



# Integrated Cargo System Production Report May 2009

**Date Prepared:** 15 June 2009

**Prepared by:** Business Solutions Branch, Information Technology Division

## Production Report – May 2009

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 1-June-08 to 31-May-09		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,409,477
	Outbound Messages Sent to Clients	5,528,128
<b>Imports</b>	Inbound Messages Received by ICS	22,631,296
	Outbound Messages Sent to Clients	76,865,053

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.

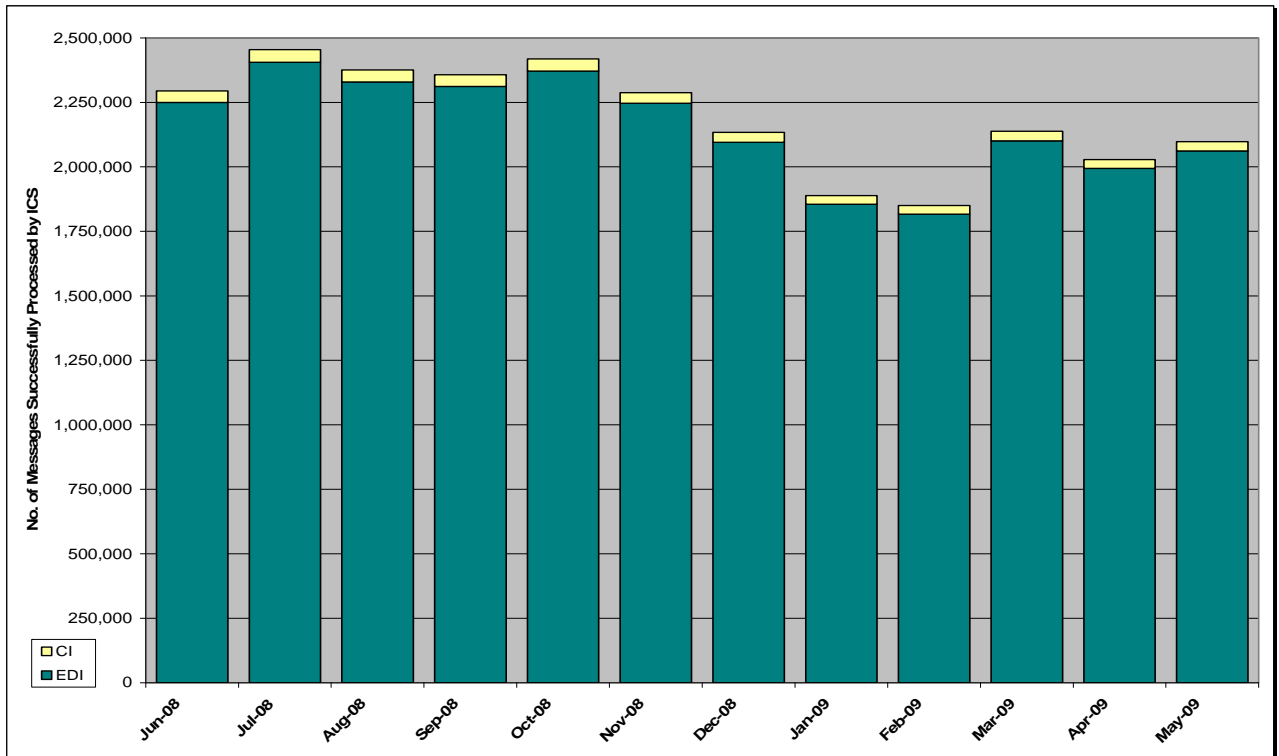
As at midnight **Thursday 4 June 09**, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	19,681,324
<b>Imports</b>	80,094,043
<b>Total</b>	99,775,367

**Note:**

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

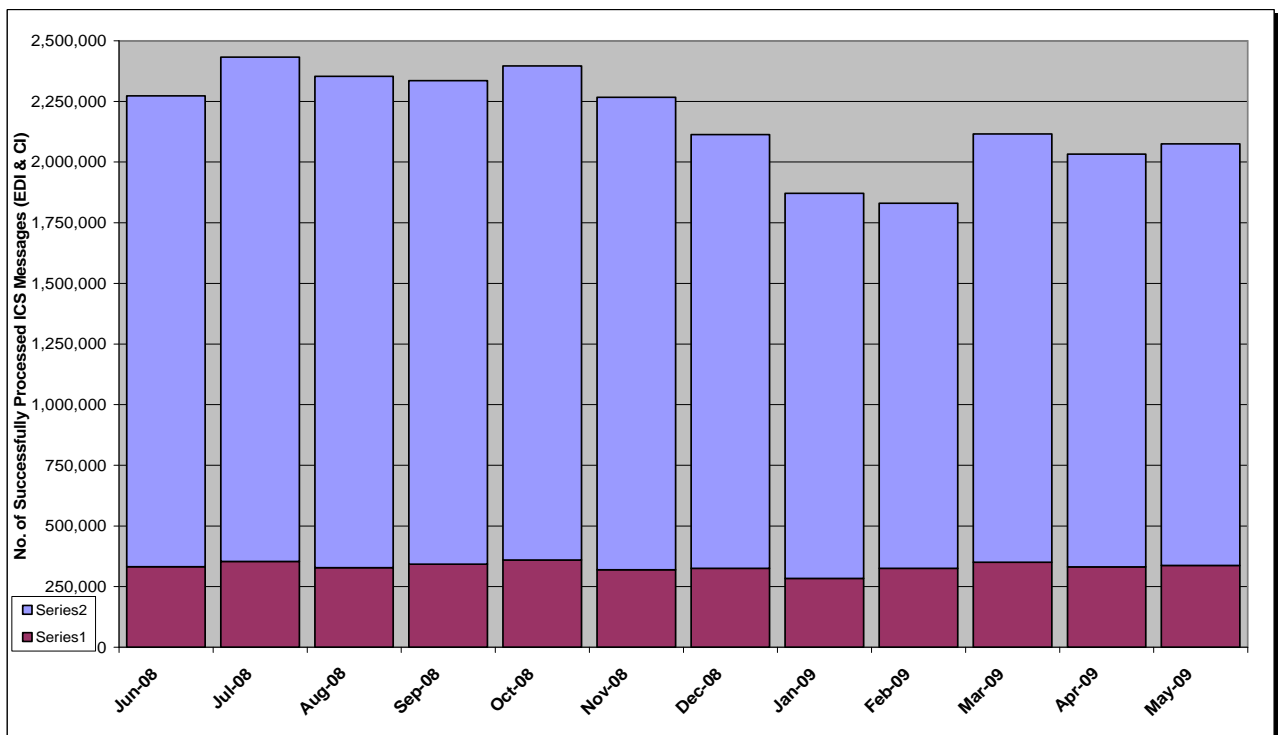
### 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



**Note:**

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

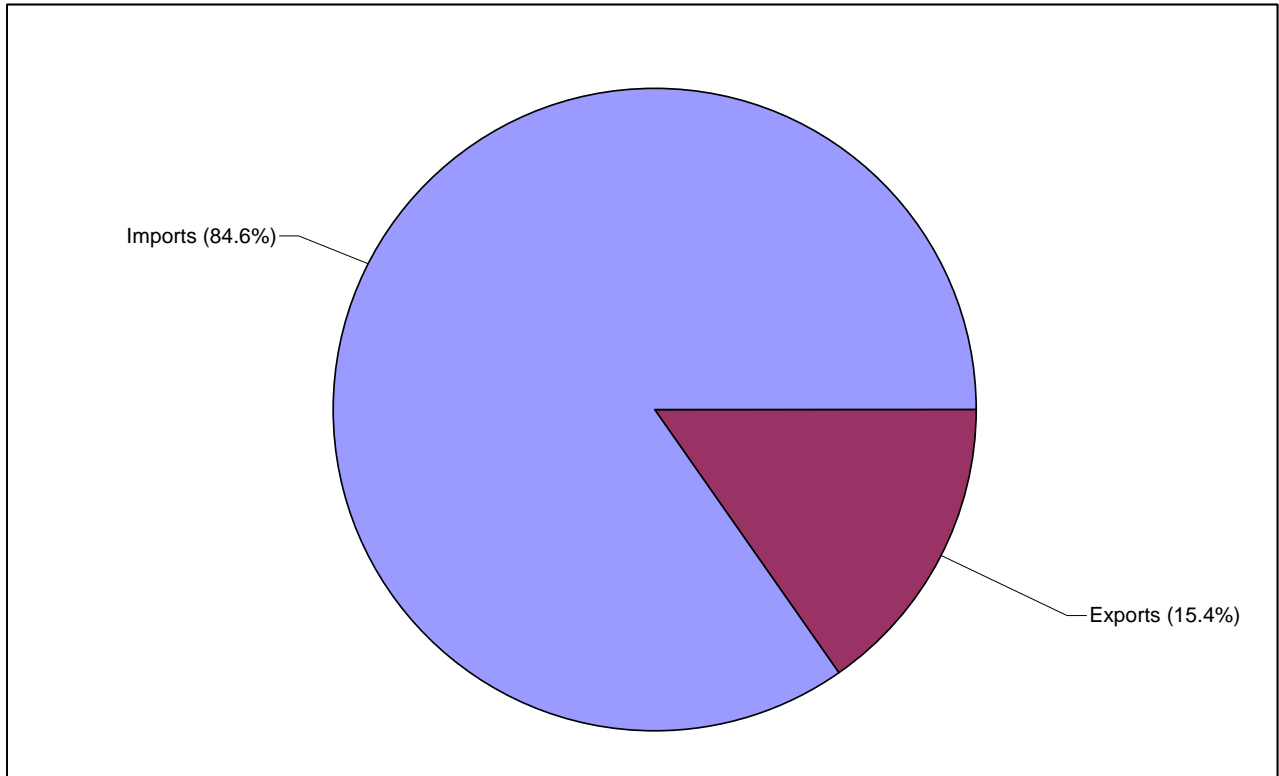
### 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



**Note:**

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

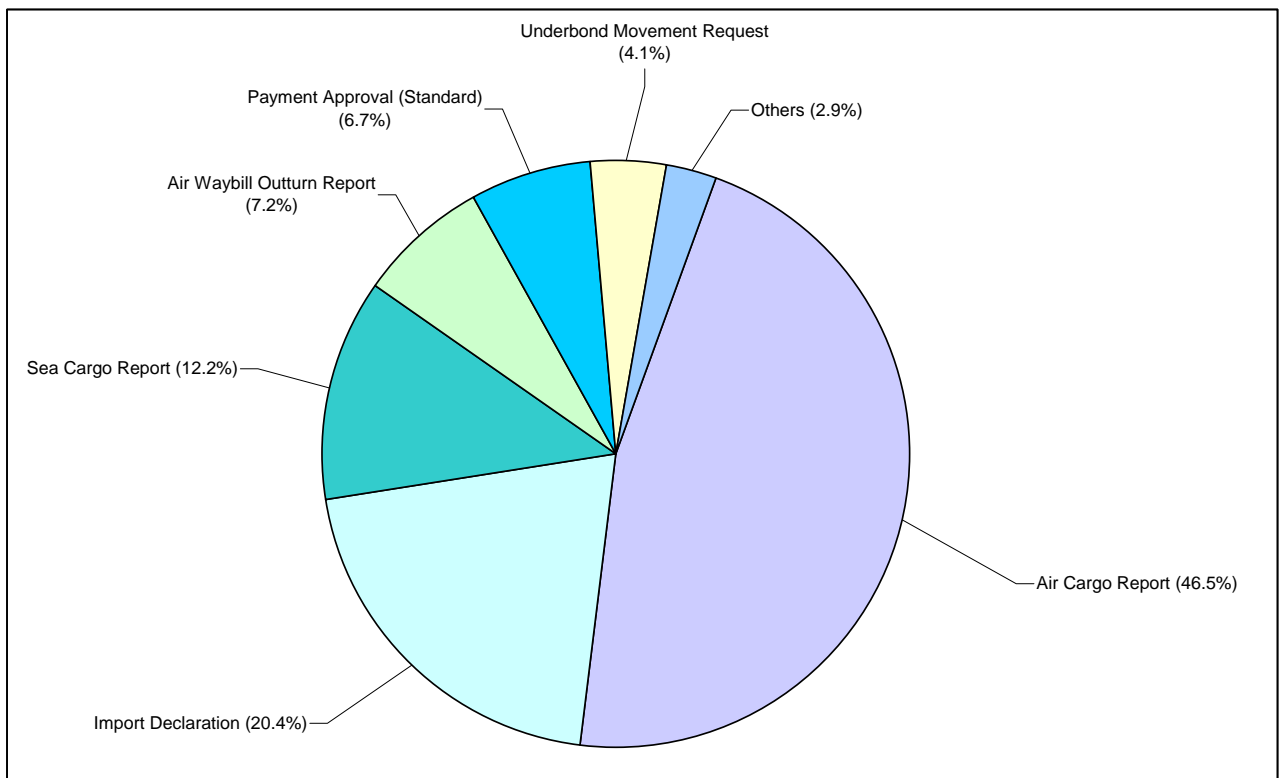
### 1.1.4 Successfully Processed ICS Messages by Category (1-June-08 to 31-May-09)



**Note:**

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

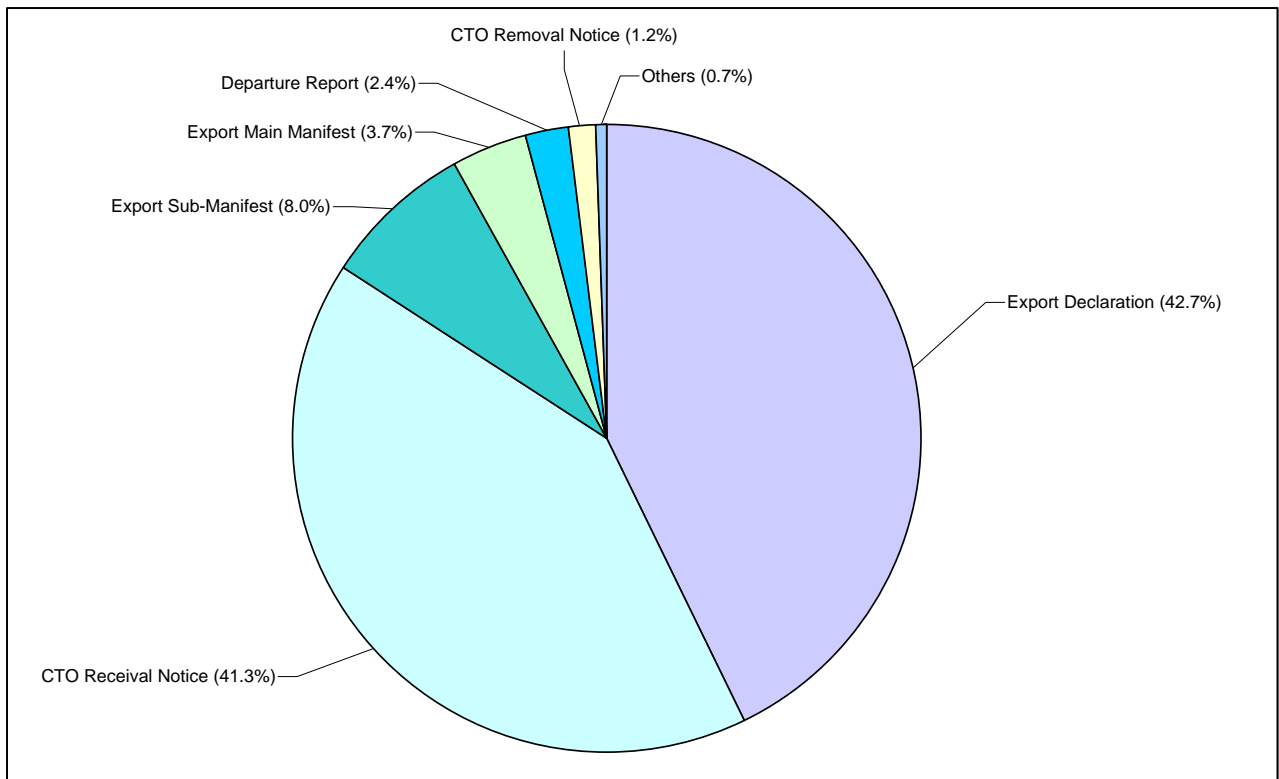
### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-June-08 to 31-May-09)



**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-June-08 to 31-May-09)



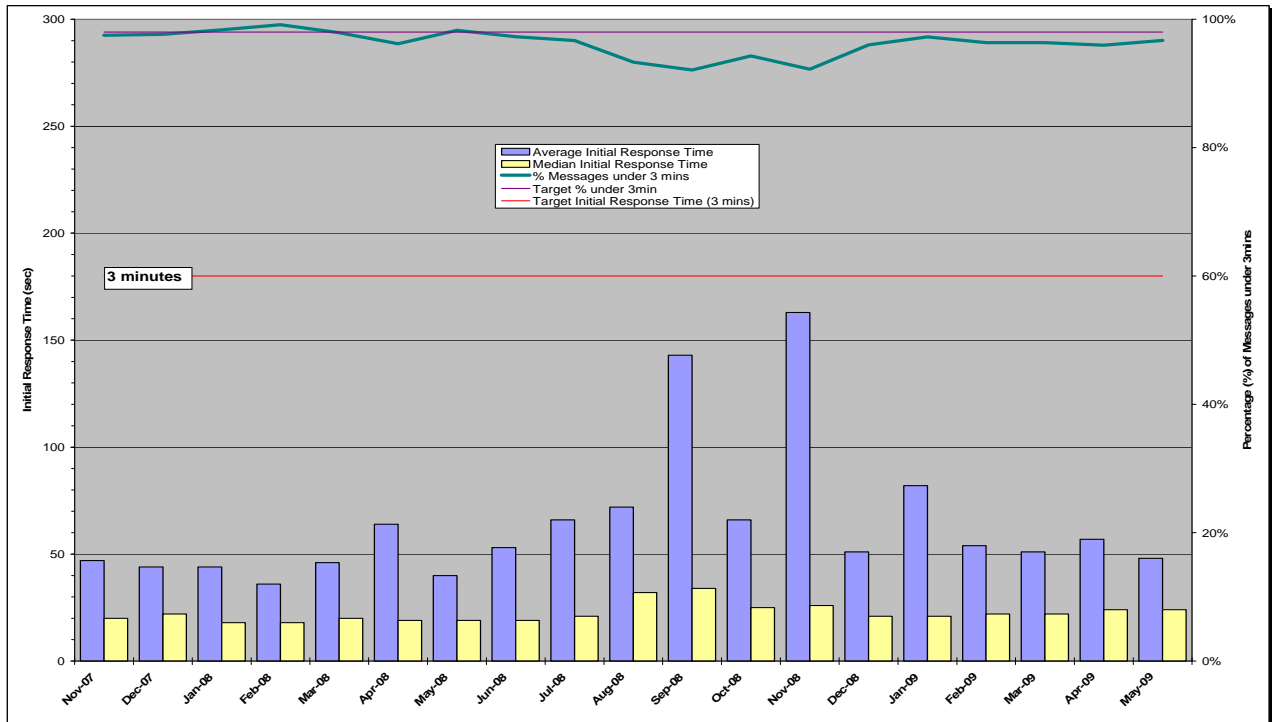
**Note:**

“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

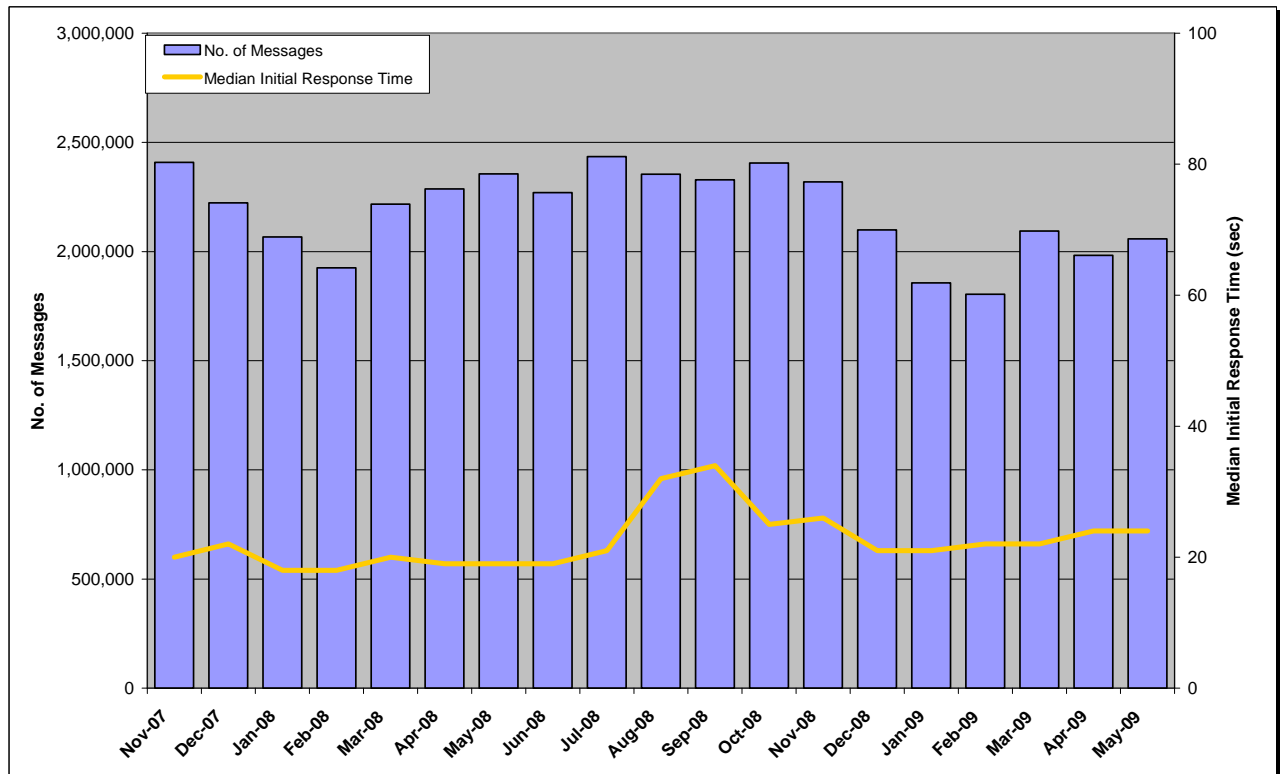
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs.

### 1.2.1 Monthly EDI Message Initial Response Time



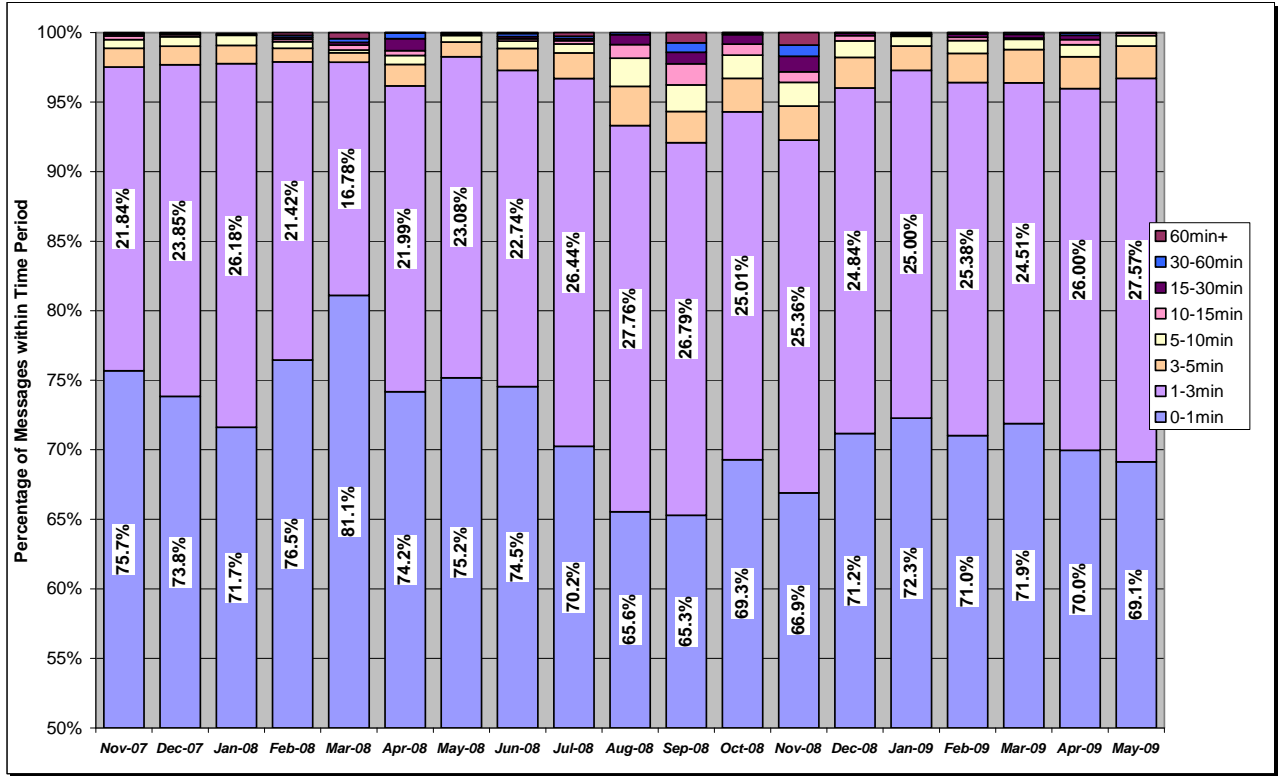
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 3 minutes.

### 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



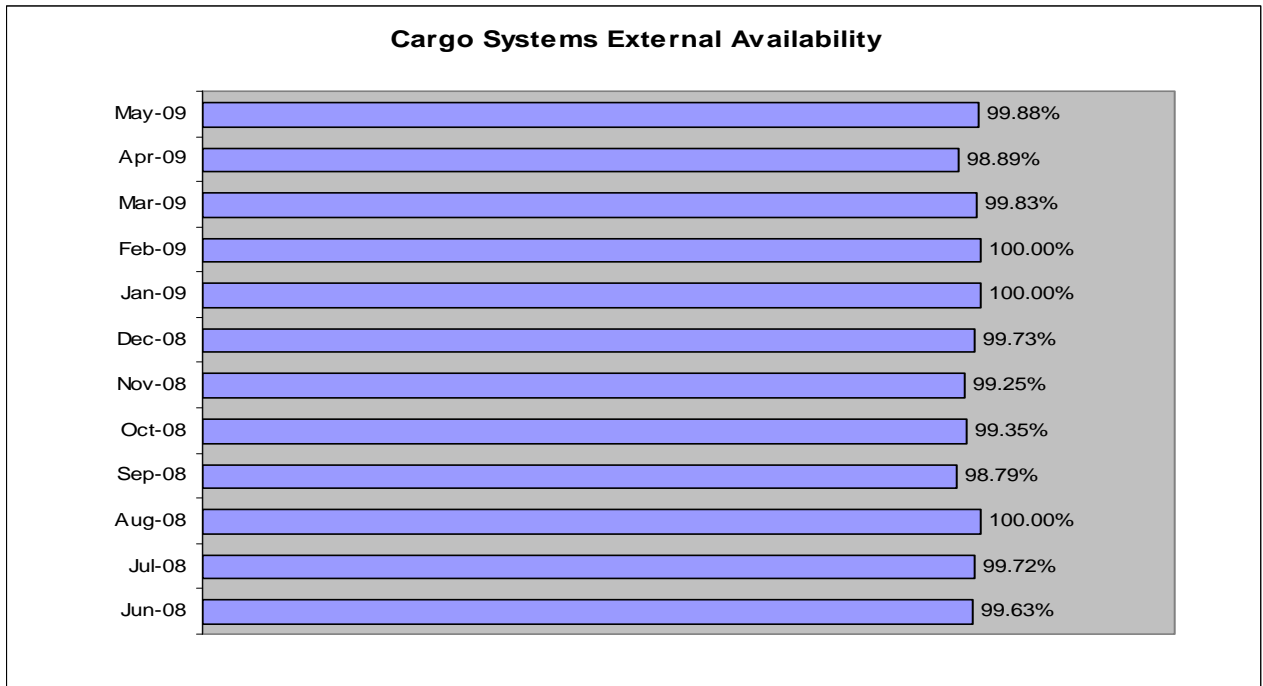
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs.



### 1.3 Service Availability

#### 1.3.1 Service Available – External

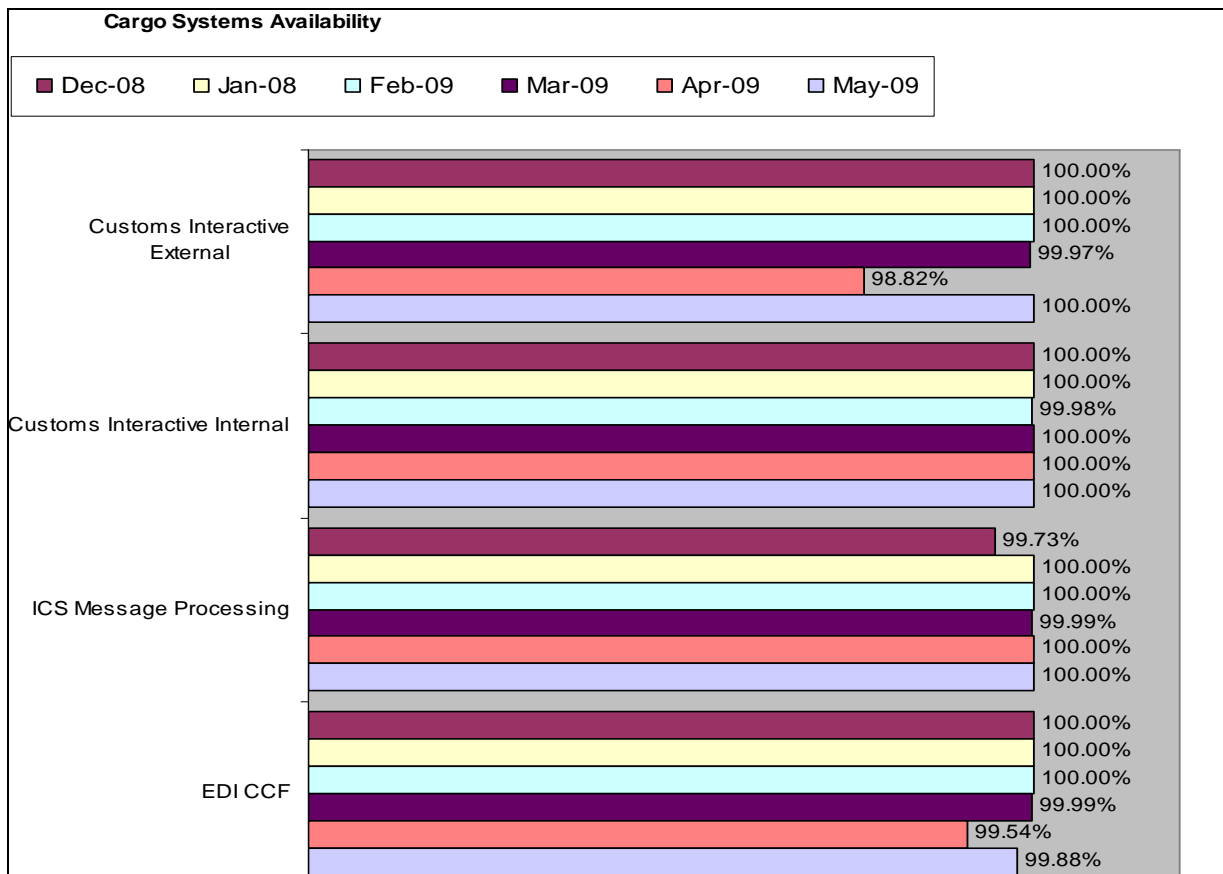
Average availability of services to Customs clients for the 12 months 1-June-08 to 31-May-09 was 99.59%.



**Note:**

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

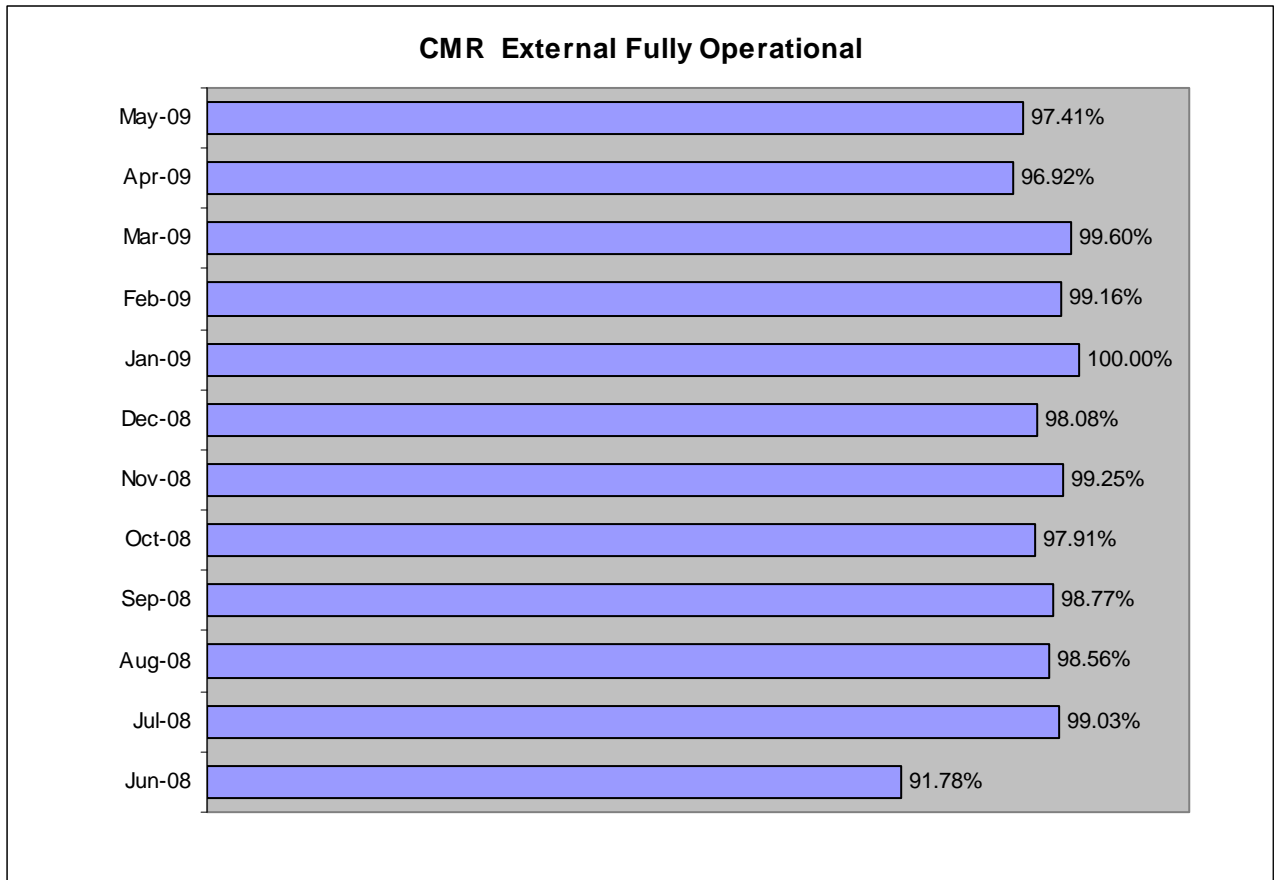
#### 1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 0, page 18.

### 1.3.3 Service Fully Operational

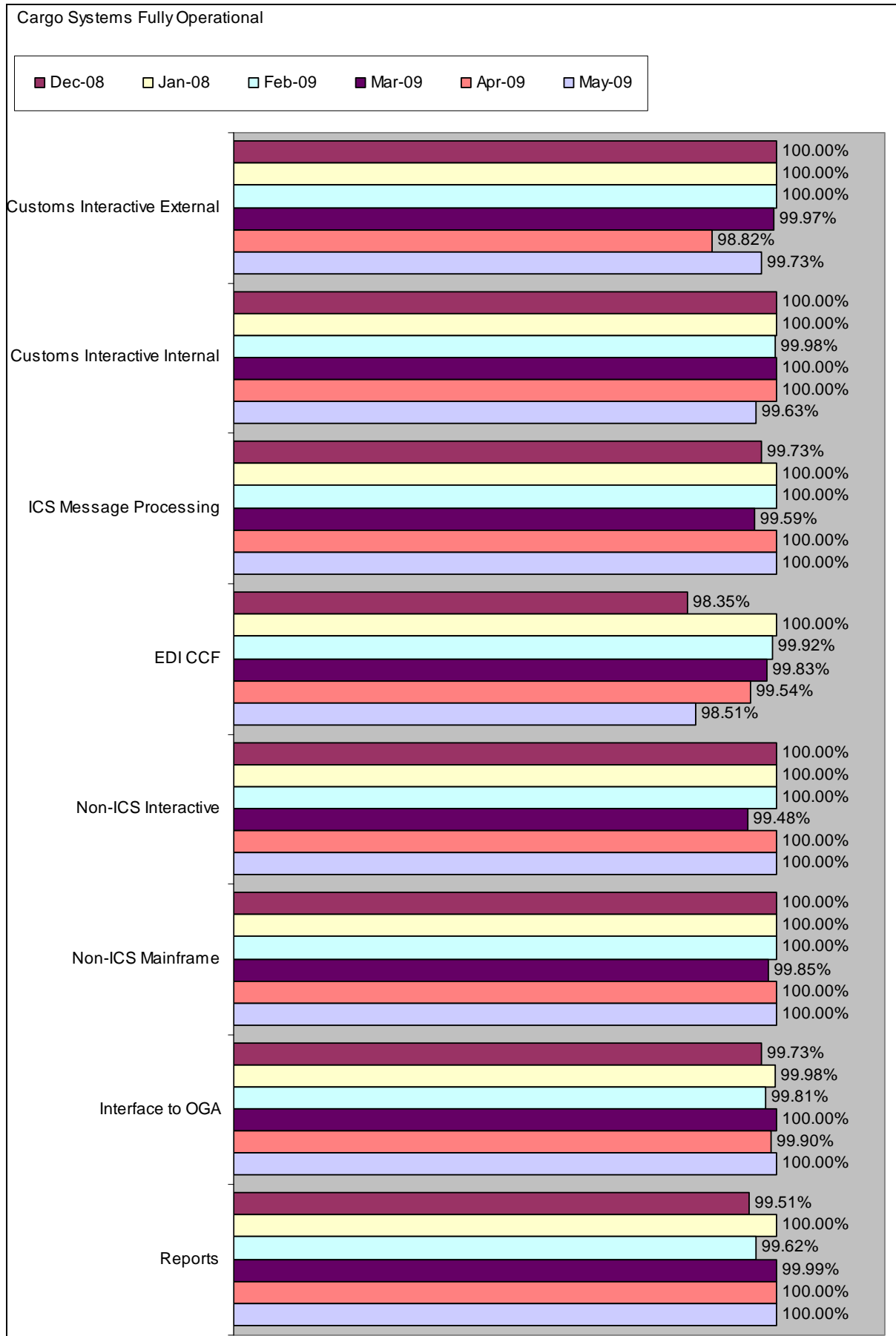
Average operational effectiveness of services for the 12 months 1-June-08 to 31-May-09 was 98.04%.



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 0, page 18.

## 2 Monthly Detail (May 09)

### 2.1 System Activity

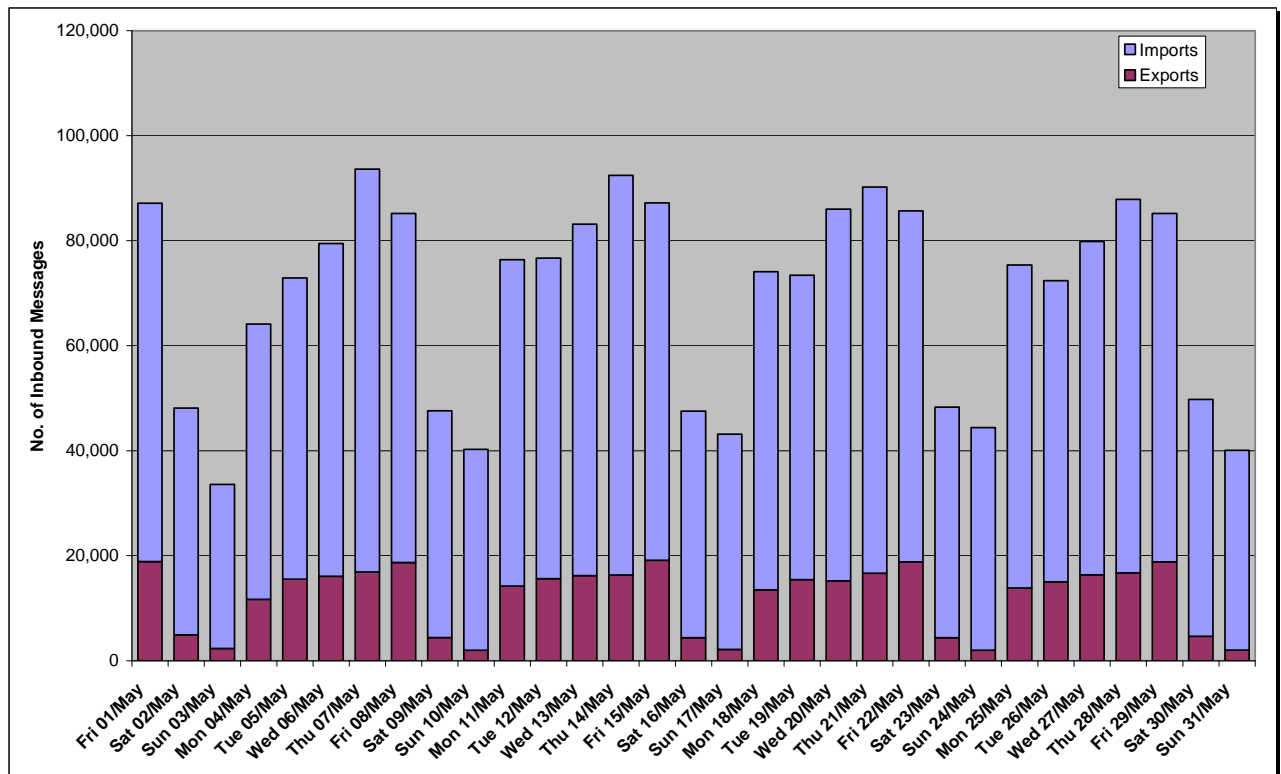
#### 2.1.1 Summary

Sun 01-May-09 to Tue 31-May-09		Total
<b>Exports</b>	Inbound Messages Received by ICS	372,979
	Outbound Messages Sent to Clients	471,719
<b>Imports</b>	Inbound Messages Received by ICS	1,778,021
	Outbound Messages Sent to Clients	6,119,841

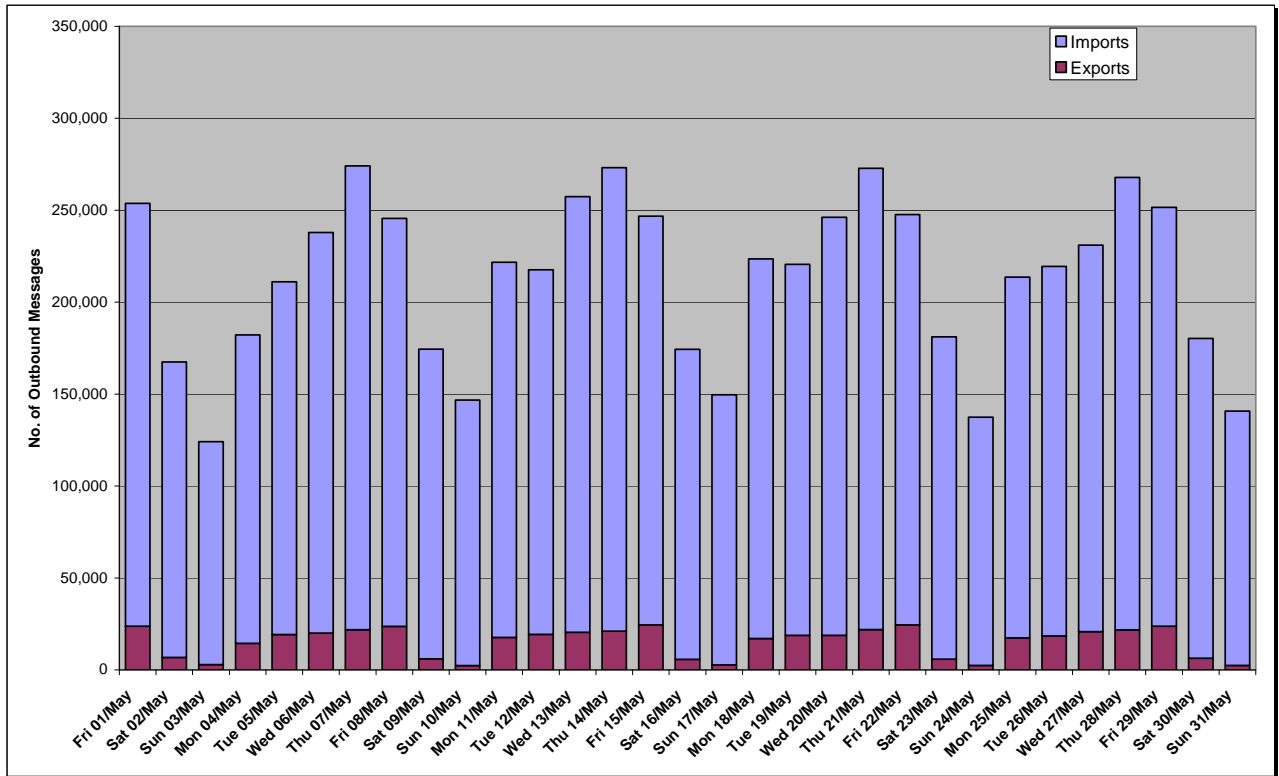
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import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

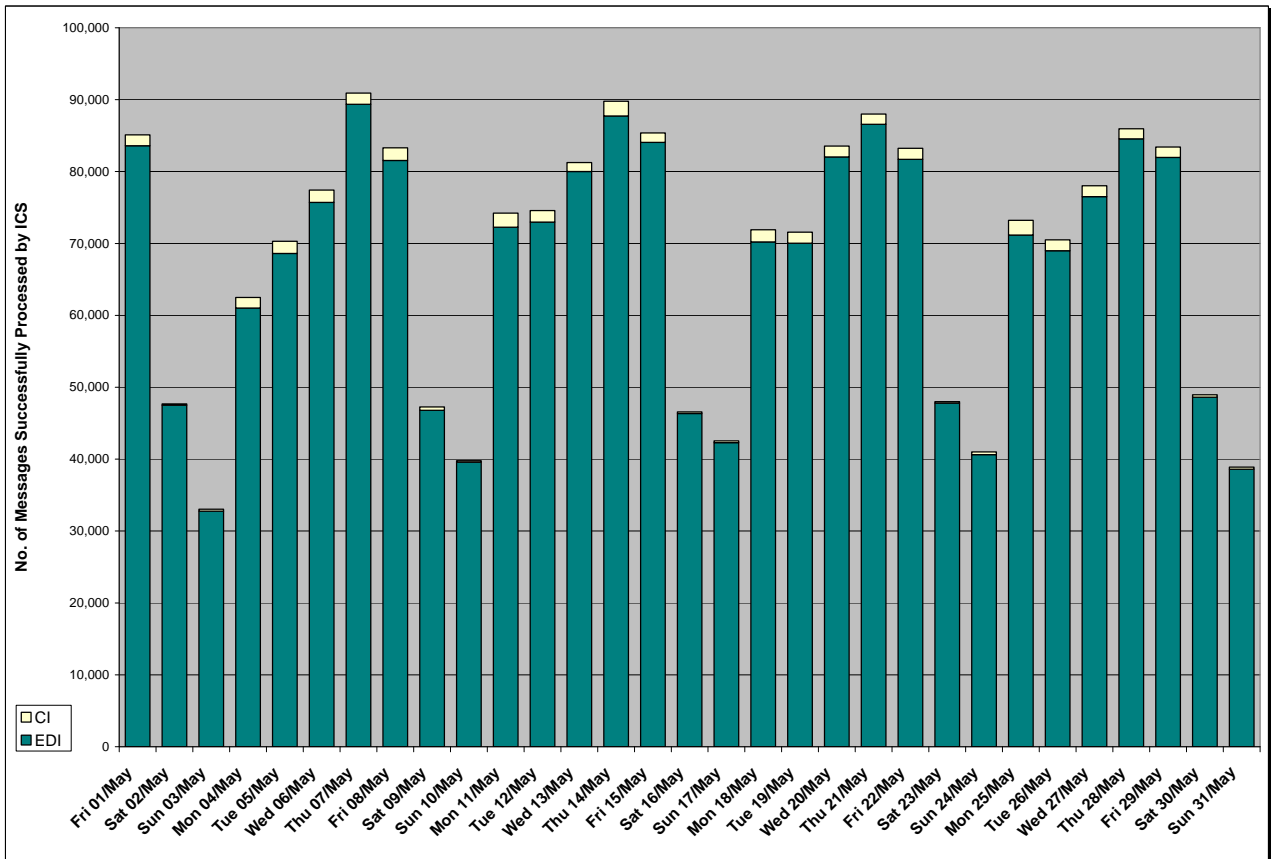
#### 2.1.2 Inbound Message Volume by Day (May 09)



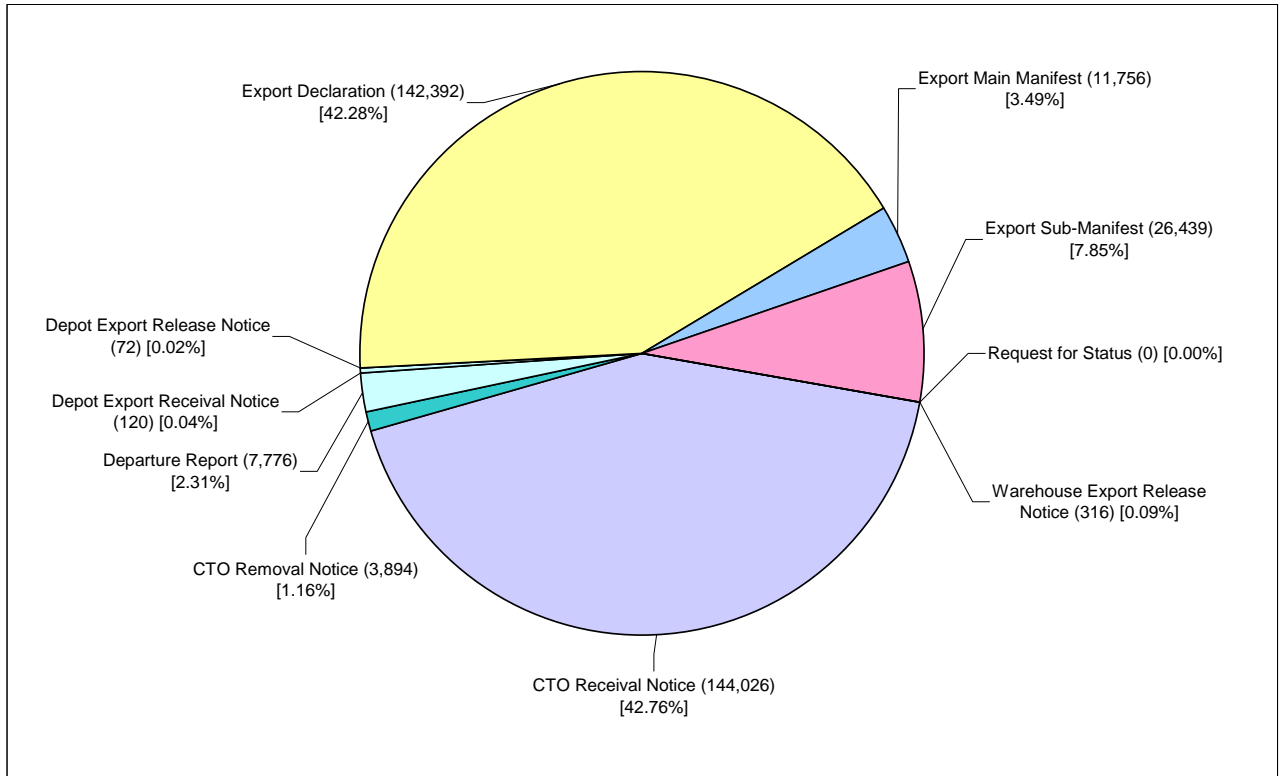
### 2.1.3 Outbound Message Volume by Day (May 09)



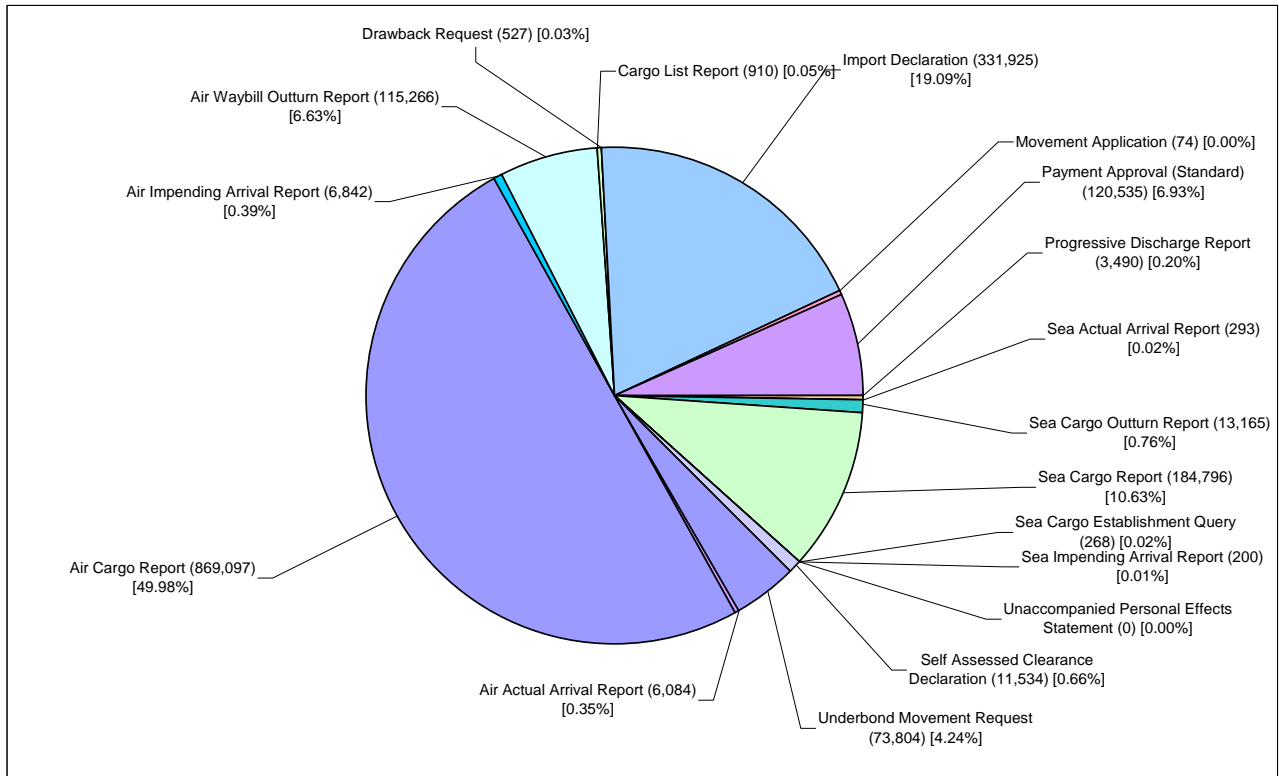
### 2.1.4 Production - Daily Successfully Processed ICS Messages (May 09)



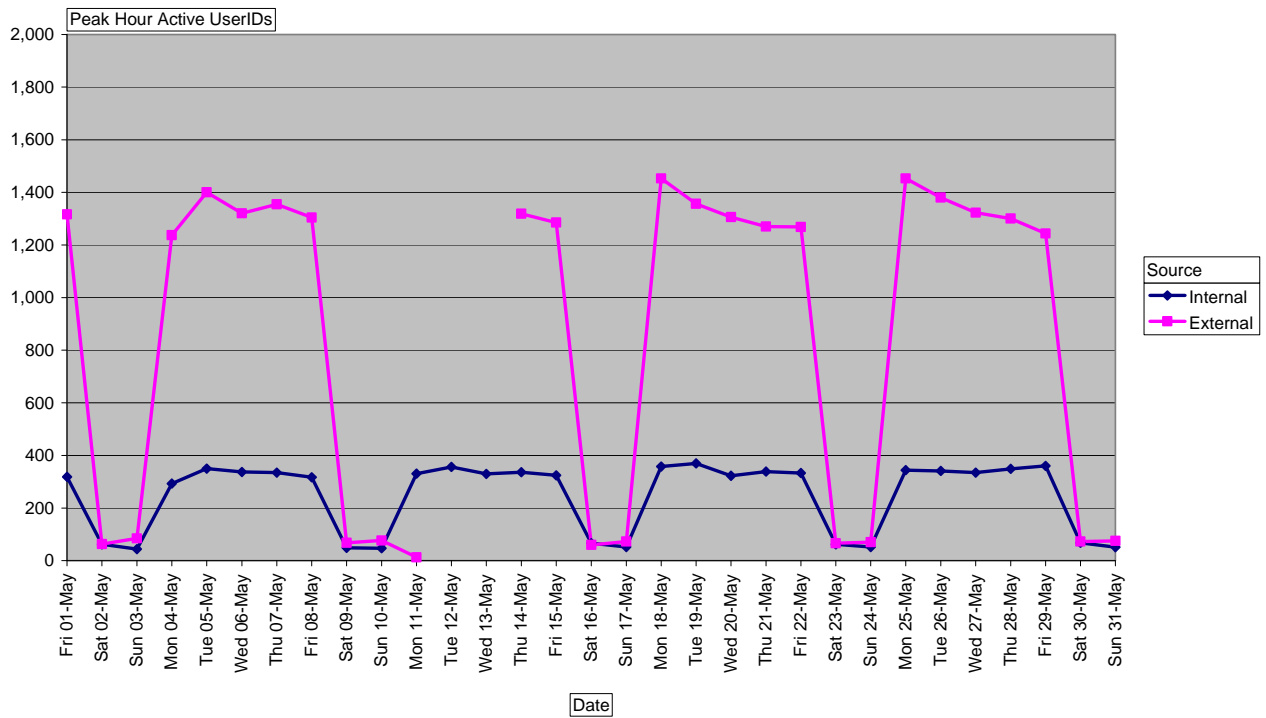
### 2.1.5 Exports Successfully Processed ICS Messages by Type (May 09)



### 2.1.6 Imports Successfully Processed ICS Messages by Type (May 09)

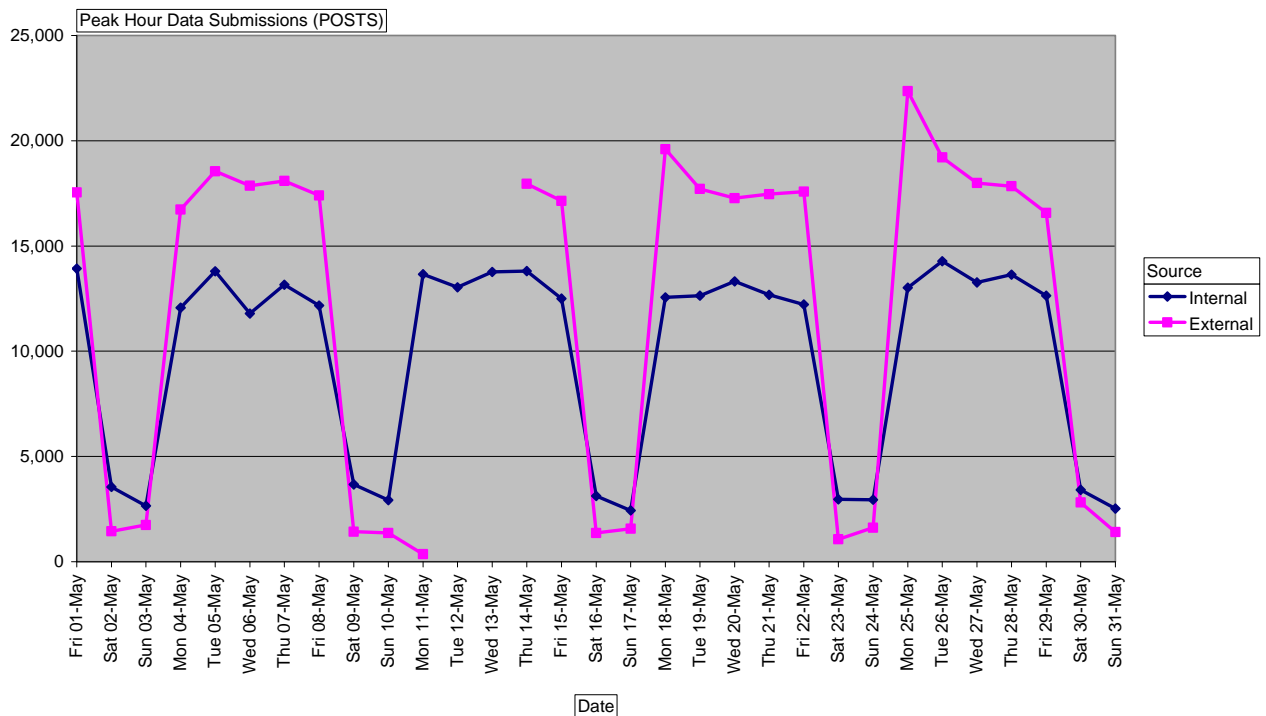


### 2.1.7 Customs Interactive Daily Peak Hour Active Users



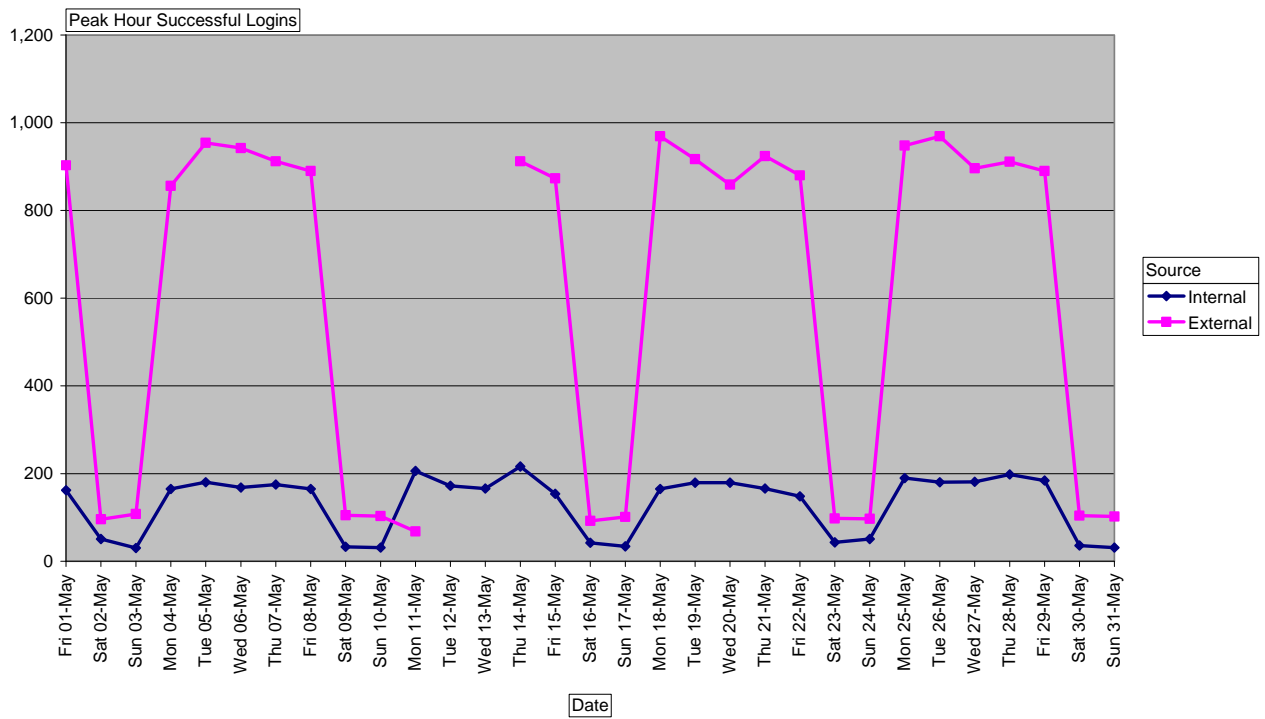
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

### 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

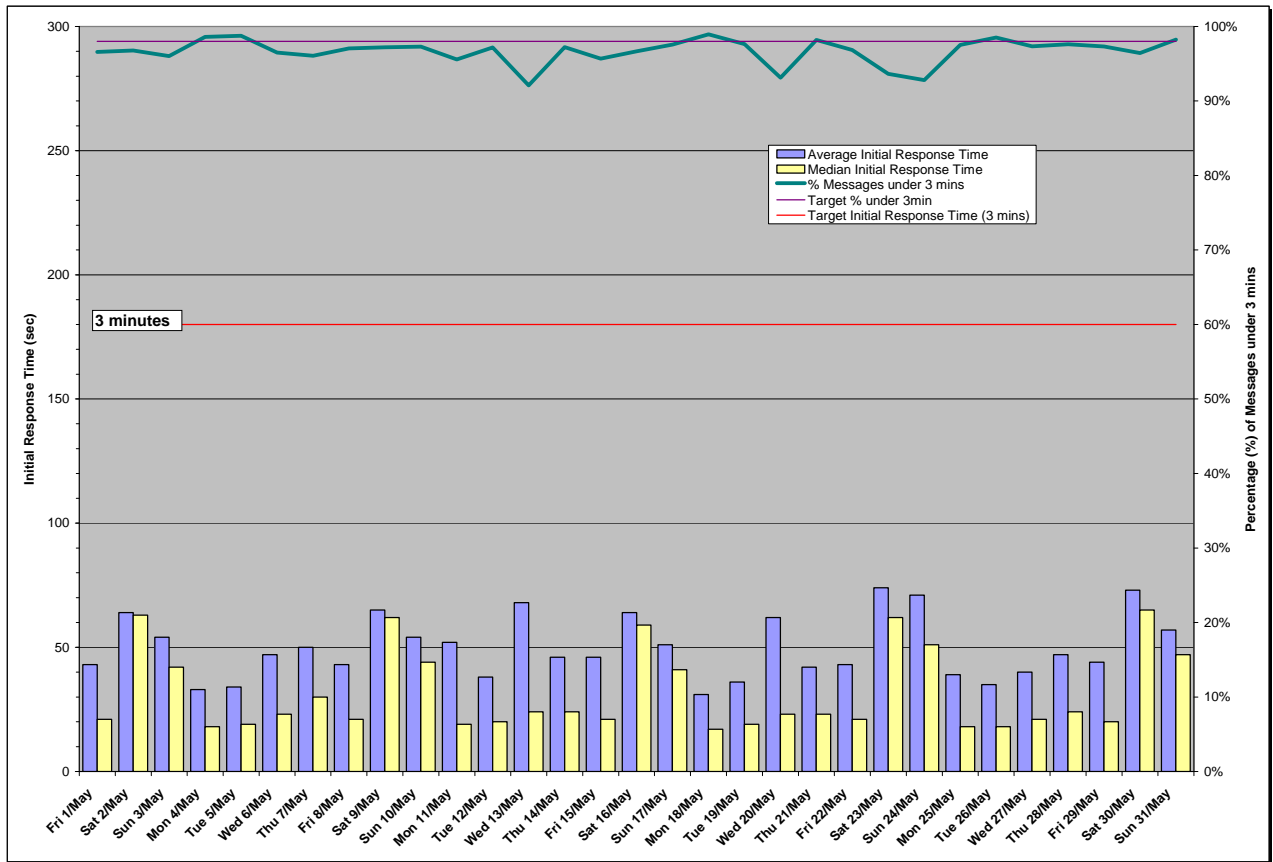


The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

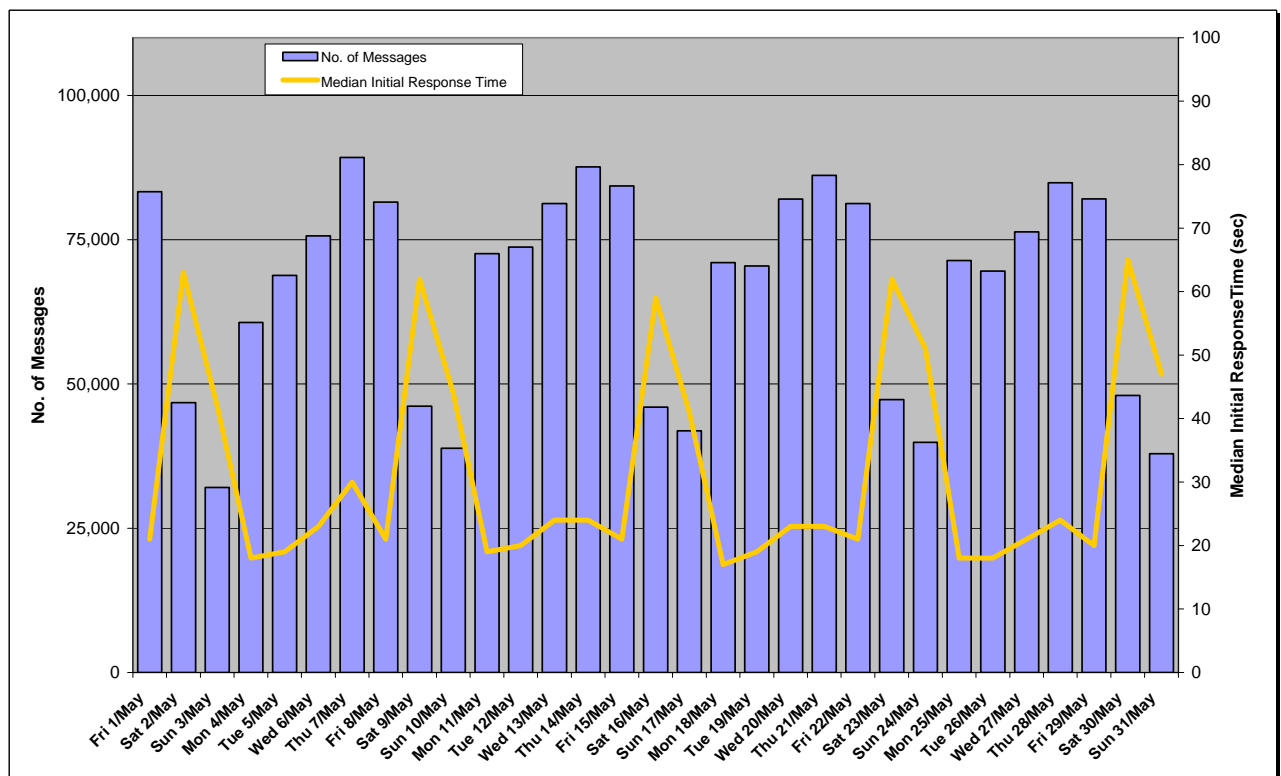


## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (May 09)



### 2.2.2 Daily EDI Message Initial Response Time and Message Volume (May 09)



## Service Issues and Impacts

### 2.3 Outages

Date	Duration	Description
<b>May 2009</b>		
Wed 27 May 09	56 mins	A system user account on a CCF server expired causing database connection failures shortly before a scheduled outage on 27 May, resulting in all inbound EDI messages failing for 56 minutes. The account was reactivated and set to a non-expiring account to prevent future reoccurrences. An additional slowdown of 10.25 hours occurred while the previously failed messages were reprocessed
<b>April 2009</b>		
Wed 15 Apr 09	3 hours 15 mins	The F5 switches in the gateway had a failure which caused an outage to CI external users. It also caused problems in downloading EDI reference files and AQIS connection. Service was restored after failing over to the backup switches.
Tue 7 Apr 09	4 hours 30 mins	Telco had a hardware failure which made the internet unavailable at BHDC. The secondary Telco had internal configuration issues which stopped it from working. Service was restored after the configuration issues were rectified by the back up Telco. EDI and CI External were affected during this period for all clients except Direct Connects.
<b>March 2009</b>		
Tue 17 Mar 09	15mins	A load balancer in CCF failed, causing messages to queue up. These messages were resent when service restored. No messages were lost.
<b>February 2009</b>		
None		
<b>January 2009</b>		
Wed 14 Jan 09	15 mins	Outage required to rectify a deployment problem that affected usage of the Underbond movement screen in ICS.
<b>December 2008</b>		
Wed 10 Dec 08	2 hours	Issues during deployment of an ICS upgrade resulted in an overrun of the deployment window.
<b>November 2008</b>		
Thu 27 Nov 08	3 hours 30min	EDI CCF slowed and then stopped due to file systems filling up. Housekeeping jobs were run to clear the filesystems, and the backlog processed.
Mon 17 Nov 08	2 hours	An underbond transaction was submitted that started to loop. This resulted in ICS triggers failing, and ICS outbound messages stopped. The EDI processing was restarted, and the significant backlog of messages were processed.
<b>October 2008</b>		
Wed 1 Oct 08	30min	A scheduled deployment took 30mins longer than expected, resulting in an additional 30min outage.
Wed 8 Oct 08	4 hours 12 mins	Export declarations could not be successfully lodged, as a result of an issue with the new ICS release. A code fix was deployed to correct the issue.
<b>September 2008</b>		
Mon 8 Sept 08	8hours 30 min	A failed maintenance job resulted in significant queuing in CCF EDI. This was exacerbated by problems in newly deployed industry software, resulting in excessive numbers of invalid messages being sent to Customs. Messages from two companies using this software were disallowed, to reduce the queuing. Messages finally cleared at 5:54pm. Work was then completed to address the problems in the maintenance job, and the job re-run.
<b>August 2008</b>		
None		
<b>July 2008</b>		
Wed 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.
<b>June 2008</b>		
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.

## 2.4 Not Performing as Expected

Date	Duration	Description
<b>May 2009</b>		
Tue 12 May 2009	8 hours	Exception Error when conducting searches for EDNs. During this 8 hour period, this search was the only aspect affected and was resolved by a deployment of ICS in the regular outage window.
<b>April 2009</b>		
Sat 4 Apr 2009	10 hours 30 mins	The border routers in the gateway had a hardware failure which stopped the flow of messages to clients connected to router 2 (TNT, FedEx & 1 Stop). Clients were failed over to their secondary communications whilst while service was restored.
<b>March 2009</b>		
Mon 2 Mar 09	5mins	Messages were delayed due to a node failure in CCF.
Mon 9 Mar 09	54 mins	Messages were delayed in CCF due to issues with the sql agent. The agent was restarted, which resolved the problem.
Tue 24 Mar 09	30 mins	ICS messages delayed 30 mins due to a large volume of incoming messages from AQIS. This was due to the AQIS link being down and message volumes accumulating.
Thu 26 Mar 09	8 hours	EXAMS running very slowly. This was due to network issues within the Baulkham Hills Data Centre.
Fri 27 Mar 09	8 hours	EXAMS running very slowly. This was due to network issues within the Baulkham Hills Data Centre.
Mon 30 Mar 09	3 hours 30 mins	TARCON running very slowly. This was due to network issues within the Baulkham Hills Data Centre
<b>February 2009</b>		
Thu 19 Feb 09	5 hours	ICS reports were unable to be sent to the internal reports repository, due to lack of space. Old files were removed to free up space, and jobs re-run.
Tue 17 Feb 09	24 mins	The ICS CI External & Internal interface was unavailable for 24 minutes.
Various	N/A	There were several instances of CCF servers failing during the month, that resulted in small numbers of EDI messages being corrupted. In some cases these were recovered, however in other instances clients were required to resend messages. This issue is due to known ongoing infrastructure problems.
<b>January 2009</b>		
Wed 21 Jan 09	13 hours	CCF outbound messages were affected by maintenance in the CCF environment. 3,500 messages that were affected were resent.
Wed 14 Jan 09	10 hours	Users were unable to access underbond movements in ICS, due to a deployment issue.
<b>December 2008</b>		
Thu 11 Dec 08	8 hours 40mins	ICS Teradata reporting was delayed due to the failure of the CA7 batch scheduler on the ICS mainframe.
Wed 10 Dec 08	5 hours	5% of EDI inbound messages were being rejected due to an introduced code defect which wasn't handling a particular special character sequence in a message (a single quote). An emergency change was deployed which corrected the problem.
<b>November 2008</b>		
None		
<b>October 2008</b>		
Wed 1 Oct 08	30 mins	A user running a transaction multiple times used a significant portion of available resources, causing a slowdown across all other applications. These transactions were cancelled and performance returned to normal. Changes have been made to ensure this transaction can not be run multiple times concurrently.
Thu 9 Oct 08	7 hours	Some users experienced problems submitting Export Declarations under certain conditions. A code fix was applied to resolve this issue.
Sat 11 Oct – Mon 13 Oct 08	60 hours	ICS and EXAMS running slowly, and in some cases transactions timing out. No root cause determined, but appeared to be connectivity issues, not application issues. Problems resolved on Monday.
Thu 23 Oct 08	2hours 24mins	Delays in ICS processing due to a looping underbond transaction. Transaction withdrawn, and processing times returned to normal.
Fri 31 Oct 08	30mins	Delays in ICS processing due to a looping underbond transaction. Transaction withdrawn, and processing times returned to normal.
<b>September 2008</b>		
Sun 28 Sept 08	8 hours	Connectivity issues due to faulty hardware in network. Router replaced and service restored.
Mon 22 Sept 08	1 hour	Delays in outbound messages due to maintenance jobs not running.
Fri 19 Sept 08	30mins	Delays in outbound messages due to very heavy load from INTERCEPT reporting
Fri 12 Sept 08	11mins	Delays in messages of 11mins from ICS due to very heavy load
Mon 1 Sept 08	2 hours	Delays of up to 10 mins for cargo movement due to queuing on the CCF transform node. Restarting WDI resolved the problem.
<b>August 2008</b>		

Date	Duration	Description
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.
<b>July 2008</b>		
Thu 31 July 08	1 hour	Slowdown in ICS due to looping Underbond transaction. Transaction cancelled and response times returned to normal.
Thu 17 July 08	6 hours	Export Dec resulted in looping transaction. Intervention and resolution completed before noticeable slowdown in ICS.
<b>June 2008</b>		
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.
<b>May 2008</b>		
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.

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End of document

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