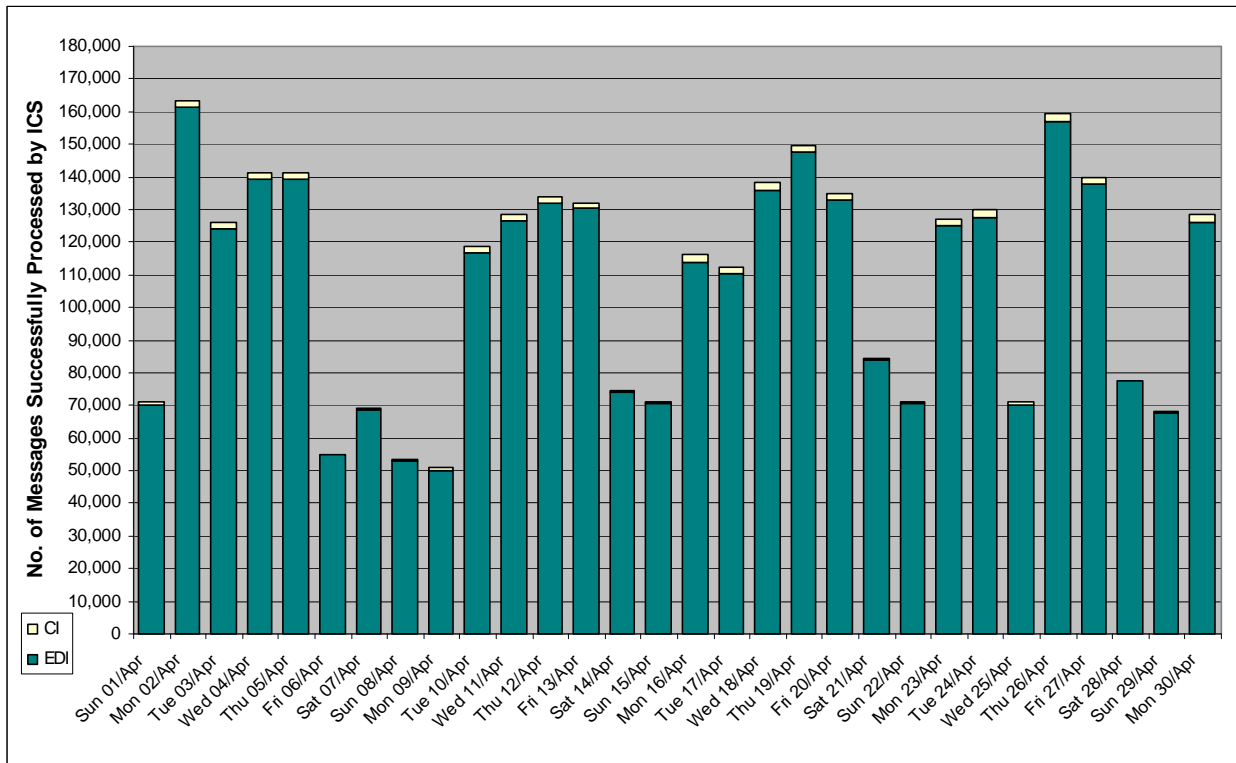
2.1.2 Inbound Message Volume by Day (Apr-12)



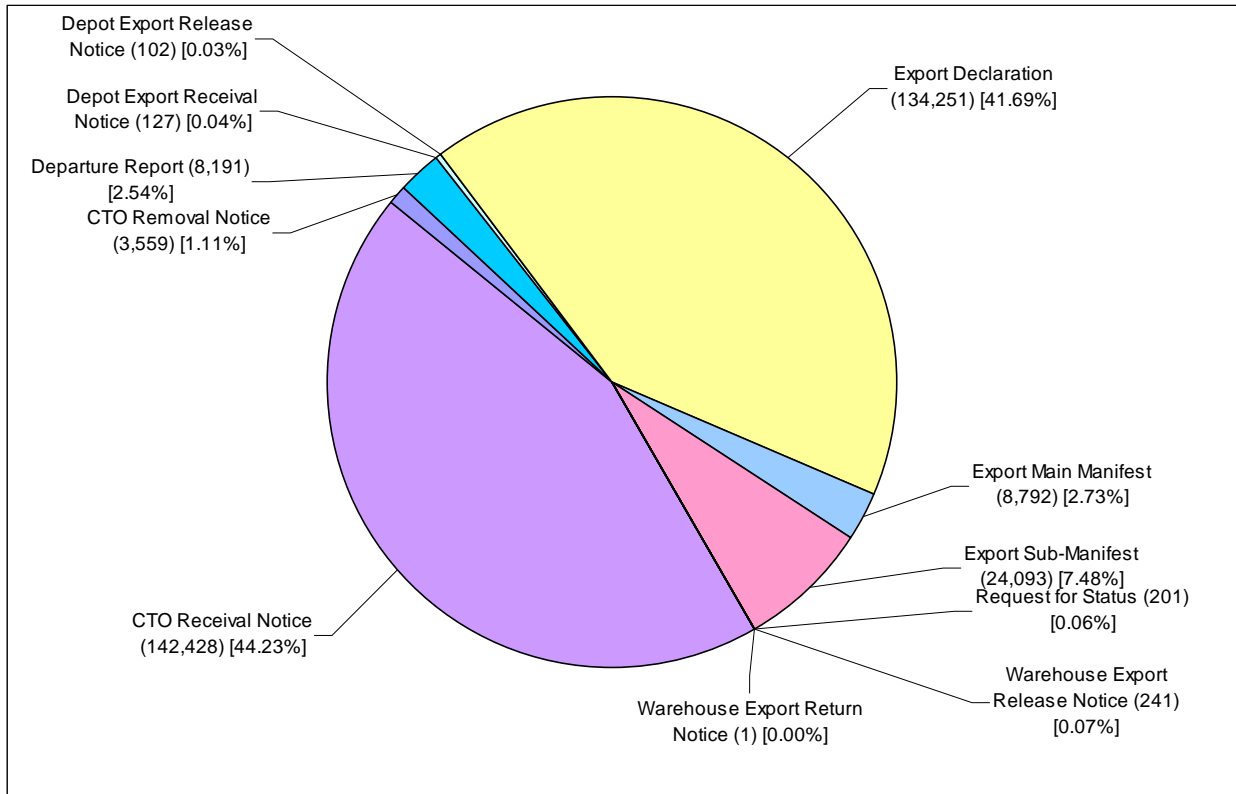
2.1.3 Outbound Message Volume by Day (Apr-12)



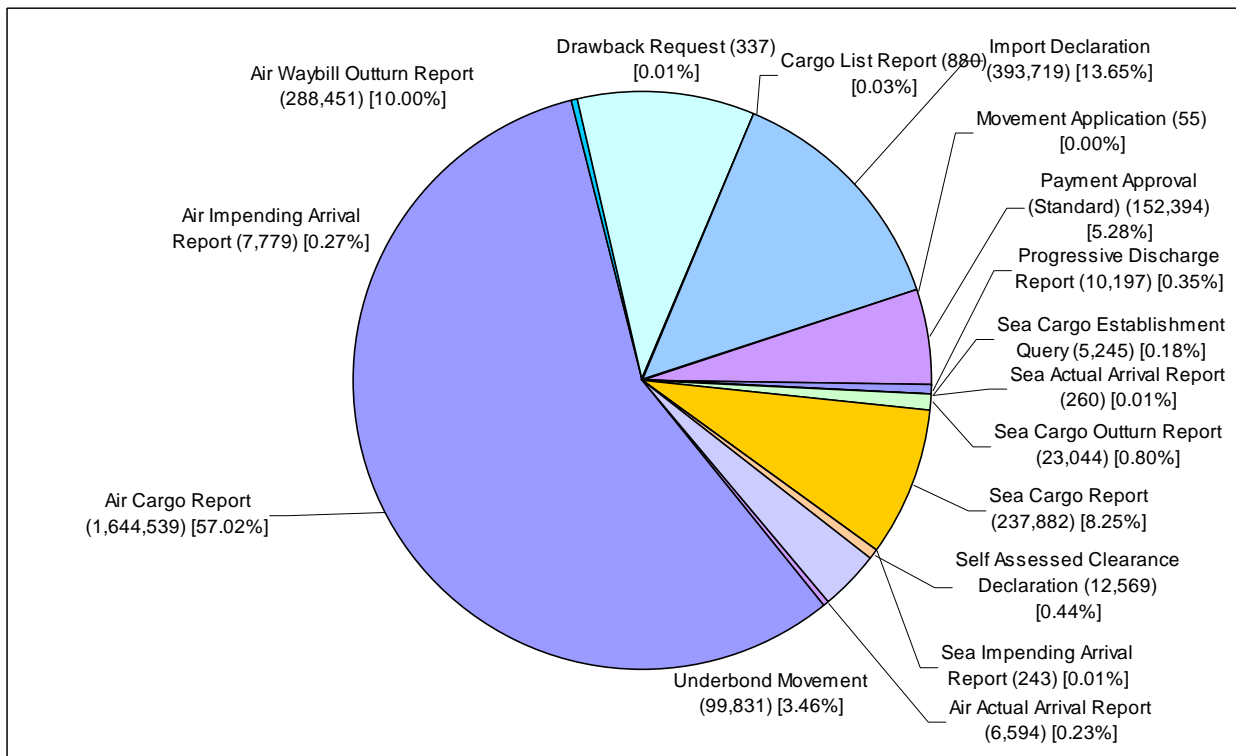
2.1.4 Production - Daily Successfully Processed ICS Messages (Apr-12)



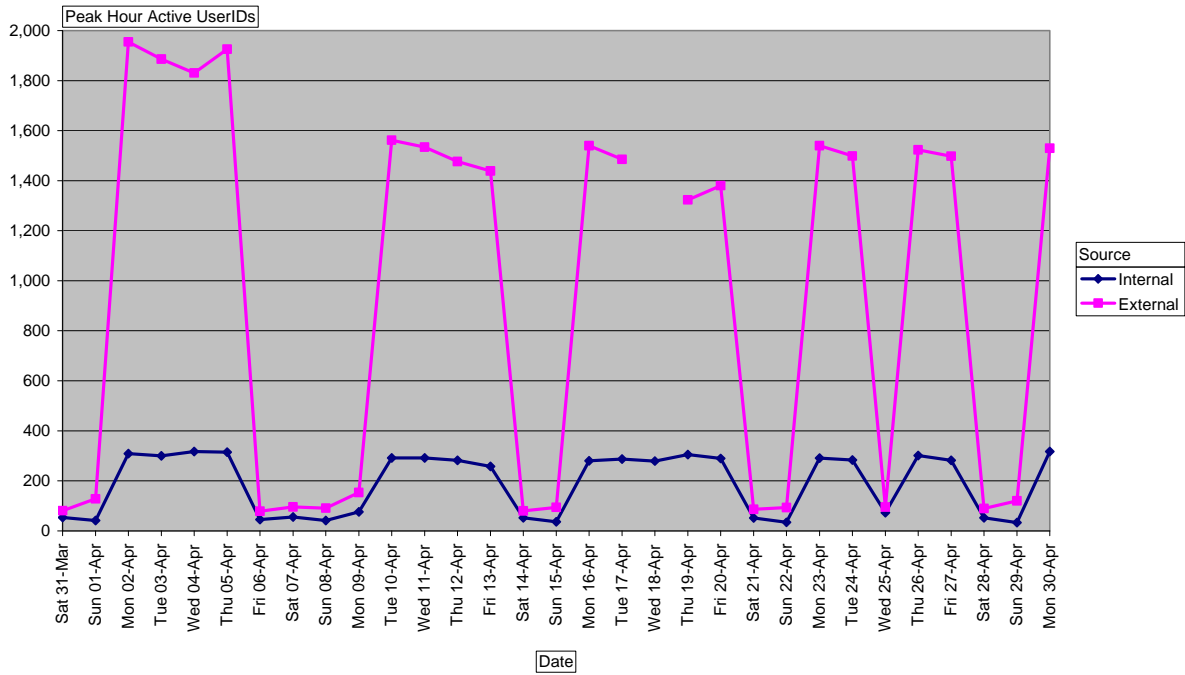
2.1.5 Exports Successfully Processed ICS Messages by Type (Apr-12)



2.1.6 Imports Successfully Processed ICS Messages by Type (Apr-12)



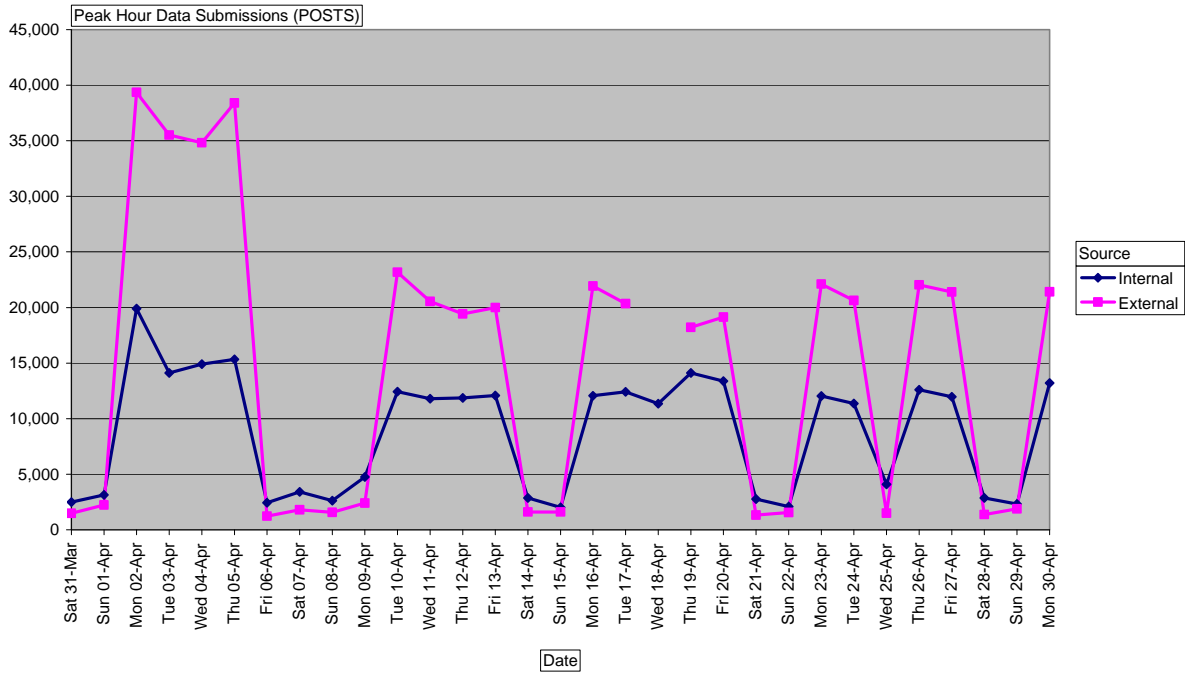
2.1.7 Customs Interactive Daily Peak Hour Active Users



The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

Note: Due to a problem with the data log and collection server, External Users data for 18 April 2012 was impacted upon.

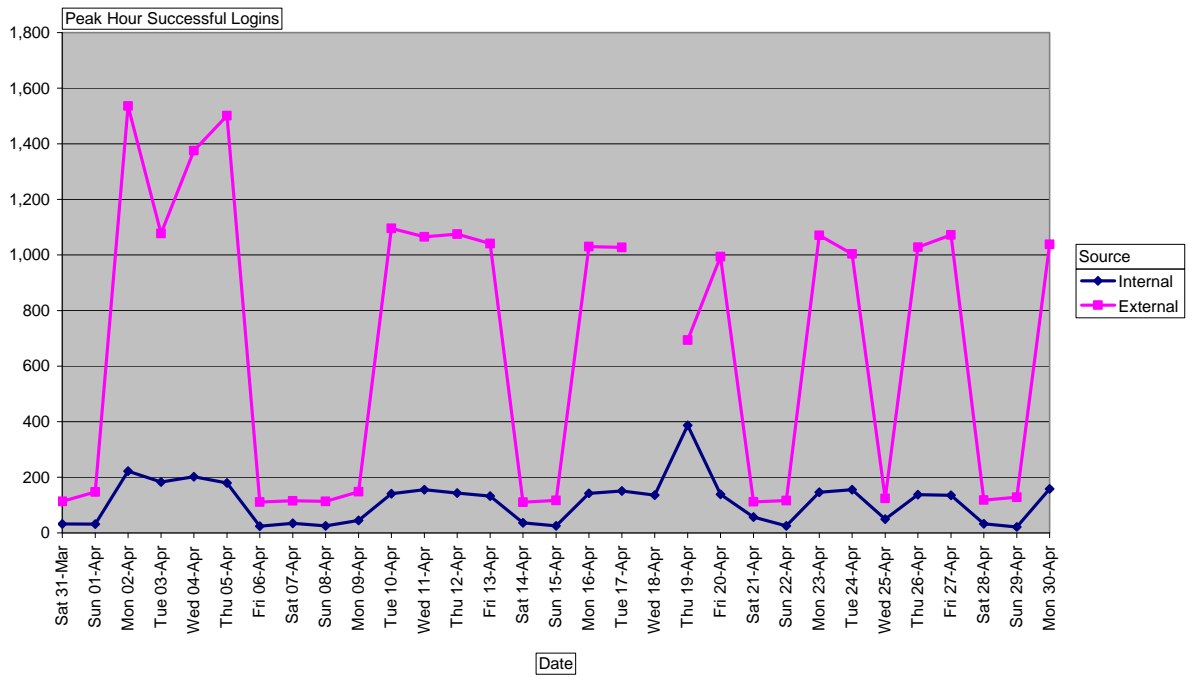
2.1.8 Customs Interactive Daily Peak Hour System Activity



The chart above shows the number of data submissions (Posts) in during the Peak Hour a given day and is indicative of the System Activity/Load. An example of "Data Submission" would be a user clicking the "Save" button on an ICS screen.

Note: Due to a problem with the data log and collection server, External Users data for 18 April 2012 was impacted upon.

2.1.9 Customs Interactive Daily Peak Hour Successful Logins

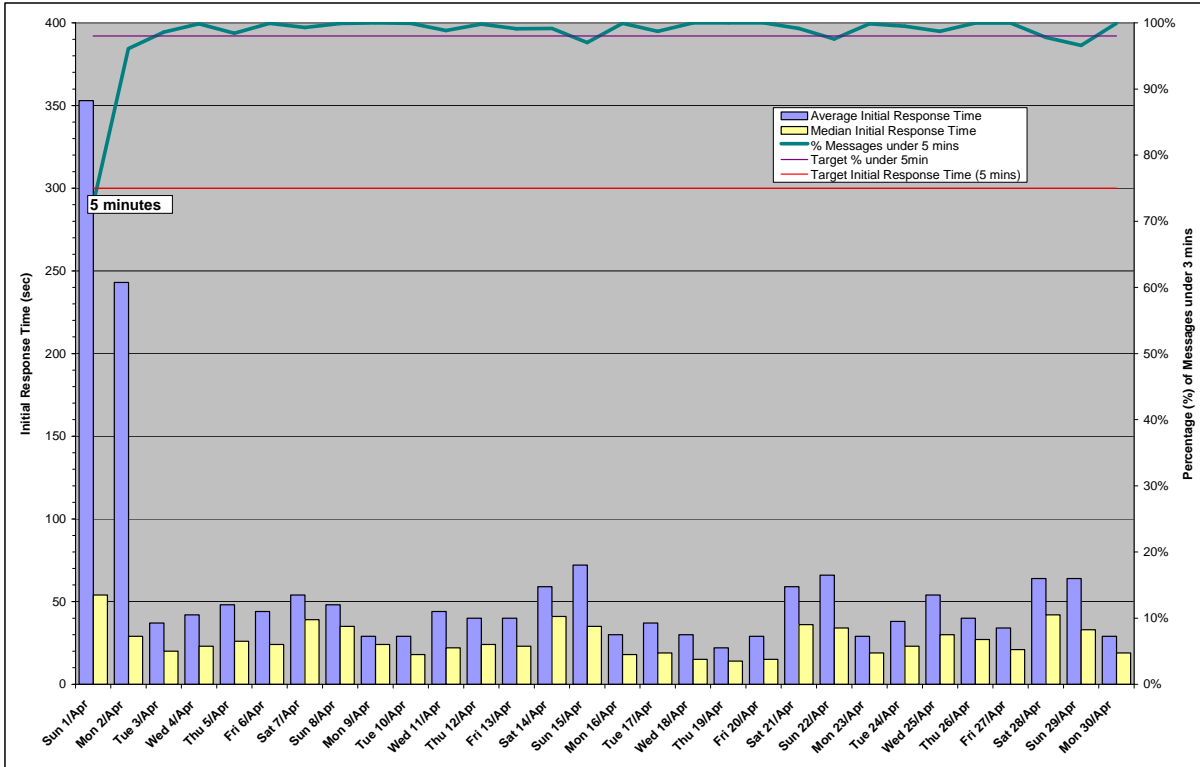


The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

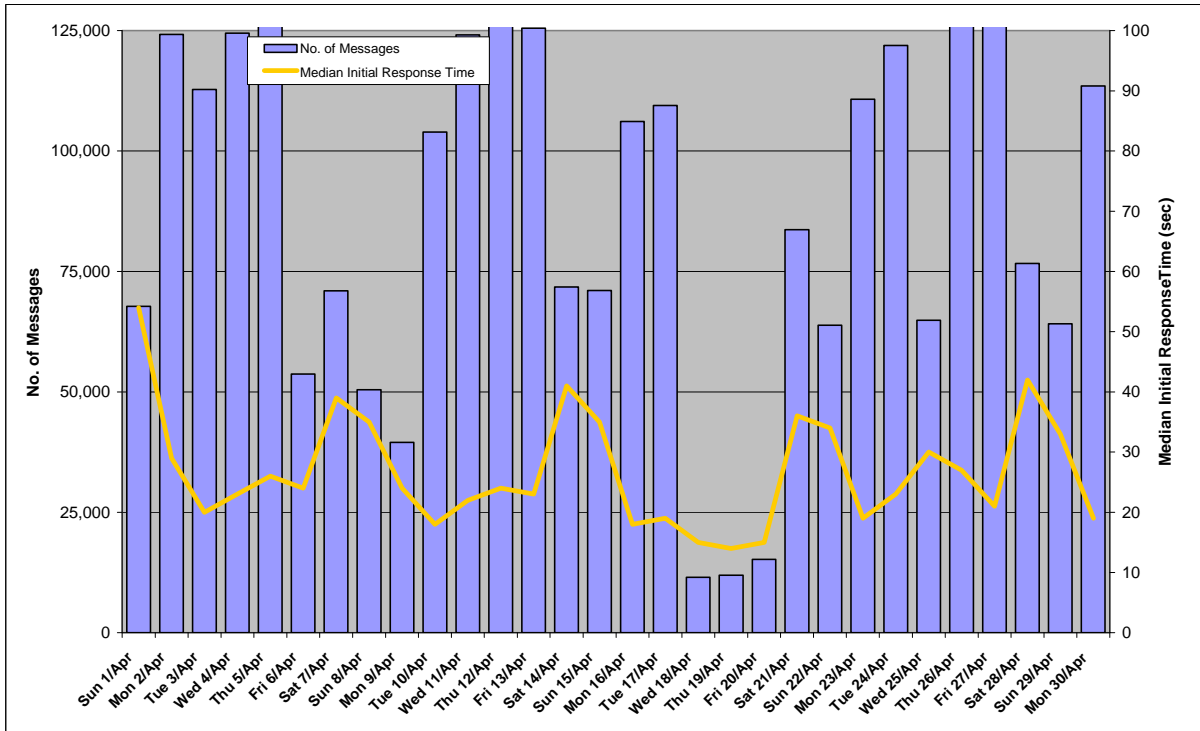
Note: Due to a problem with the data log and collection server, External Users data for 18 April 2012 was impacted upon.

2.2 EDI Message Initial Response Times

2.2.1 Daily EDI Message Initial Response Time (Apr-12)



2.2.2 Daily EDI Message Initial Response Time and Message Volume (Apr-12)



3 Service Issues and Impacts

3.1 Outages

Date	Duration	Description
April 2012		
None		
March 2012		
Sat 24 Mar 2012	3 hrs 3 mins	EDI message processing not working due to CCF issue. Resolved by restart of Websphere Data Interchange.
February 2012		
None		
January 2012		
Tue 31 Jan 2012	2 hrs	ICS unable to create Document ID number. Code change resolved issue.
December 2011		
Mon 12 Dec 2011	30 mins	External users unable to access ICS thru the CI. Authentication service down and required restart.
Mon 05 Dec 2011	1 hr 14 mins	Unable to login to the CI
Sun 04 Dec 2011	5 hrs 42 mins	External Users unable to access ICS thru the CI and EDI messages not processing due to cabling fault.
November 2011		
None		
October 2011		
Tue 25 Oct 2011	11 hrs 31 mins	ICS logon screen unavailable to external users due to security certificate validation issue.
September 2011		
None		
August 2011		
Wed 31 Aug 2011	18 mins	CI unavailable, analysis continuing.
Sun 21 Aug 2011	7 hrs 35 mins	ICS unavailable externally. Scheduled server outage extended due to database and server problems. Restarting and restoring servers resolved problem
Fri 19 Aug 2011	1 hr 5 mins	ICS unavailable externally due to gateway connection problem.
July 2011		
None		
June 2011		
Sun 19 Jun 2011	1 hr 46 mins	Scheduled outage window extended to ensure identified performance issues have been addressed.
May 2011		
None		

3.2 Not Performing as Expected

Date	Duration	Description
April 2012		
Thu 26 Apr 2012	53 mins	External EFT Reports were delayed by 53 minutes.
Thu 19 Apr 2012	1 hr 30 mins	External EFT Reports were delayed by 1 hour 30 minutes.
Sun 01 Apr 2012	37 hrs	33% of EDI messages queued due to server problem.
March 2012		
Wed 14 Mar 2012	16 hrs 3 mins	External users unable to login as a result of earlier change. Problem rectified by restoring faulty file.
February 2012		
Fri 10 Feb 2012	2 hrs 49 mins	Export Permit auto upload failed. Resolved by restart.
Thu 09 Feb 2012	8 hrs 5 mins	External EFT Reports were delayed by 485 minutes.
Wed 01 Feb 2012	1 hr 20 mins	External EFT Reports were delayed by 80 minutes.
January 2012		
Fri 27 Jan 2012	2 hrs 53 mins	Users unable to update ICS password.
Wed 11 Jan 2012	40 mins	External EFT Reports were delayed by 40 minutes.
Mon 09 Jan 2012	42 hrs 5 mins	External EFT Reports unavailable.
December 2011		
Fri 30 Dec 2011	93 hrs 30 mins	All External Reports unavailable
Thu 29 Dec 2011	1 hr 26 mins	External EFT Reports unavailable
Fri 16 Dec 2011	1 hr 45 mins	External Reports unavailable
Wed 14 Dec 2011	1 hr 56 mins	External EFT Reports unavailable
Mon 12 Dec 2011	5 hrs 31 mins	External EFT Reports unavailable
November 2011		
Thu 24 Nov 2011	1 hr 52 mins	External EFT Reports were delayed by 1 hour and 52 minutes.
Thu 24 Nov 2011	4 hrs 43 mins	Peak volume of messages received caused delay to EDI messaging responses.
Wed 02 Nov 2011	47 mins	External EFT Reports were delayed by 47 minutes.
October 2011		
Tue 25 Oct 2011	2 hrs 51 mins	EDI CCF queuing issue caused by client's undeliverable emails.
Wed 19 Oct 2011	23 mins	External EFT Reports were delayed by 23 minutes.
Wed 12 Oct 2011	50 mins	EDI message response delay and ICS External access unavailable.
September 2011		
Thu 29 Sep 2011	2 hrs 13 mins	AQIS link down due to AQIS server issue.
Wed 14 Sep 2011	1 hr 2 mins	EDI messaging unavailable due to large FID transactions exceeding available space. Issue resolved by increasing system space limit.
August 2011		
Wed 10 Aug 2011	1 hr 40 mins	External EFT Reports were delayed by 100 minutes.
Fri 05 Aug 2011	2 hrs 19 mins	External EFT Reports were delayed by 139 minutes.
Wed 03 Aug 2011	1 hr 32 mins	External EFT Reports were delayed by 92 minutes.
Wed 03 Aug 2011	4 hrs 10 mins	ICS message processing delay due to high transaction volume and overnight batch jobs being run in error during the day.
July 2011		
Wed 20 Jul 2011	27 mins	External EFT Reports were delayed by 27 minutes.
Tue 12 Jul 2011	24 hrs	EFT file processed incorrectly. EFT reports show client bank account debits that were actually processed the following day.
Mon 11 Jul 2011	49 mins	External EFT Reports were delayed by 49 minutes.
June 2011		
Thu 30 Jun 2011	57 mins	External EFT Reports were delayed by 57 minutes.
Thu 30 Jun 2011	13 hrs 47 mins	Processing delays when creating Air Waybill Outturn surplus cargo reports. Problem caused by recent MAWB changes. Solution being tested.
Mon 27 Jun 2011	84 hrs 13 mins	Re-reported MAWB fix has caused problem with part shipment reporting. Shipments being manually cleared until code is fixed.
Mon 27 Jun 2011	1 hr 2 mins	External EFT Reports were delayed by 1 hour and 2 minutes.
Fri 24 Jun 2011	1 hr 37 mins	External EFT Reports were delayed by 1 hour and 37 minutes.
Thu 23 Jun 2011	53 mins	External EFT Reports were delayed by 53 minutes.
Wed 22 Jun 2011	1 hr 13 mins	External EFT Reports were delayed by 1 hour and 13 minutes.
Sun 19 Jun 2011	39 hrs	Problem withdrawing some Sea Cargo Reports.
Sun 19 Jun 2011	39 hrs	EDI Sea Cargo message failing.

Fri 17 Jun 2011	48 mins	External EFT Reports were delayed by 48 minutes.
Thu 09 Jun 2011	49 mins	External EFT Reports were delayed by 49 minutes.
Thu 02 Jun 2011	2 hrs 17 mins	External EFT Reports were delayed by 2 hours 17 minutes.
May 2011		
Sun 22 May 2011	5 hrs 2 mins	External Client did not receive messages for 5 hours and 2 minutes.
Wed 18 May 2011	1 hr	External EFT Reports were delayed by 1 hour.
Thu 12 May 2011	45 mins	External EFT Reports were delayed by 45 minutes.
Wed 11 May 2011	1 hr	External EFT Reports were delayed by 1 hour.
Wed 11 May 2011	6 hrs 37 mins	External users unable to access CI ICS for 6 hours 37 minutes.
Thu 05 May 2011	1 hr 52 mins	External EFT reports were delayed by 1 hour 52 minutes.

End of Document
