



Main Processing Transition Update

1 February 2008

The transitioning of Customs main processing services to a new service provider is on track for a late-March cutover. This means the infrastructure that supports Customs Cargo Business Systems will be relocated to two new data centres – a production processing site and test/disaster recovery site.

The below provides an update on current progress of the migration, possible impacts on scheduled maintenance windows and testing opportunities.

Overview - how Customs Transition affects Industry*

The migration of Customs services will be staggered to minimise any risks to Industry and other stakeholders. Customs test environments, including the Stress and Volume Test, User Acceptance Test, Development and Industry Test environments, will be transferred before the Production environment is migrated.

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

The only planned impact will be some extensions of scheduled maintenance windows, needed to implement changes and/or affect the changeover to the new environments.

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 addressed.

Progress

The testing of the Customs mainframe (which hosts the ICS) is progressing to schedule. Stress and volume testing and system integration testing are complete and user acceptance testing (UAT) commenced on 22 January. The new mainframe is a more recent model and Customs stress and volume test results support the documented improvements in processing performance.

Testing of the midrange environment (hosting the Customs Connect Facility, the front end of the ICS) has commenced and the development environment has been successfully tested.

Customs has invited Industry to participate in the Industry Test phase of the ICS platform move. This test window will be available from Wednesday 5 March to Wednesday 12 March.

* A full overview was provided in the first edition, available on the Customs internet site. In addition, users with direct connections, specific high volume communicators, and a selection of software developers, customs brokerages and importers have been invited to participate in a targeted Industry Test Program. This testing will occur between Friday 22 February and Tuesday 4 March 2008.

As per Customs earlier advice, preparatory work has been scheduled for February. This first round of work occurred this morning between 12am – 3am. The next windows are:

- Monday 11 February '08 12am – 3am
- Monday 25 February '08 12am – 3am

Please note that these are a one hour extension to the regularly scheduled two-hour outages from 1am to 3am on Mondays.

More information

More information will be made in available every few weeks as Customs prepares for migration, but if you have any questions please email industryengagement@customs.gov.au or contact Mark Taylor, Industry Engagement and User Services Branch on (02) 6275 6953, or Steve Nitschke from the Applications Branch on (02) 6275 5504.

For previous versions of this update go to

http://www.cargosupport.gov.au/webdata/resources/files/IT_Transition.pdf