Main Processing Transition

Customs is transitioning its IT main processing services to a new service provider in the first quarter of 2008 with completion scheduled for the end of March. This means that the existing infrastructure that supports Customs Cargo Business Systems will be replaced and relocated at two new data centres – a production processing site and test and disaster recovery services site.

The below provides an update on proposed migration dates, possible impacts on scheduled maintenance windows and testing opportunities.

Overview

The transfer of Customs services will be performed on a like-for-like basis, with no change to the applications. This conservative approach represents the lowest risk to operations for Industry and other stakeholders. It is being reinforced through a phased approach to migration, with the Stress and Volume Test, User Acceptance Test, Development and Industry Test environments being transferred before Production is migrated.

Customs has ensured that there is an opportunity for Industry to test the new infrastructure, if they wish. To facilitate this, a Industry Test window will be available prior to the cutover to production.

In addition, Customs is running a targeted Industry Test Program (for exporters, importers, brokers, CTOs, airlines, shipping companies and software providers etc) prior to the general Industry Test window.

How Customs Main Processing Transition affects Industry

From an Industry perspective, interface with Customs cargo business systems will remain the same. There is no general requirement to change certificates, IP addresses or email addresses.

The only impact will be some extensions of scheduled maintenance windows, needed to implement changes and/or effect the changeover to the new environments. These windows will be negotiated with Industry through the standard process, prior to being scheduled.

The only exception is for those clients with a direct connection to the existing Burwood data centre. All affected clients have been contacted and their change requirements are being implemented.

Progress

Customs new data centres have been established and the hardware is being commissioned.

The new Stress and Volume environment is operational and is in the process of being tested. The environment has passed all tests to-date and the testing phase will be completed on schedule in January.

Migration of the User Acceptance Test environment is underway and will be completed in preparation for the next phase of testing.

The new internet gateway environment has been built and is being prepared for the migration of direct connect clients. Transition to the new infrastructure for direct connect clients will occur between 1 February and 15 March.

It is expected that the Industry Test Program will be conducted between 22 February and 4 March. A general Industry Test period will then be available from no later than 10 March. The new infrastructure will be in production by the end of March 2008.

More information will be made available over the coming months but if you have any questions please contact Mark Taylor from the Industry Engagement and User Services Branch or (02) 6275 6794 or Steve Nitschke from the Applications Branch on (02) 6122 5504.