



# **Integrated Cargo System Production Report November 2009**

**Date Prepared:** 11 December 2009  
**Prepared by:** Business Solutions Branch, Information Technology Division

# Production Report – November 2009

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 01-Dec-08 to 30-Nov-09		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,338,300
	Outbound Messages Sent to Clients	5,444,439
<b>Imports</b>	Inbound Messages Received by ICS	22,940,504
	Outbound Messages Sent to Clients	80,991,511

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.

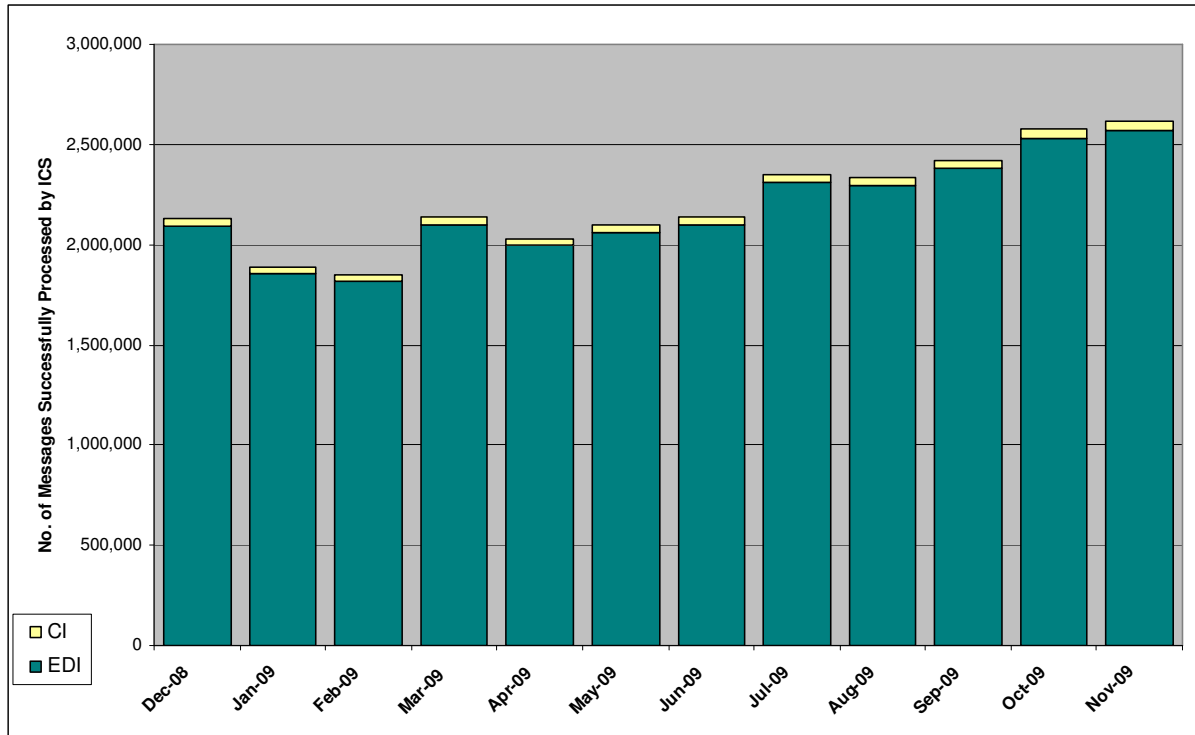
As of Tuesday 08 December 09, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	21,820,866
<b>Imports</b>	92,822,531
<b>Total</b>	114,643,397

**Note:**

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

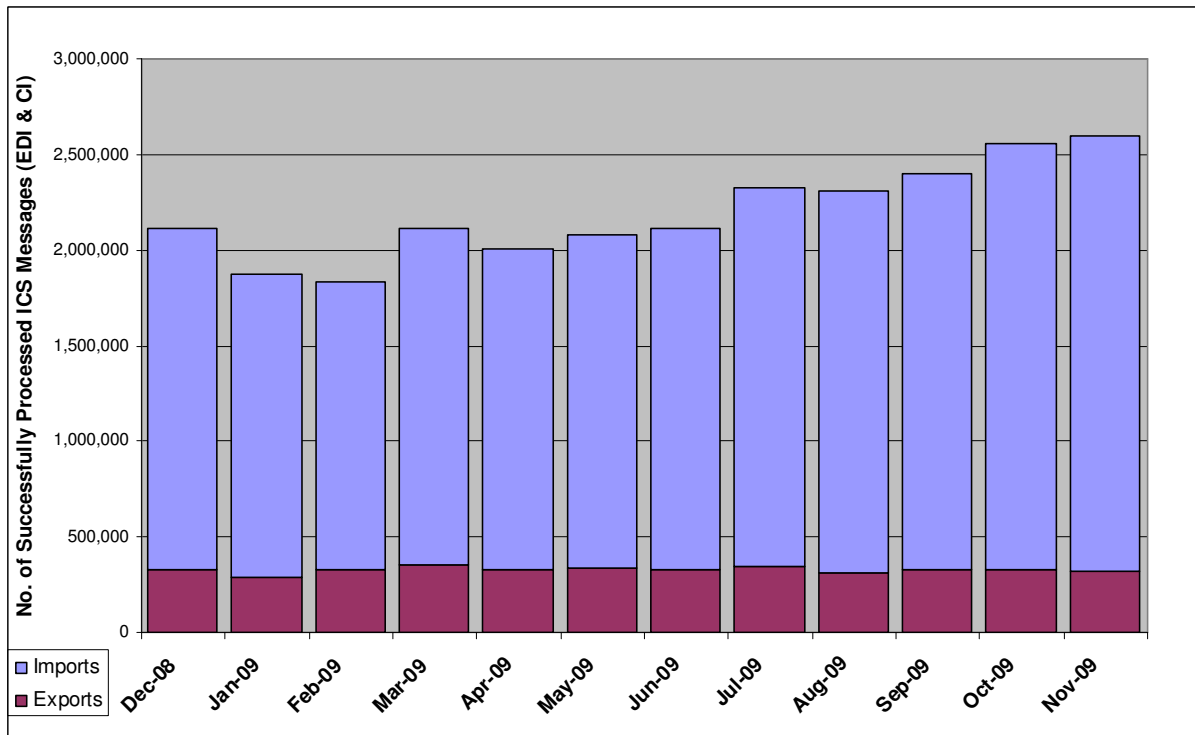
### 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



**Note:**

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

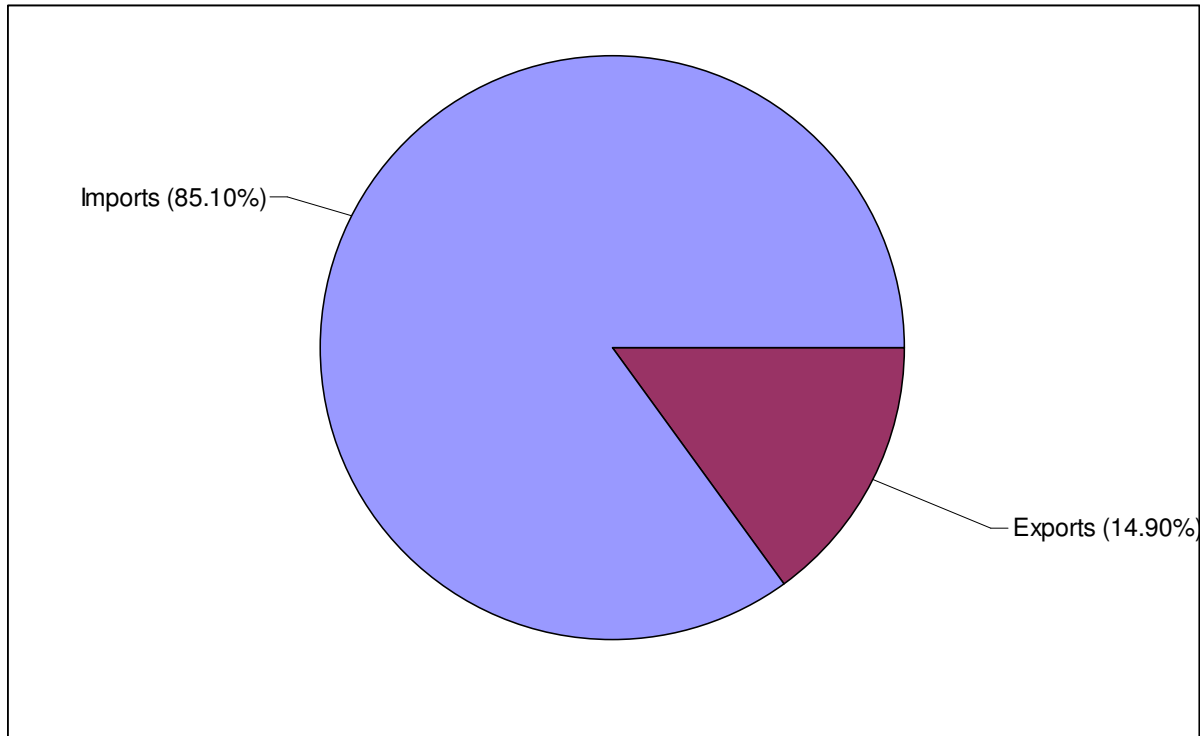
### 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



**Note:**

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

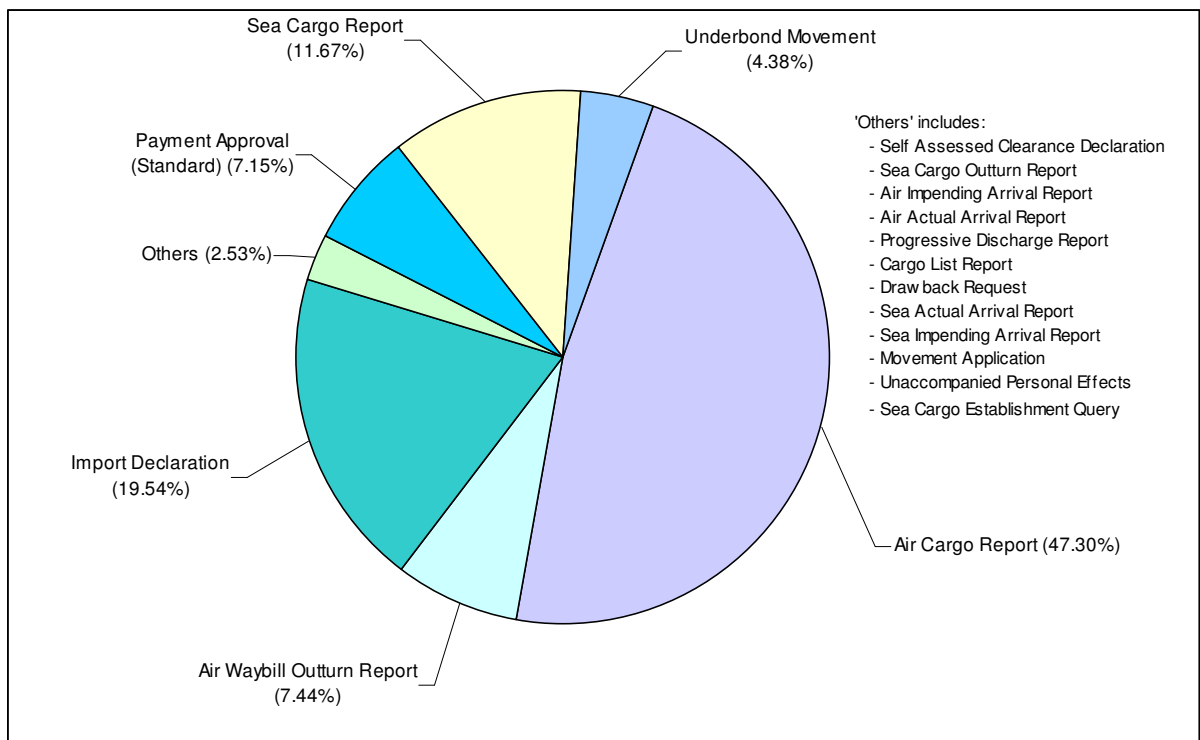
### 1.1.4 Successfully Processed ICS Messages by Category (1-Dec-08 to 30-Nov-09)



**Note:**

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

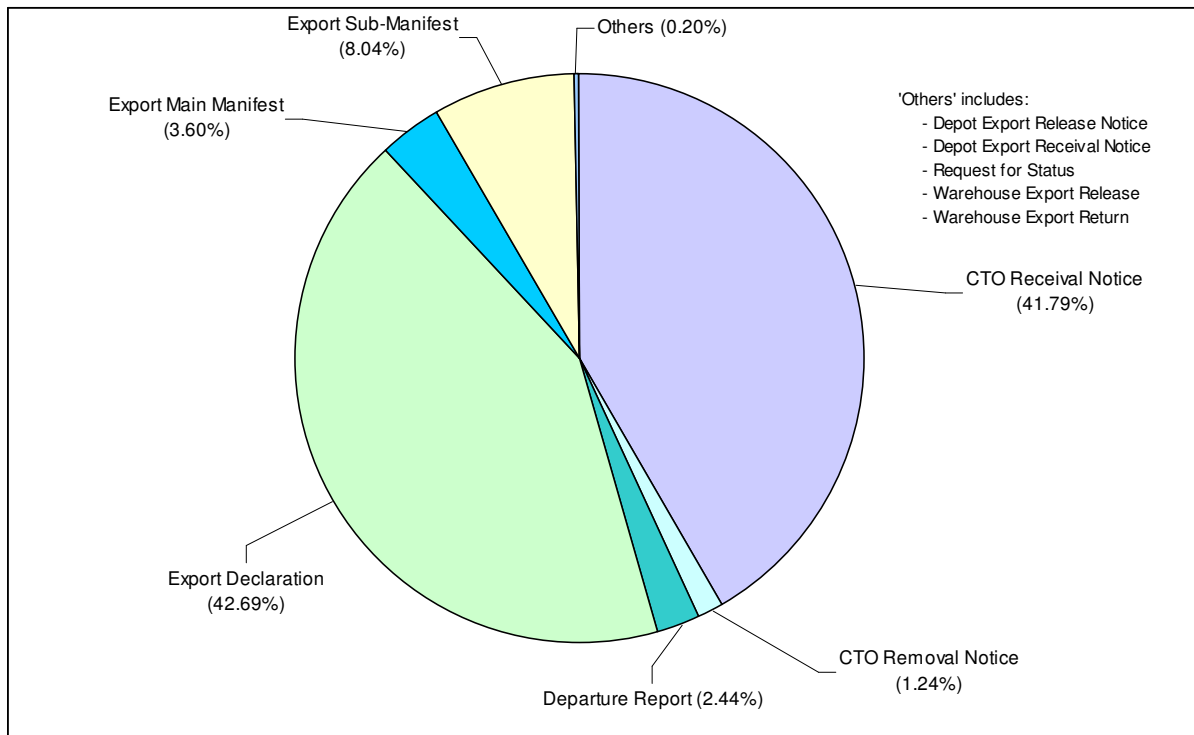
### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Dec-08 to 30-Nov-09)



**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-Dec-08 to 30-Nov-09)



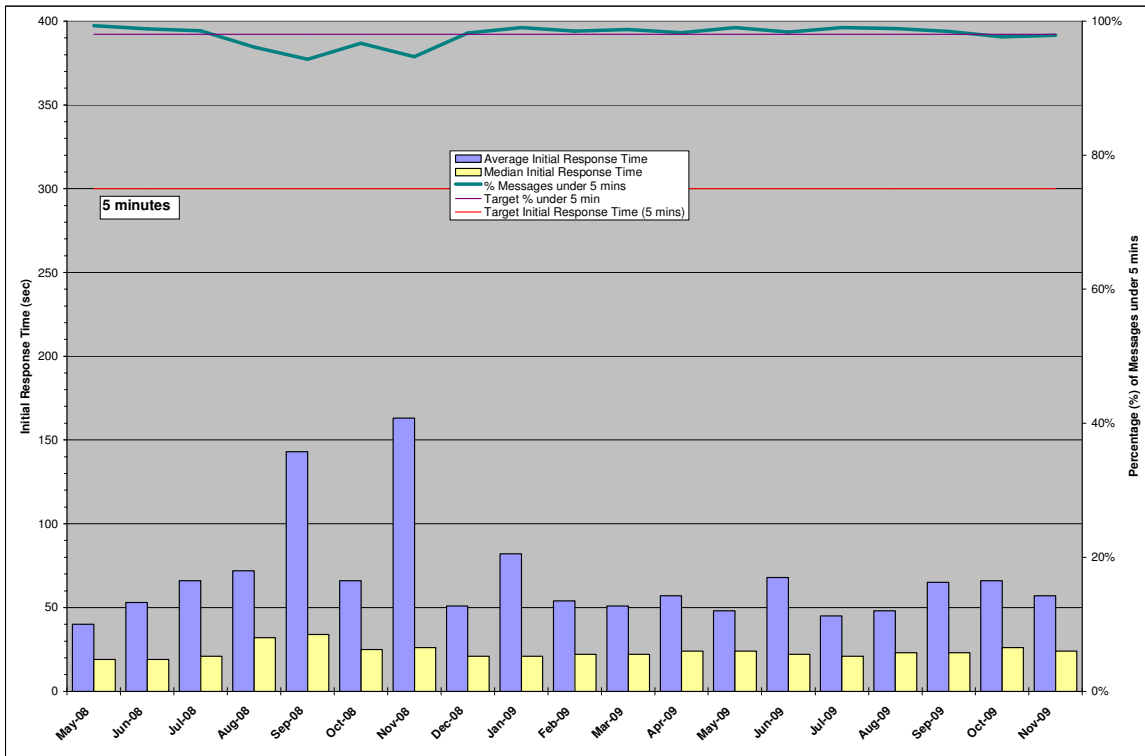
**Note:**

"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

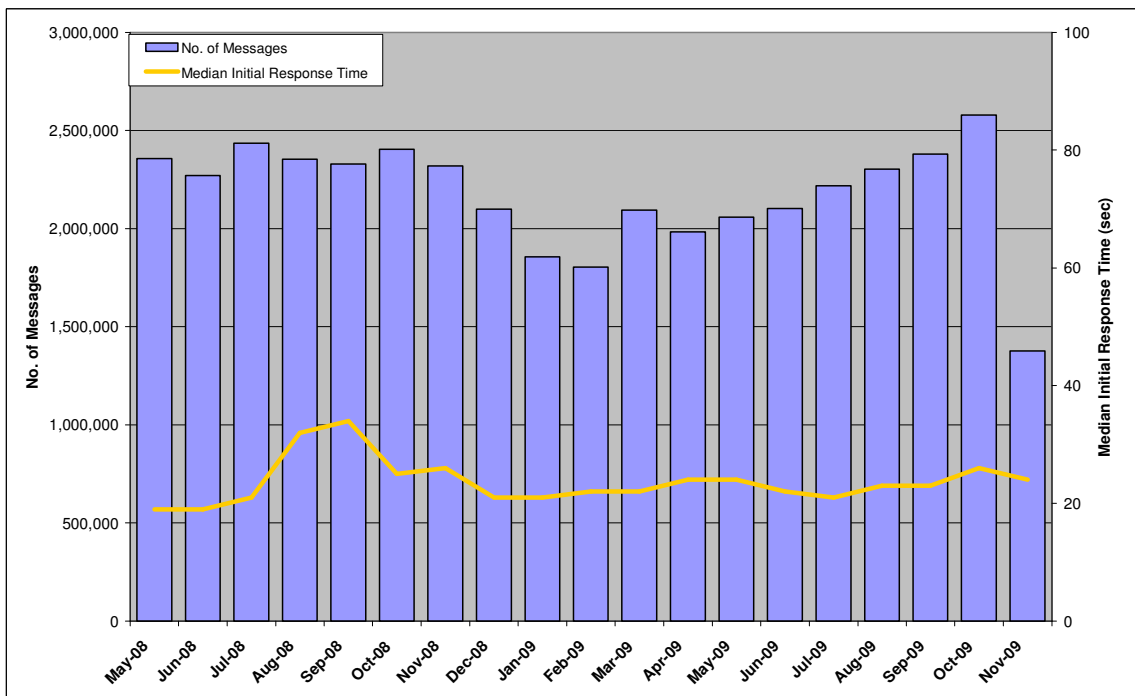
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs.

### 1.2.1 Monthly EDI Message Initial Response Time



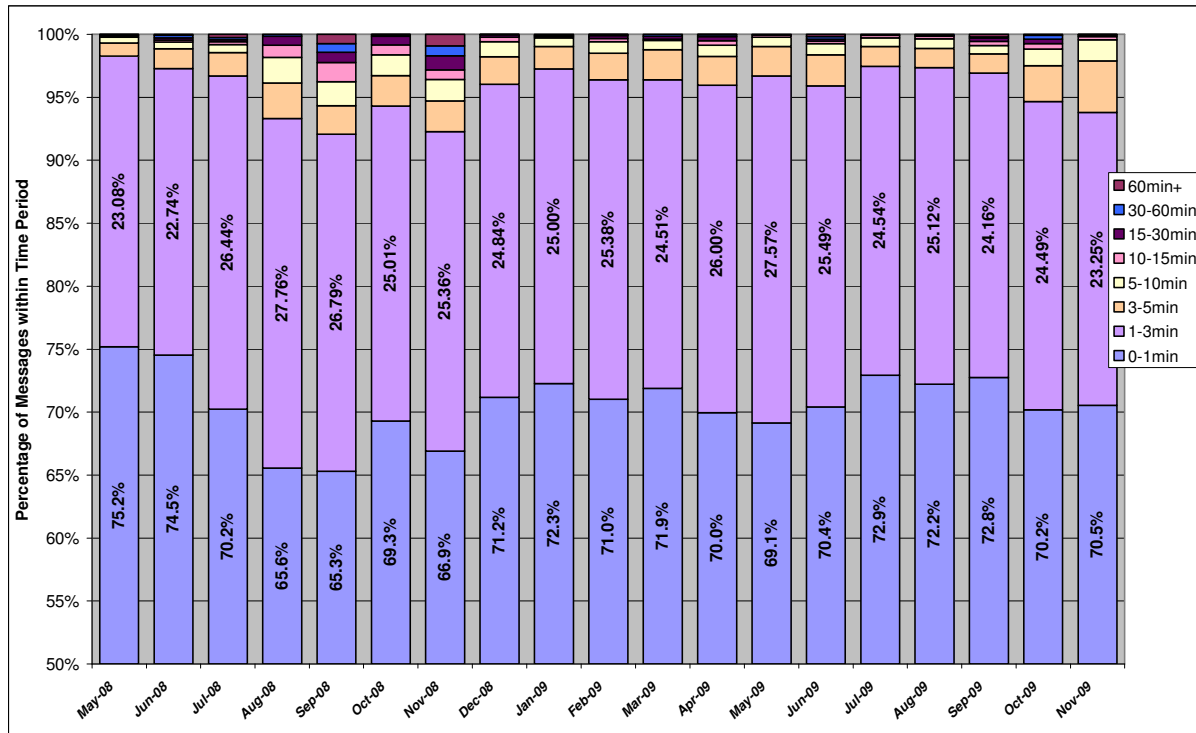
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 5 minutes.

### 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



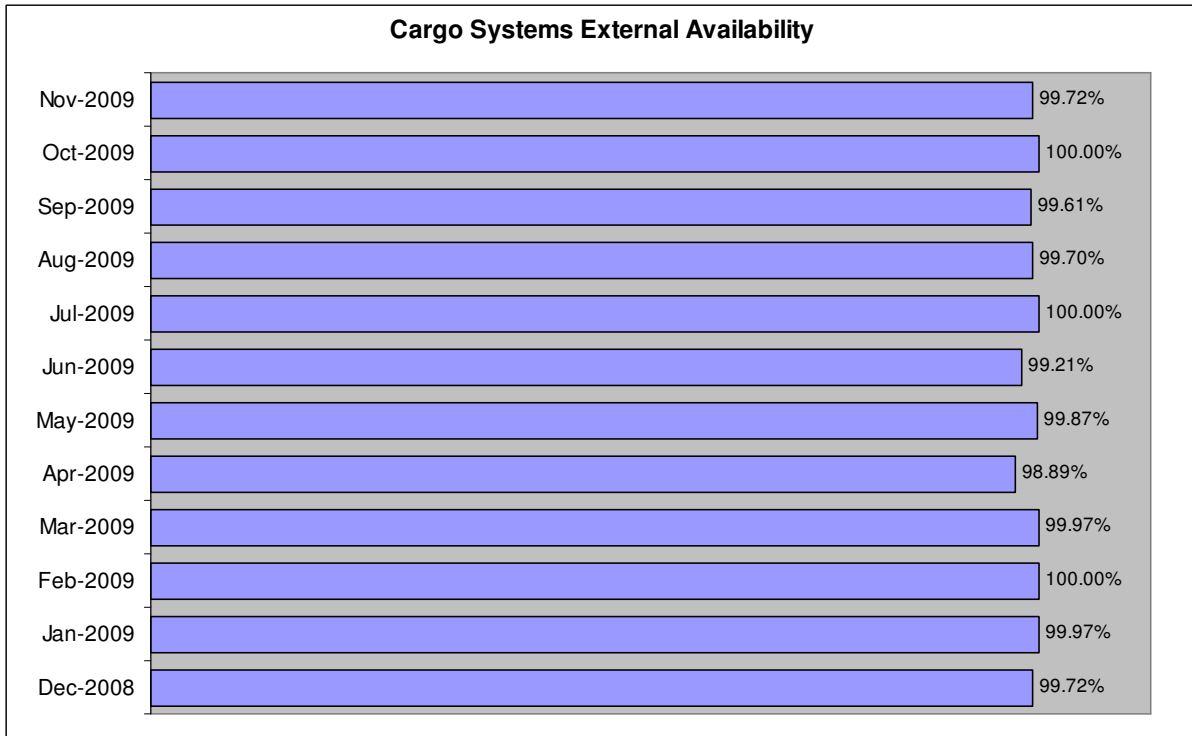
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs.



### 1.3 Service Availability

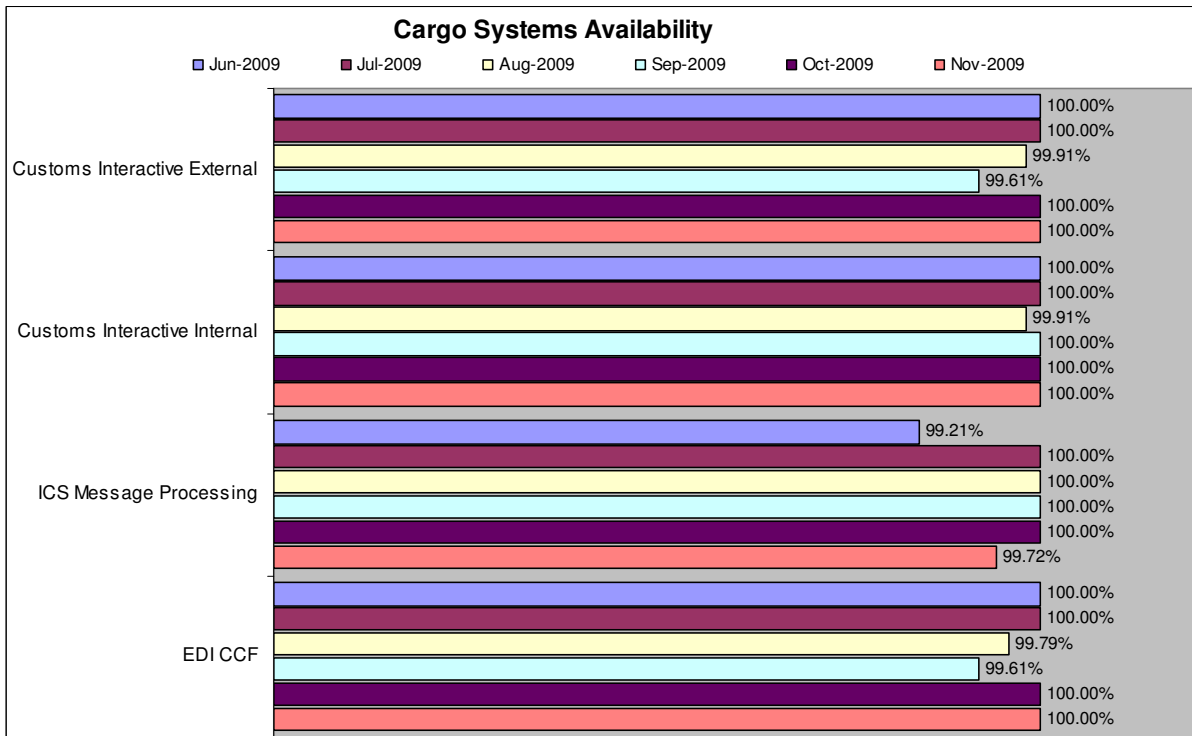
#### 1.3.1 Service Available – External

Average availability of services to Customs clients for the 12 months 1-Dec-08 to 30-Nov-09 was 99.72%.



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

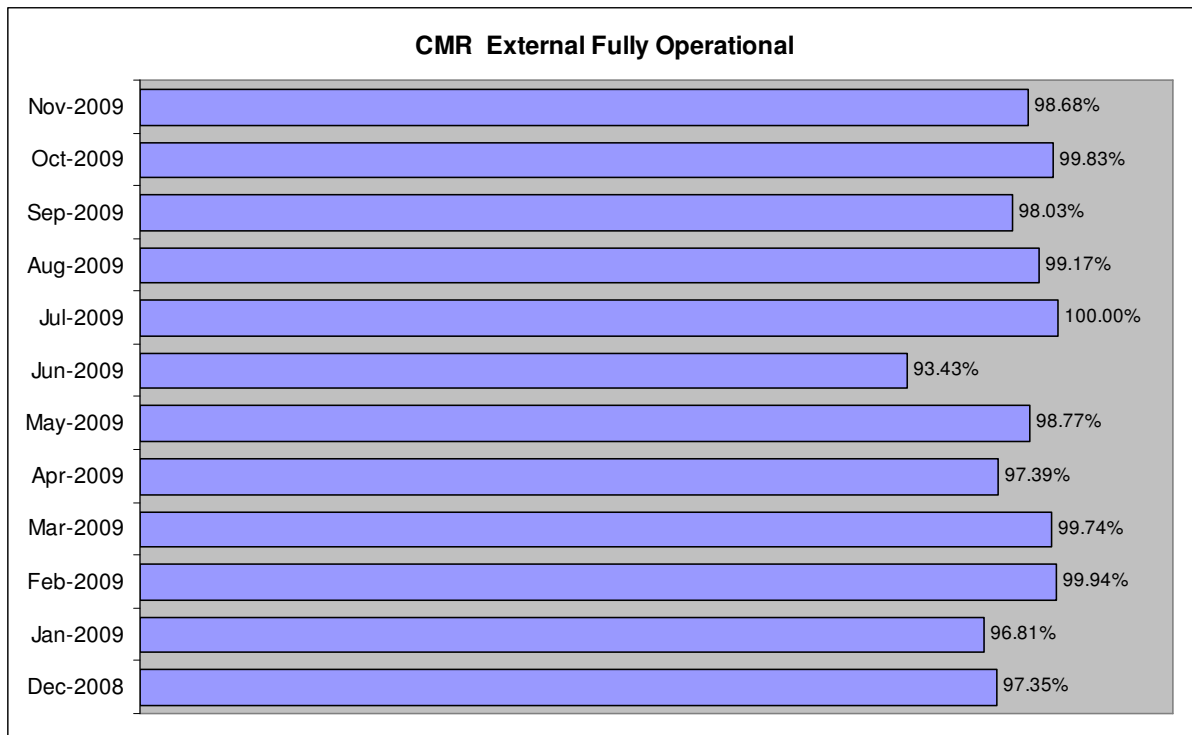
#### 1.3.2 Service Available - Key Systems



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

### 1.3.3 Service Fully Operational

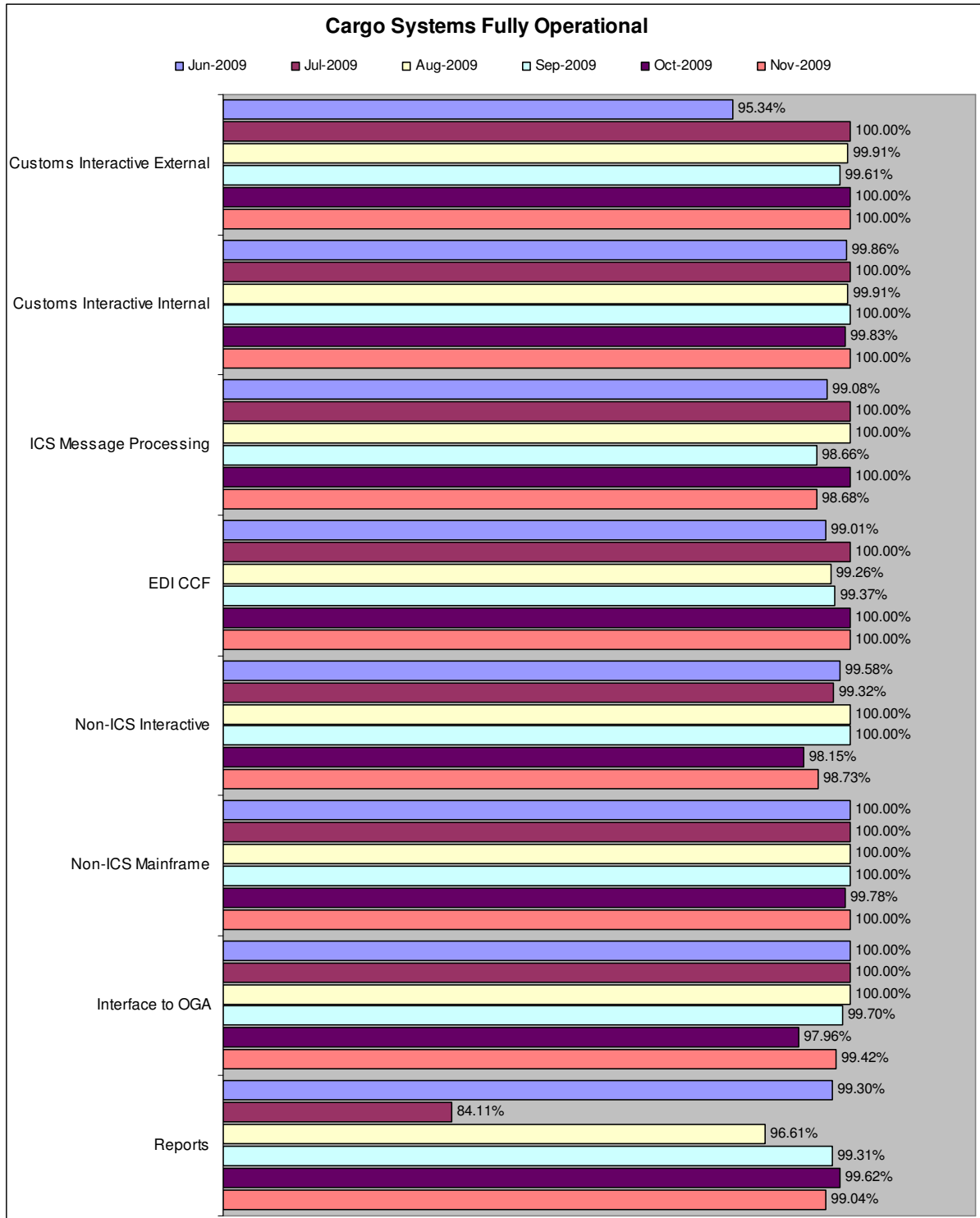
Average operational effectiveness of services for the 12 months 1-Nov-08 to 31-Oct-09 was 98.26%.



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 18.

## 2 Monthly Detail (November 2009)

### 2.1 System Activity

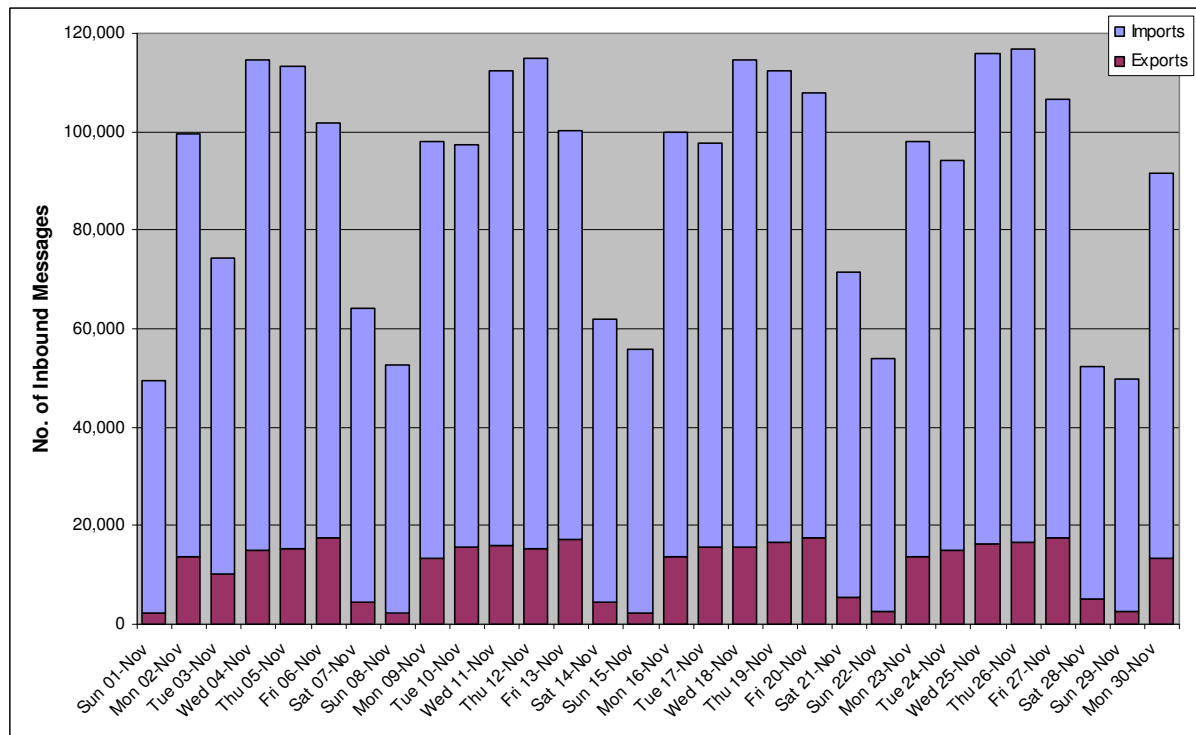
#### 2.1.1 Summary

Sun 01-Nov-09 to Mon 30-Nov-09		Total
Exports	Inbound Messages Received by ICS	352,051
	Outbound Messages Sent to Clients	439,362
Imports	Inbound Messages Received by ICS	2,341,627
	Outbound Messages Sent to Clients	8,155,334

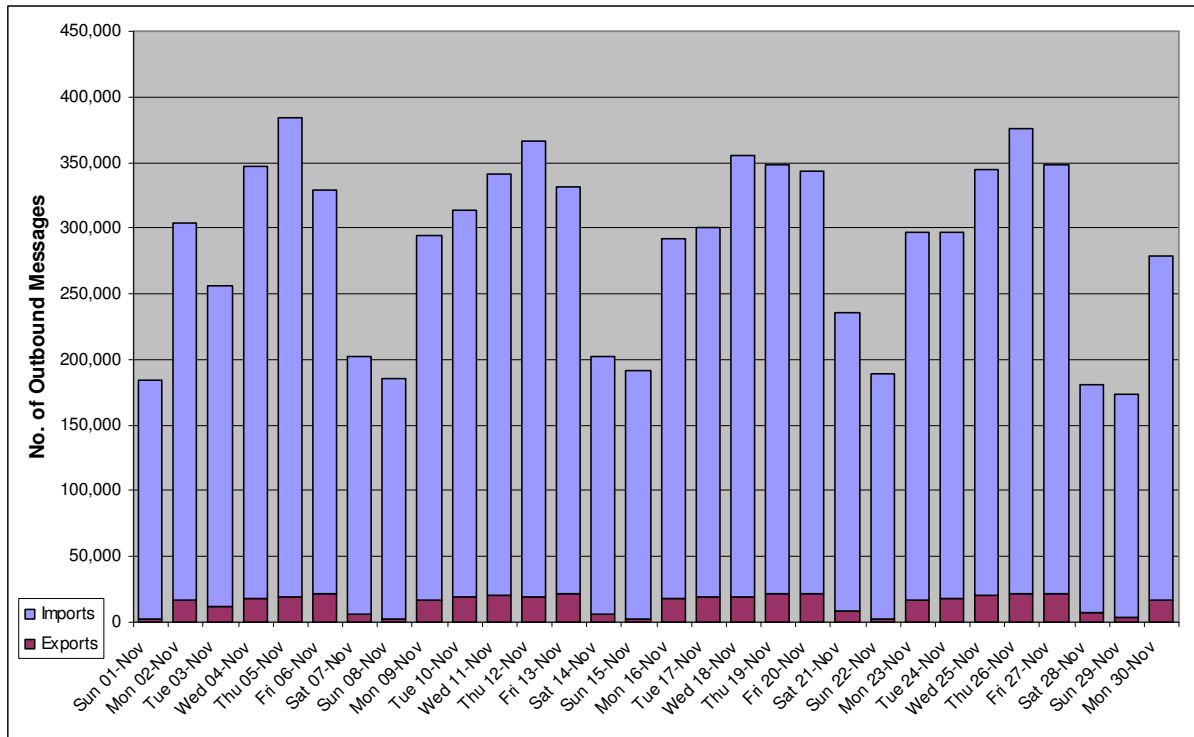
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import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

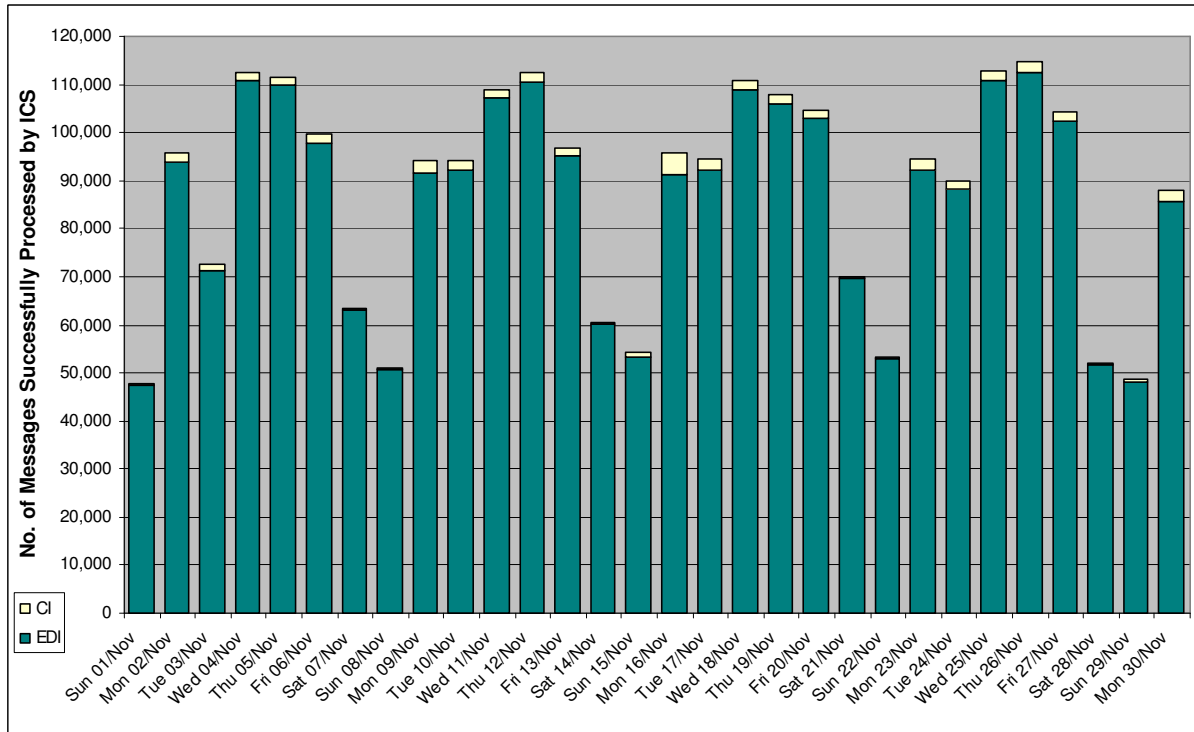
#### 2.1.2 Inbound Message Volume by Day (Nov-09)



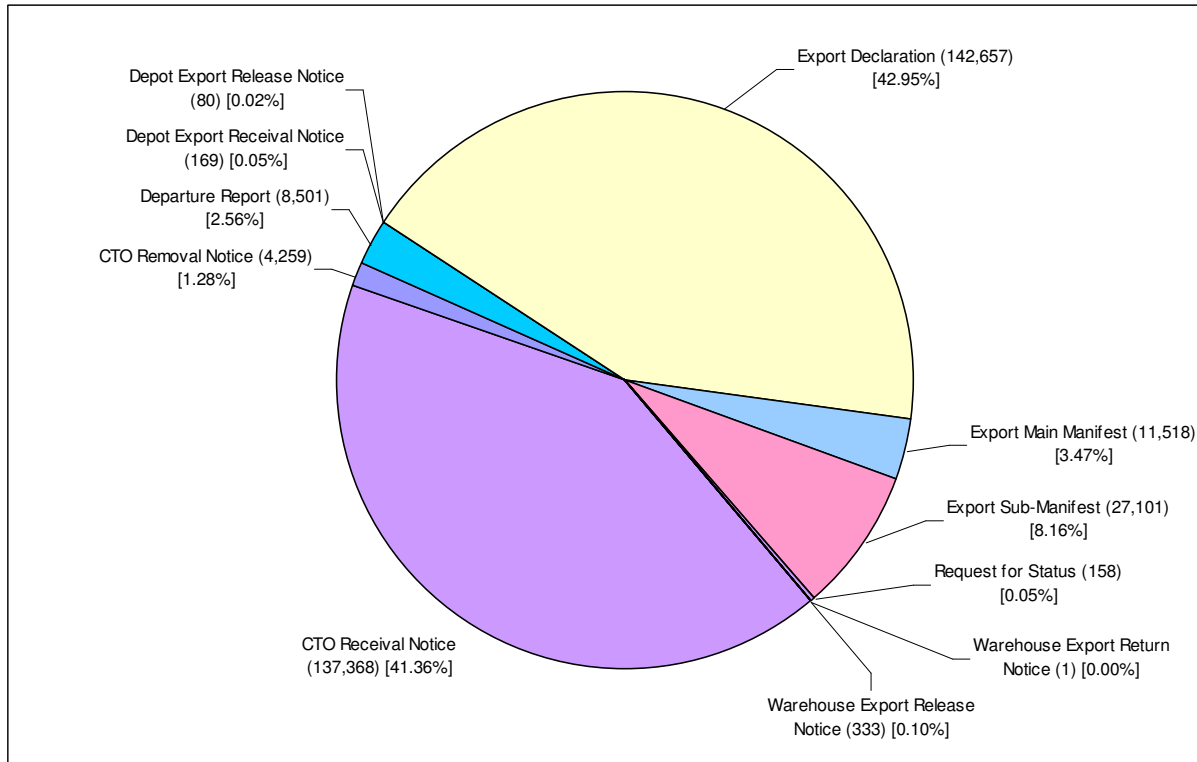
### 2.1.3 Outbound Message Volume by Day (Nov-09)



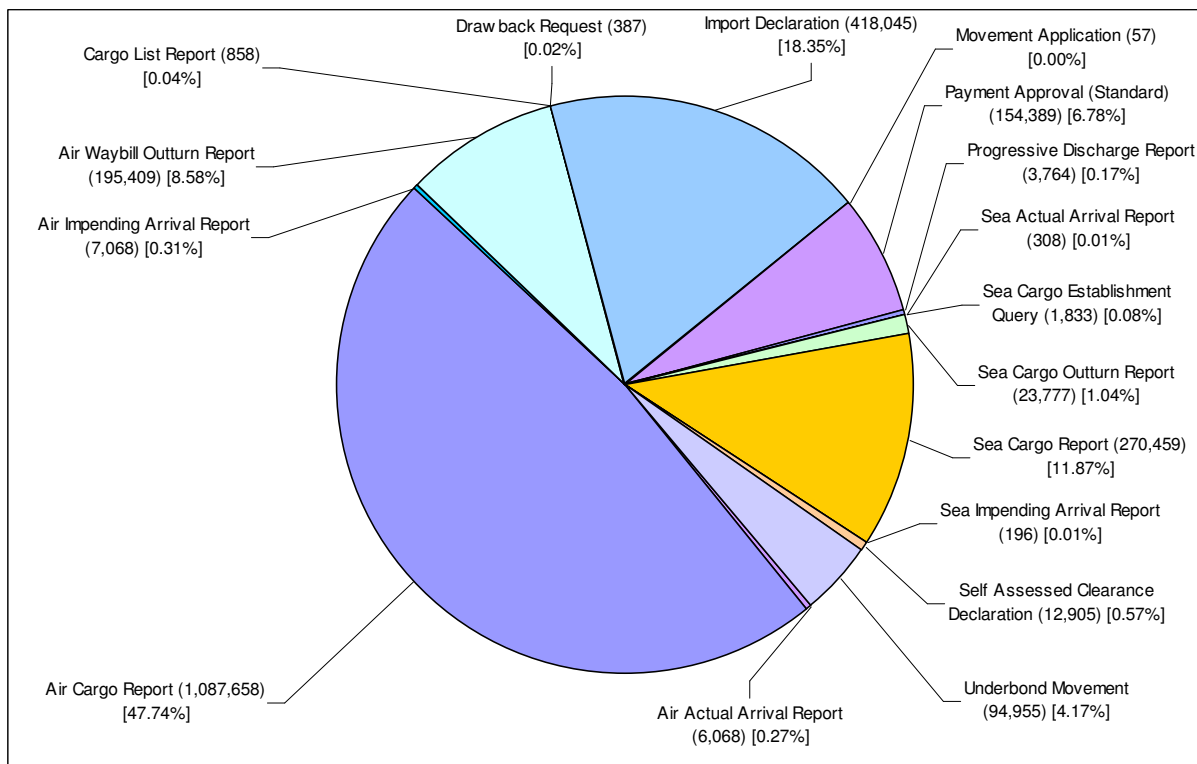
### 2.1.4 Production - Daily Successfully Processed ICS Messages (Nov-09)



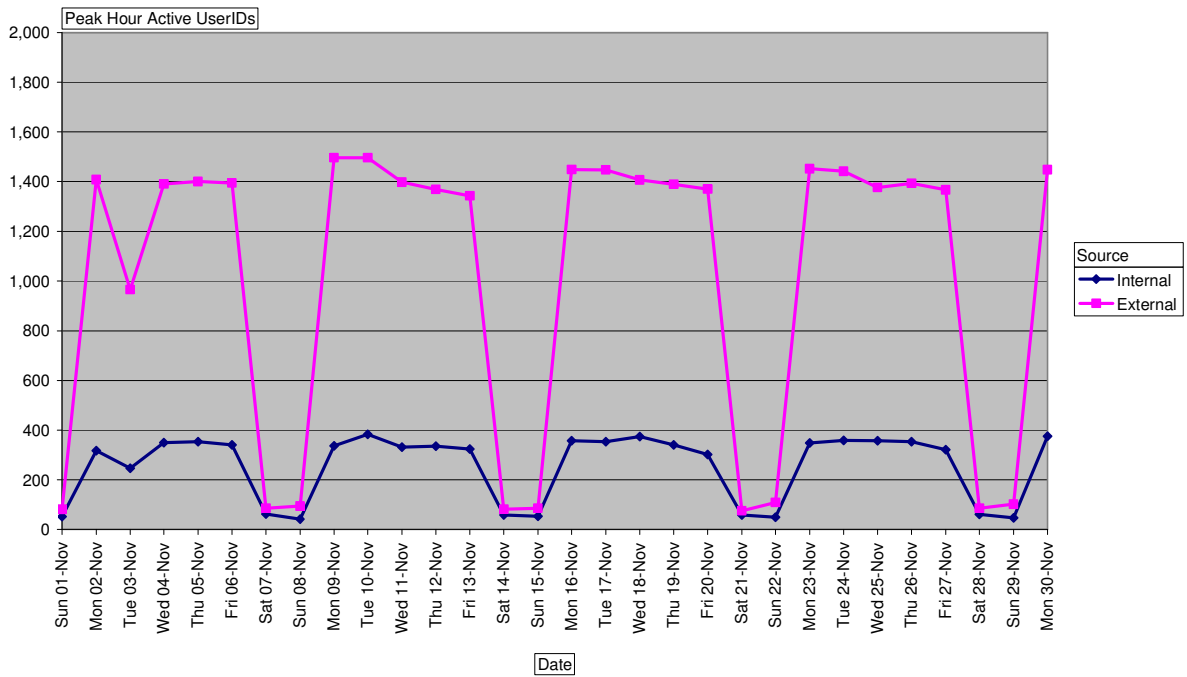
### 2.1.5 Exports Successfully Processed ICS Messages by Type (Nov-09)



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

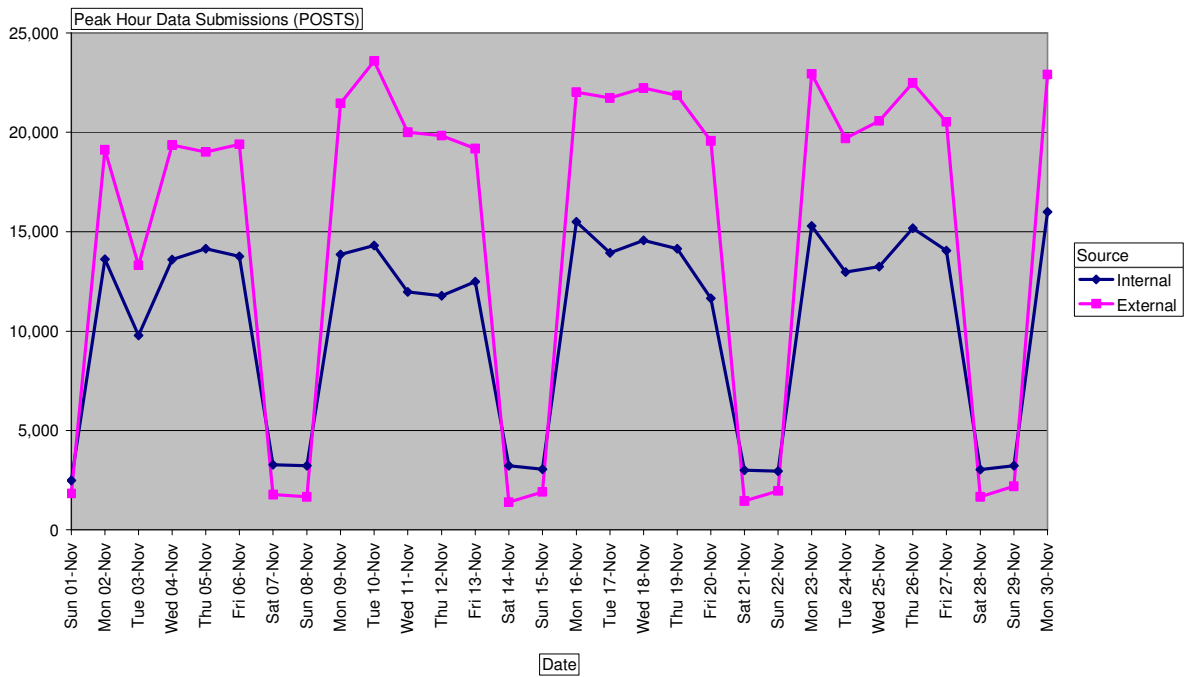


### 2.1.7 Customs Interactive Daily Peak Hour Active Users



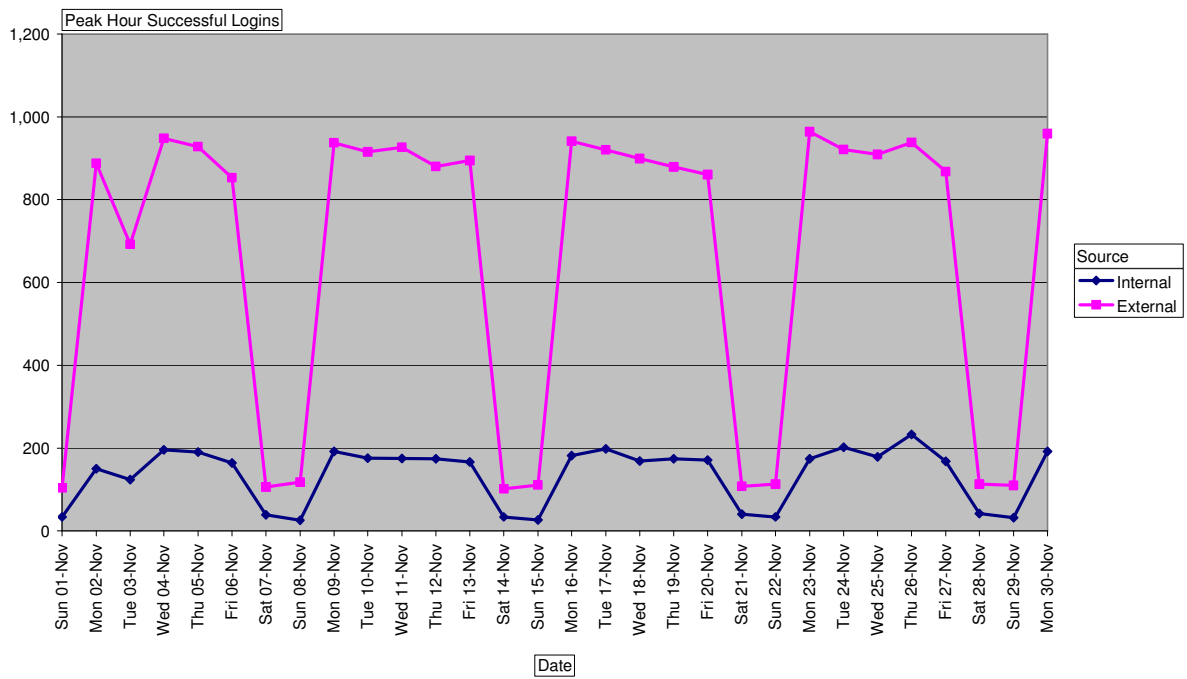
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

### 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

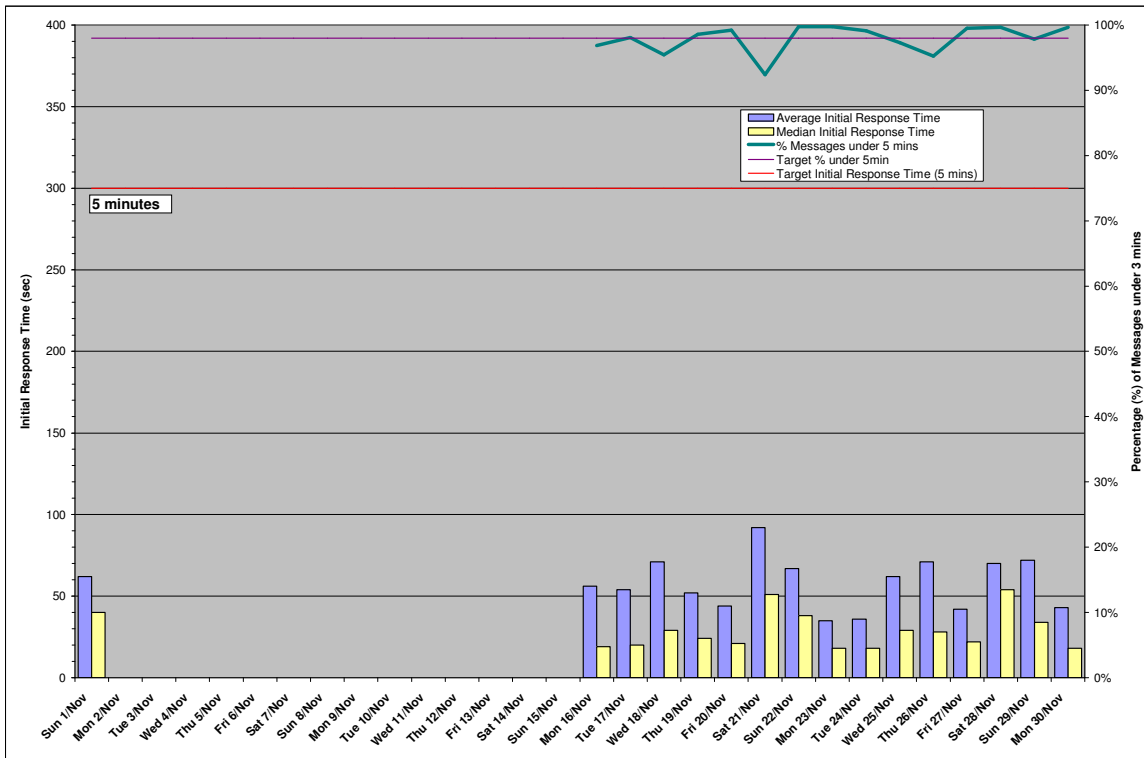


The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

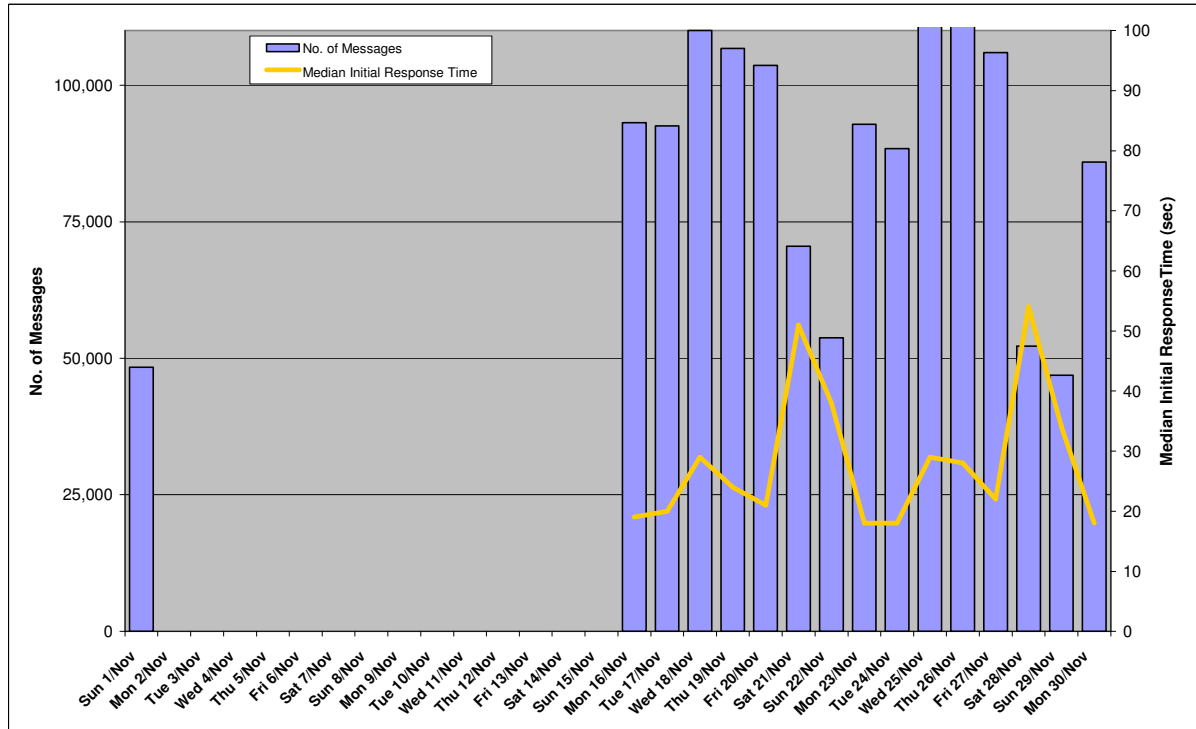


## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (Nov-09)



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



Note: Data for 2 November to 15 November 2009 (inclusive) is missing due to a database failure.

## 3 Service Issues and Impacts

### 3.1 Outages

Date	Duration	Description
<b>November 2009</b>		
Sat 28 Nov 2009	2 hrs	ICS Prod messages were queuing for 2 hrs due to a process failure.
<b>October 2009</b>		
None		
<b>September 2009</b>		
Wed 02 Sep 2009	2 hrs 45 mins	ICS EDI messaging and External Customs Interactive were unavailable from 2030 to 2315 due to the failure of a background process on an ICS server.
<b>August 2009</b>		
Tue 11 Aug 2009	1 hr 30 mins	ICS unable to send outbound messages due to a certificate issue in the CCF.
Wed 05 Aug 2009	40 mins	ICS unavailable due to release overrun as a result of the CA7 change requiring reversion.
<b>July 2009</b>		
None		
<b>June 2009</b>		
Tue 30 Jun 2009	1 hr 28 mins	A process on the ICS mainframe failed which prevented inbound messages from being passed from the CCF to the ICS. When the process was restarted, all queued messages were processed normally.
Wed 10 Jun 2009	1 hr	A process on the ICS mainframe failed which prevented inbound messages from being passed from the CCF to the ICS. When the process was restarted, all queued messages were processed normally.
Fri 5 June 2009	3 hrs 4 mins	A process on the ICS mainframe failed which prevented inbound messages from being passed from the CCF to the ICS. When the process was restarted, all queued messages were processed normally.
<b>May 2009</b>		
Wed 27 May 2009	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
<b>April 2009</b>		
Wed 15 Apr 2009	3 hrs 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 2009	4 hrs 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>		
Tues 17 Mar 2009	15 mins	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 2009	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 2008	2 hrs	Issues during deployment of an ICS upgrade resulted in an overrun of the deployment window.

### 3.2 Not Performing as Expected

Date	Duration	Description
<b>November 2009</b>		
Fri 27 Nov 2009	2 hrs 10 mins	ICS Prod & Ind Test heartbeat was more than 20 minutes old on CCF monitor due to the heartbeat not having been restarted after a serial link had been restarted.
Wed 25 Nov 2009	20 mins	External EFT reports were delayed by 20 minutes
Wed 18 Nov 2009	1 hr 10 mins	The processing of inbound permit numbers from Dept of Defence was delayed for 1 hr 10 mins
Wed 11 Nov 2009	15 mins	External EFT reports were delayed by 15 minutes
Tue 10 Nov 2009	4 hrs 20 mins	50% of Dept of Defence report emails failed due to spam/firewall upgrades to one of Customs email servers.
Wed 04 Nov 2009	1 hr 30 mins	External EFT reports were delayed by 90 minutes
<b>October 2009</b>		
Tue 27 Oct 2009	1 hr 15 mins	ICS Customs Interactive login intermittent errors
Fri 23 Oct 2009	13 mins	External EFT reports were delayed by 13 minutes
Fri 16 Oct 2009	20 mins	External EFT reports were delayed by 20 minutes
Thu 15 Oct 2009	2 hrs 30 mins	AQIS ICS Messages queuing on the MQ Channel, preventing AQIS from lifting holds from held cargo
Thu 15 Oct 2009	1 hr 37 mins	QSP receipt notify to ICS not updating.
Tue 13 Oct 2009	40 mins	External EFT reports were delayed by 40 minutes
Thu 08 Oct 2009	34 mins	External EFT reports were delayed by 34 minutes
Wed 07 Oct 2009	18 mins	External EFT reports were delayed by 18 minutes
Tue 06 Oct 2009	22 mins	External EFT reports were delayed by 22 minutes
Thu 01 Oct 2009	20 mins	External EFT reports were delayed by 20 minutes
<b>September 2009</b>		
Wed 09 Sep 2009	20 mins	External EFT reports were delayed by 20 minutes
Wed 09 Sep 2009	9 hrs 22 mins	Due to a batch process failure, the exchange rates for 09/09/09 were not loaded into the ICS until the next day.
Thu 17 Sep 2009	1 hr 40 mins	Approx 1/3 of ICS messages were delayed in the CCF due to CCF server issues.
Sun 20 Sep 2009	52 mins	A looping transaction caused a 30 minute delay to the processing of some ICS messages
Thu 24 Sep 2009	1 hr 29 mins	External EFT reports were delayed by approx 2 hrs due to a problem with the Hyperion server.
Mon 28 Sep 2009	30 mins	External EFT reports were delayed due to delays in the Teradata server
Tue 29 Sep 2009	3 hrs	External EFT reports were delayed due to delays in the Teradata server
<b>August 2009</b>		
Wed 19 Aug 2009	11 hrs	External ICS reports unavailable as a result of a firewall issue.
Wed 26 Aug 2009	3 hrs 6 mins	Approx 1/3 of ICS messages were delayed in the CCF due to delays in queuing messages to the ICS.
<b>July 2009</b>		
None		
<b>June 2009</b>		
Mon 01 Jun 2009	7 hrs	Intermittent issues with EDI message processing resulted in 2726 valid messages being rejected by the CCF with no response being sent to the user.
Wed 10 Jun 2009	1 hr	CI Internal users unable to lift holds in the ICS
Wed 10 Jun 2009	9 hrs 40 mins	Exchange rates were successfully loaded into the ICS, but exchange rate files were not sent to EDI reference file users.
Tue 16 Jun 2009	57 mins	Mainframe operating at 100% of CPU, but with no business impact to users.
Wed 24 Jun 2009	19 mins	Slow processing in QSP resulted in delayed EFT receipting.
Fri 26 Jun 2009	4 hrs 54 mins	Communication problems during the Teradata backup process resulted in a number of failed Teradata batch processes.
Tue 30 Jun 2009	22 hrs 49 mins	A CCF server issue prevented new client digital certificates from being registered

Date	Duration	Description
<b>May 2009</b>		
Tue 12 May 2009	8 hrs	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 hrs 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 02 Mar 2009	5 mins	Messages were delayed due to a node failure in CCF.
Wed 04 Mar 2009	6 mins	Broker Renewal Invoices failed to generate for a number of sole trader brokers
Mon 09 Mar 2009	54 mins	Messages were delayed in CCF due to issues with the sql agent. The agent was restarted, which resolved the problem.
Tue 10 Mar 2009	10 mins	The reboot of a CCF PKI server caused delays for the processing of some messages
Tue 24 Mar 2009	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 2009	7 mins	The scheduled Teradata backup process caused some delays in the ETL processes from the ICS
<b>February 2009</b>		
Sun 01 Feb 2009		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.
Tue 17 Feb 2009	24 mins	The ICS CI External & Internal interface was unavailable for 24 minutes.
Thu 19 Feb 2009	5 hrs	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.
<b>January 2009</b>		
Wed 14 Jan 2009	10 hrs	Users were unable to access underbond movements in ICS, due to a deployment issue.
Wed 21 Jan 2009	13 hrs	CCF outbound messages were affected by maintenance in the CCF environment. 3,500 messages that were affected were resent.
<b>December 2008</b>		
Wed 10 Dec 2008	5 hrs	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.
Thu 11 Dec 2008	8 hrs 40 mins	ICS Teradata reporting was delayed due to the failure of the CA7 batch scheduler on the ICS mainframe.
Mon 29 Dec 2008	7 hrs 3 mins	1-Stop : Failure of a network device caused outages of several hours to direct connect clients 1-Stop and Fedex while they failed over to their alternate connection to Customs. TNT enter Customs by the same network device, however their failover was automatic so their connection to Customs was only briefly affected. In addition 1-Stop and Fedex were reverted to their primary link during subsequent scheduled outage windows.
Mon 29 Dec 2008	5 hrs 7 mins	Fedex : Failure of a network device caused outages of several hours to direct connect clients 1-Stop and Fedex while they failed over to their alternate connection to Customs. TNT enter Customs by the same network device, however their failover was automatic so their connection to Customs was only briefly affected. In addition 1-Stop and Fedex were reverted to their primary link during subsequent scheduled outage windows.

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End of document

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