



# Integrated Cargo System Production Report November 2008

**Date Prepared:** 16 December 2008  
**Prepared by:** Applications Branch, Customs IT

## Production Report – November 2008

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 1-Dec-07 to 30-Nov-08		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,499,028
	Outbound Messages Sent to Clients	5,650,800
<b>Imports</b>	Inbound Messages Received by ICS	23,885,220
	Outbound Messages Sent to Clients	81,784,906

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.

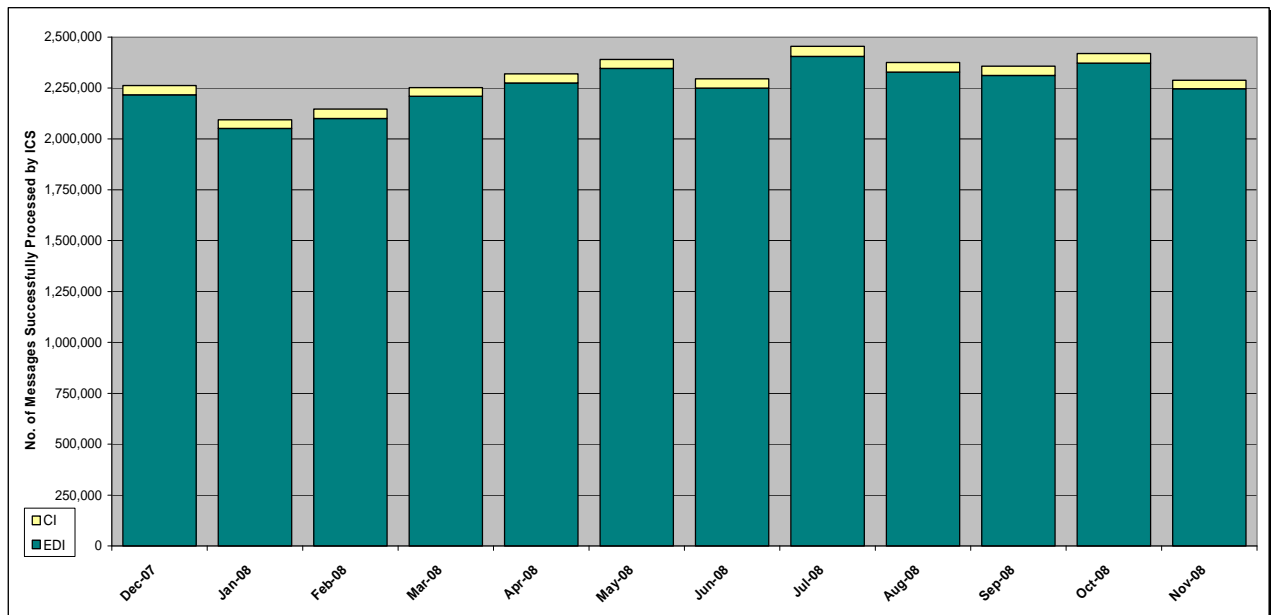
As at midnight **Wed 26 November 08**, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	17,520,885
<b>Imports</b>	69,616,978
<b>Total</b>	87,137,863

**Note:**

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

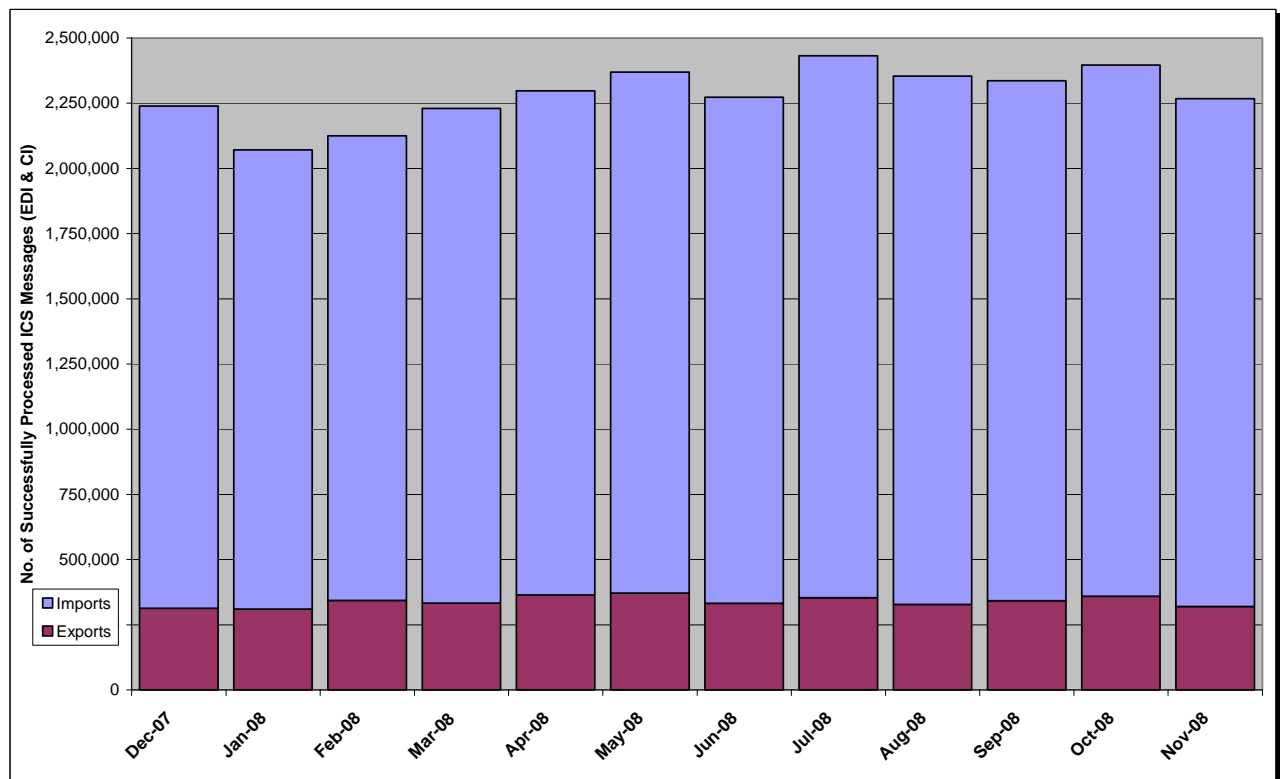
### 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



**Note:**

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

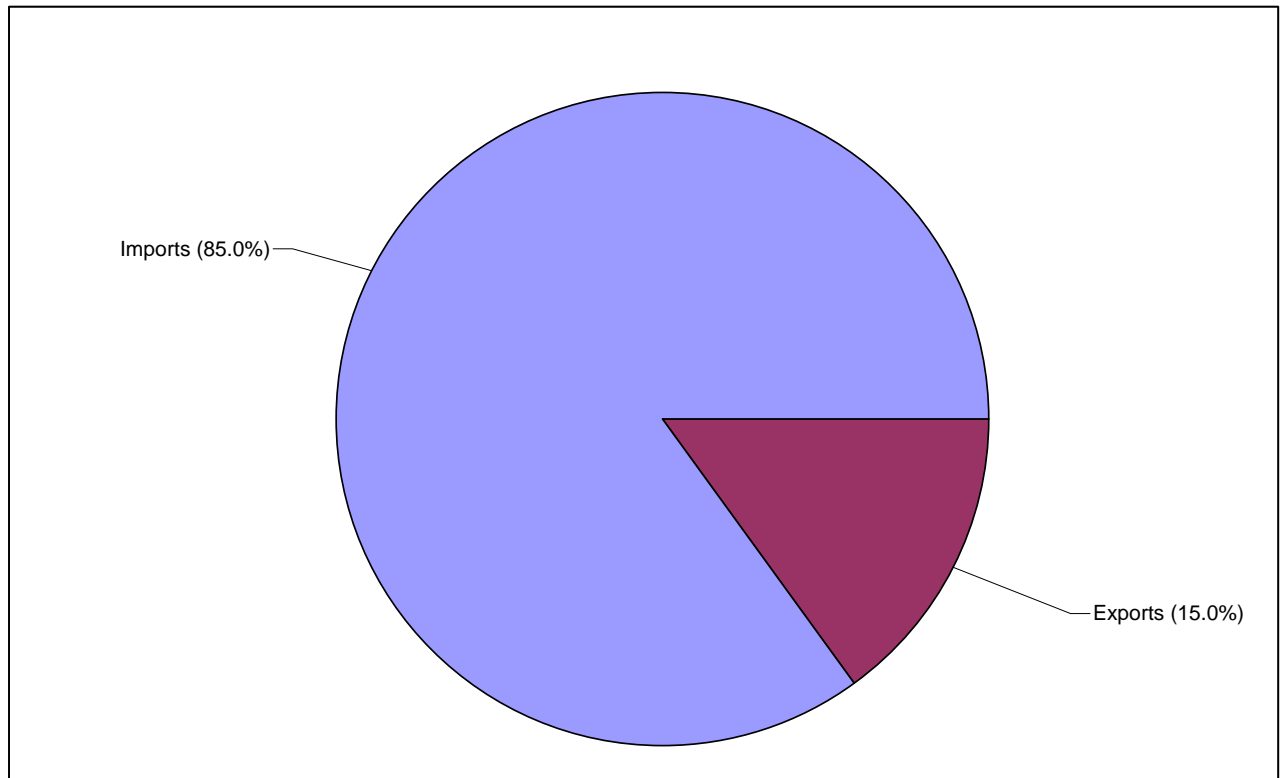
### 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



**Note:**

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

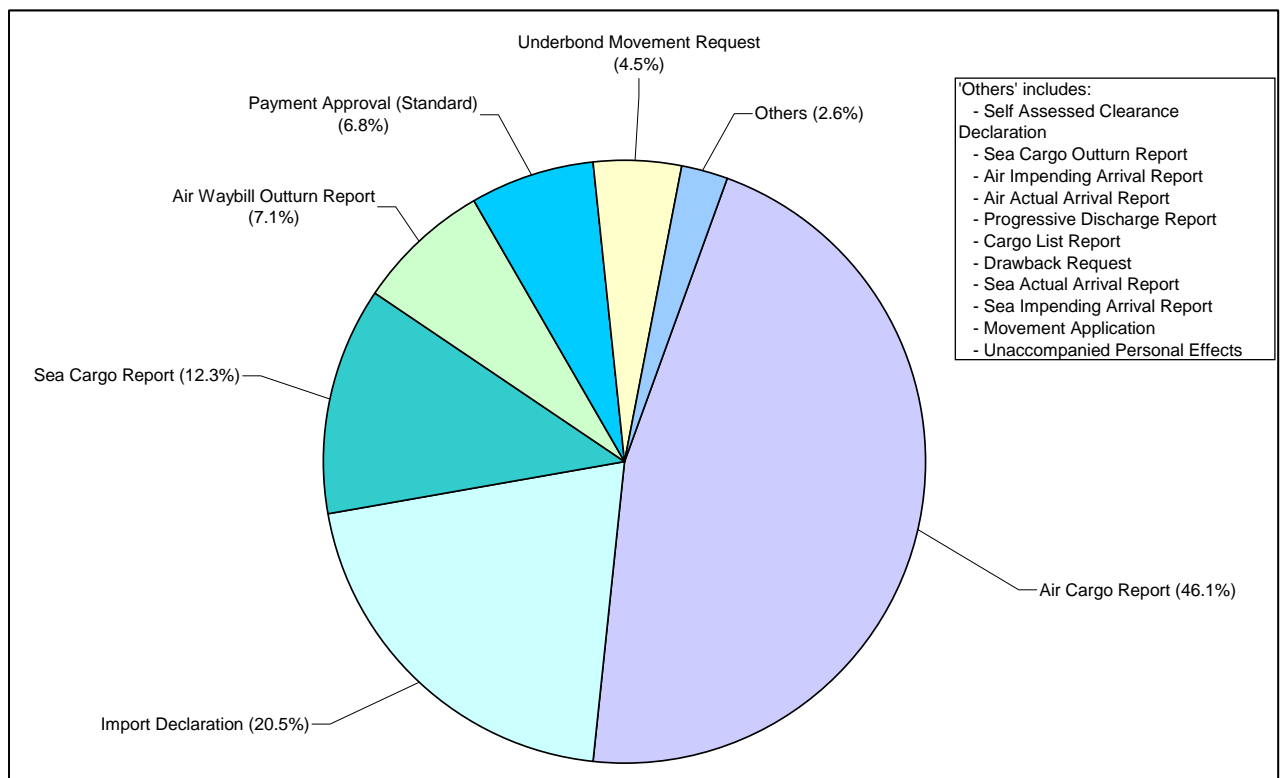
### 1.1.4 Successfully Processed ICS Messages by Category (1-Dec-07 to 30-Nov-08)



**Note:**

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

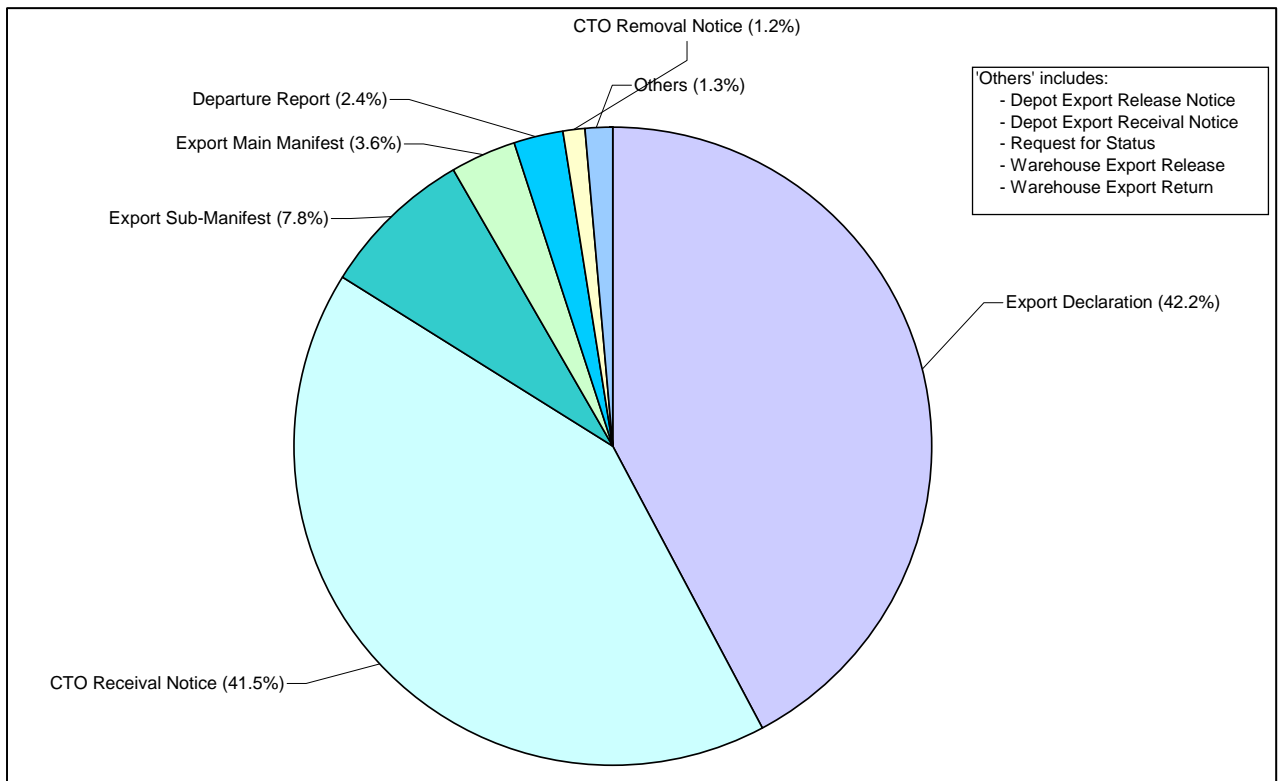
### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Dec-07 to 30-Nov-08)



**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-Dec-07 to 30-Nov-08)



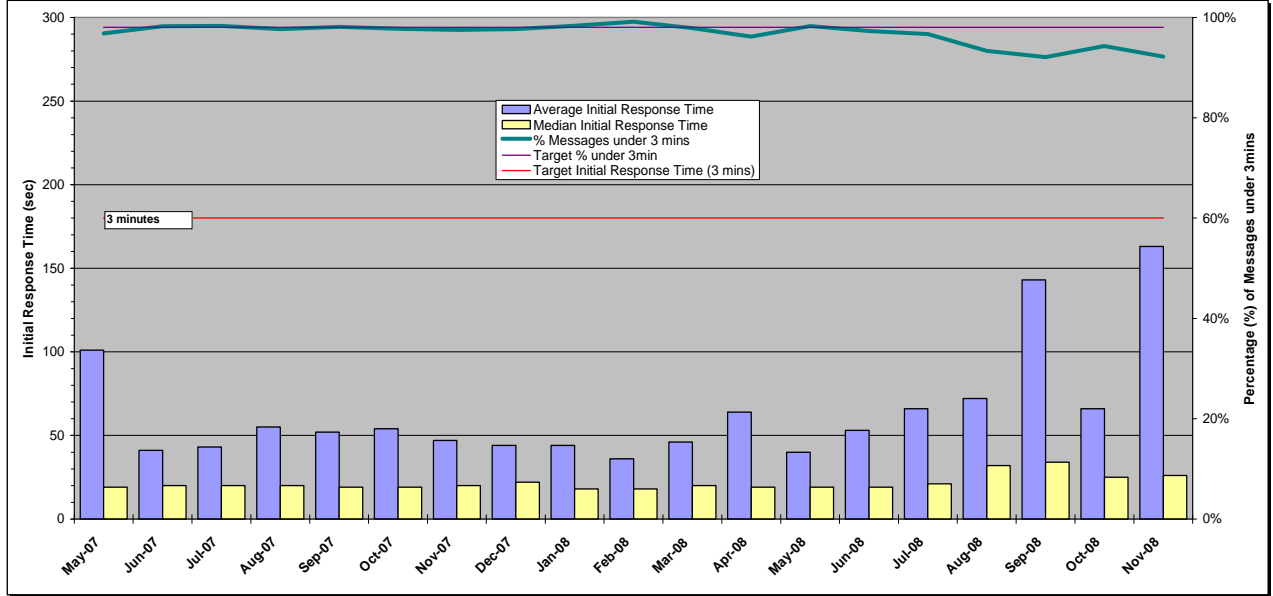
**Note:**

“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

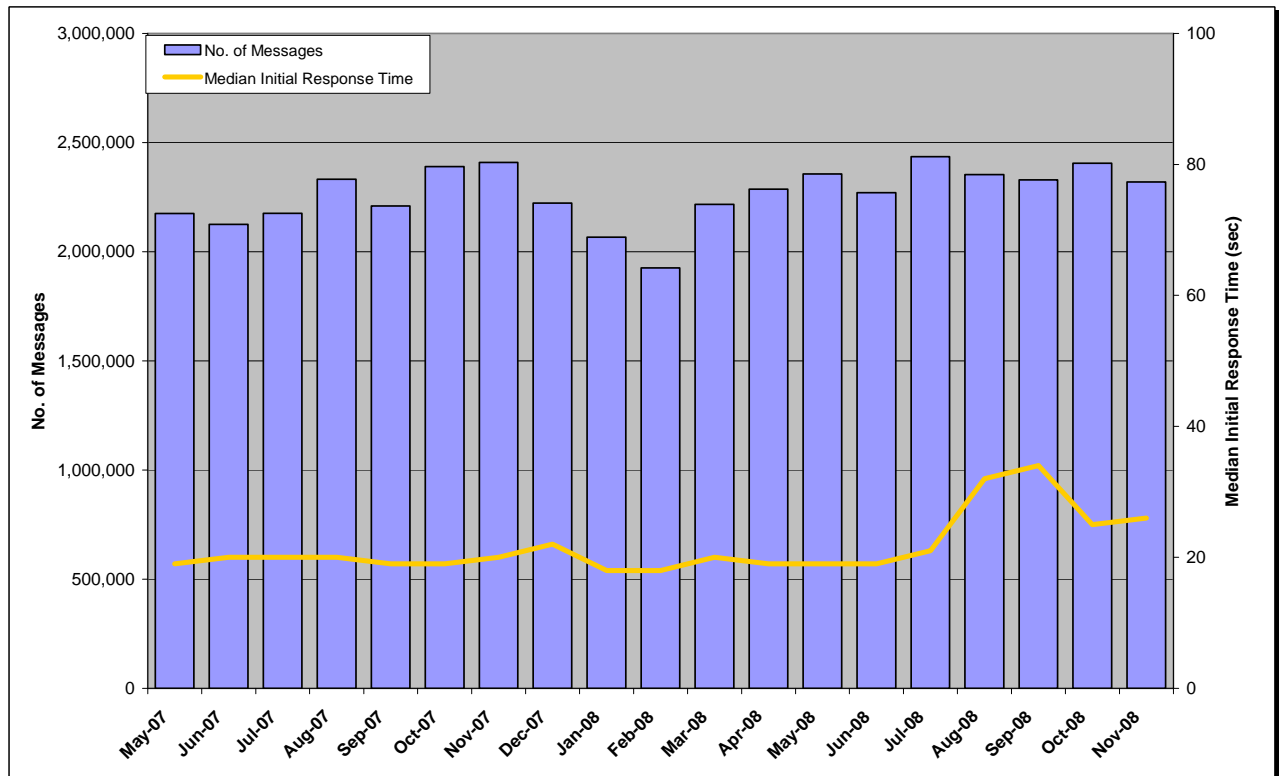
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs.

### 1.2.1 Monthly EDI Message Initial Response Time



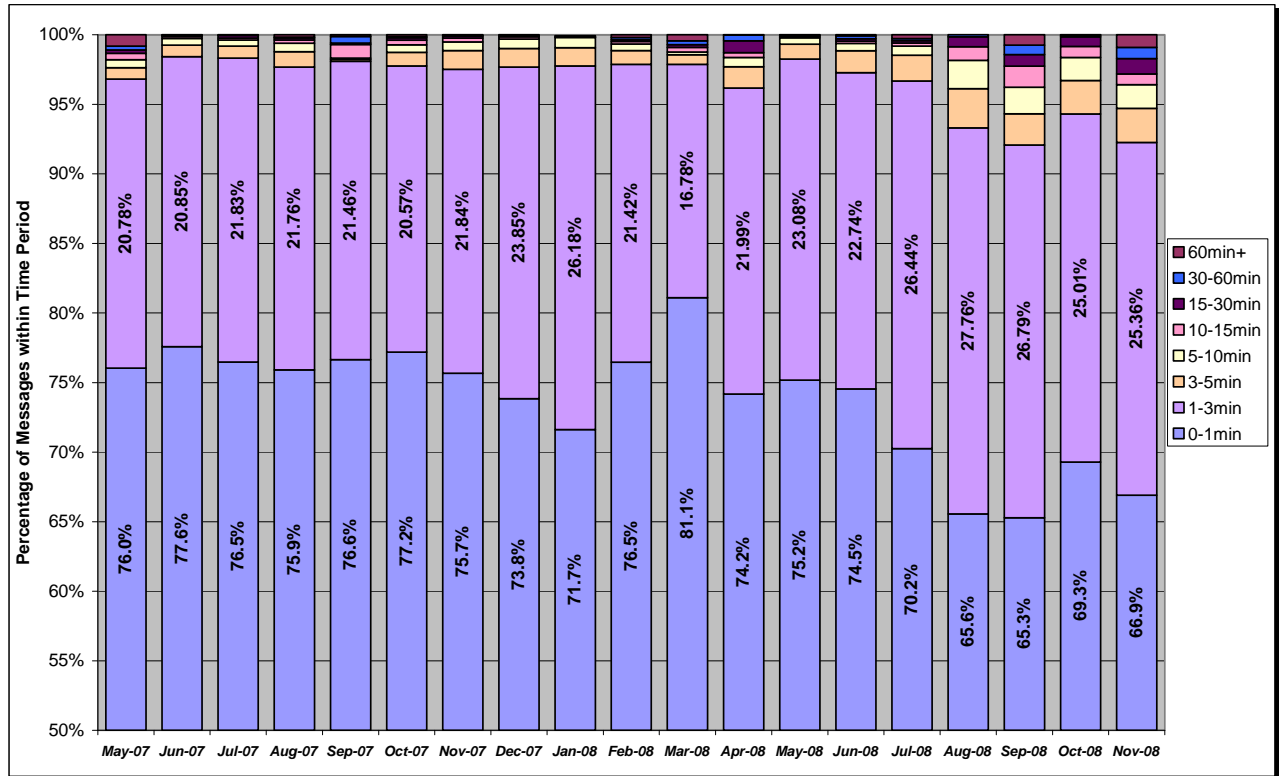
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 3 minutes.

### 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



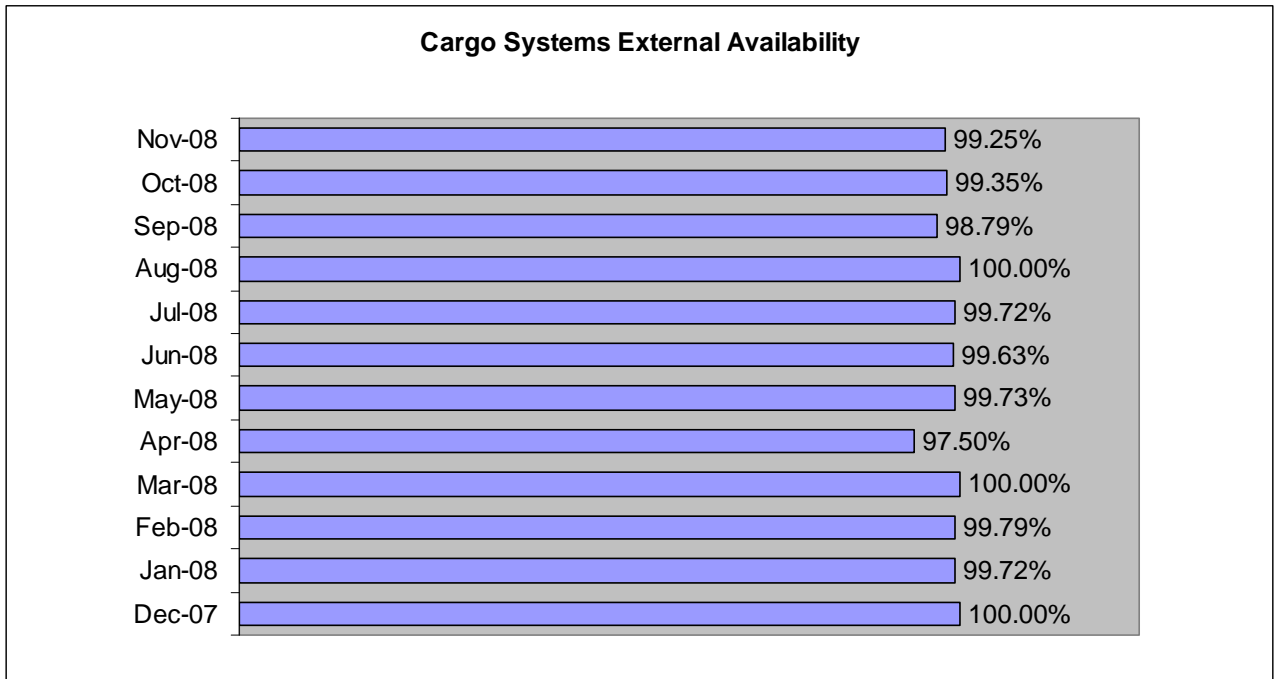
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs.



### 1.3 Service Availability

#### 1.3.1 Service Available – External

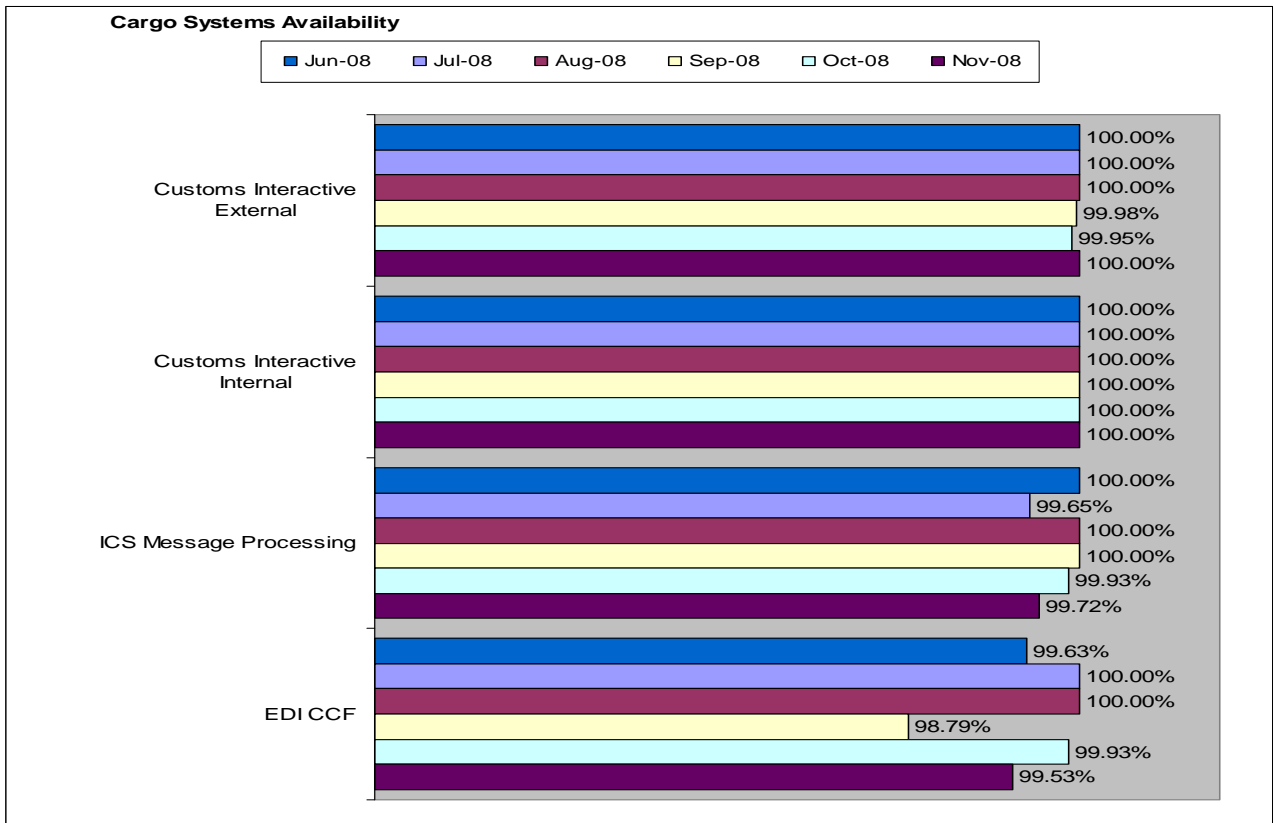
Average availability of services to Customs clients for the 12 months 1-Dec-07 to 30-Nov08 was 99.46%.



**Note:**

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

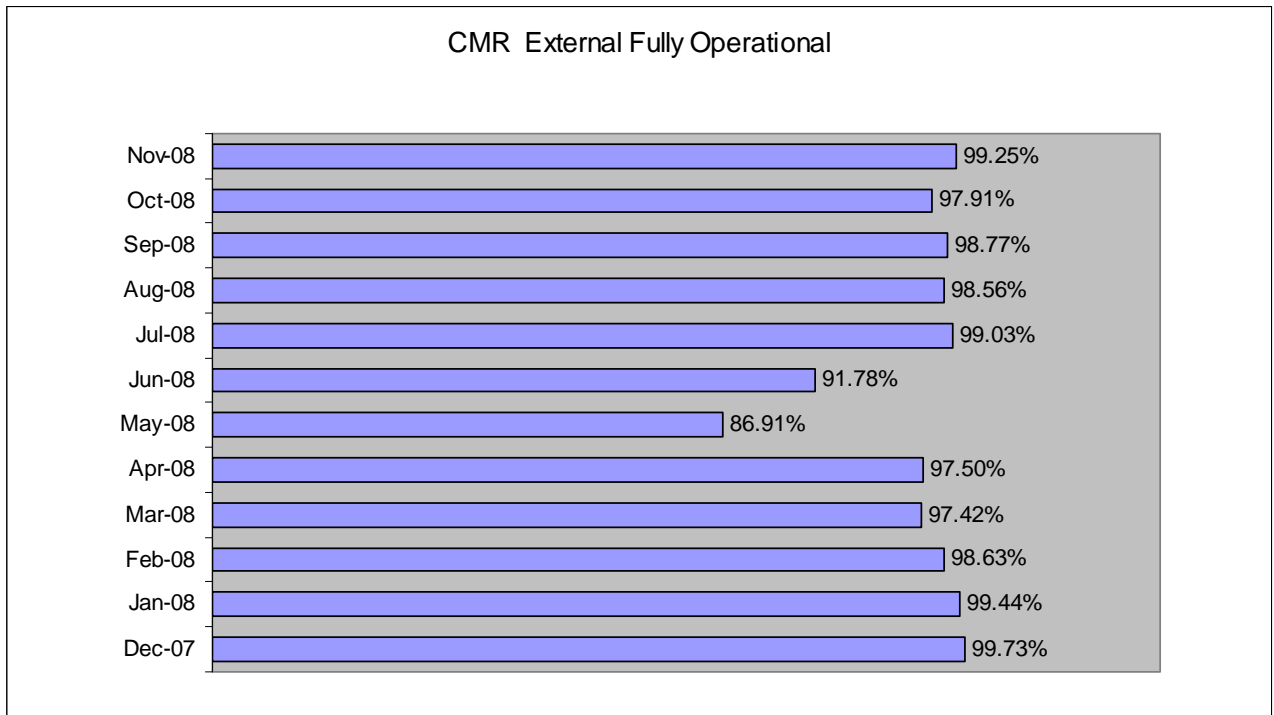
#### 1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 0, page 17.

### 1.3.3 Service Fully Operational

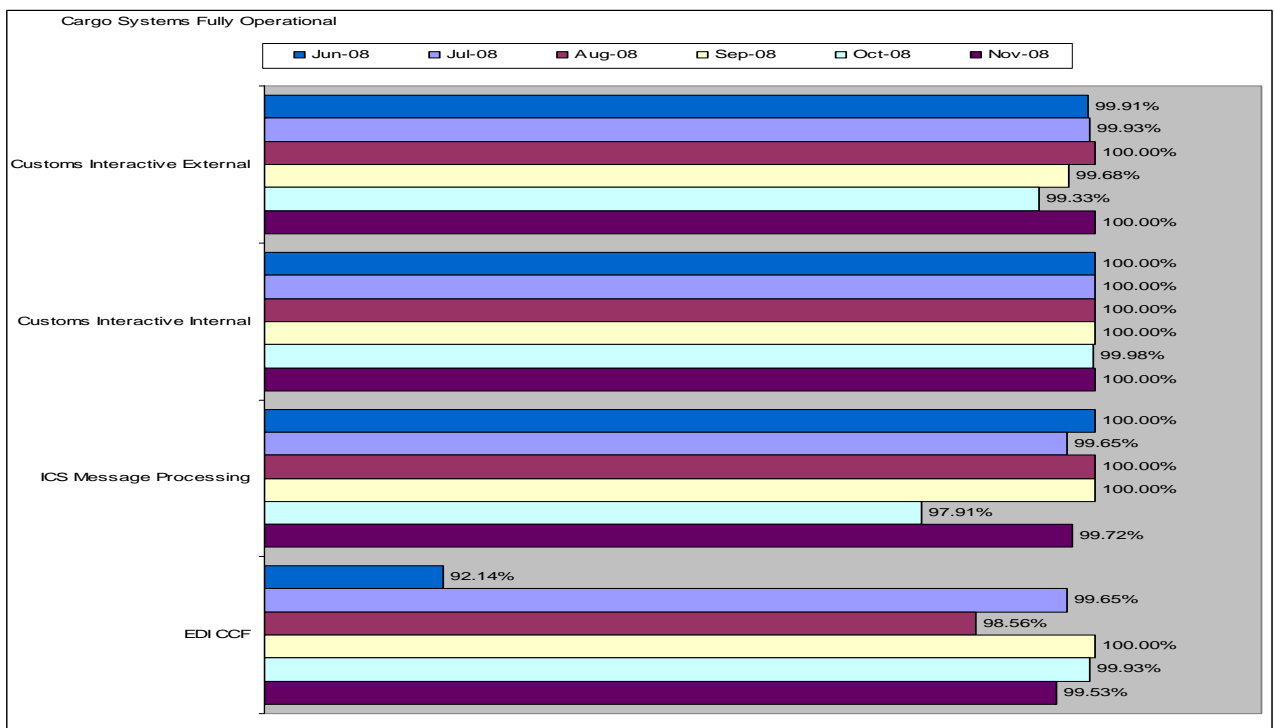
Average operational effectiveness of services for the 12 months 1-Dec-07 to 30-Nov-08 was 97.08%.



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 17.

## 2 Monthly Detail (Nov 08)

### 2.1 System Activity

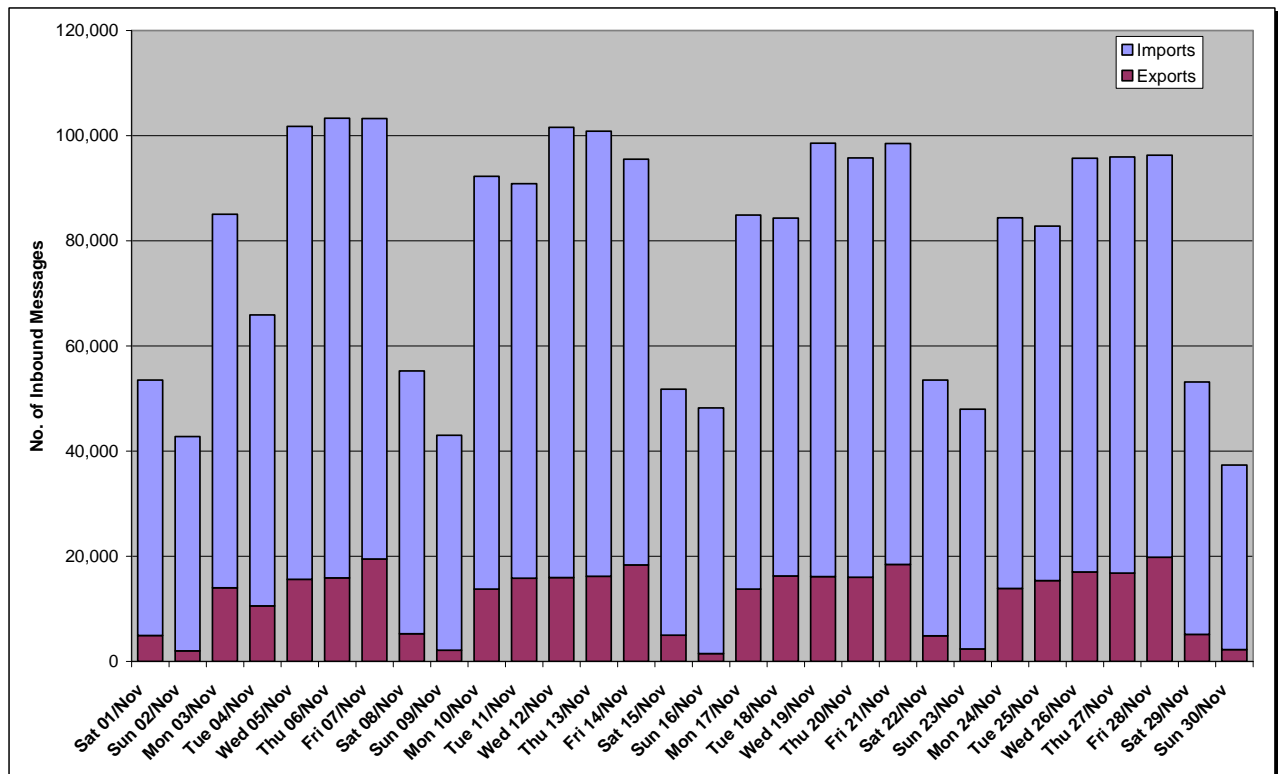
#### 2.1.1 Summary

Sat 01-Nov-08 to Sun 30-Nov-08		Total
<b>Exports</b>	Inbound Messages Received by ICS	354,256
	Outbound Messages Sent to Clients	439,725
<b>Imports</b>	Inbound Messages Received by ICS	1,989,640
	Outbound Messages Sent to Clients	6,960,619

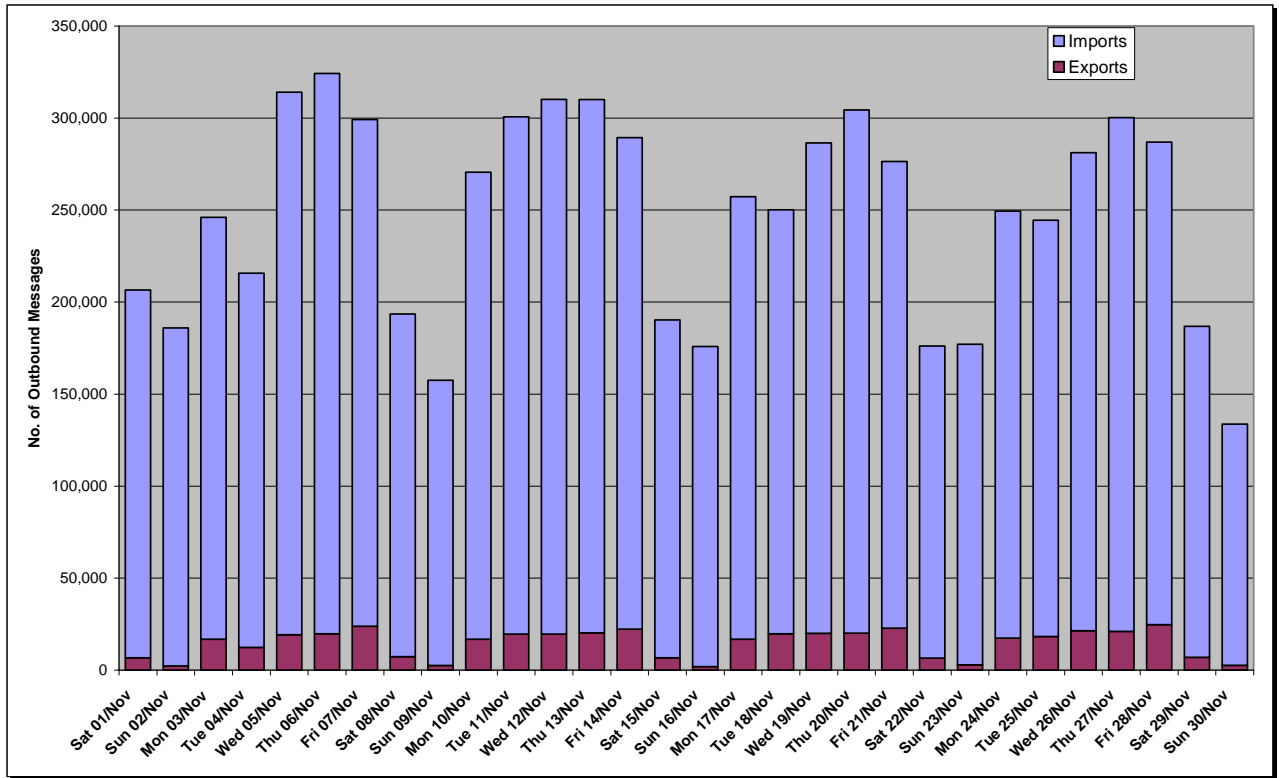
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import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

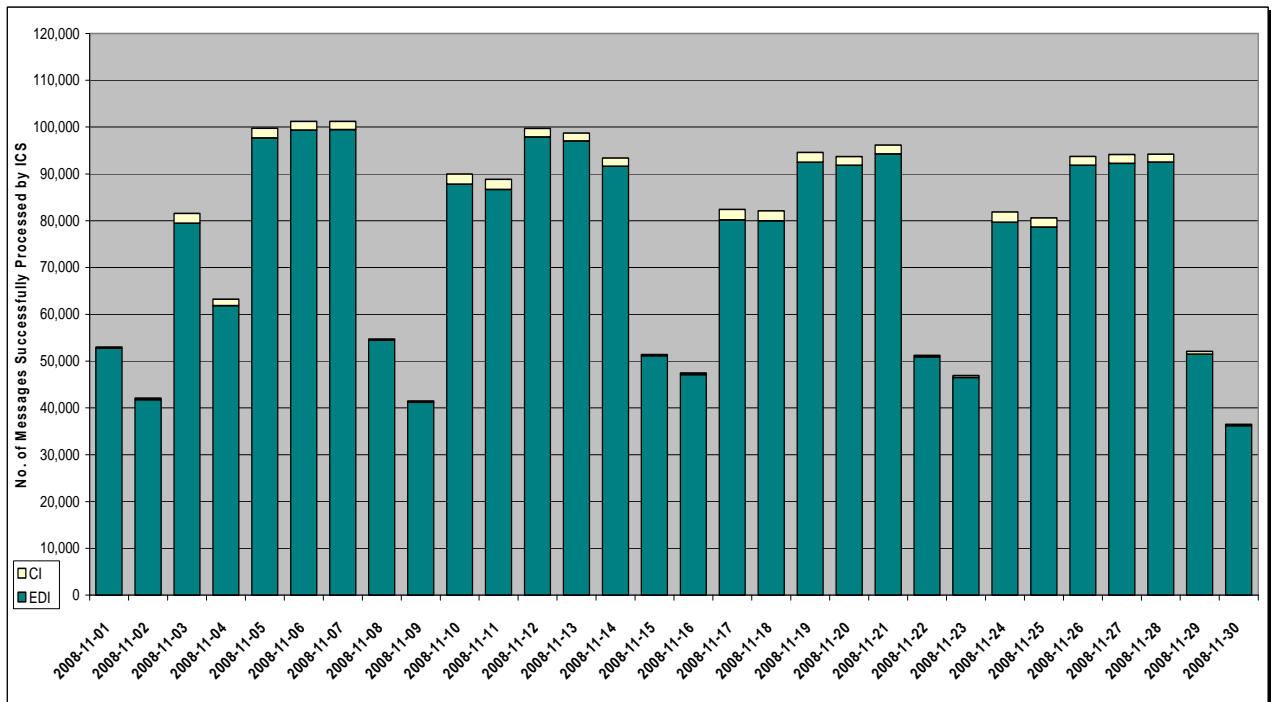
#### 2.1.2 Inbound Message Volume by Day (Nov 08)



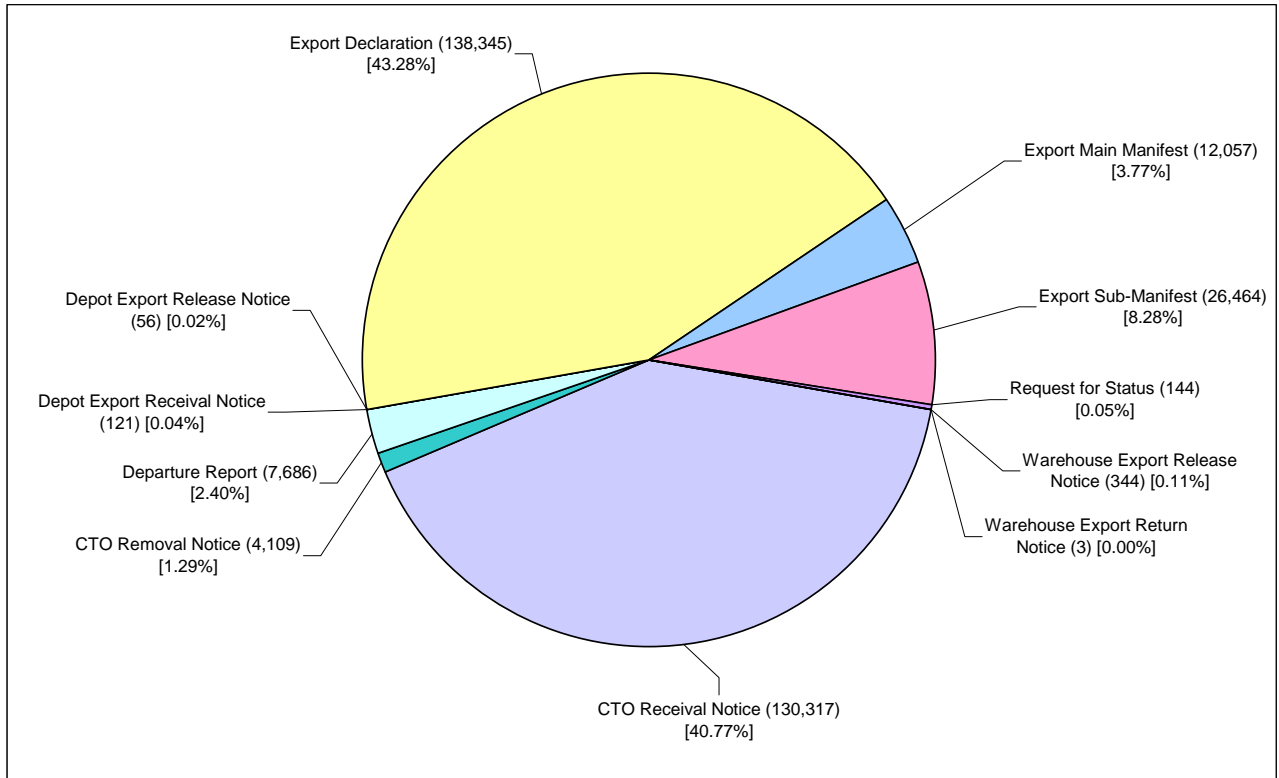
### 2.1.3 Outbound Message Volume by Day (Nov 08)



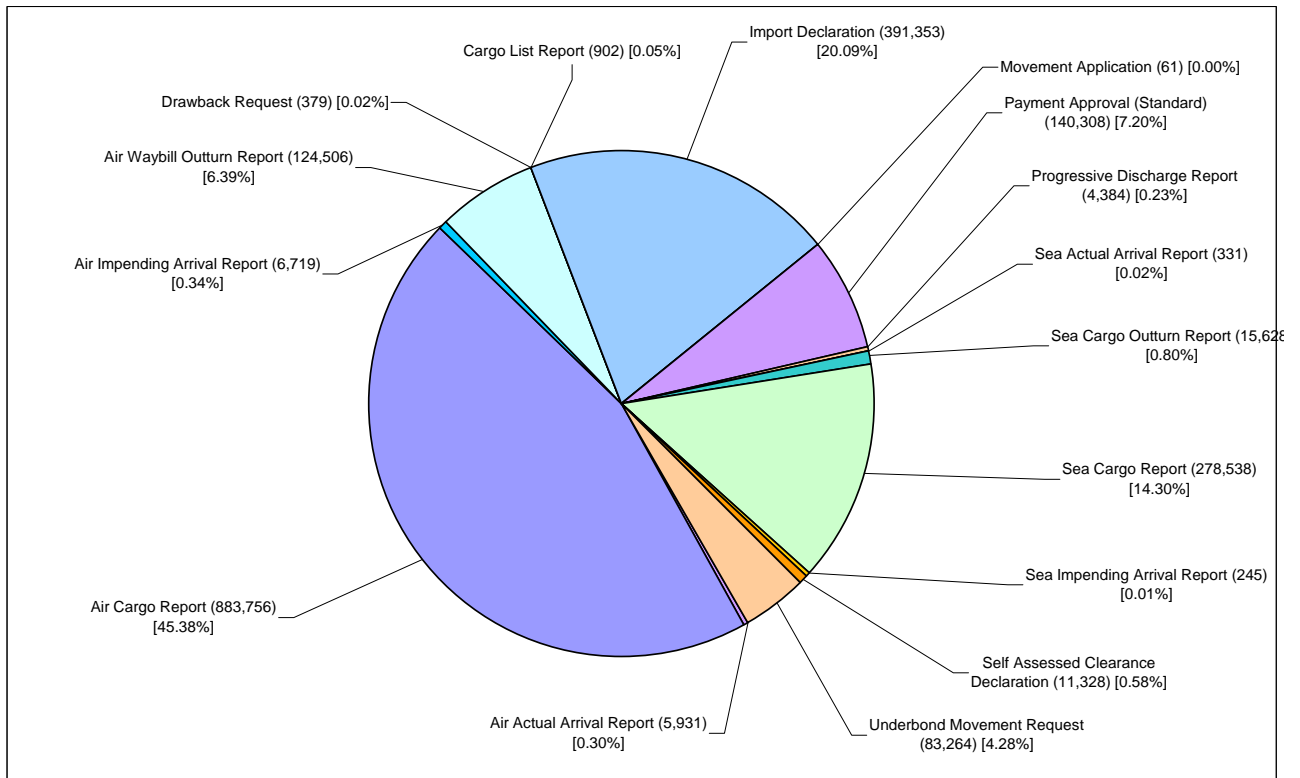
### 2.1.4 Production - Daily Successfully Processed ICS Messages (Nov 08)



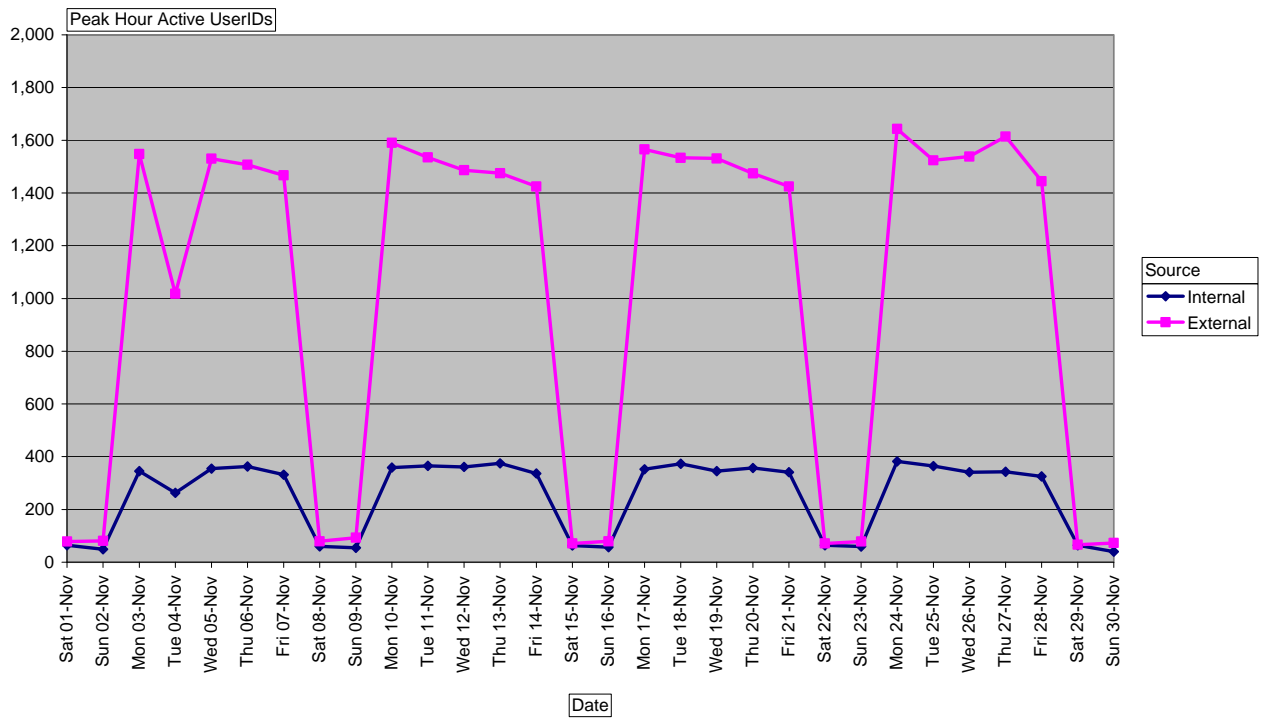
### 2.1.5 Exports Successfully Processed ICS Messages by Type (Nov 08)



### 2.1.6 Imports Successfully Processed ICS Messages by Type (Nov 08)

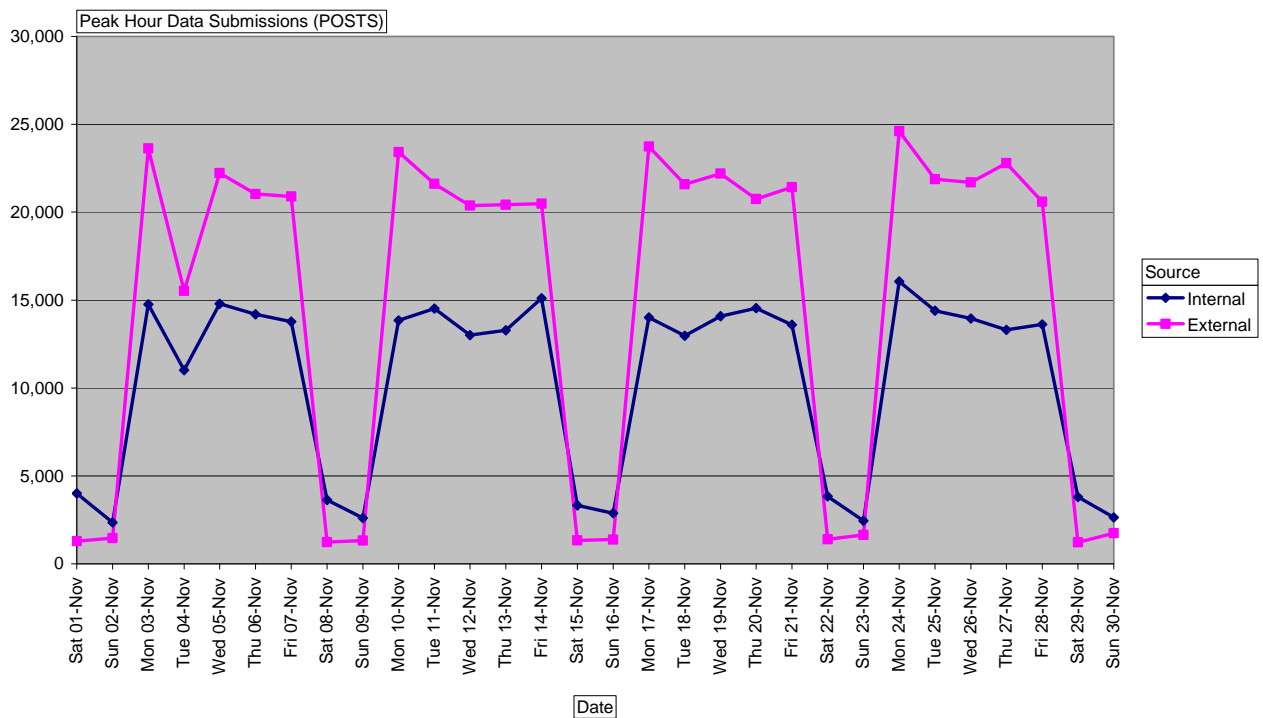


### 2.1.7 Customs Interactive Daily Peak Hour Active Users



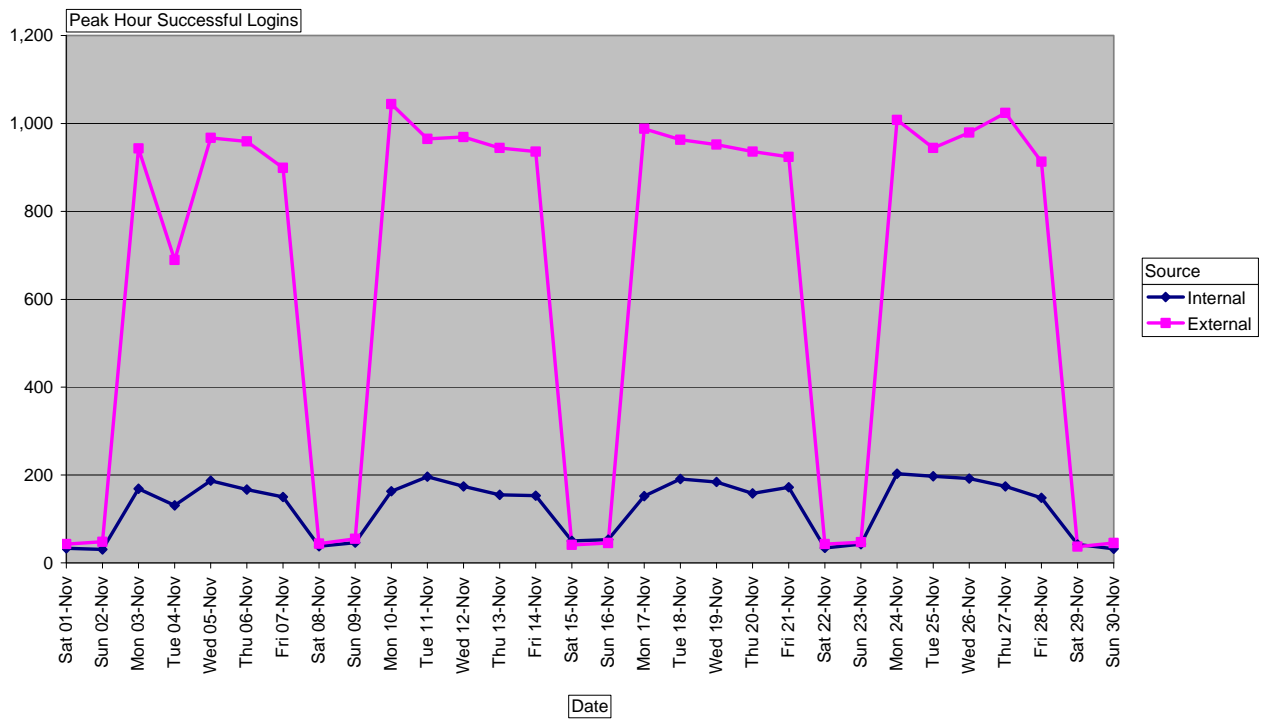
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

### 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.

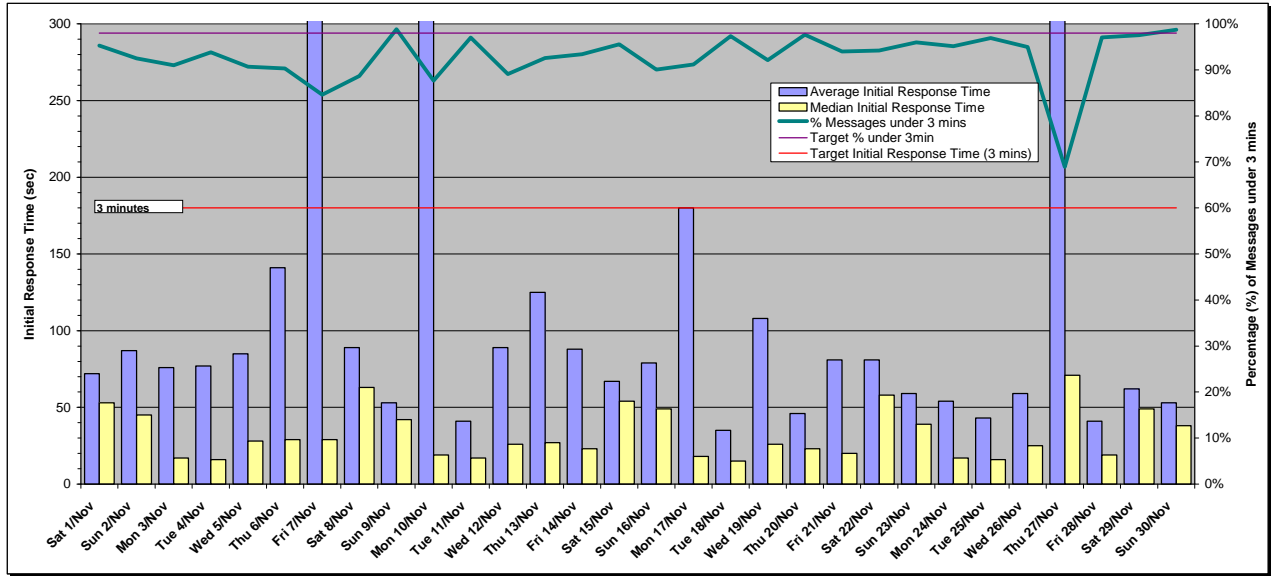
### 2.1.9 Customs Interactive Daily Peak Hour Successful Logins



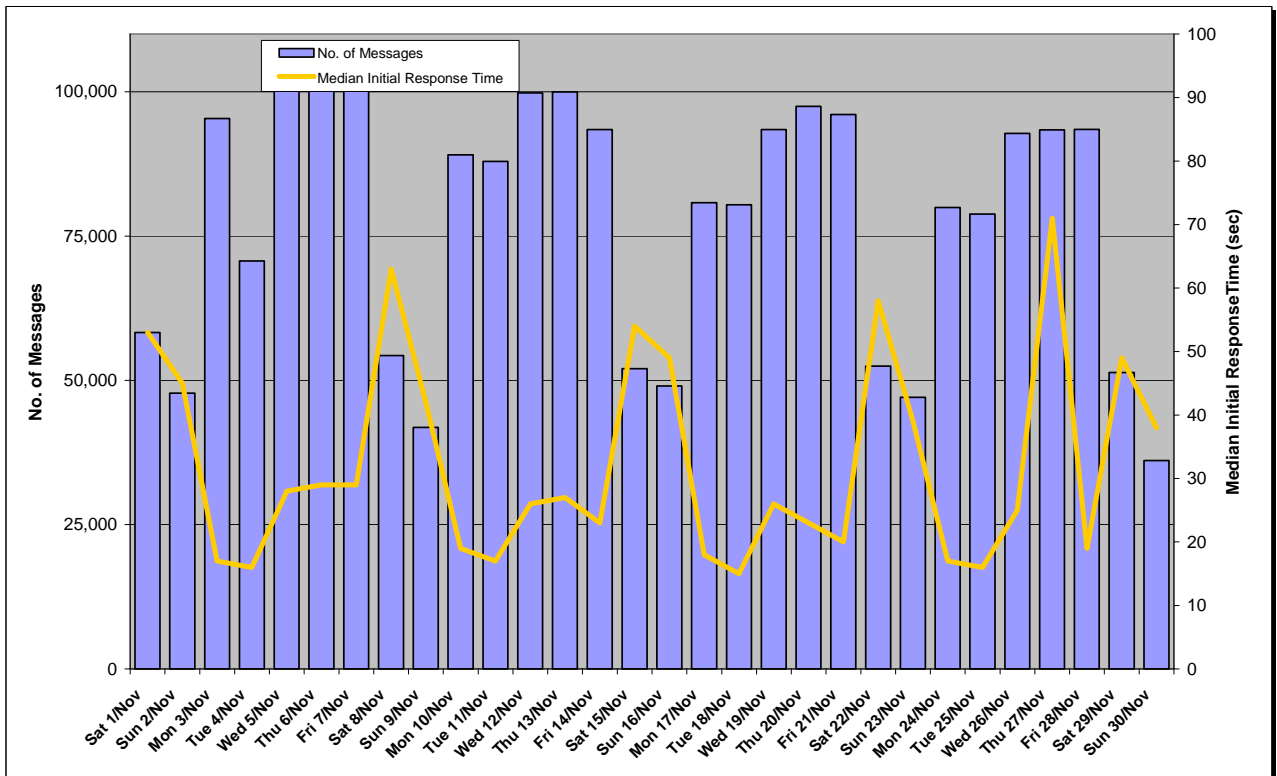
The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (Nov 08)



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





## Service Issues and Impacts

### 2.3 Outages

Date	Duration	Description
<b>November 2008</b>		
Thursday 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.
Monday 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>		
Monday 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>		
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.
<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.
<b>May 2008</b>		
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.
<b>April 2008</b>		
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.
<b>March 2008</b>		
None		
<b>February 2008</b>		
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.
<b>January 2008</b>		
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.
<b>December 2007</b>		
None		

## 2.4 Not Performing as Expected

Date	Duration	Description
<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>		
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>		
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.
<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.
<b>April 2008</b>		
None		
<b>March 2008</b>		
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
<b>February 2008</b>		
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.

Date	Duration	Description
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.
<b>January 2008</b>		
None		
<b>December 2007</b>		
None		

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End of document

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