



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

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# **Integrated Cargo System Production Report December 2011**

**Date Prepared:** 11 January 2012  
**Prepared by:** Information Delivery,  
Information Technology Division

## Production Report – December 2011

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 1-Dec-11 to 31-Dec-11		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,598,626
	Outbound Messages Sent to Clients	5,828,748
<b>Imports</b>	Inbound Messages Received by ICS	32,838,990
	Outbound Messages Sent to Clients	115,061,286

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.

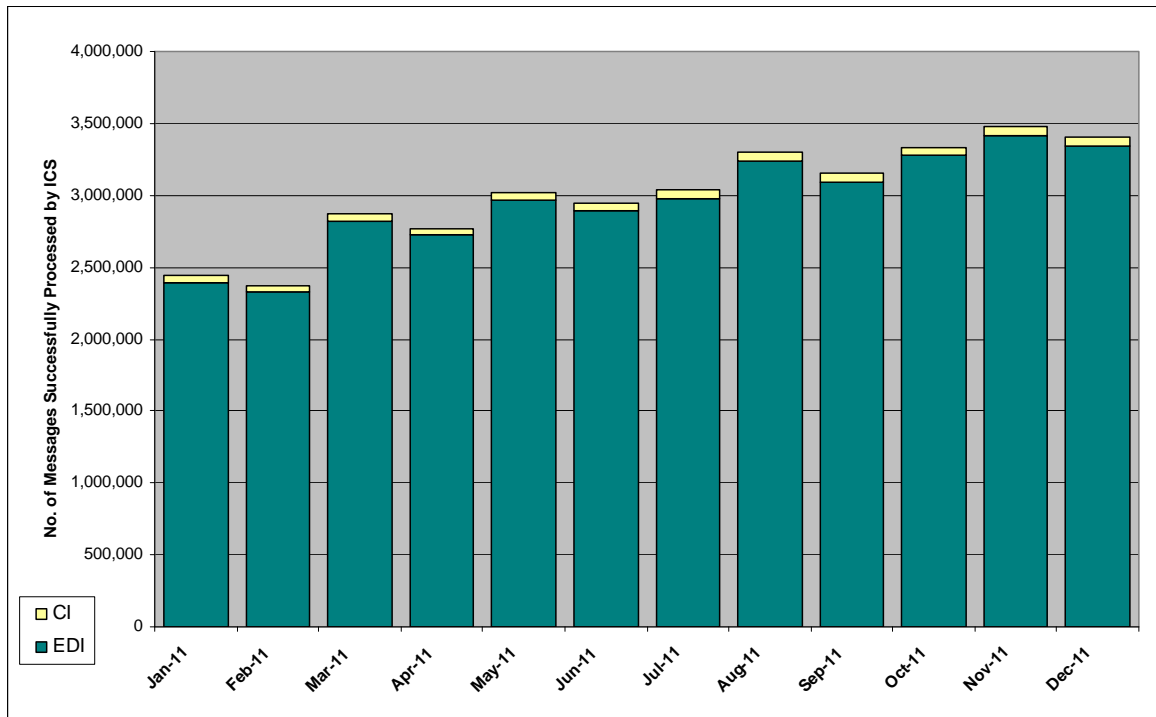
As of Thursday 01 December 2011, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	30,472,242
<b>Imports</b>	150,053,232
<b>Total</b>	180,525,474

**Note:**

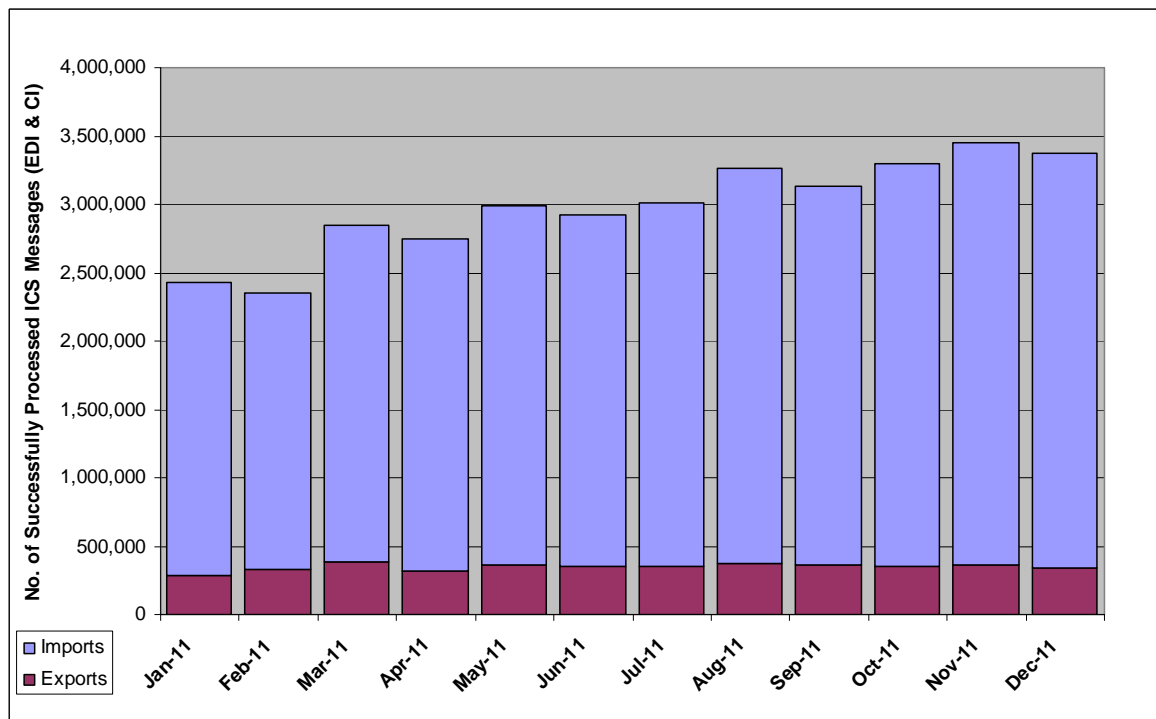
"Successfully Processed" messages are messages received by ICS, either by EDI or CI, for which a response message was sent, including error messages.

### 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



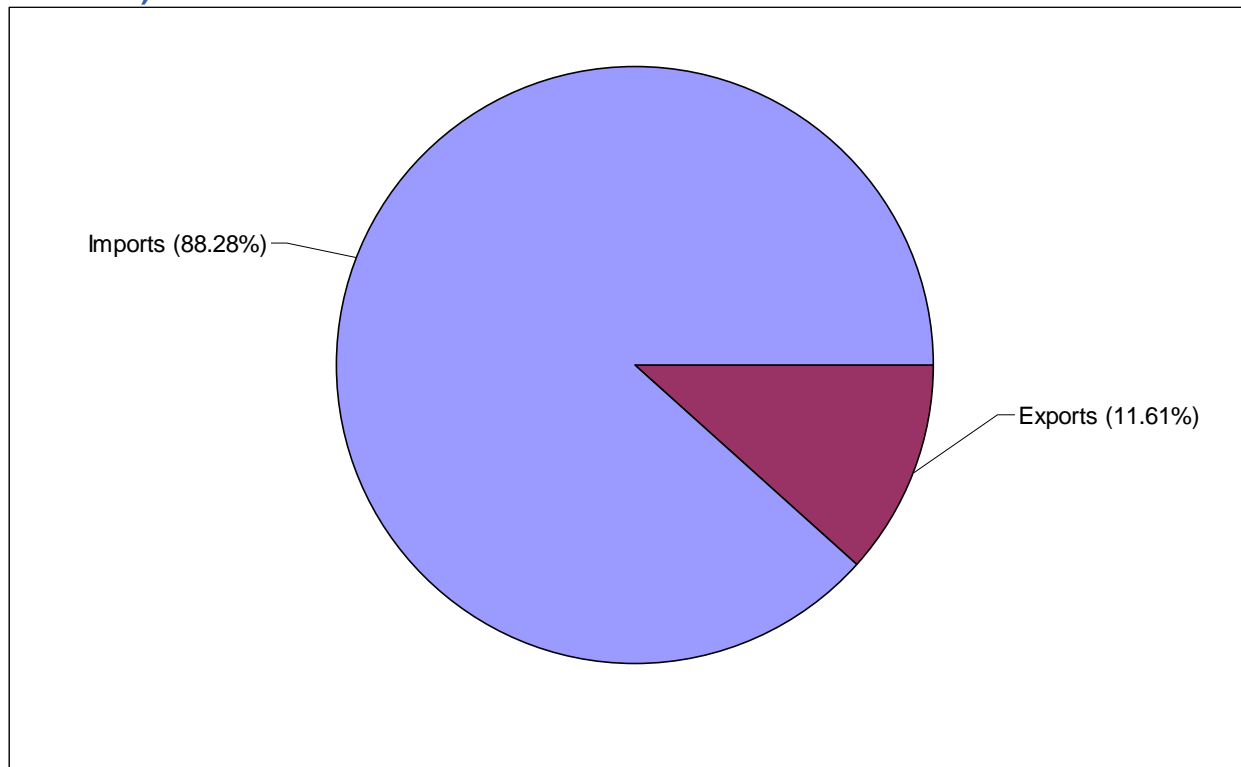
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

### 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



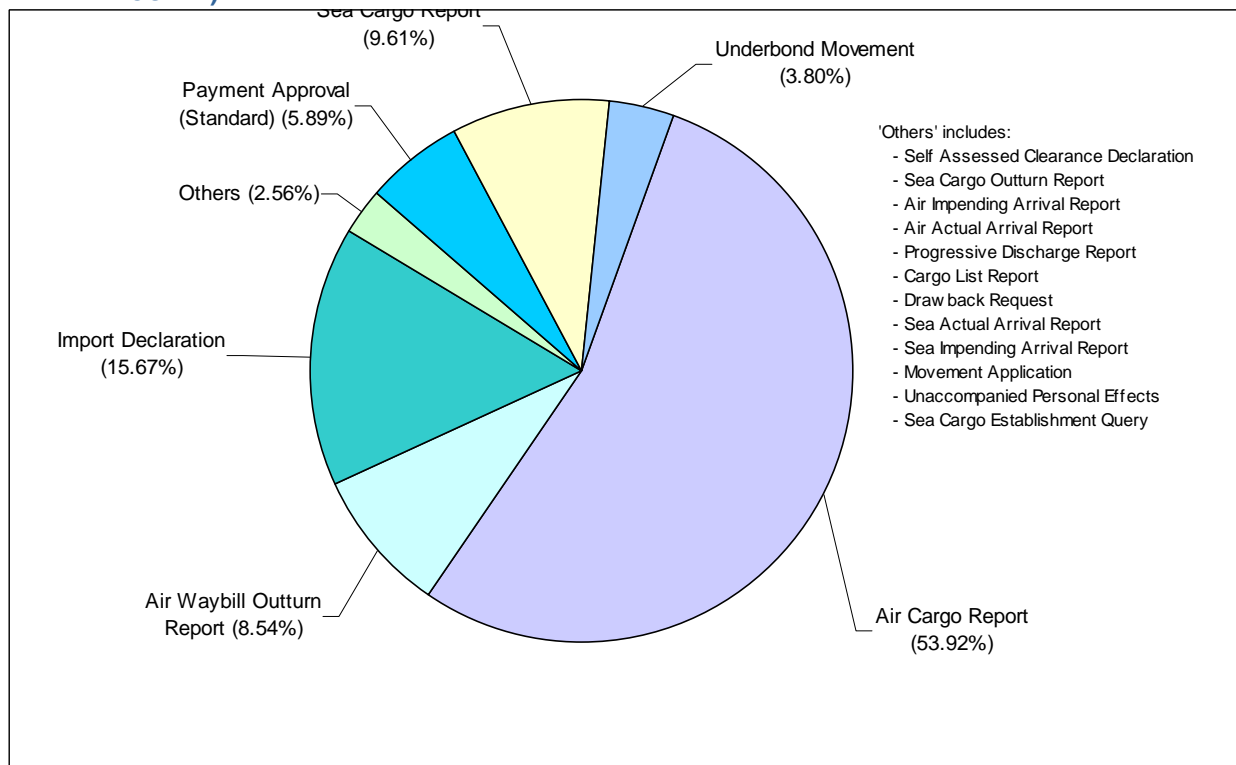
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

### 1.1.4 Successfully Processed ICS Messages by Category (1-Dec-11 to 31-Dec-11)



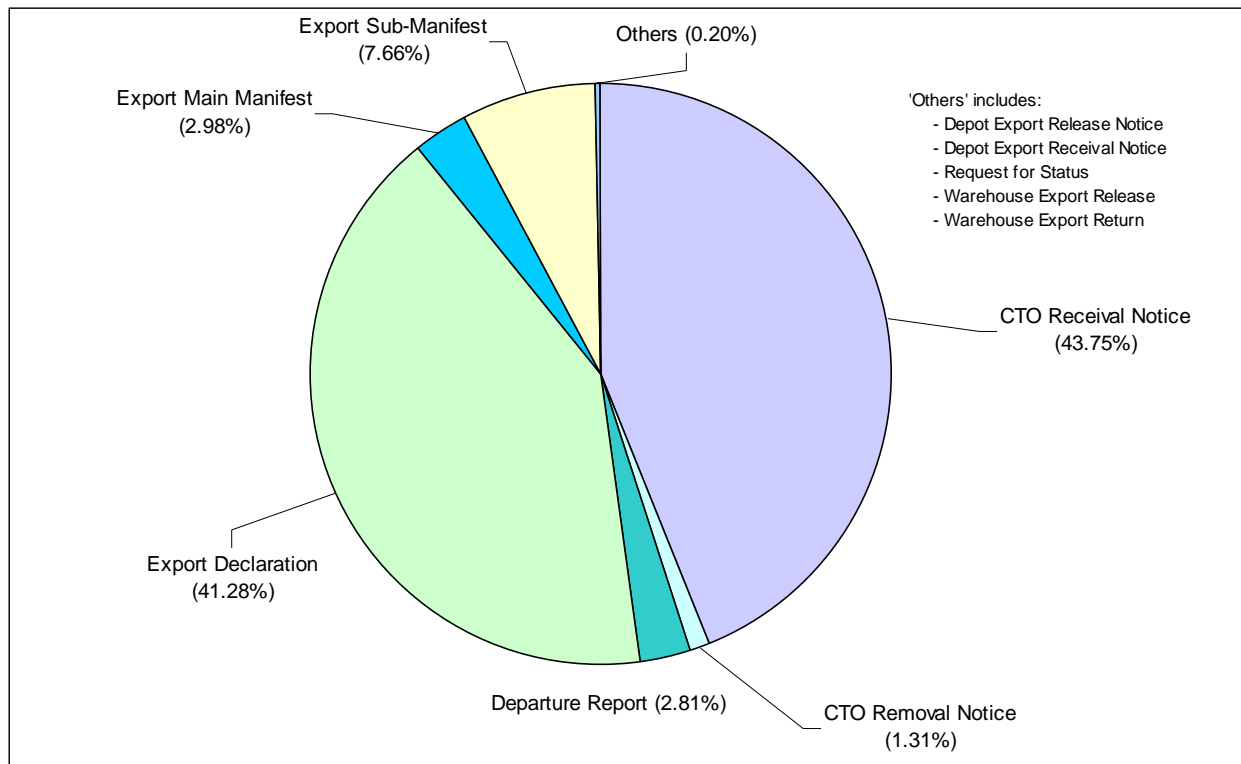
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Dec-11 to 31-Dec-11)



**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-Dec-11 to 31-Dec-11)

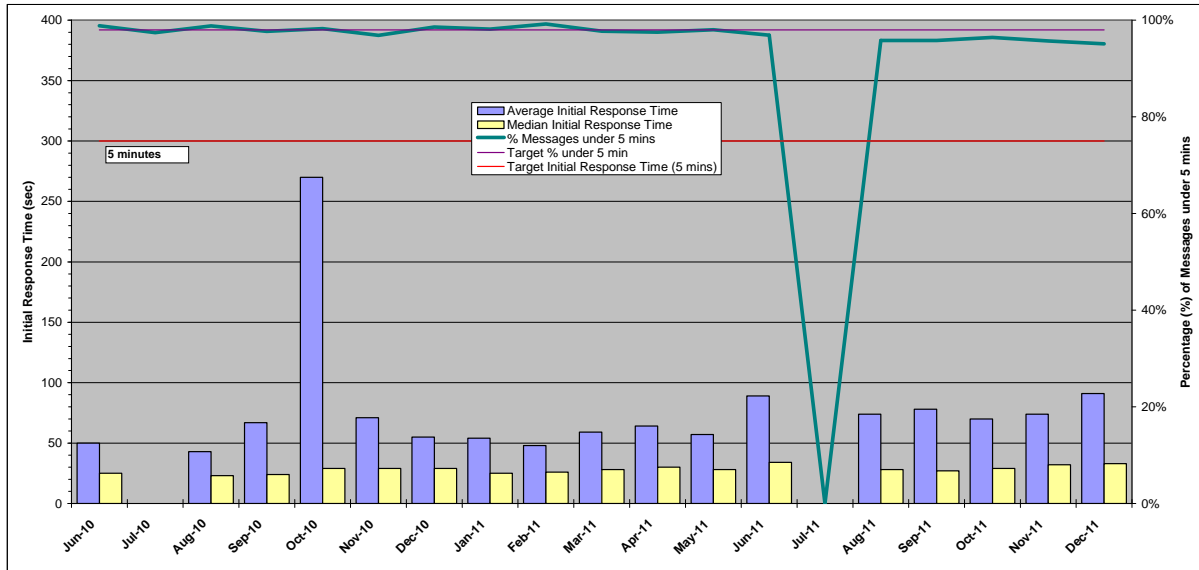


**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

## 1.2 EDI Message Initial Response Times

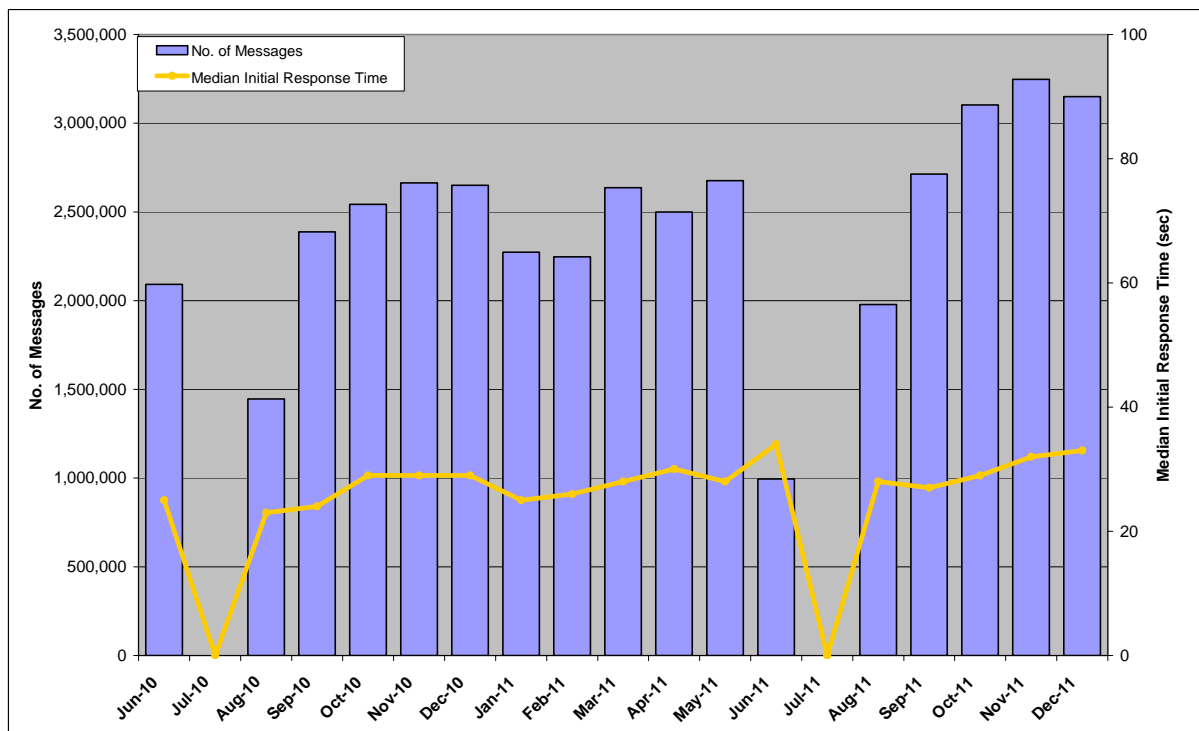
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs & Border Protection.

### 1.2.1 Monthly EDI Message Initial Response Time



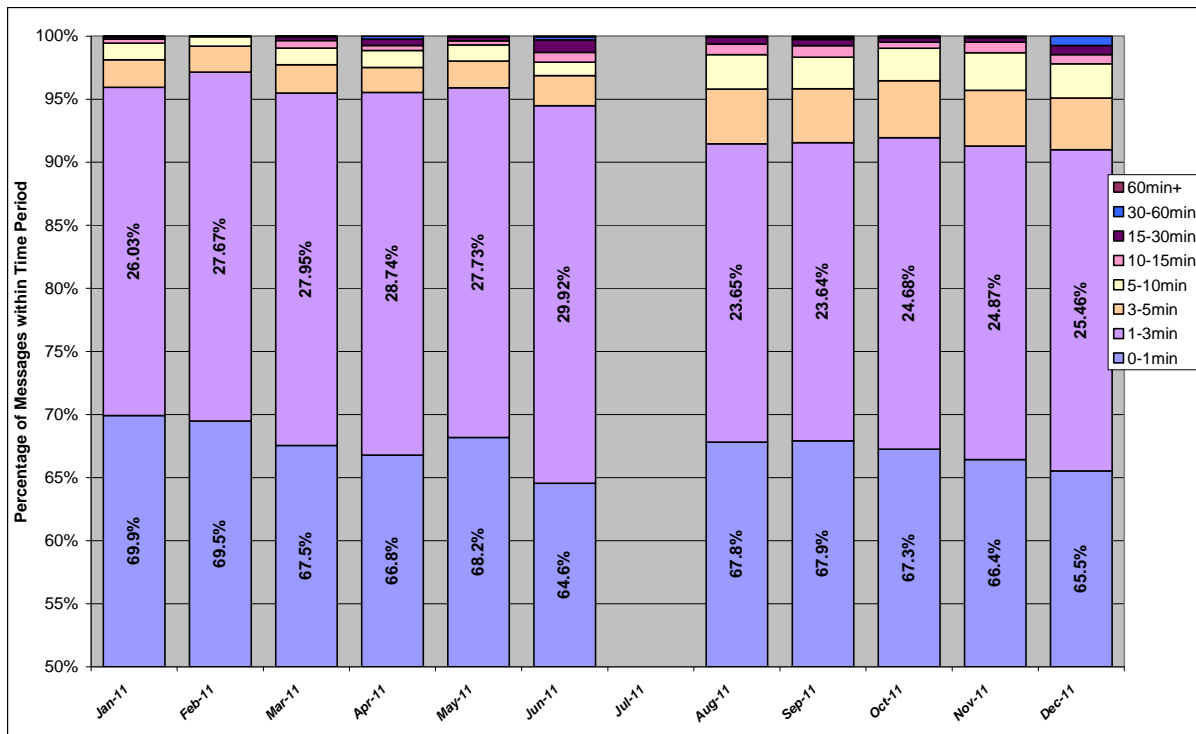
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 5 minutes.

### 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



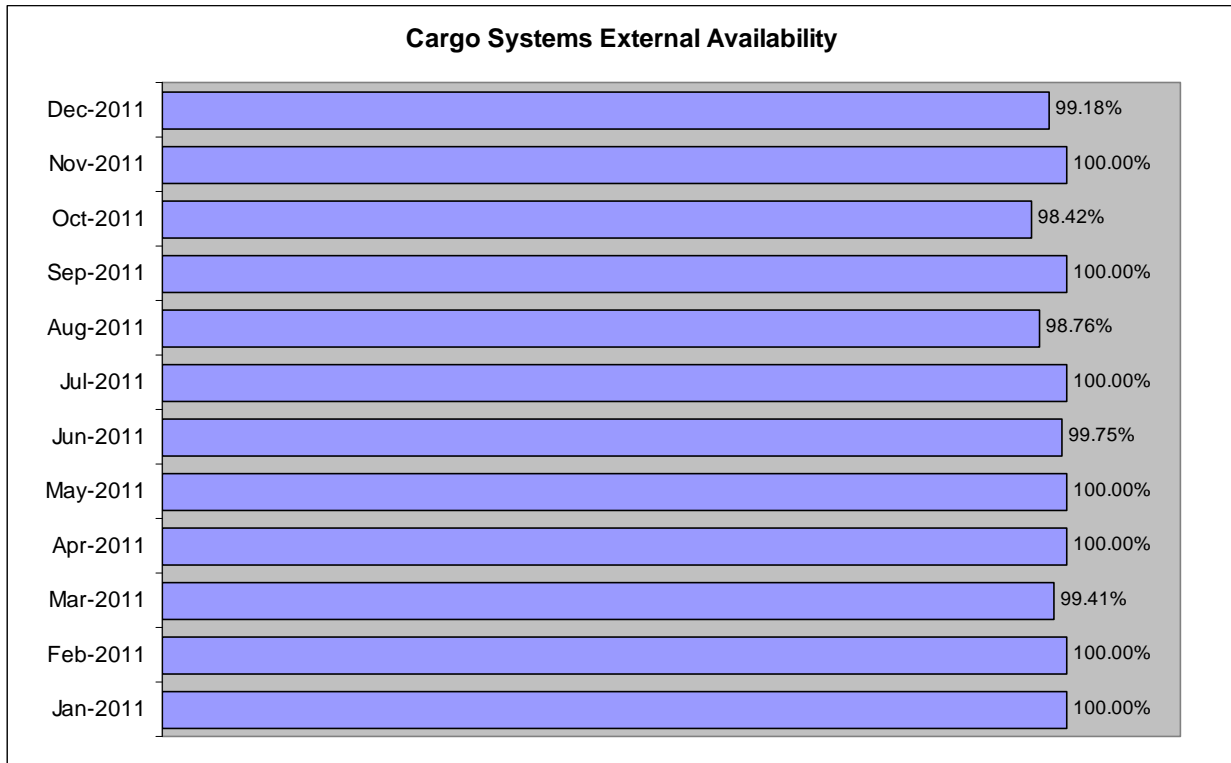
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs & Border Protection.



### 1.3 Service Availability

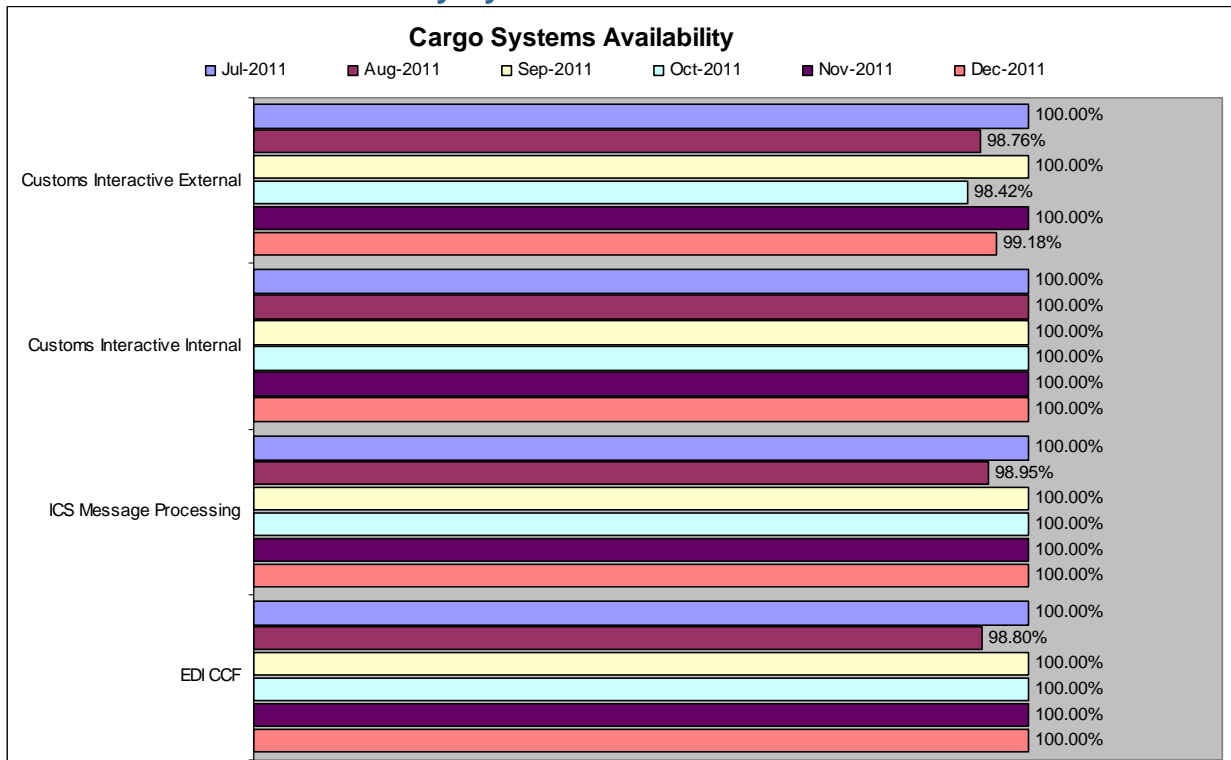
#### 1.3.1 Service Available – External

Average availability of services to Customs & Border Protection clients for the 12 months 01-Jan-11 to 31-Dec-11 was 99.62%.



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

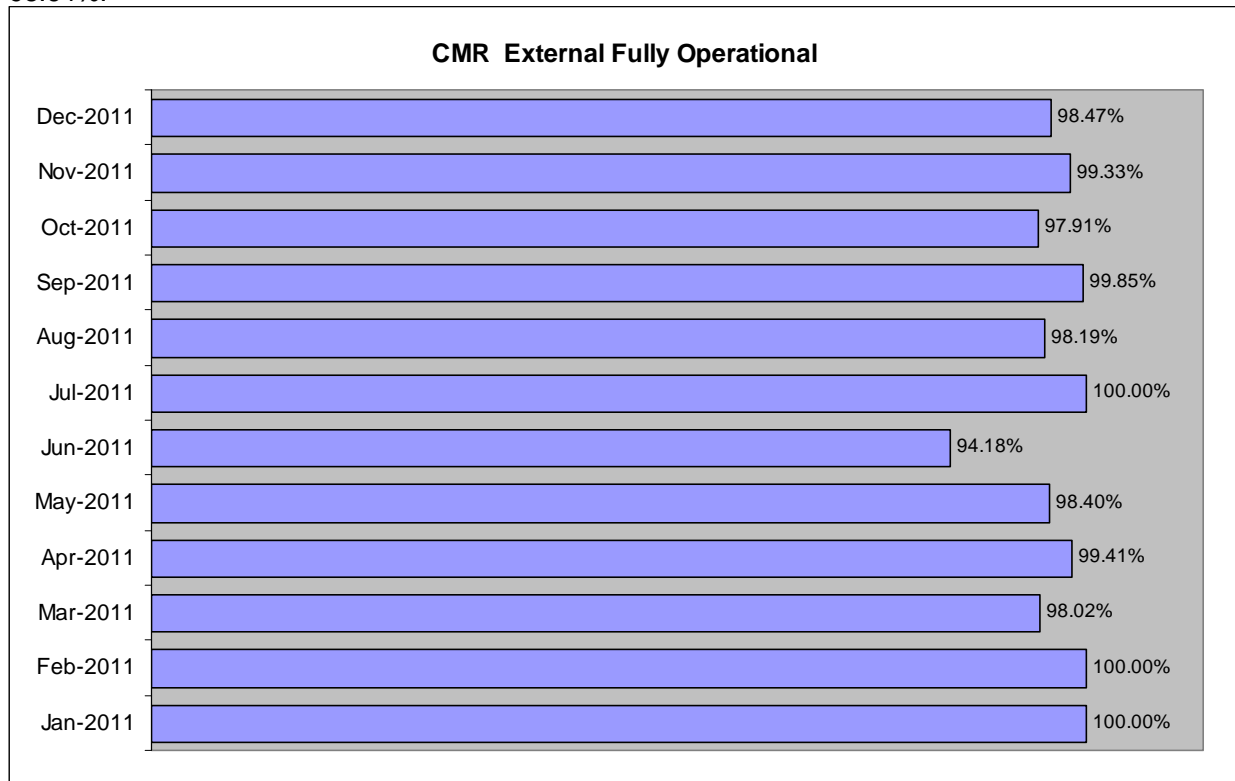
#### 1.3.2 Service Available - Key Systems



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

### 1.3.3 Service Fully Operational

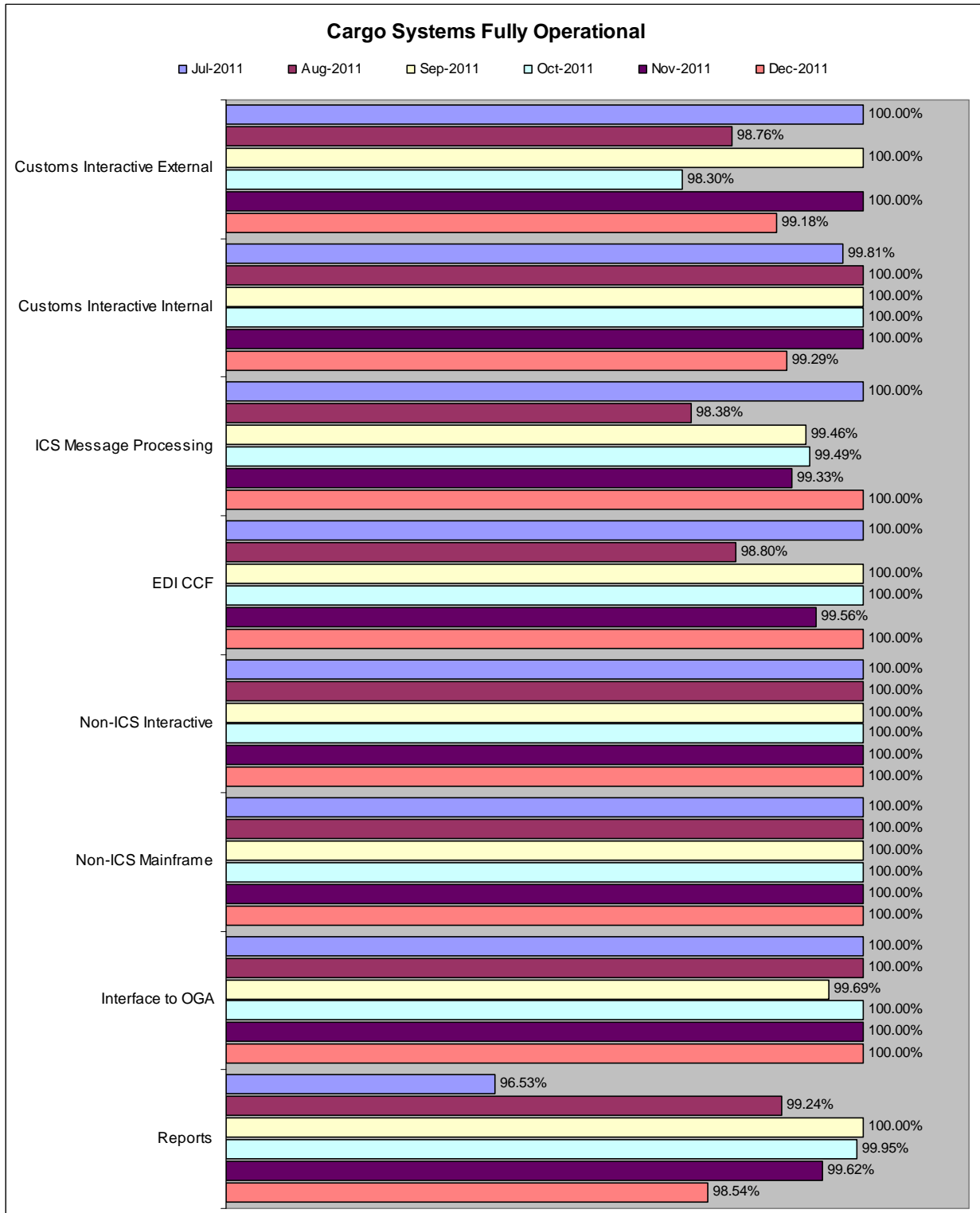
Average operational effectiveness of services for the 12 months 01-Jan-11 to 31-Dec-11 was 98.64%.



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 (December 2011)

### 2.1 System Activity

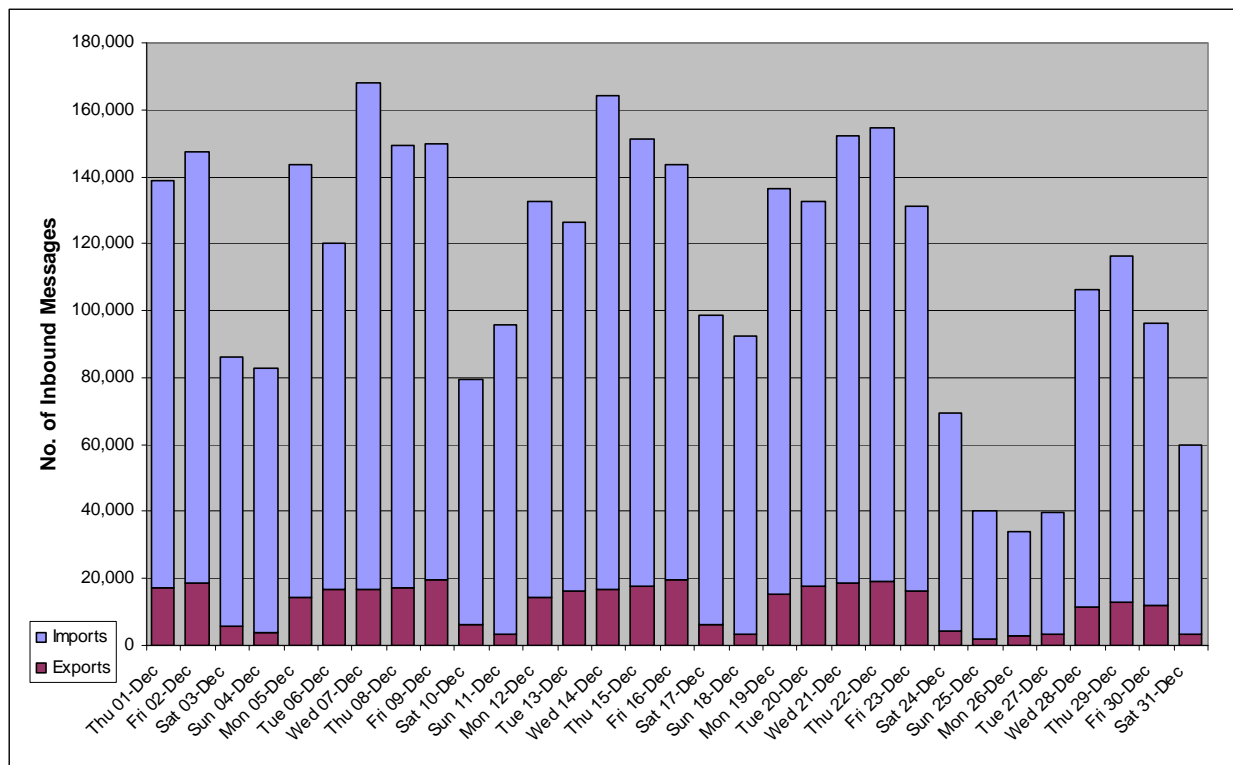
#### 2.1.1 Summary

Thu 01-Dec-11 to Sat 31-Dec-11		Total
Exports	Inbound Messages Received by ICS	373,502
	Outbound Messages Sent to Clients	473,484
Imports	Inbound Messages Received by ICS	3,166,235
	Outbound Messages Sent to Clients	11,548,193

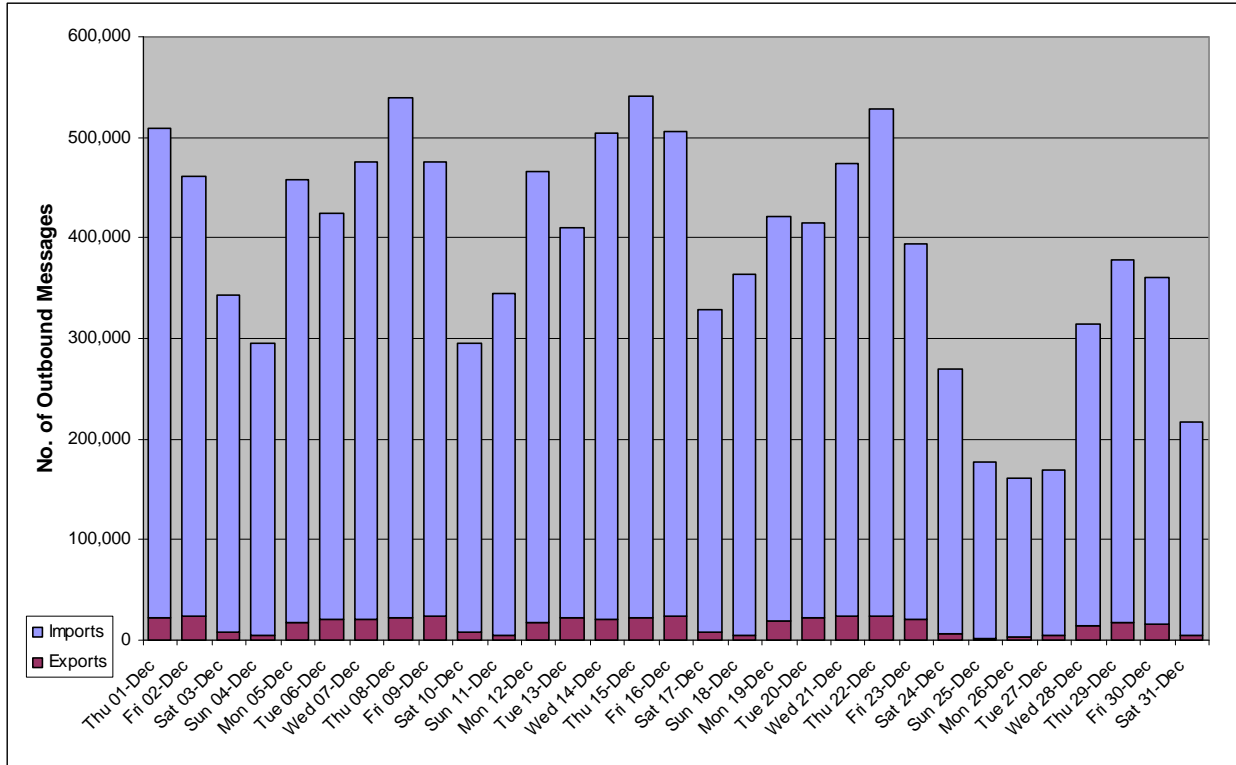
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import 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.

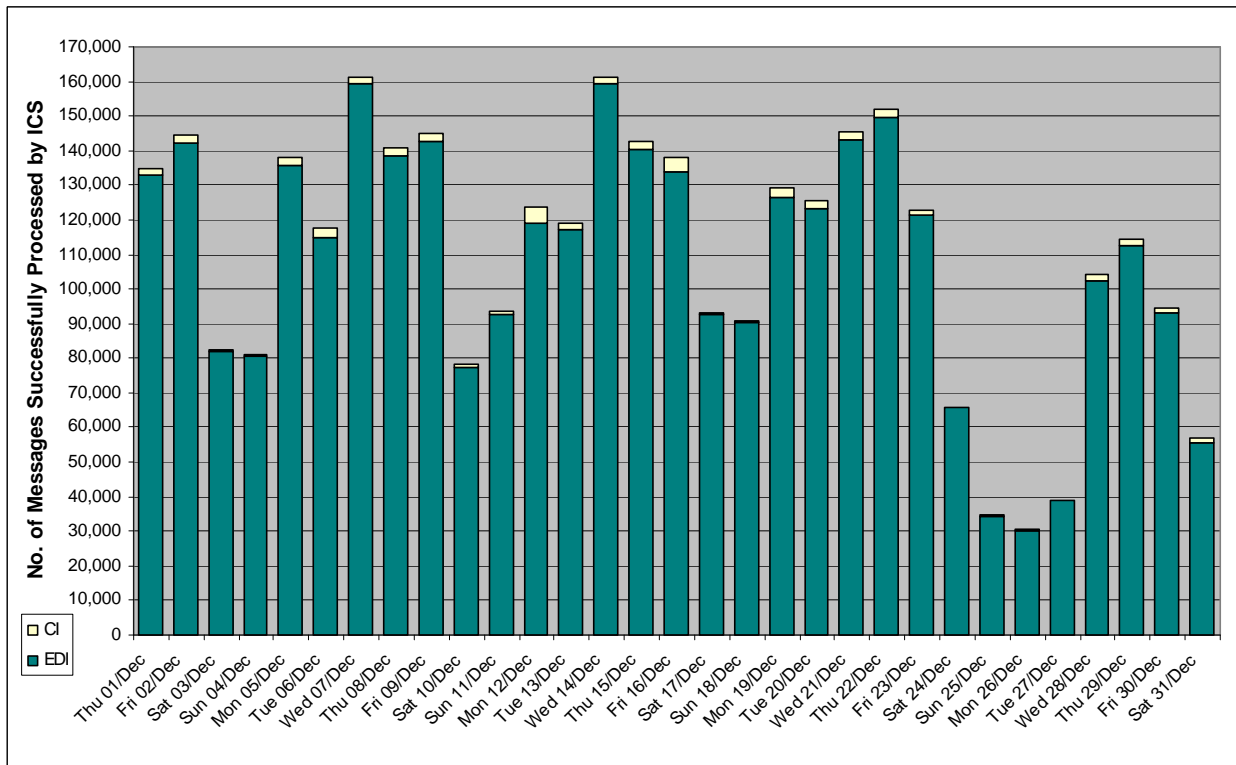
#### 2.1.2 Inbound Message Volume by Day (Dec-11)



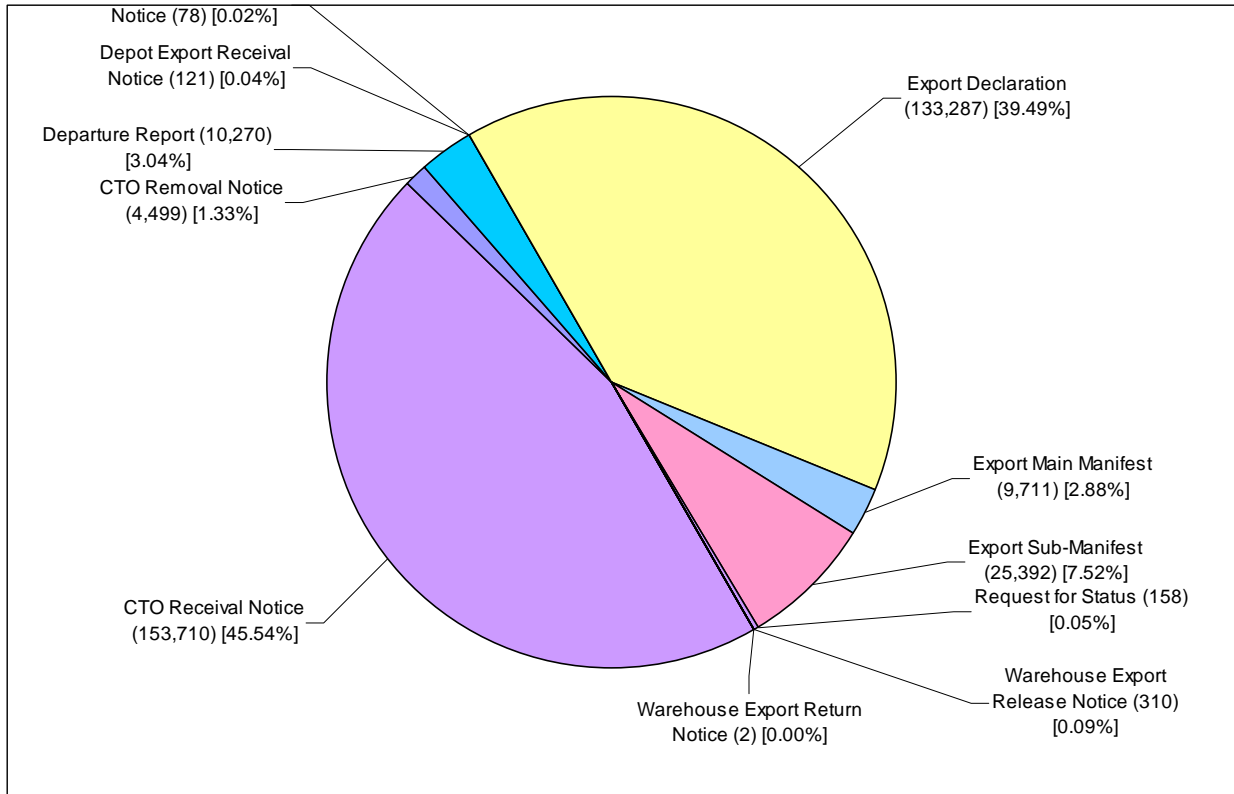
### 2.1.3 Outbound Message Volume by Day (Dec-11)



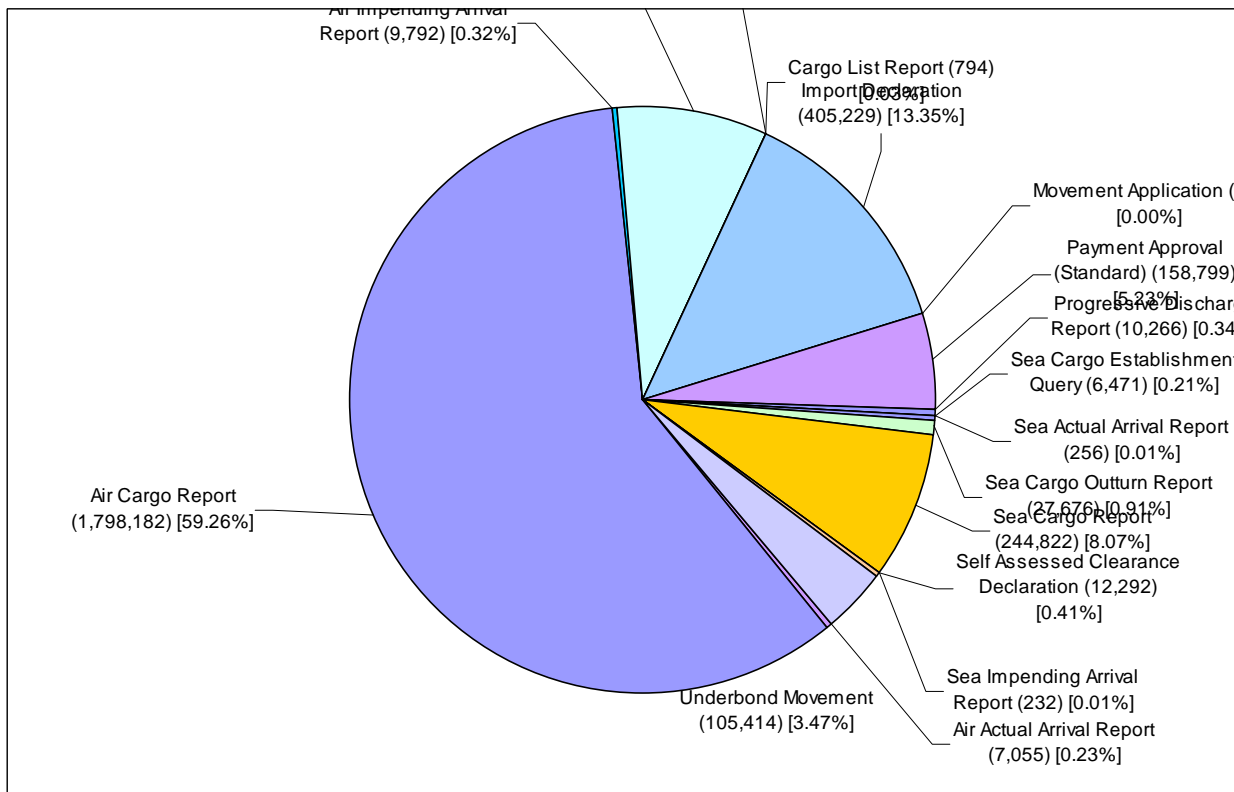
### 2.1.4 Production - Daily Successfully Processed ICS Messages (Dec-11)



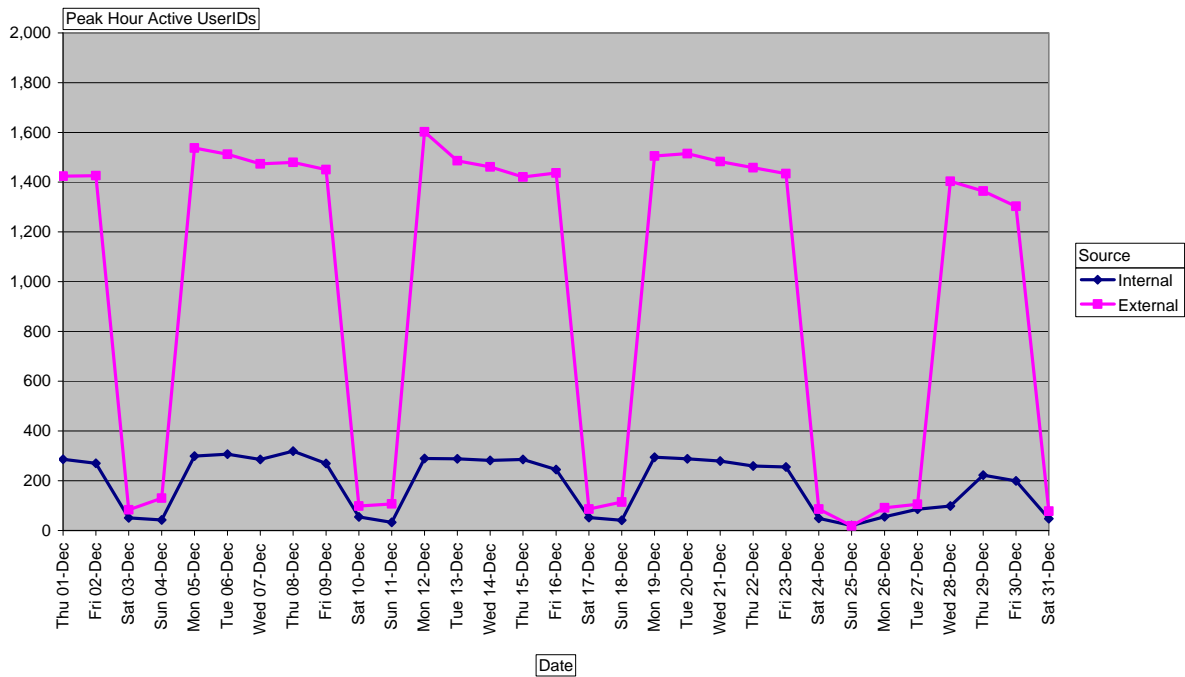
### 2.1.5 Exports Successfully Processed ICS Messages by Type (Dec-11)



### 2.1.6 Imports Successfully Processed ICS Messages by Type (Dec-11)

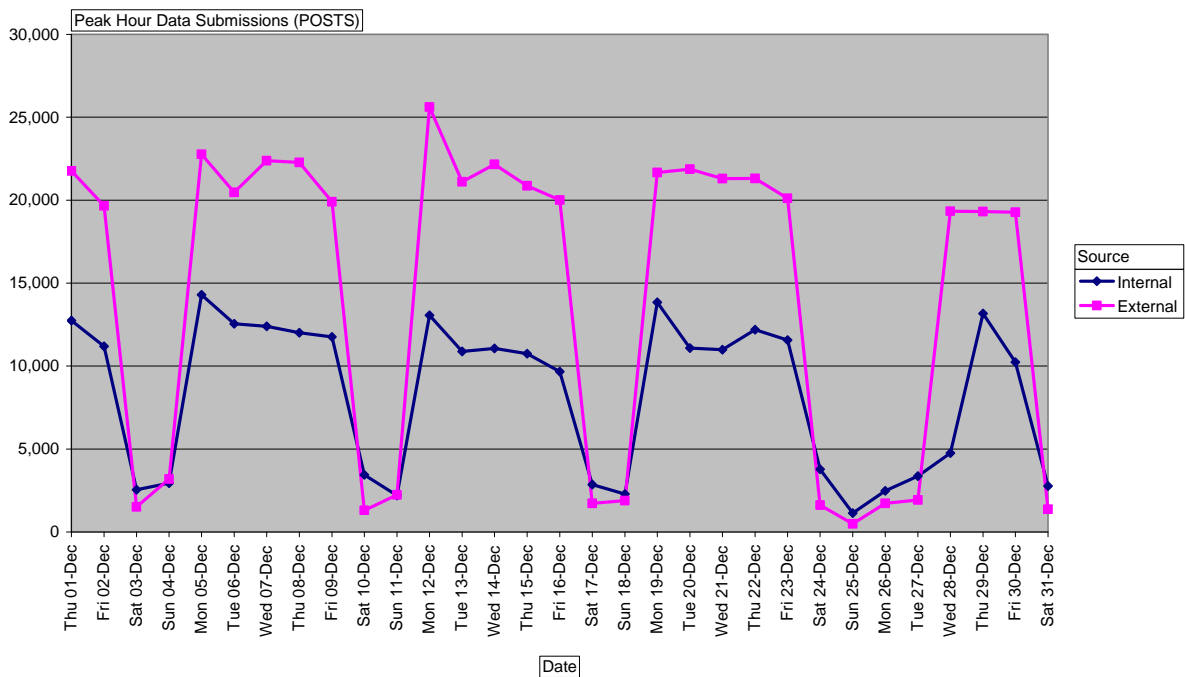


### 2.1.7 Customs Interactive Daily Peak Hour Active Users



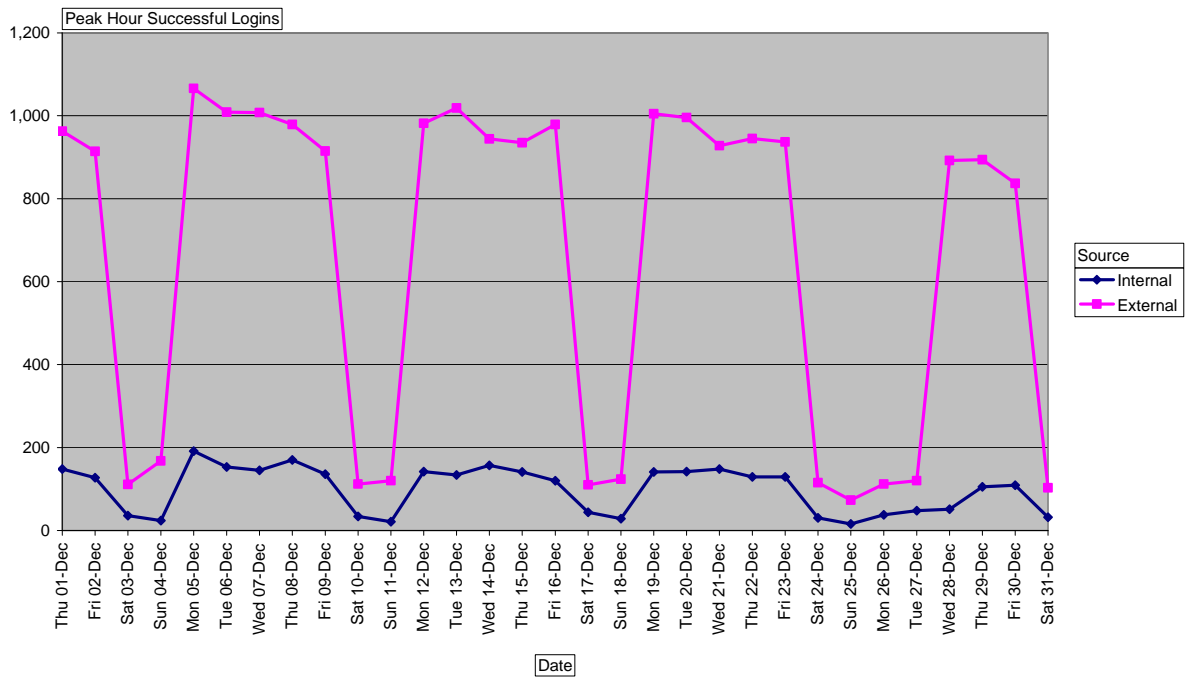
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

### 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

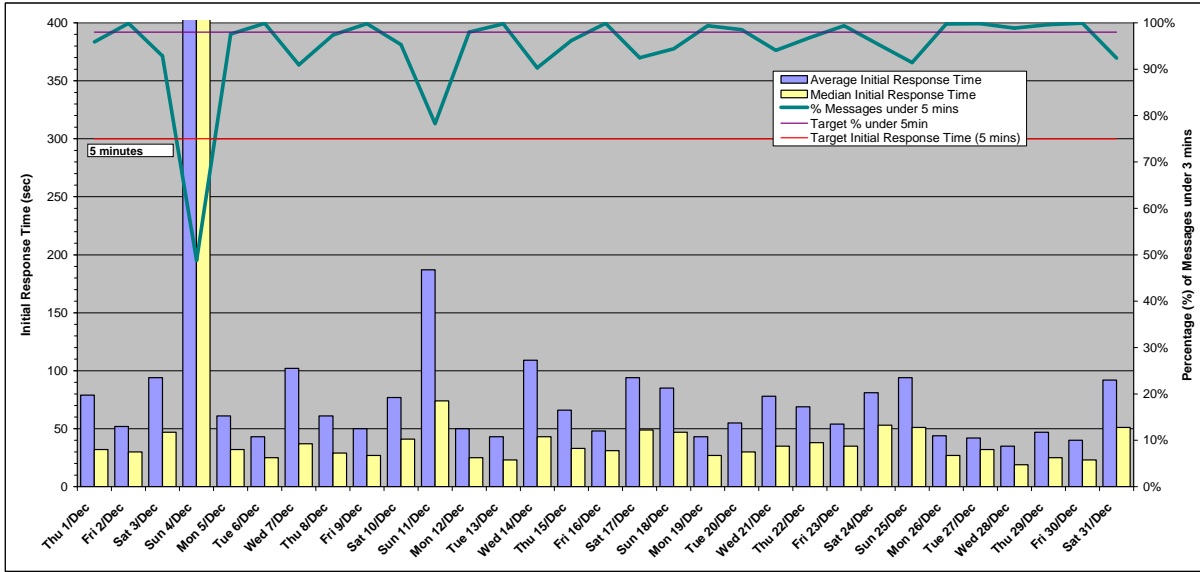


The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

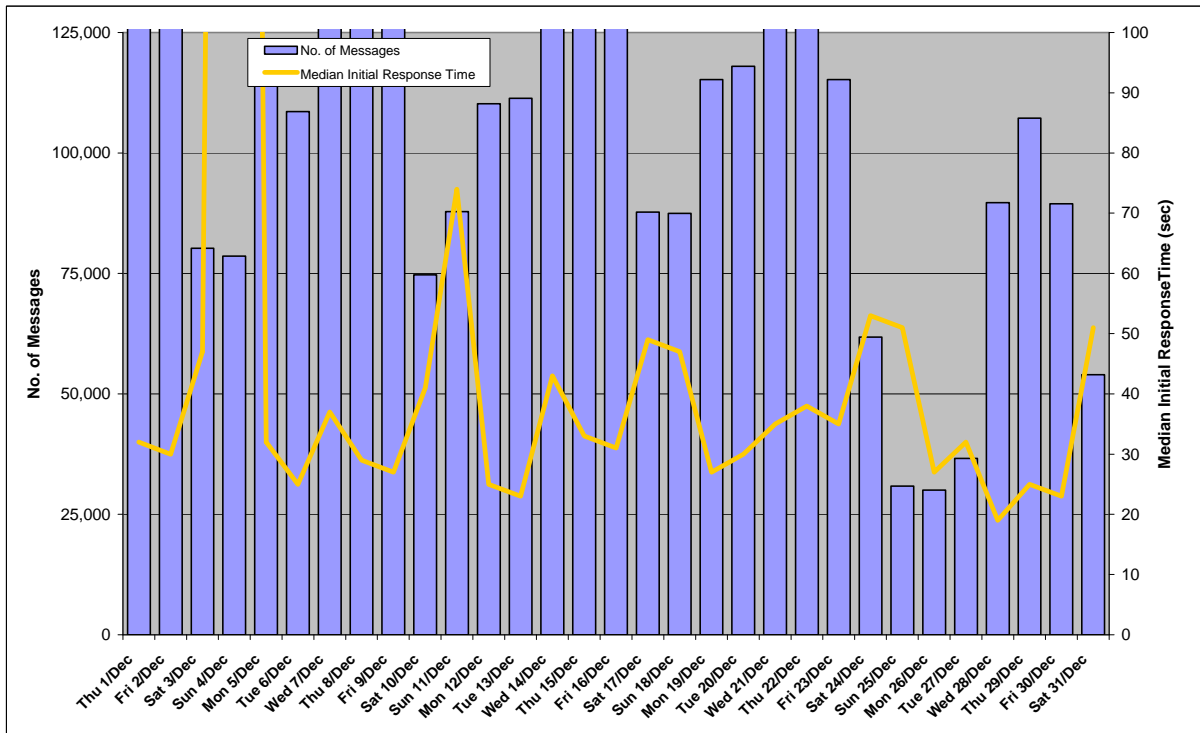


## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (Dec-11)



### 2.2.2 Daily EDI Message Initial Response Time and Message Volume (Dec-11)



## 3 Service Issues and Impacts

### 3.1 Outages

Date	Duration	Description
<b>December 2011</b>		
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.
<b>November 2011</b>		
None		
<b>October 2011</b>		
Tue 25 Oct 2011	11 hrs 31 mins	ICS logon screen unavailable to external users due to security certificate validation issue.
<b>September 2011</b>		
None		
<b>August 2011</b>		
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.
<b>July 2011</b>		
None		
<b>June 2011</b>		
Sun 19 Jun 2011	1 hr 46 mins	Scheduled outage window extended to ensure identified performance issues have been addressed.
<b>May 2011</b>		
None		
<b>April 2011</b>		
None		
<b>March 2011</b>		
Sun 27 Mar 2011	4 hrs	Emergency outage to install extra memory.
<b>February 2011</b>		
None		
<b>January 2011</b>		
None		

### 3.2 Not Performing as Expected

Date	Duration	Description
<b>December 2011</b>		
Fri 30 Dec 2011	32 hrs	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
<b>November 2011</b>		
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.
<b>October 2011</b>		
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.
<b>September 2011</b>		
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.
<b>August 2011</b>		
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.
<b>July 2011</b>		
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.
<b>June 2011</b>		
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.
<b>May 2011</b>		
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.
<b>April 2011</b>		
Thu 28 Apr 2011	3 hrs 21 mins	External EFT reports were delayed by 3 hours 21 minutes.
Wed 27 Apr 2011	1 hr 34 mins	External EFT reports were delayed by 1 hour 54 minutes. Some users received incomplete data in reports, rectified by next day's report.
Thu 21 Apr 2011	4 hrs 11 mins	All ICS users advised system experiencing slower than normal response times due to high pre Easter volume of transactions.
Thu 07 Apr 2011	2 hrs 45 mins	External EFT reports were delayed by 2 hours 45 minutes.
Wed 06 Apr 2011	2 hrs 17 mins	External EFT reports were delayed by 2 hours 17 minutes.
<b>March 2011</b>		
Thu 31 Mar 2011	3 hrs 40 mins	CCF queue manager issue, resolved by server reboot.
Wed 23 Mar 2011	6 hrs 42 mins	ICS users report slow performance.
Thu 17 Mar 2011	2 hrs 32 mins	External EFT reports were delayed by 152 minutes.
Thu 10 Mar 2011	1 hr 2 mins	External EFT reports were delayed by 62 minutes.
<b>February 2011</b>		
Thu 03 Feb 2011	504 hrs 31 mins	Import Declaration Invoice Terms rule change deployed on 01/01/11 contained error. Fix deployed to correct error.
<b>January 2011</b>		
Fri 28 Jan 2011	41 mins	External EFT reports were delayed by 41 minutes.

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