



Integrated Cargo System Production Report August 2008

Date Prepared: 16 September 2008
Prepared by: Applications Branch, Customs IT

Production Report – August 2008

- 1 Yearly Overview 3
 - 1.1 System Activity 3
 - 1.1.1 Summary 3
 - 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI) 4
 - 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)..... 4
 - 1.1.4 Successfully Processed ICS Messages by Category (1-Sept-07 to 31-Aug-08) 5
 - 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Sept-07 to 31-Aug-08)..... 5
 - 1.1.6 Exports Successfully Processed ICS Messages by Type (1-Sept-07 to 31-Aug-08)..... 6
 - 1.2 EDI Message Initial Response Times 7
 - 1.2.1 Monthly EDI Message Initial Response Time..... 7
 - 1.2.2 Monthly EDI Message Initial Response Time and Message Volume..... 7
 - 1.2.3 Monthly EDI Message Initial Response Time Breakdown 8
 - 1.3 Service Availability..... 9
 - 1.3.1 Service Available – External..... 9
 - 1.3.2 Service Available - Key Systems..... 9
 - 1.3.3 Service Fully Operational 10
 - 1.3.4 Service Fully Operational - Key Systems 10
- 2 Monthly Detail (Aug 08) 11
 - 2.1 System Activity 11
 - 2.1.1 Summary 11
 - 2.1.2 Inbound Message Volume by Day (Aug 08)..... 11
 - 2.1.3 Outbound Message Volume by Day (Aug 08)..... 12
 - 2.1.4 Production - Daily Successfully Processed ICS Messages (Aug 08)..... 12
 - 2.1.5 Exports Successfully Processed ICS Messages by Type (Aug 08) 13
 - 2.1.6 Imports Successfully Processed ICS Messages by Type (Aug 08) 13
 - 2.1.7 Customs Interactive Daily Peak Hour Active Users 14
 - 2.1.8 Customs Interactive Daily Peak Hour System Activity 14
 - 2.1.9 Customs Interactive Daily Peak Hour Successful Logins 15
 - 2.2 EDI Message Initial Response Times 16
 - 2.2.1 Daily EDI Message Initial Response Time (Aug 08) 16
 - 2.2.2 Daily EDI Message Initial Response Time and Message Volume (Aug 08) 16
- 3 Service Issues and Impacts..... 17
 - 3.1 Outages 17
 - 3.2 Not Performing as Expected..... 18

1 Yearly Overview

1.1 System Activity

1.1.1 Summary

Activity Summary 1-Sept-07 to 31-Aug-08		Total
Exports	Inbound Messages Received by ICS	4,488,494
	Outbound Messages Sent to Clients	5,649,544
Imports	Inbound Messages Received by ICS	23,972,079
	Outbound Messages Sent to Clients	81,515,020

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 as part of the Heartbeat Monitoring activity (approx. 240,000 messages) are included in the above figures, showing under Exports.

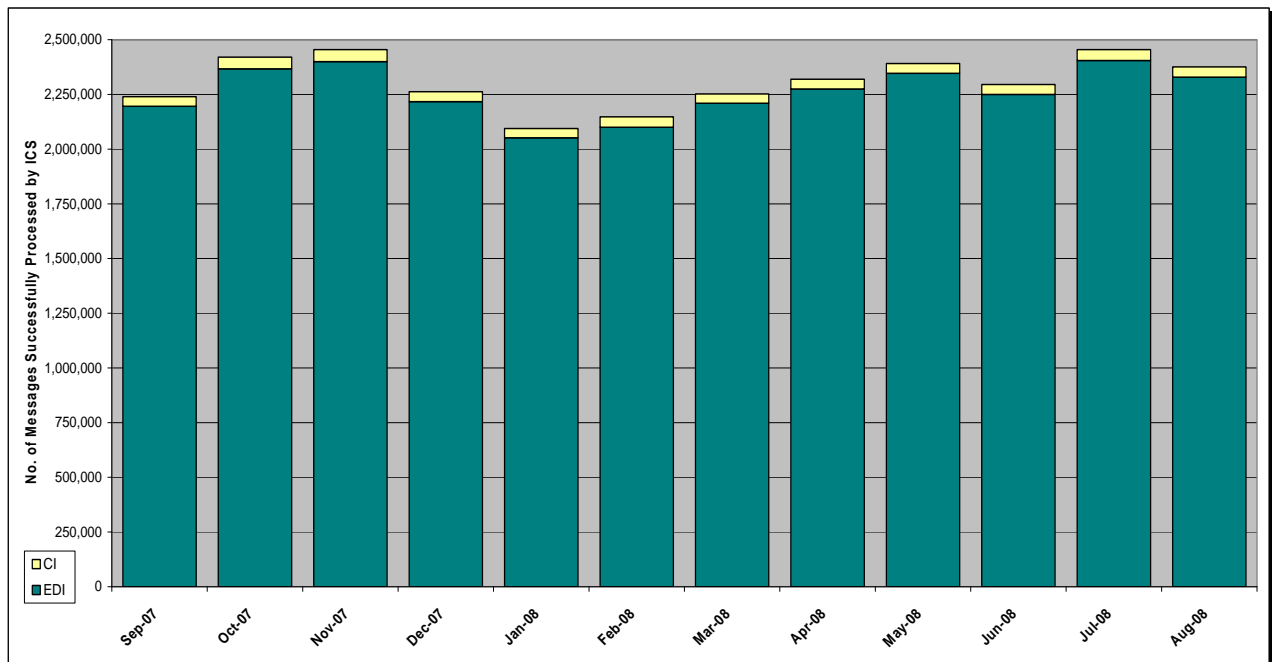
As at midnight **Sun 31 August 08**, the number of messages successfully processed by ICS since implementation was:

Exports	16,521,348
Imports	64,076,385
Total	80,597,733

Note:

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

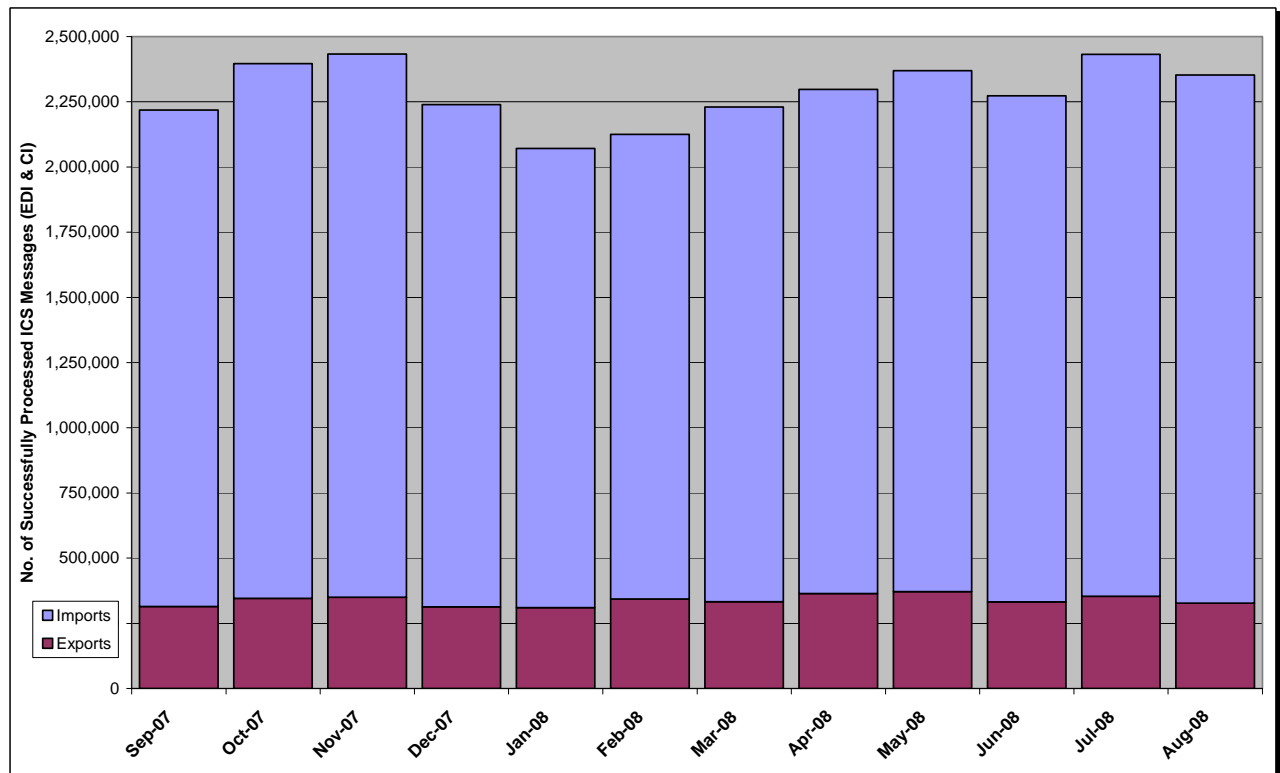
1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

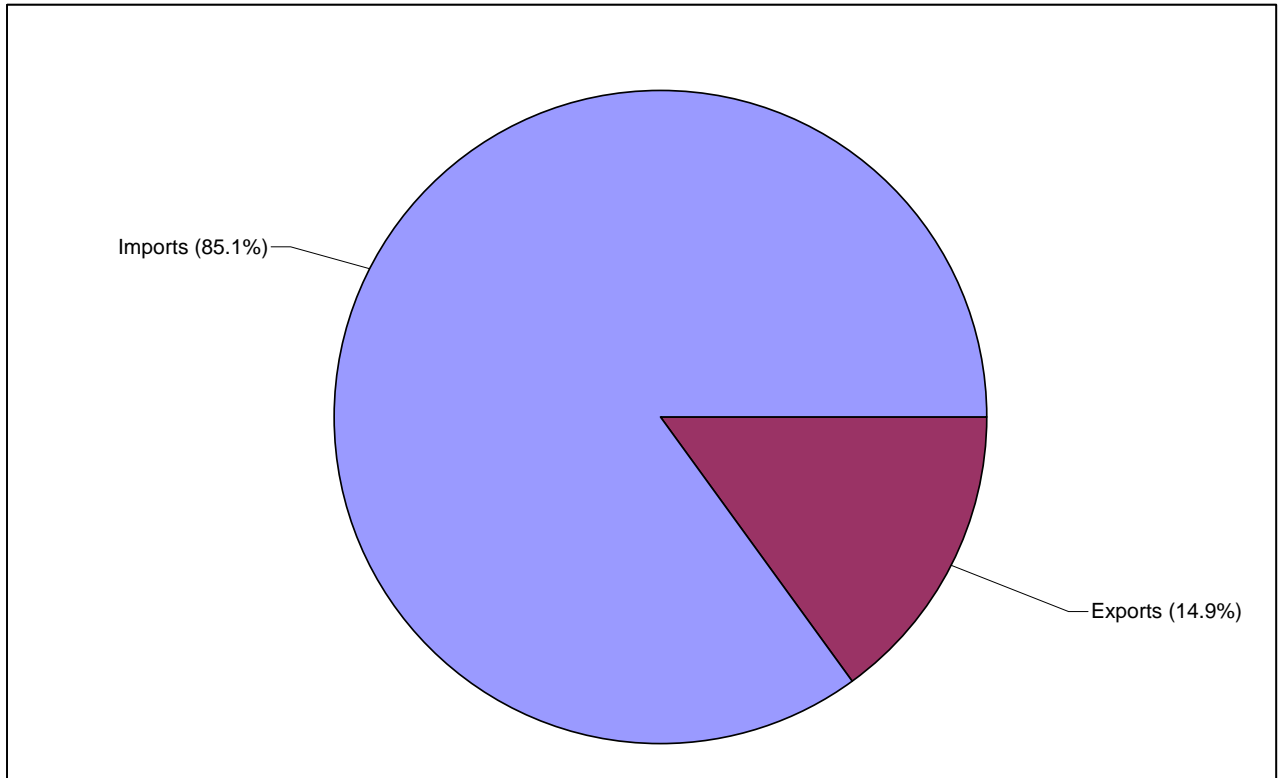
1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

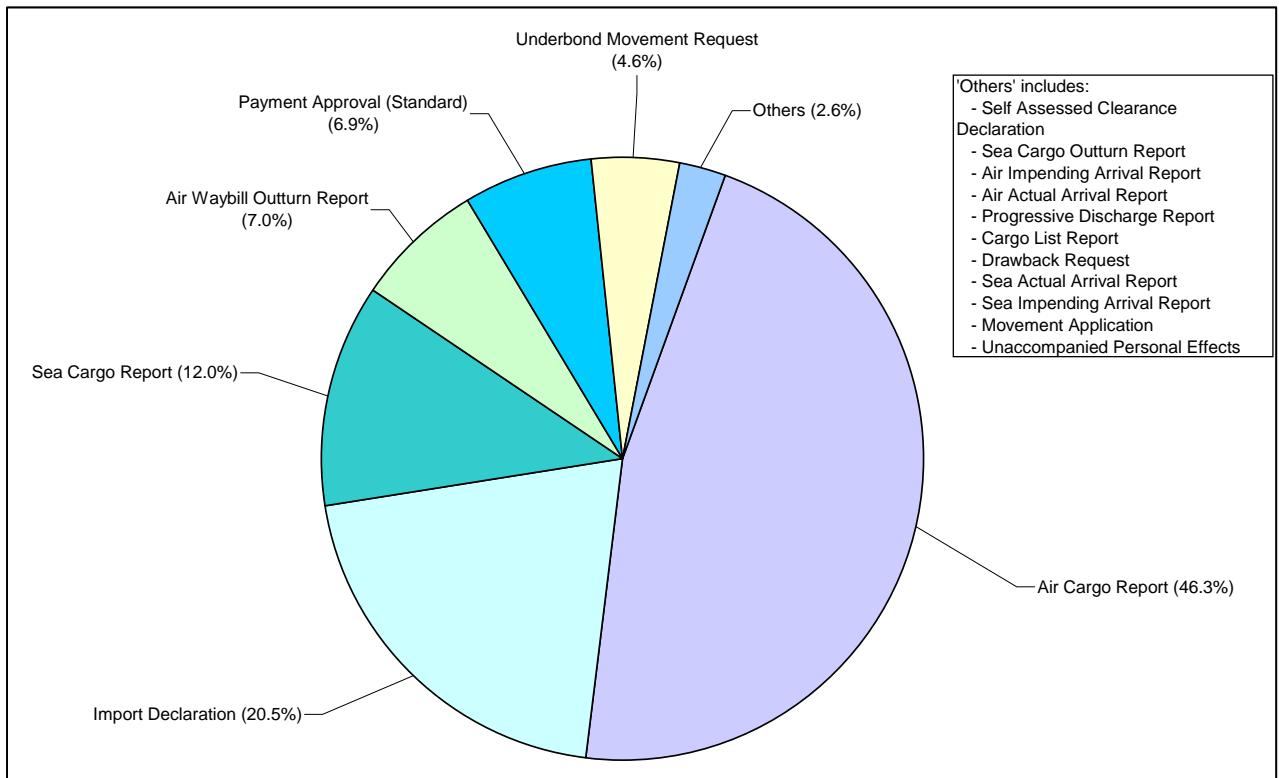
1.1.4 Successfully Processed ICS Messages by Category (1-Sept-07 to 31-Aug-08)



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

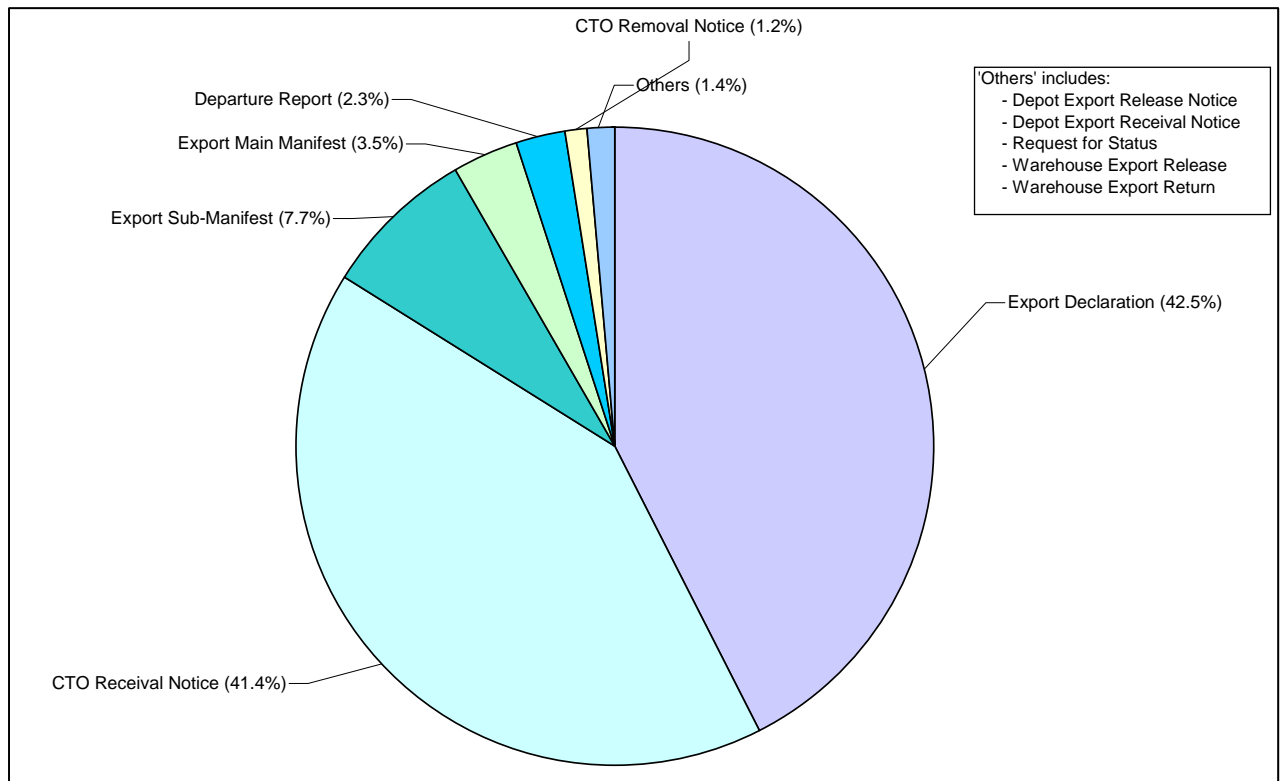
1.1.5 Imports Successfully Processed ICS Messages by Type (1-Sept-07 to 31-Aug-08)



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-Sept-07 to 31-Aug-08)



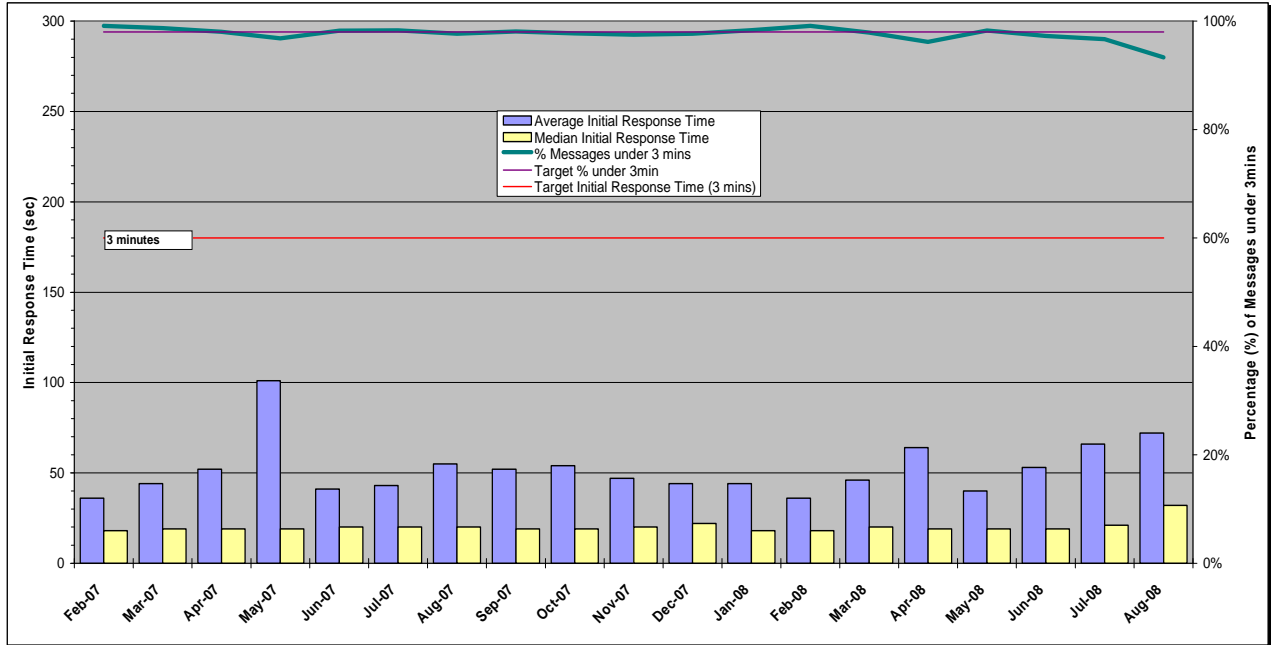
Note:

"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

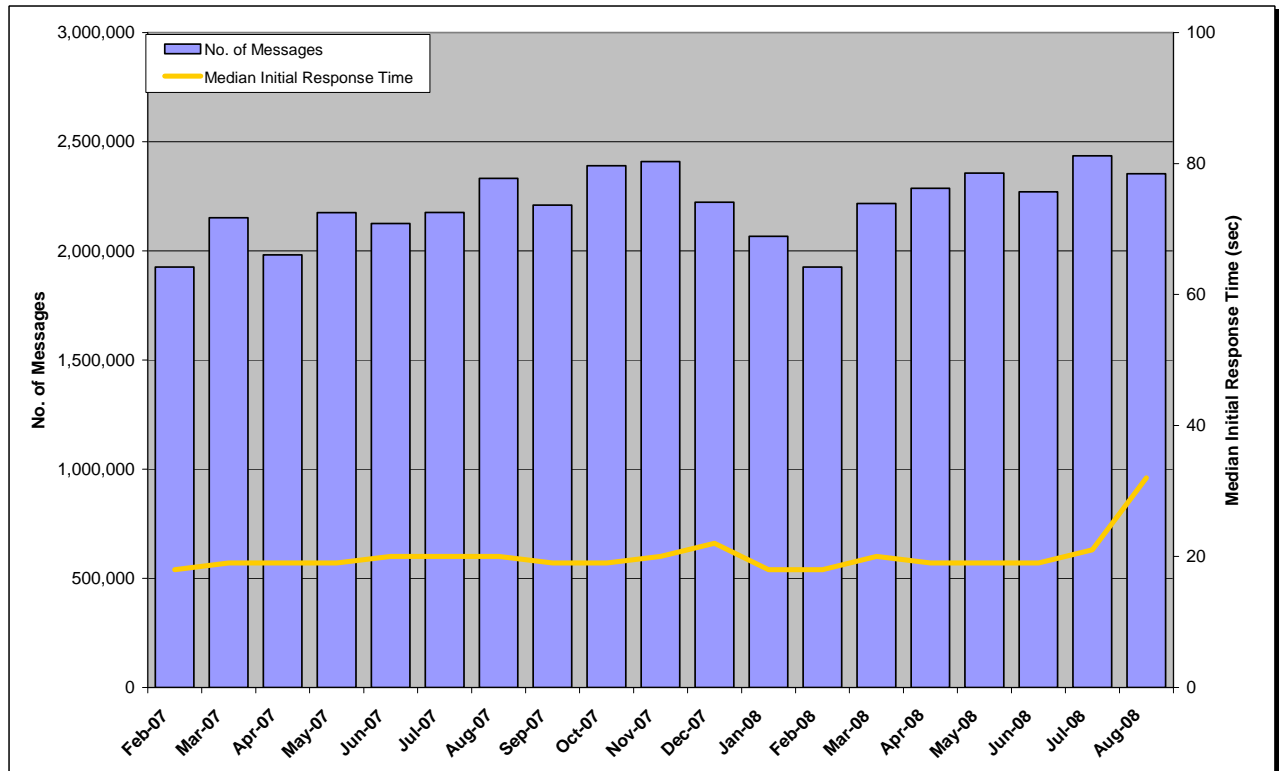
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs.

1.2.1 Monthly EDI Message Initial Response Time



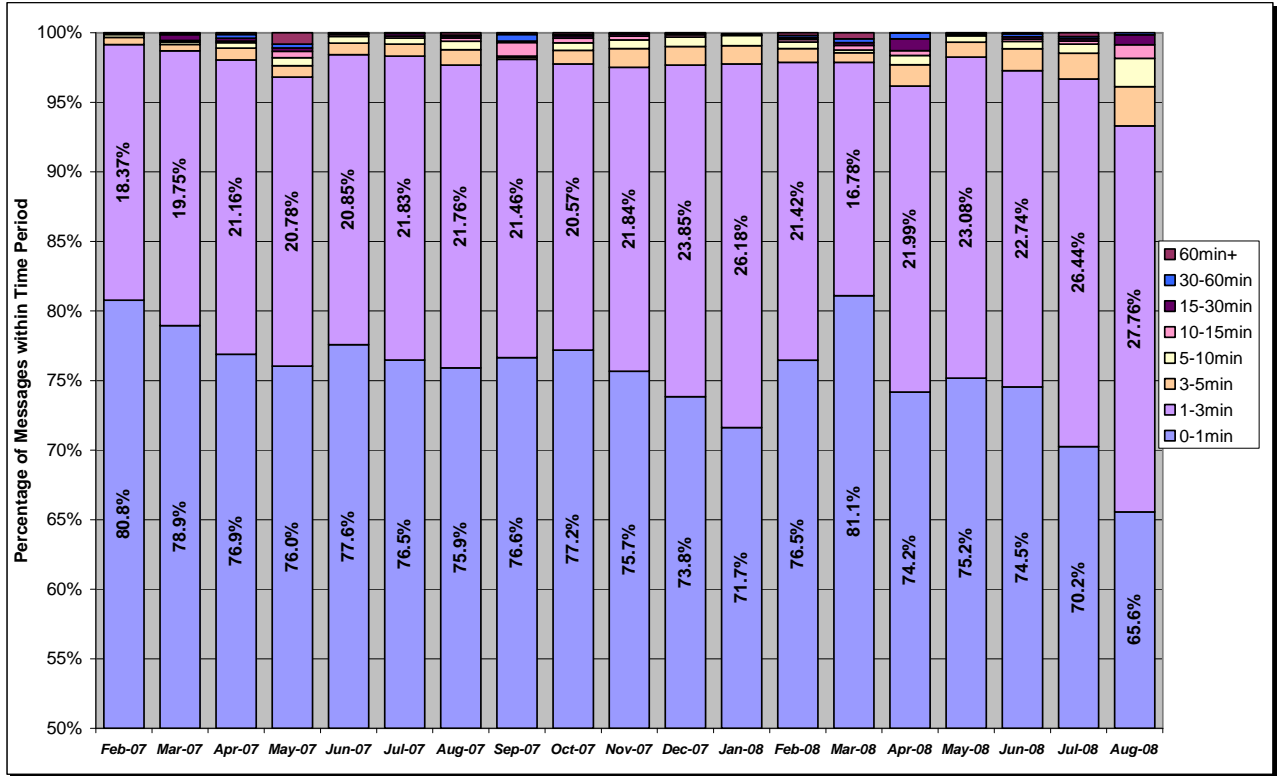
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 3 minutes.

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.

1.2.3 Monthly EDI Message Initial Response Time Breakdown

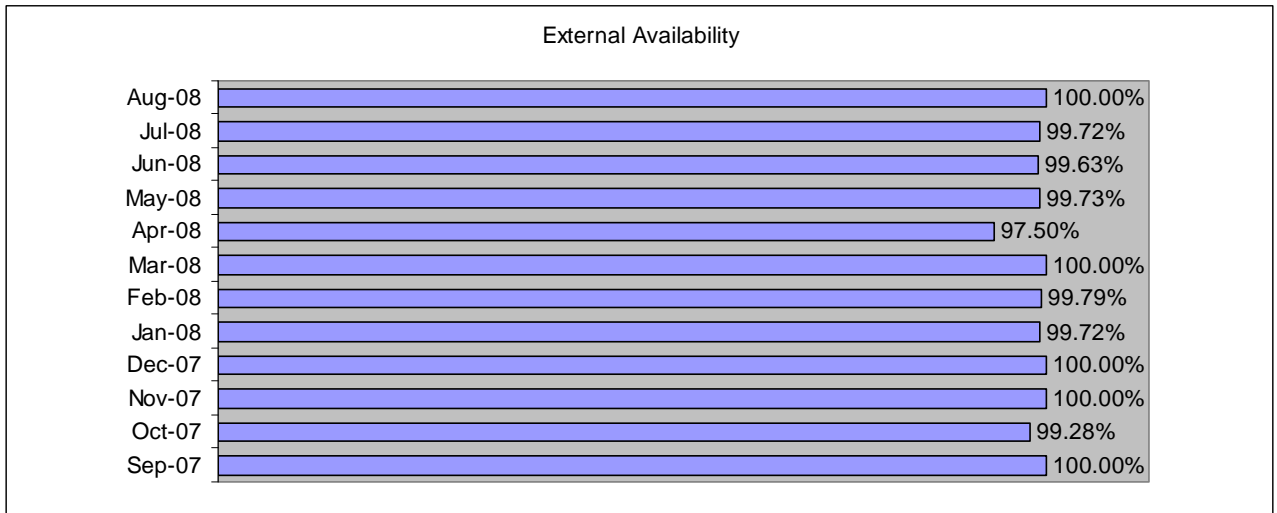


The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs.

1.3 Service Availability

1.3.1 Service Available – External

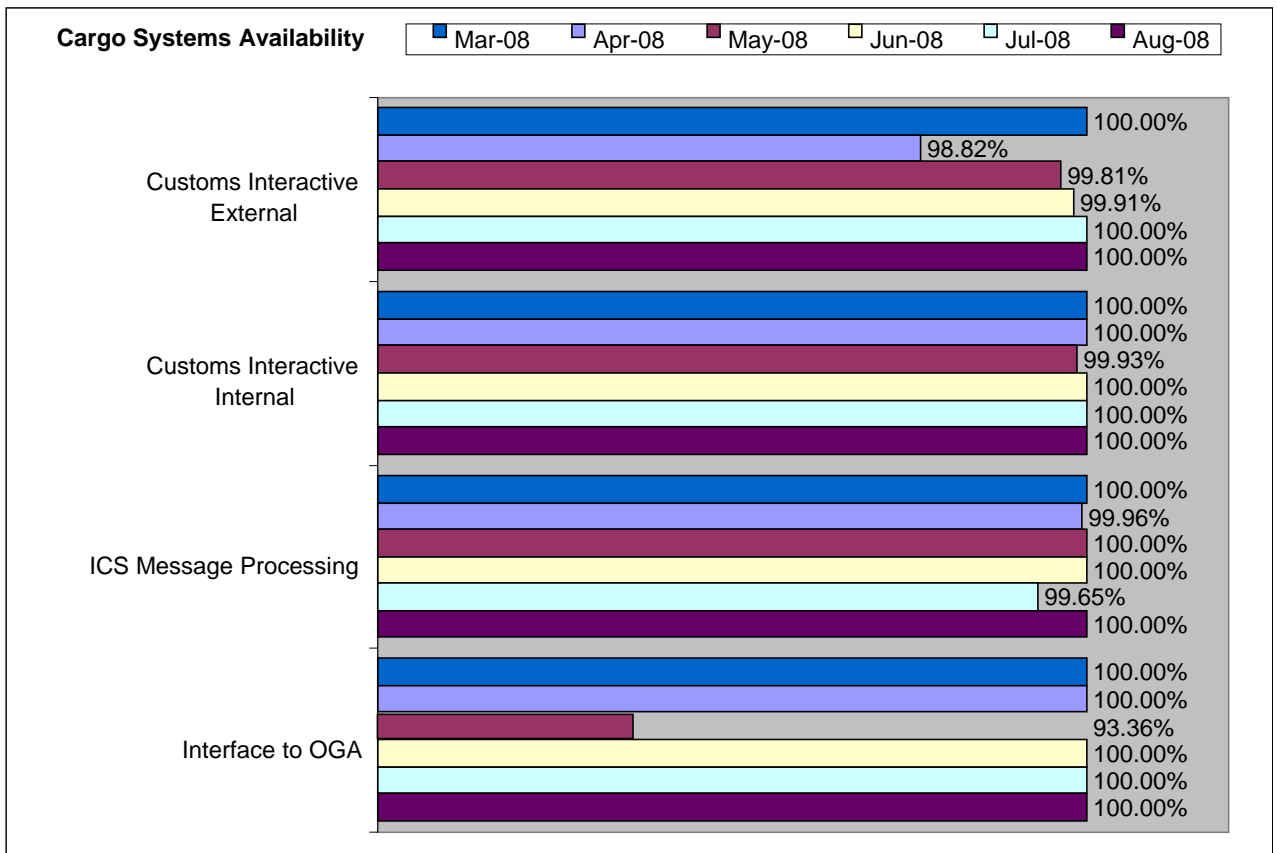
Average availability of services to Customs clients for the 12 months 1-Sept-07 to 31-Aug-08 was 99.61%.



Note:

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

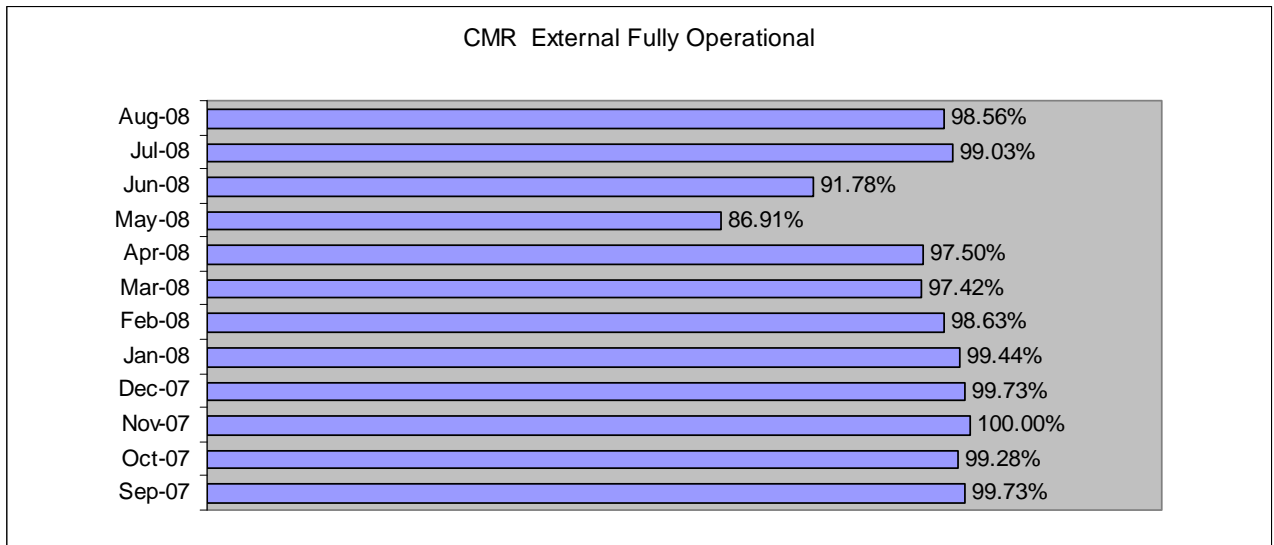
1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 3, page 17.

1.3.3 Service Fully Operational

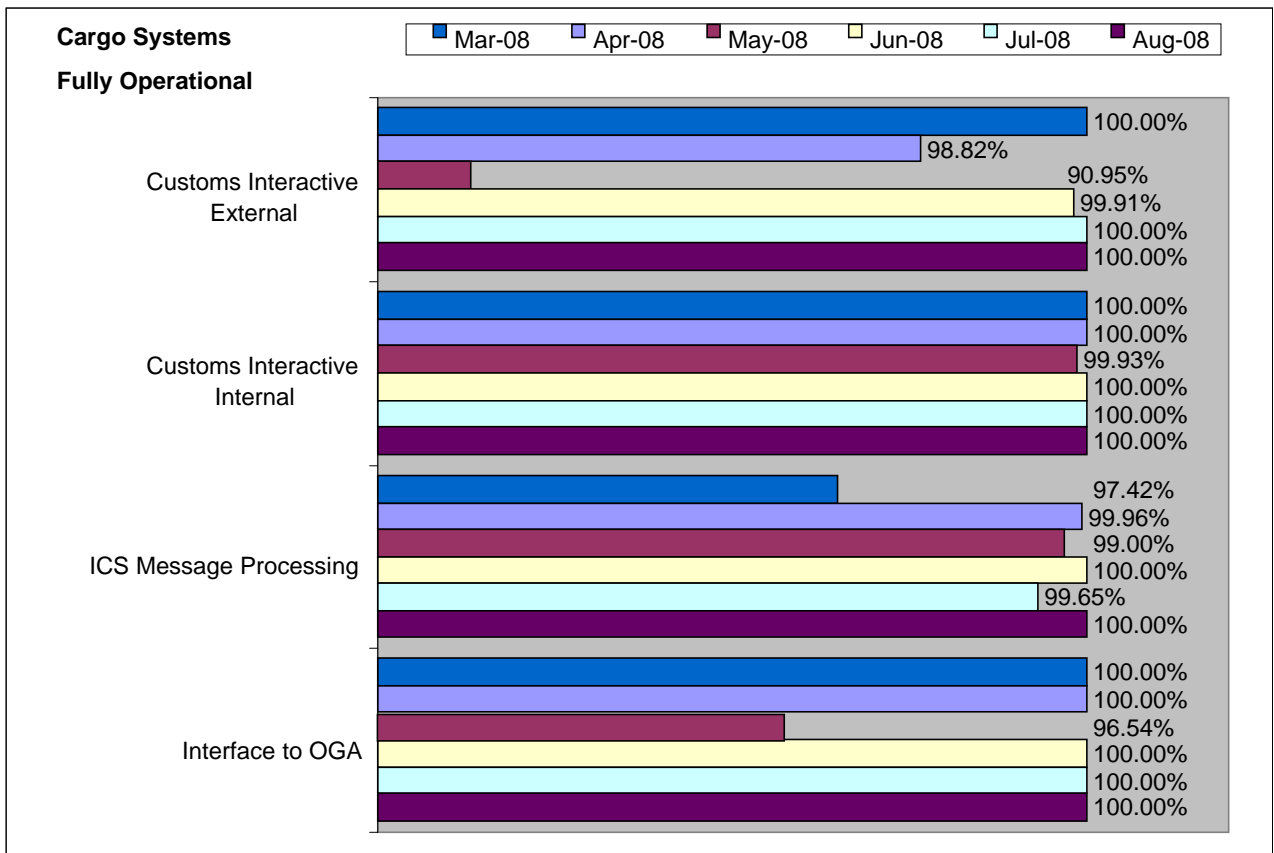
Average operational effectiveness of services for the 12 months 1-Sept 07 to 31-Aug-08 was 97.33%.



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 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 17.

2 Monthly Detail (Aug 08)

2.1 System Activity

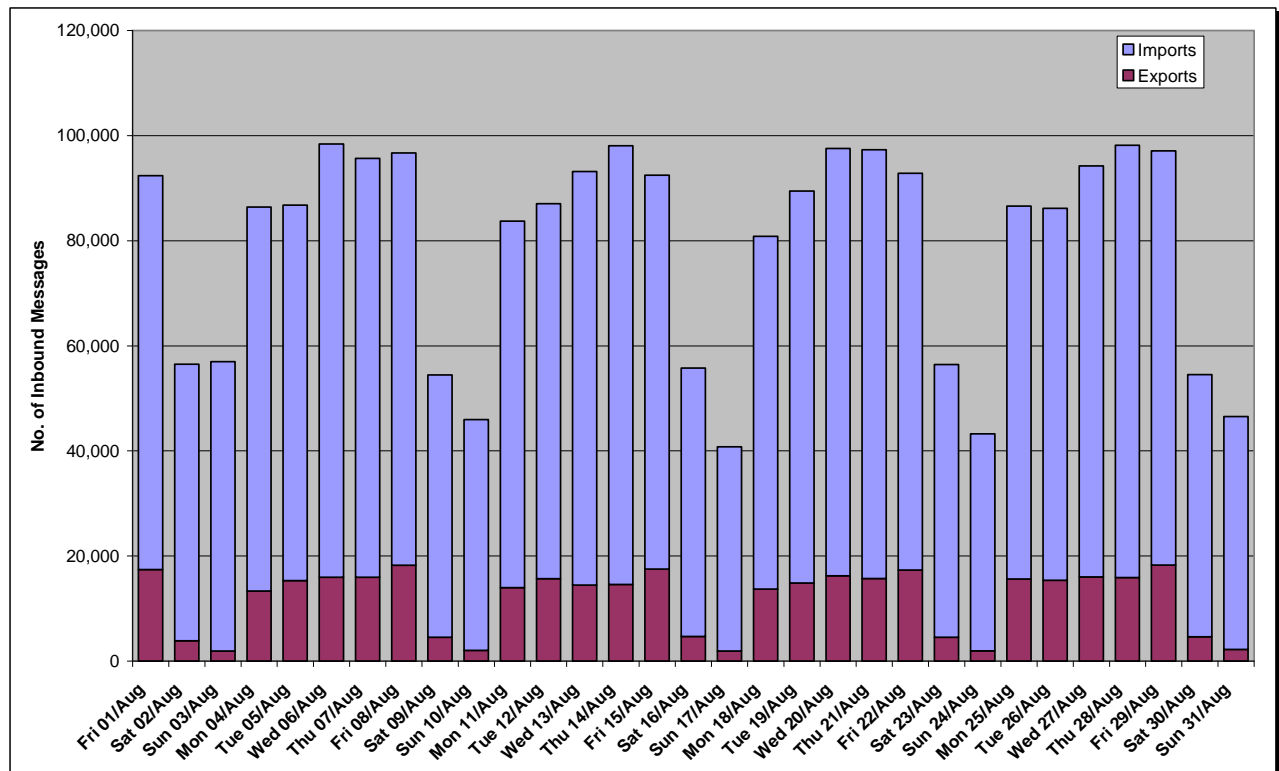
2.1.1 Summary

Fri 01-Aug-08 to Sun 31-Aug-08		Total
Exports	Inbound Messages Received by ICS	363,991
	Outbound Messages Sent to Clients	452,597
Imports	Inbound Messages Received by ICS	2,078,105
	Outbound Messages Sent to Clients	7,096,626

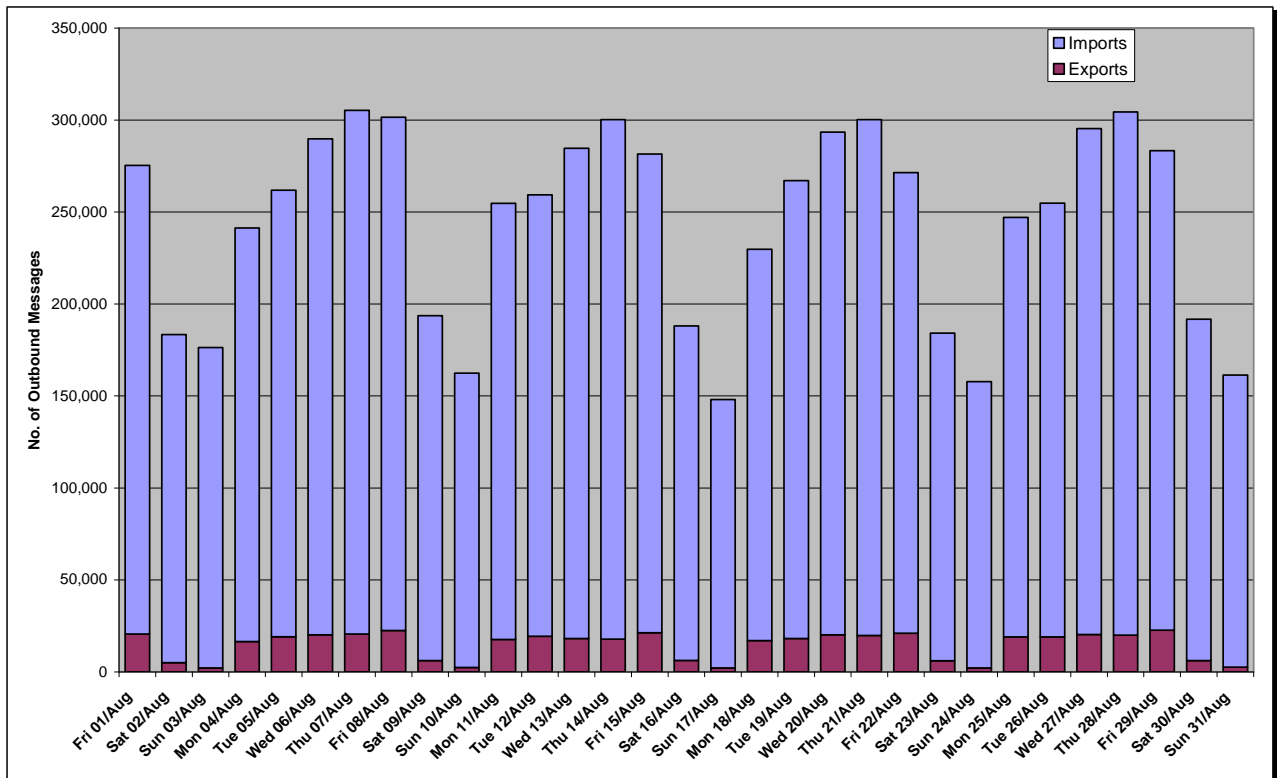
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import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

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

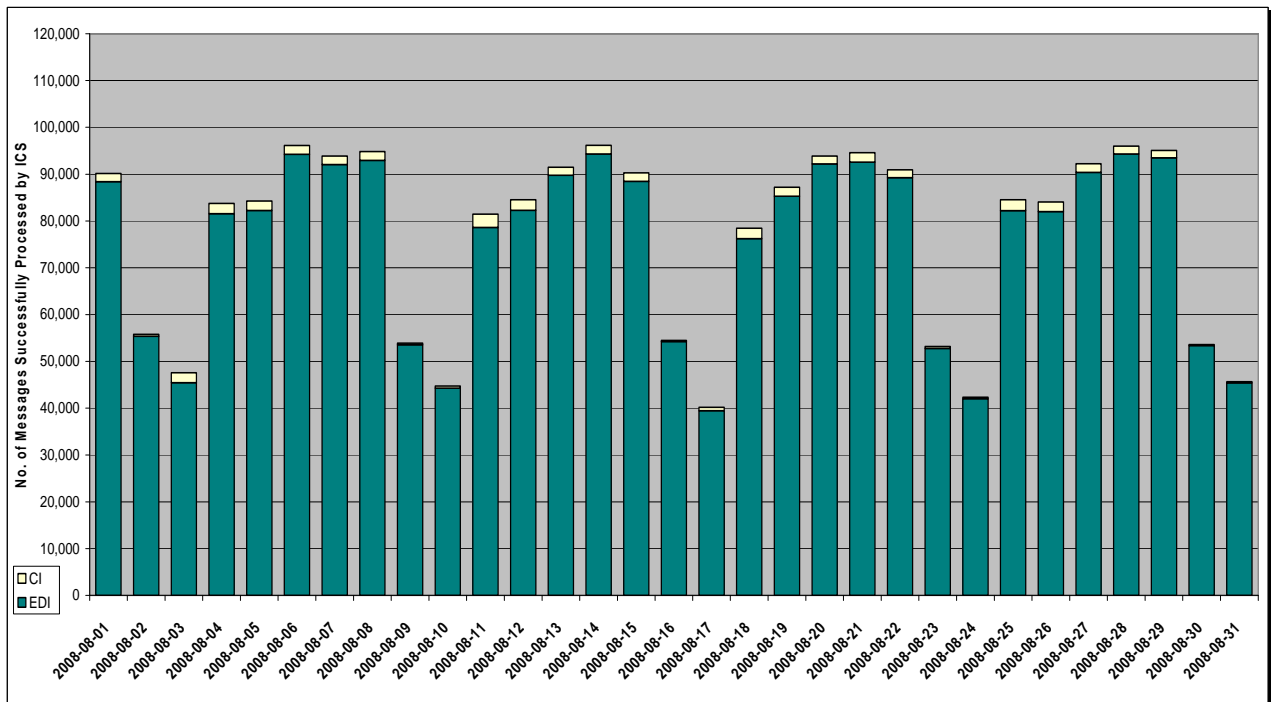
2.1.2 Inbound Message Volume by Day (Aug 08)



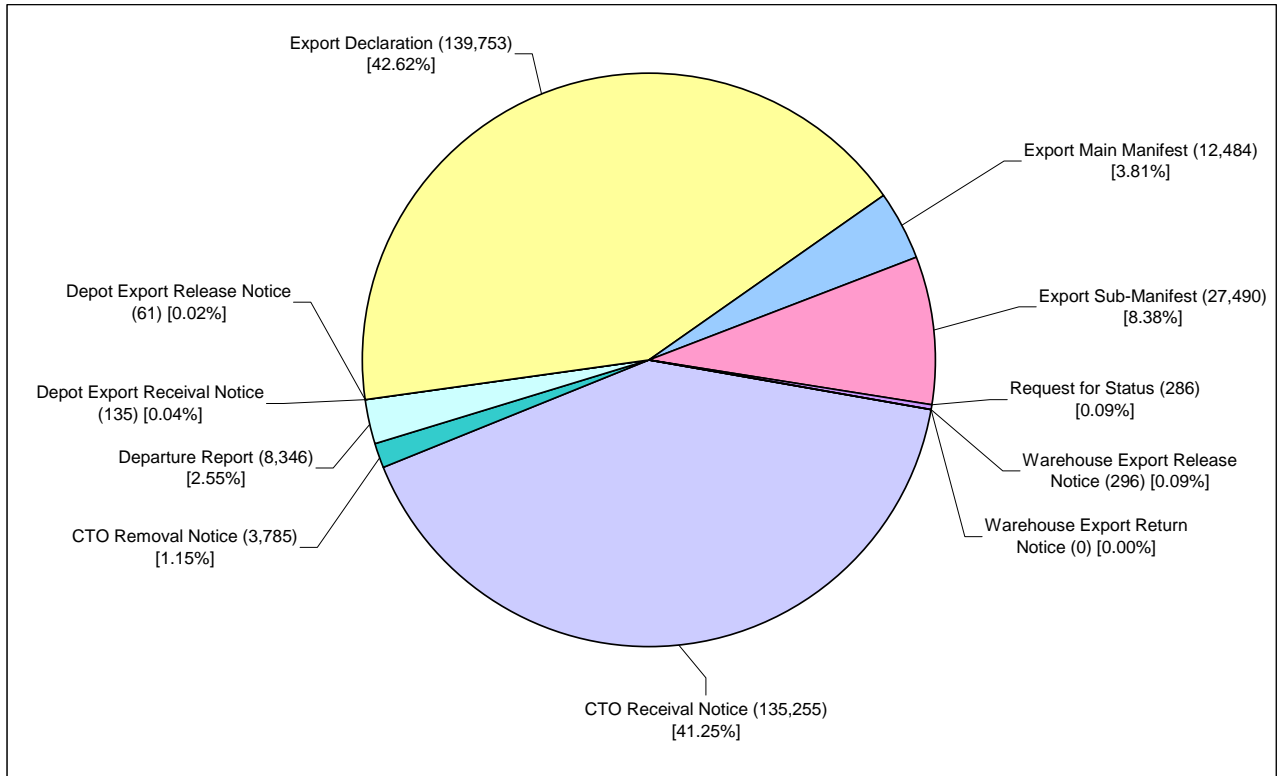
2.1.3 Outbound Message Volume by Day (Aug 08)



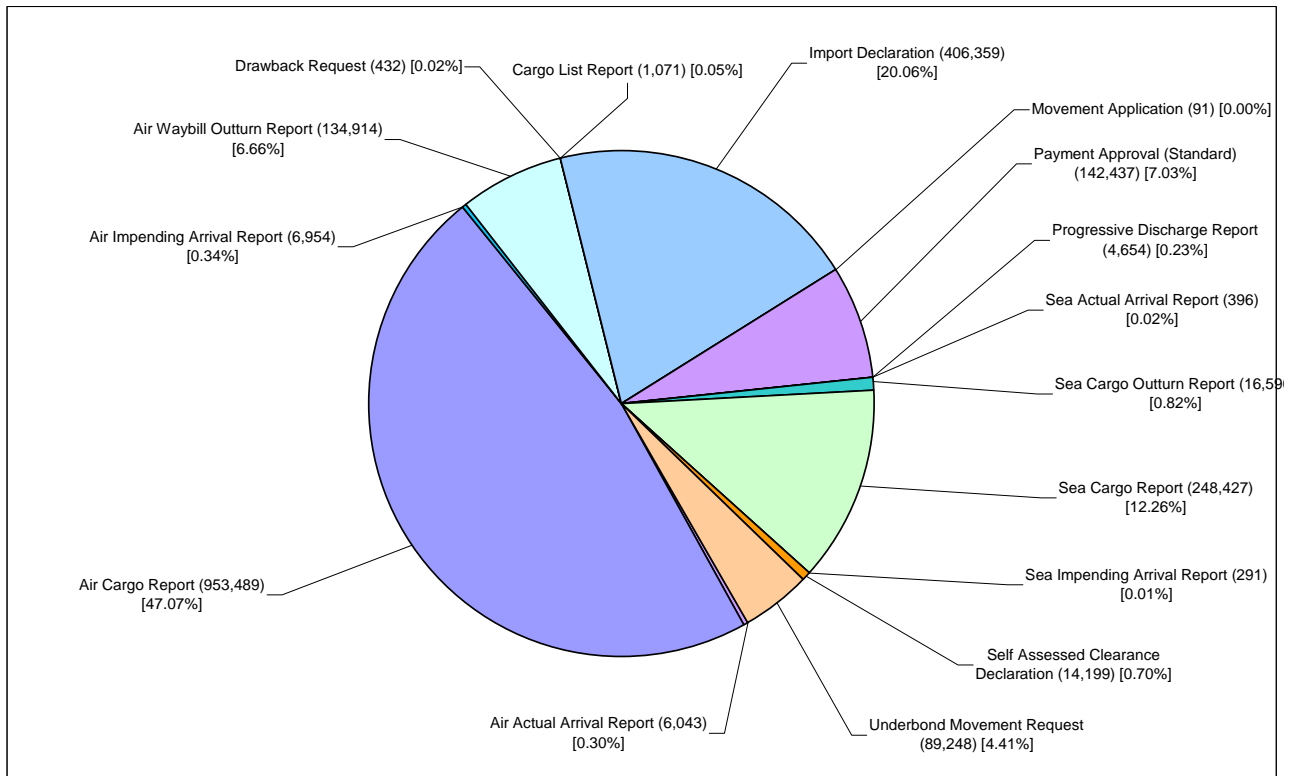
2.1.4 Production - Daily Successfully Processed ICS Messages (Aug 08)



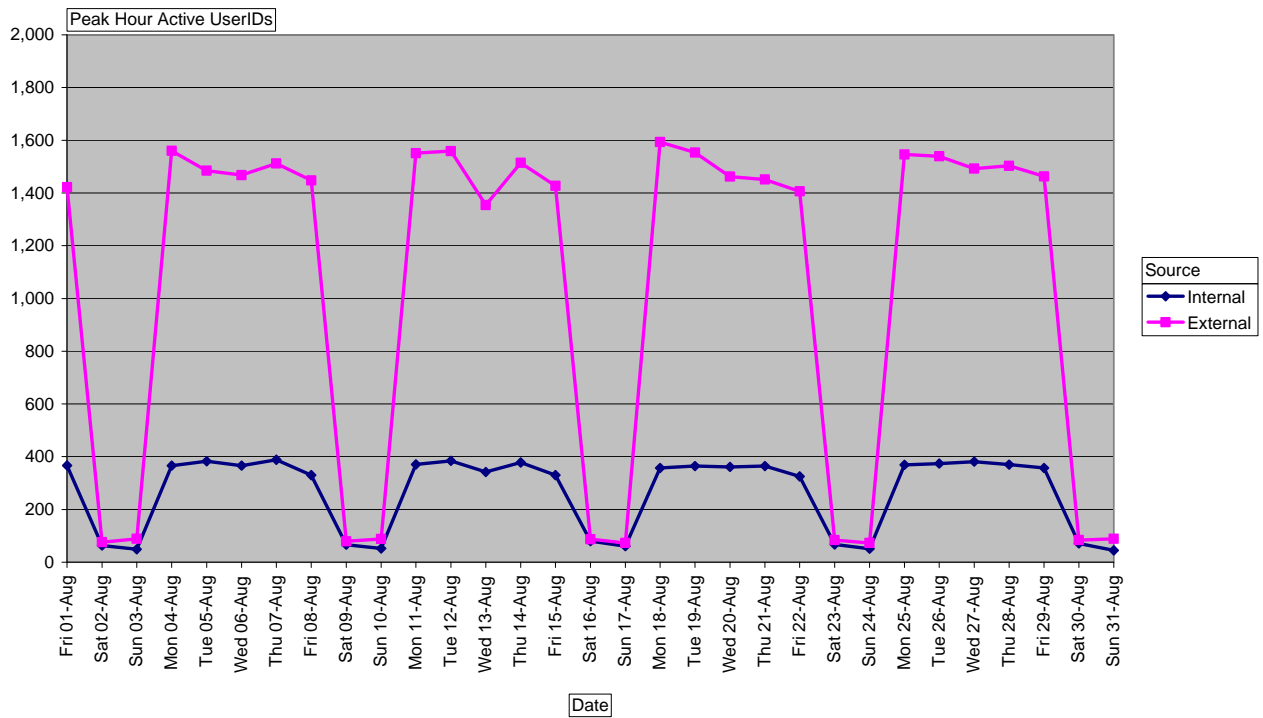
2.1.5 Exports Successfully Processed ICS Messages by Type (Aug 08)



2.1.6 Imports Successfully Processed ICS Messages by Type (Aug 08)

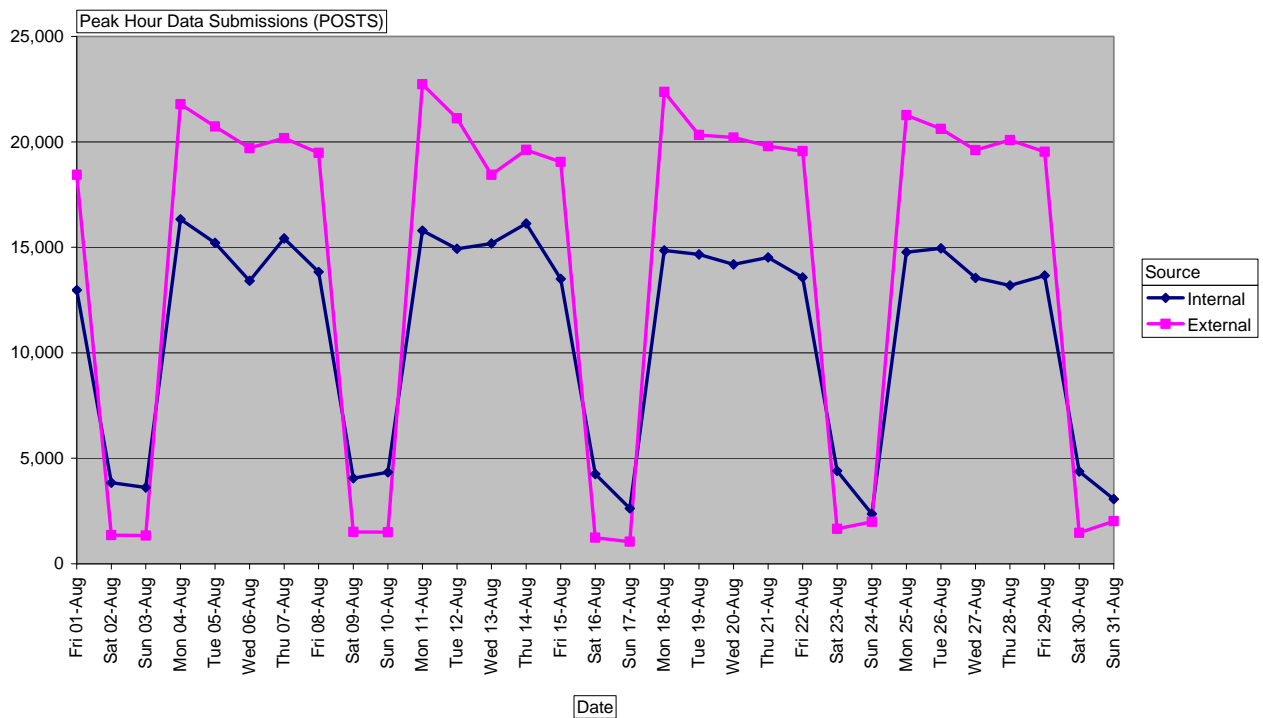


2.1.7 Customs Interactive Daily Peak Hour Active Users



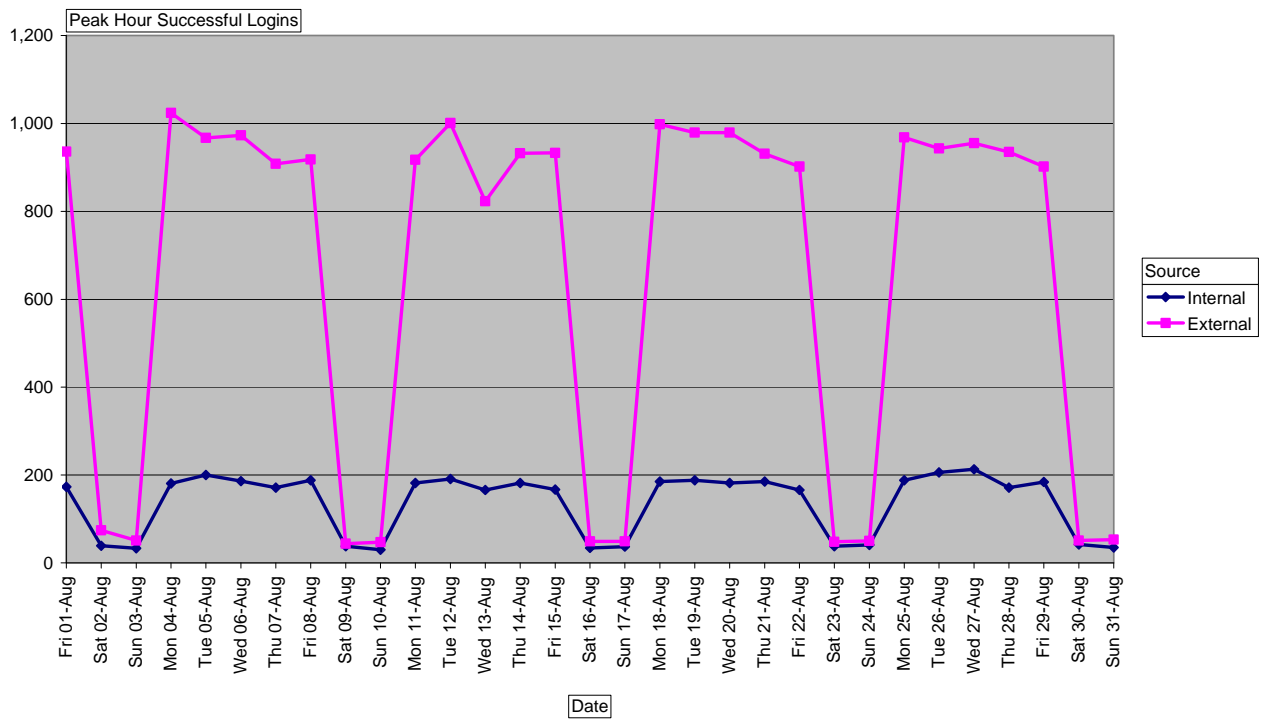
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

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.

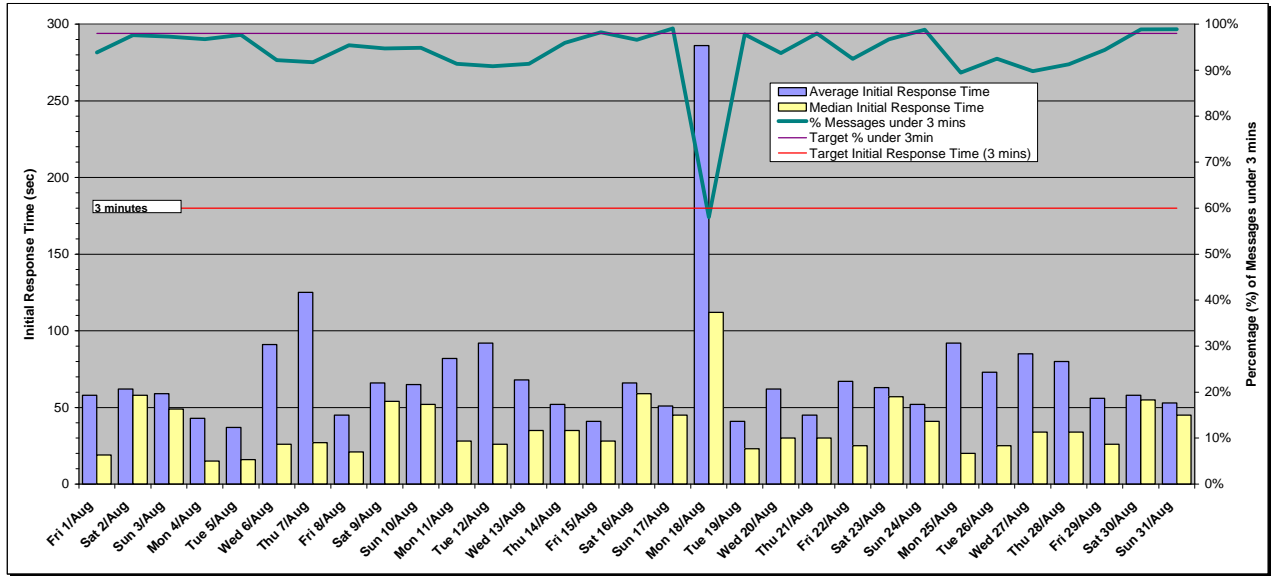
2.1.9 Customs Interactive Daily Peak Hour Successful Logins



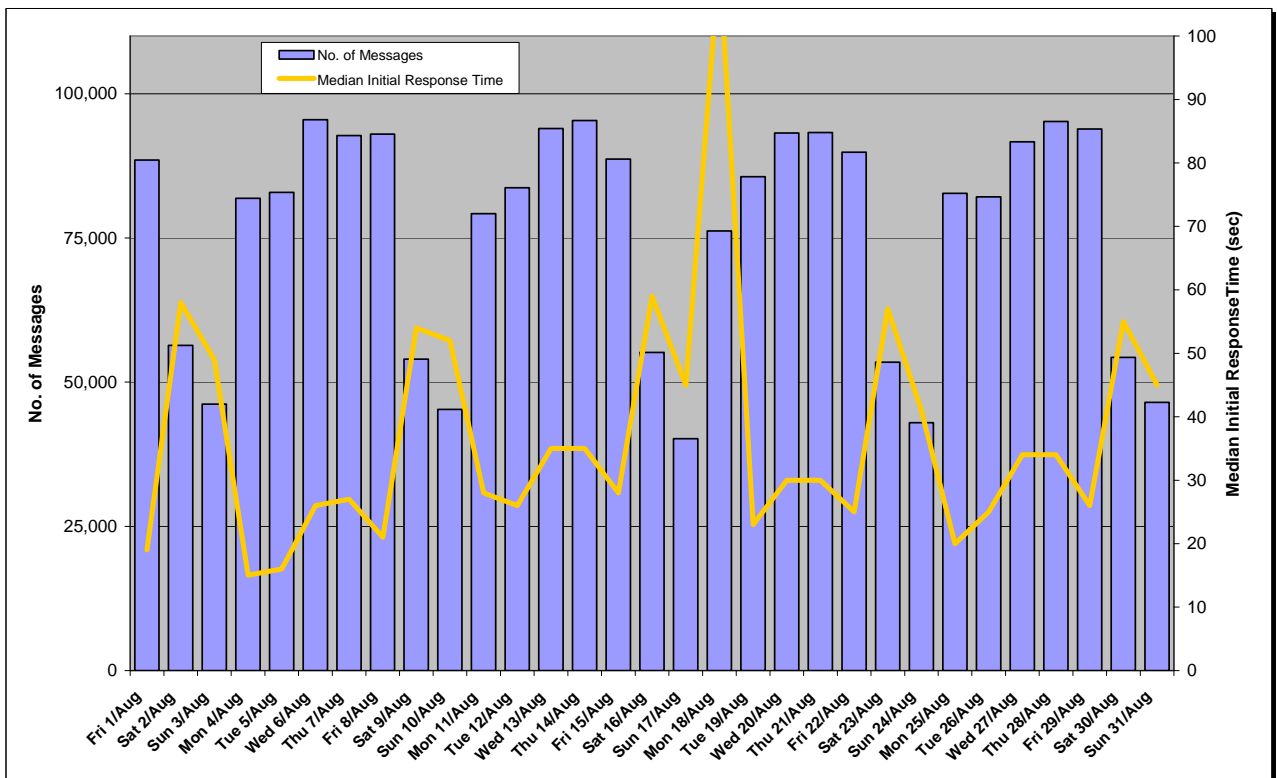
The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

2.2 EDI Message Initial Response Times

2.2.1 Daily EDI Message Initial Response Time (Aug 08)



2.2.2 Daily EDI Message Initial Response Time and Message Volume (Aug 08)



3 Service Issues and Impacts

3.1 Outages

Date	Duration	Description
August 2008		
None		
July 2008		
Wednesday 9 Jul 08	6 hours	External clients using Telstra unable to login or use EDI. Issue due to a change in the Telstra Internet network resulting in incorrect routing. Resolved at 1:50pm.
June 2008		
Thu 26-Jun-08	2 hours 35 mins	System failure of one server in a server farm caused a large number of EDI messages to be placed in an error state and manual intervention was required to reprocess them.
May 2008		
Thursday 22-May-08	1 hour 45 mins	CI Internal unavailable due to a power cable being accidentally dislodged by a technician.
Thursday 1-May-08	2 hours	The Customs Interactive External system failed to come up after a scheduled change when it was restarted. External Users were unable to logon to the ICS. EDI and CI Internal users were unaffected. This was a recurrence of the issue on 30 April.
April 2008		
Wednesday 30-Apr-08	14 hours 15 mins	The Customs Interactive External system failed to come up after a scheduled change when it was restarted. External Users were unable to logon to the ICS. EDI and CI Internal users were unaffected.
Monday 14-Apr-08	16 mins	One of the three encrypt/decrypt servers were not processing messages correctly. EDI was stopped and the server was removed from the farm then EDI was re-enabled.
Friday 4-Apr-08	2 hours	A rack fan failure caused 50% of EDI not to be processed. Without sufficient cooling from the fan the switch in that rack overheated and traffic to two of the four mail relays was stopped.
March 2008		
None		
February 2008		
Monday 11-Feb-08	1 hour 25 mins	EDI messages were delayed for 85 minutes and CI External was unavailable for 30 minutes. This was due to two operators performing identical restart tasks simultaneously during a planned upgrade. Procedures have now been updated to avoid this reoccurring.
January 2008		
Thursday 24-Jan-08	80 minutes	EDI messages were delayed for 80 minutes due to a file system filling up. The file system received a series of exceptionally large files over a four day period as a result of a planned upgrade on Sunday 20-Jan-08.
Wednesday 2-Jan-08	41 minutes	The Customs Integrated Cargo System (ICS) experienced a database fault. This fault resulted in EDI messages not being successfully processed (inbound and outbound) for forty-one (41) minutes from 2:34pm. In addition CI External users were unable to logon to ICS for a period of fifteen (15) minutes from 2:34pm. Users already logged on to ICS were able to continue working and were unaffected. EDI Services were restored by 3.15pm.
December 2007		
None		
November 2007		
None		
October 2007		
Monday 15-Oct-07	3 hours 25 mins	EDI outbound message batching was not functioning immediately following normal scheduled maintenance. During problem rectification, all services (including Customs Interactive) became unavailable following a system restart at 5:30am. All services were fully restored by 6.25am.
Friday 12-Oct-07	1 hour 46 mins	EDI outbound message batching was not functioning from 5pm to 6pm. Industry partners using the service would not have received messages from Customs during this period. During service restoration, all messages sent or received between 6.08pm and 6.41pm were not successfully processed or recoverable. Full EDI messaging service was restored by 6.46pm. Customs Interactive was unaffected during this time.
September 2007		
None		

3.2 Not Performing as Expected

Date	Duration	Description
August 2008		
Mon 18 August 08	5hrs 23mins	Delays of up to 10mins for EDI outbound message processing, due to WDI experiencing issues in the CCF transform step. Restarting WDI resolved the problem.
Mon 11 August 08	3hours	CCF Transform delays for EDI outbound message processing, due to WDI issues in the CCF transform step. Restarting WDI resolved the problem.
Thu 7 August 08	2hr 27mins	Slowdown for EDI message processing, particularly Air Cargo reports, due to contention. Messages were set to process serially until the backlog had cleared.
July 2008		
Thursday 31 July 08	1 hour	Slowdown in ICS due to looping Underbond transaction. Transaction cancelled and response times returned to normal.
Thursday 17 July 08	6 hours	Export Dec resulted in looping transaction. Intervention and resolution completed before noticeable slowdown in ICS.
June 2008		
Wed 25-Jun-08	55 hours 30 mins	CCF resend functionality not working after latest release of CCF. A patch was applied to correct the issue.
May 2008		
Fri 30-May-08	1 hour 39 mins	ATD's and Receipts could not be printed due to a disk file system filling up which stopped the service.
Tue 20-May-08 to Thu 22-May-08	Intermittently	Period of network connectivity failures caused reports to fail to be delivered and EDI messages to queue at intervals.
Mon 19-May-08	82 hours	For a period of just over three days after the transition the system intermittently slowed access to CI External. This was due to an incorrect configuration in the gateway environment. EDI was not affected.
April 2008		
None		
March 2008		
Wed 26-Mar-08	10 hours 15 mins	ICS EDI processing slowdown due to issues with incorrectly chained underbonds.
Sat 22-Mar-08	8 hours 30 mins	Delays due to large numbers of trigger failures
February 2008		
Tue 26 Feb-08 – Wed 27 Feb-08	2 days	The exchange rate upload and the EDI Exchange rates reference files publication delayed due to problems in the file transfer process. Manual entry of exchange rates were undertaken during this period.
Tue 26 Feb-08	1 hour	Looping ICS transaction caused status checks in both CI and EDI to be unavailable. This resulted in a delay to these messages up to 1 hour during this period. Other transaction types were not affected.
Tue 19-Feb-08	37 mins	Long running ICS underbond transactions caused delays to other messages. Messages were delayed for up to 37 minutes during this period.
Fri 15-Feb-08	6 hours 15 mins	An industry transaction received on Friday evening, 15 February, went into a loop and impacted on other transactions within the ICS. Delays in message processing were experienced until the transaction was stopped. Messages were then processed as per normal and all backlogs were cleared by 2:15am Saturday.
January 2008		
None		
December 2007		
None		
November 2007		
None		
October 2007		
Tue 23-Oct-07	30 mins	Certain reports data was not updated from 3.50pm due to an issue with database log processing for the reporting environment. Service was restored and the backlog of data processed during the subsequent working day.
September 2007		
Mon 24-Sep-07	1 hour 35 mins	Reduced responsiveness of ICS from 3am to 4:35am due to database change difficulties following ICS 8.4.08 Production Release.
Wed 19-Sep-07	20 mins	System issues affecting part of EDI message processing caused delays of up to 20 minutes for approximately 50% of incoming EDI messages.

End of document
