

ICS Incident Report – Wednesday 31 2012

On 31 October 2012 an unscheduled outage to the Integrated Cargo System (ICS) and the Customs Connect Facility (CCF) occurred. The outage was due, in part, to ongoing problems associated with the implementation of the new CCF on 23 September 2012.

The outage began at 05:45 after a CCF fix, aimed at allowing easier diagnosis of the ongoing CCF problems, resulted in a database reaching its capacity and the ICS, as a result, rejected all incoming EDI messaging.

An incident was raised, the issue identified and corrected by 08:45. There was a substantial backlog that was cleared by 10:45.

During the outage ICS BCP Phase 1 was invoked at 08:34 and was revoked at 10:55 once normal processing was restored and the backlog cleared.

A post implementation review of the change process and incident will be conducted. Any recommendations identified will be implemented as future permanent corrective actions.

Technical Details

On 30 October 2012 a change was implemented to provide additional logging to assist with identifying the cause of processing disruptions that have been occurring roughly three days apart.

Investigation revealed that the processing issue was caused by a defect in the change that caused temporary transaction workspace for logging to be exhausted. At this point the database was not accessible for further updates and no messages were being correctly processed.

At 08:45 a manual restart of the message translators was performed to reset the logging issue and normal message processing resumed. Messages that had been stalled in processing were manually replayed at 10:00 and the system backlog was processed through the system by 10:45. The change, that caused the incident, was reverted at 12:30 to prevent a recurrence of the incident.

Impact

The CI&SC worked with those affected industry users to clear urgent consignments. The CI&SC issued 44 hard copy releases and processed four Export Declarations and 18 Export Sub Manifest BCP files to facilitate the movement of urgent cargo.

During the incident CI&SC received around 140 additional incoming cargo calls.

Communication

Industry was notified of the incident and provided with regular updates through:

- the Cargo Support website (ICS Updates),
- emails through the Cargo Support website mailing list, and
- the ICS announcements page.