



# **Integrated Cargo System Production Report October 2007**

**Date Prepared:** 9 November 2007  
**Prepared by:** Applications Branch, Customs IT

# Production Report - October 2007

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 1-Nov-06 to 31-Oct-07		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,392,133
	Outbound Messages Sent to Clients	5,451,697
<b>Imports</b>	Inbound Messages Received by ICS	22,794,403
	Outbound Messages Sent to Clients	76,783,462

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.

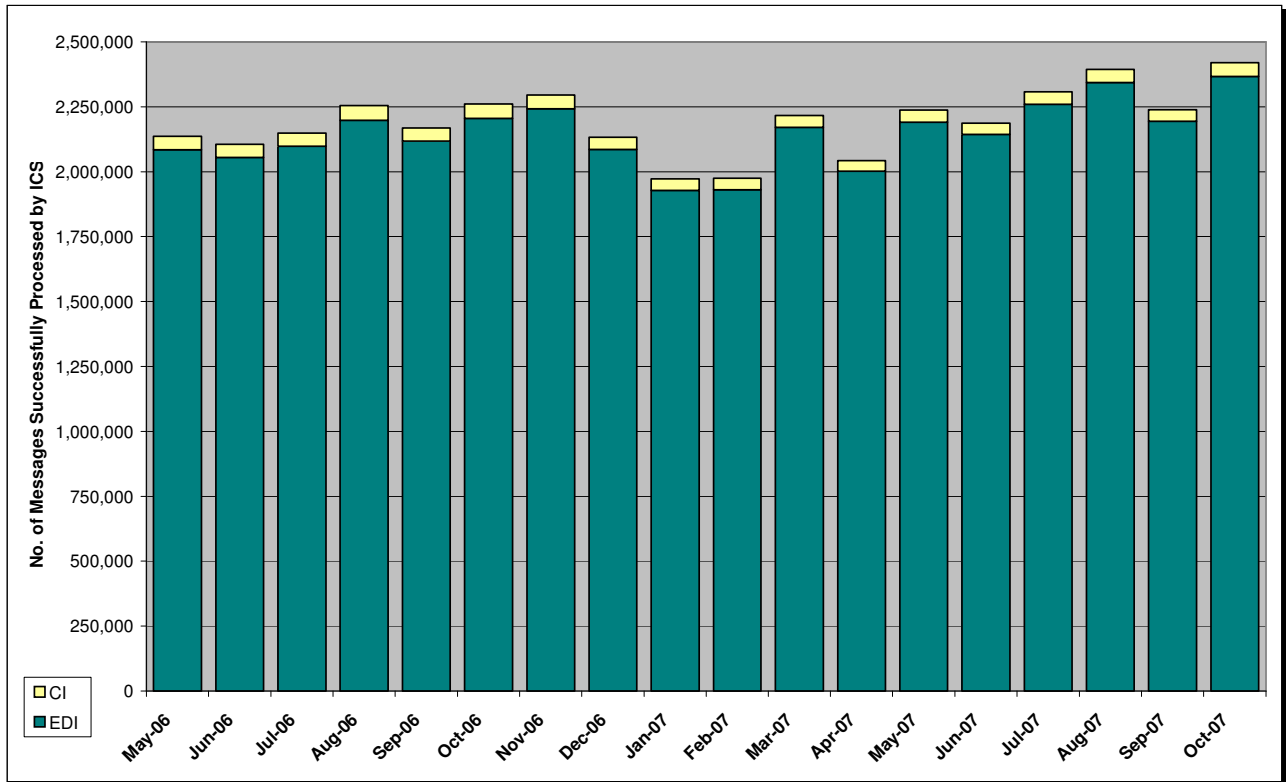
As at midnight **Wed 31-Oct-07**, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	12,860,524
<b>Imports</b>	44,443,763
<b>Total</b>	57,304,287

**Note:**

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

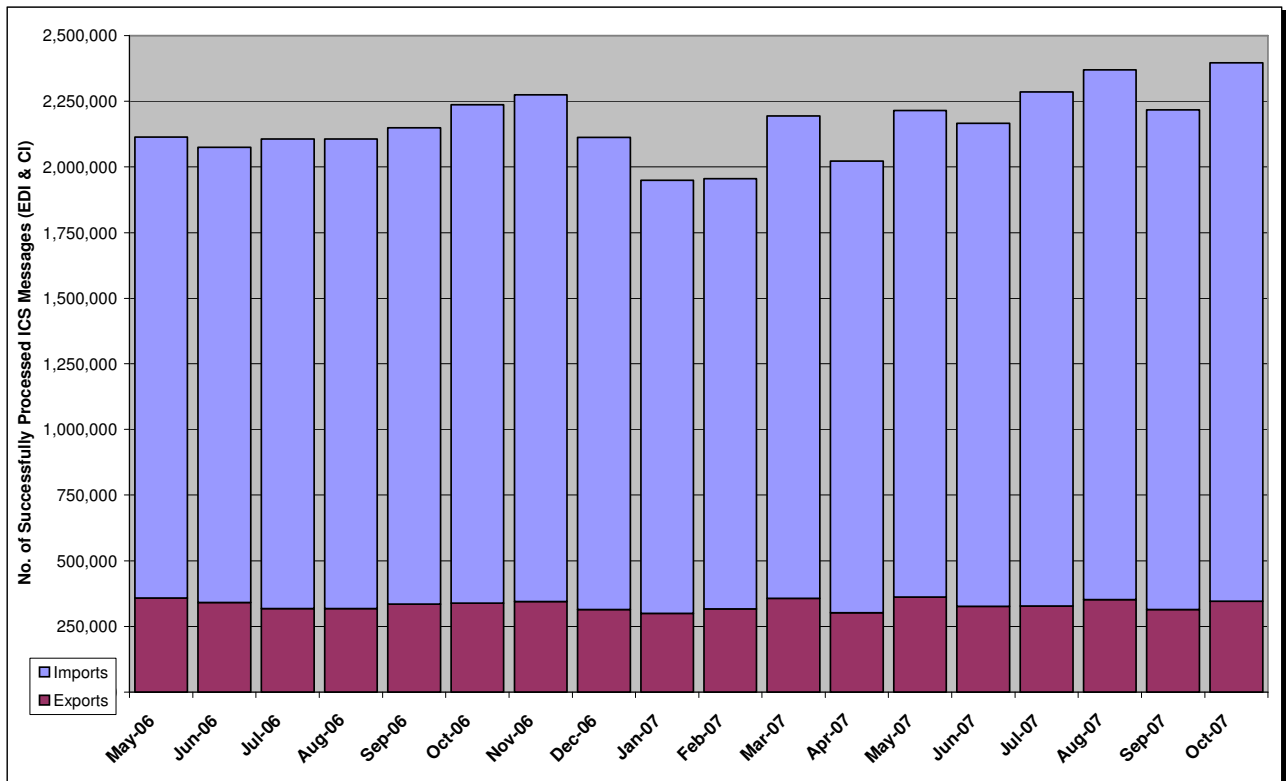
### 1.1.2 Monthly Successfully Processed ICS Messages (EDI and CI)



**Note:**

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

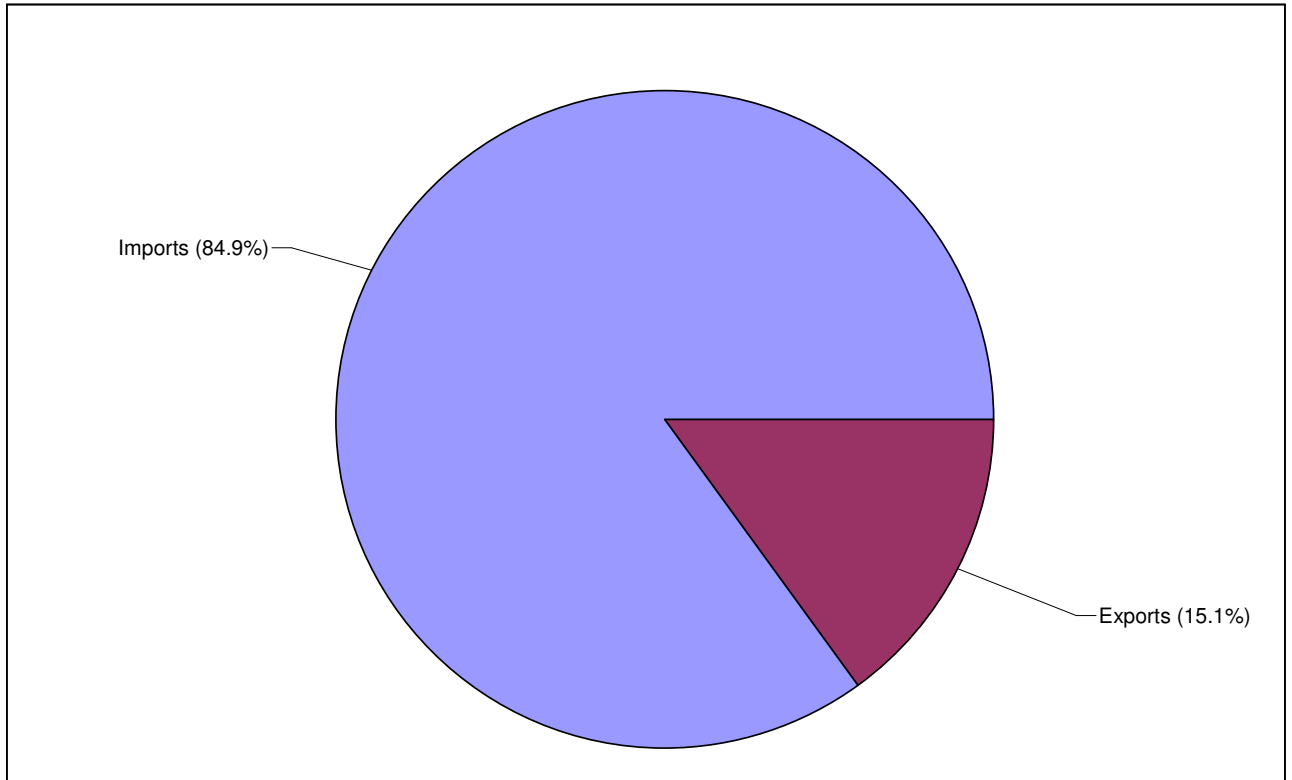
### 1.1.3 Monthly Successfully Processed ICS Messages (Imports and Exports)



**Note:**

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

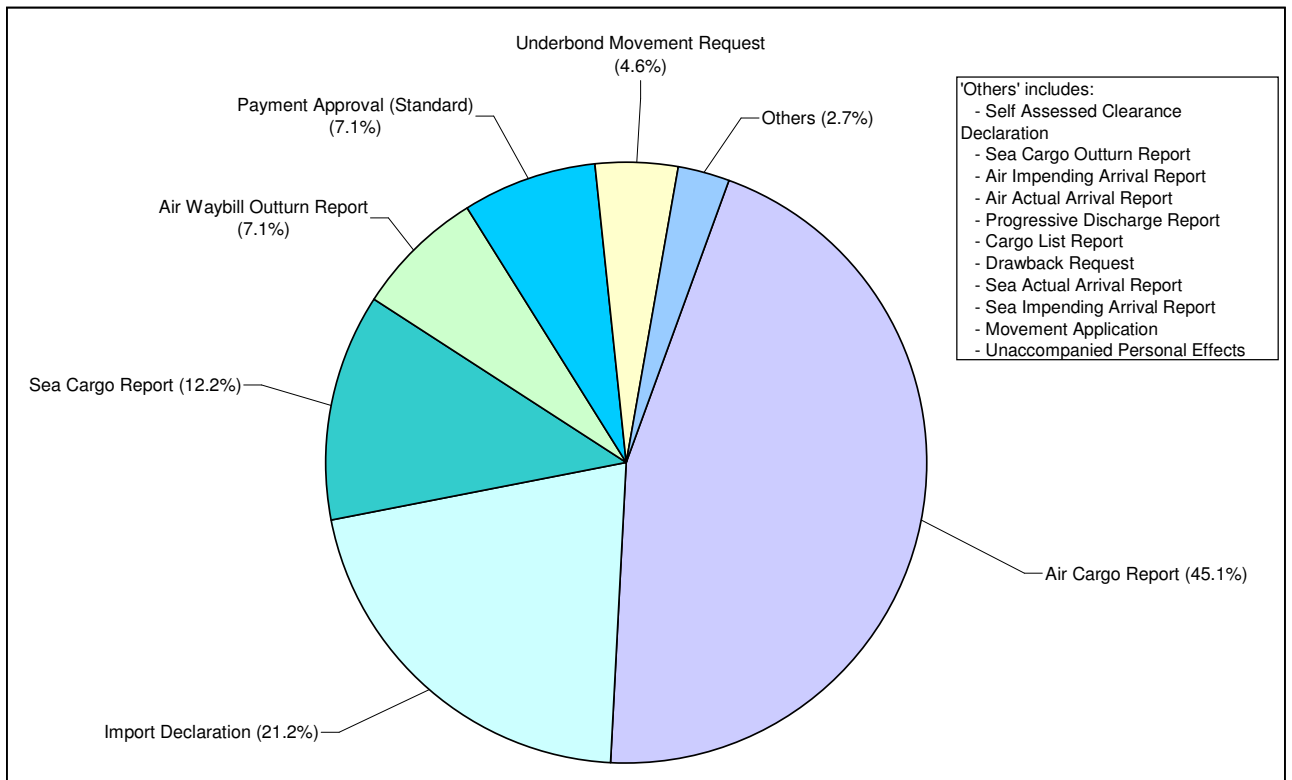
### 1.1.4 Successfully Processed ICS Messages by Category (1-Nov-06 to 31-Oct-07)



**Note:**

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

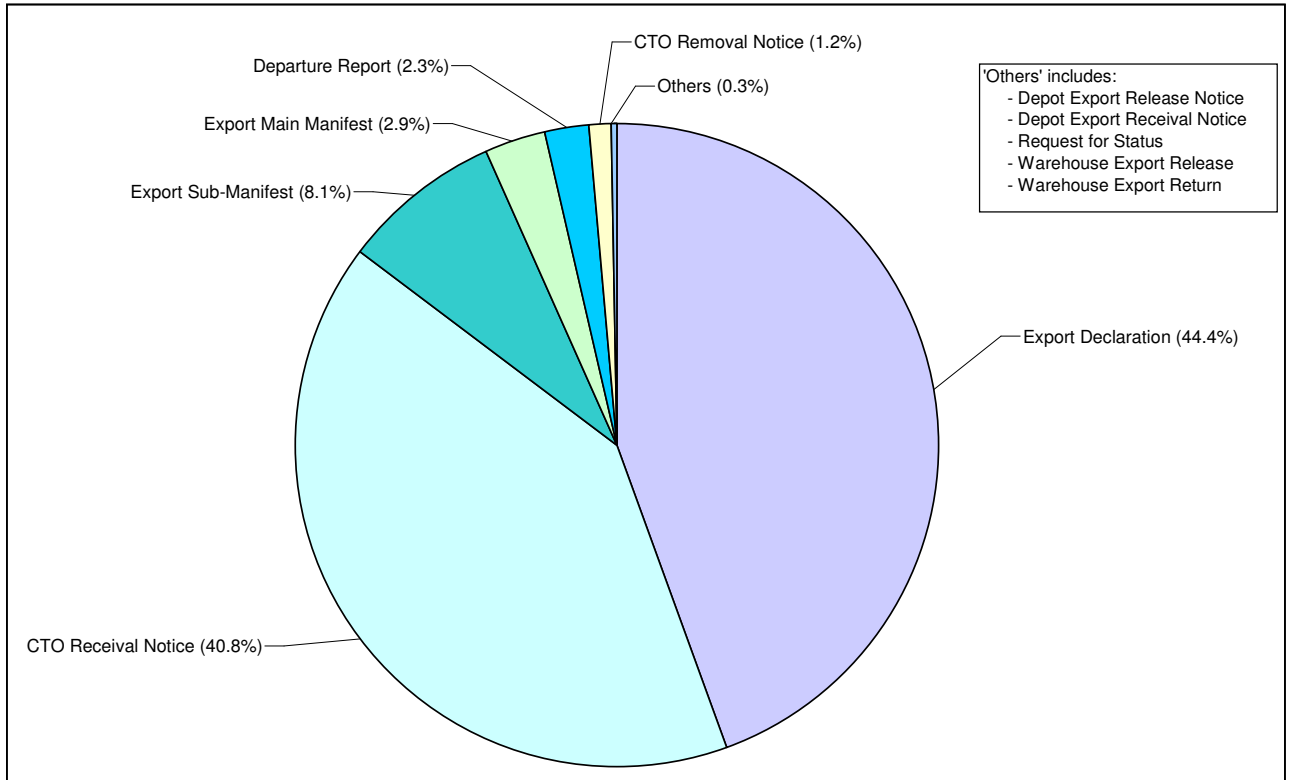
### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Nov-06 to 31-Oct-07)



**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-Nov-06 to 31-Oct-07)

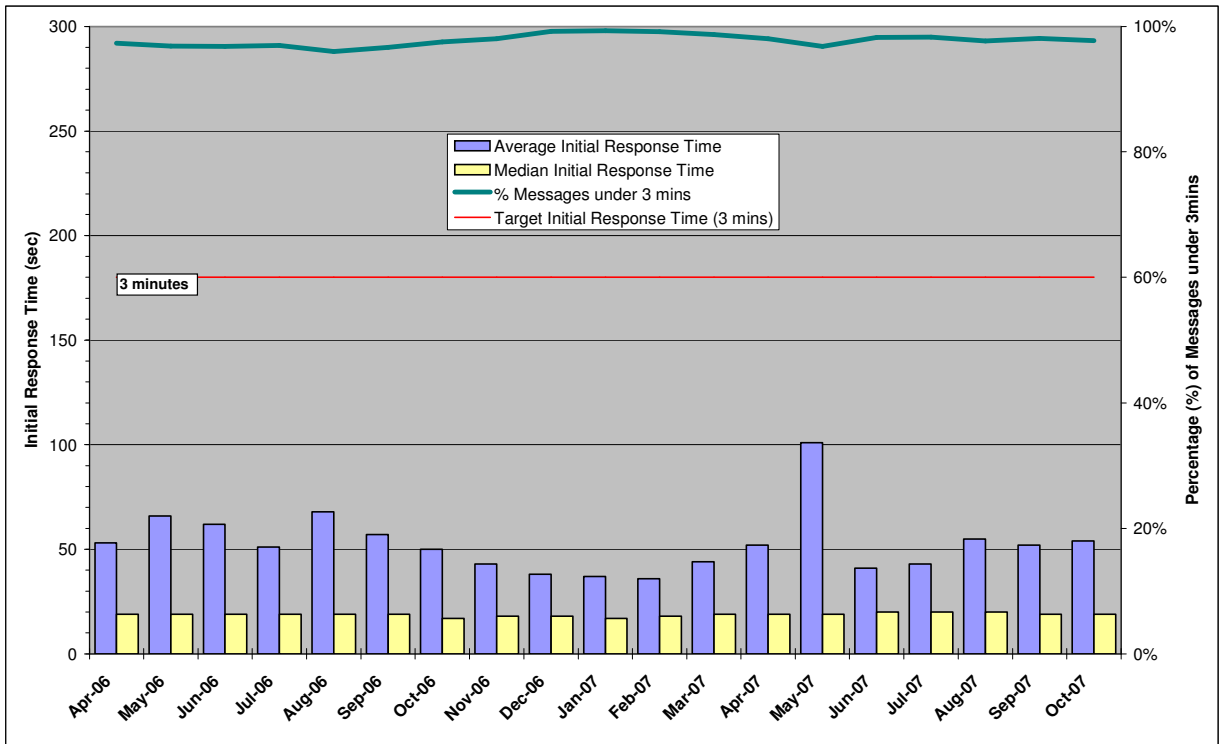


**Note:**

"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

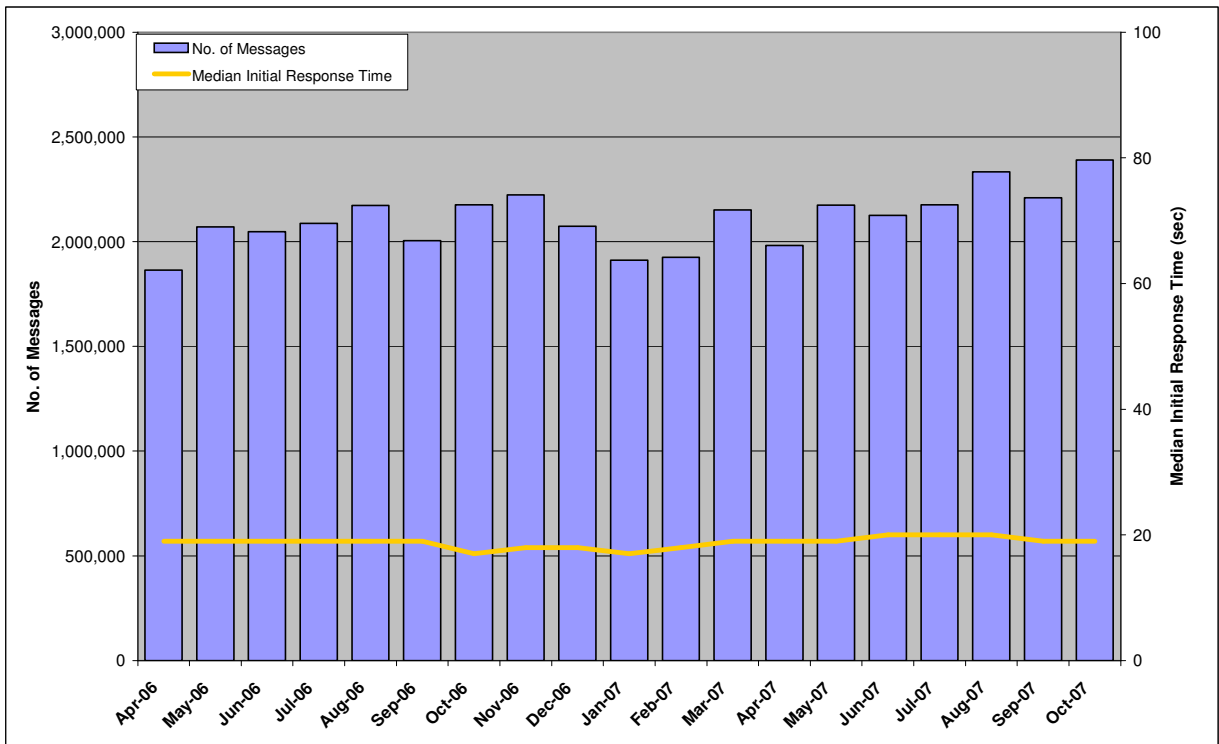
### 1.2.1 Monthly EDI Message Initial Response Time



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.

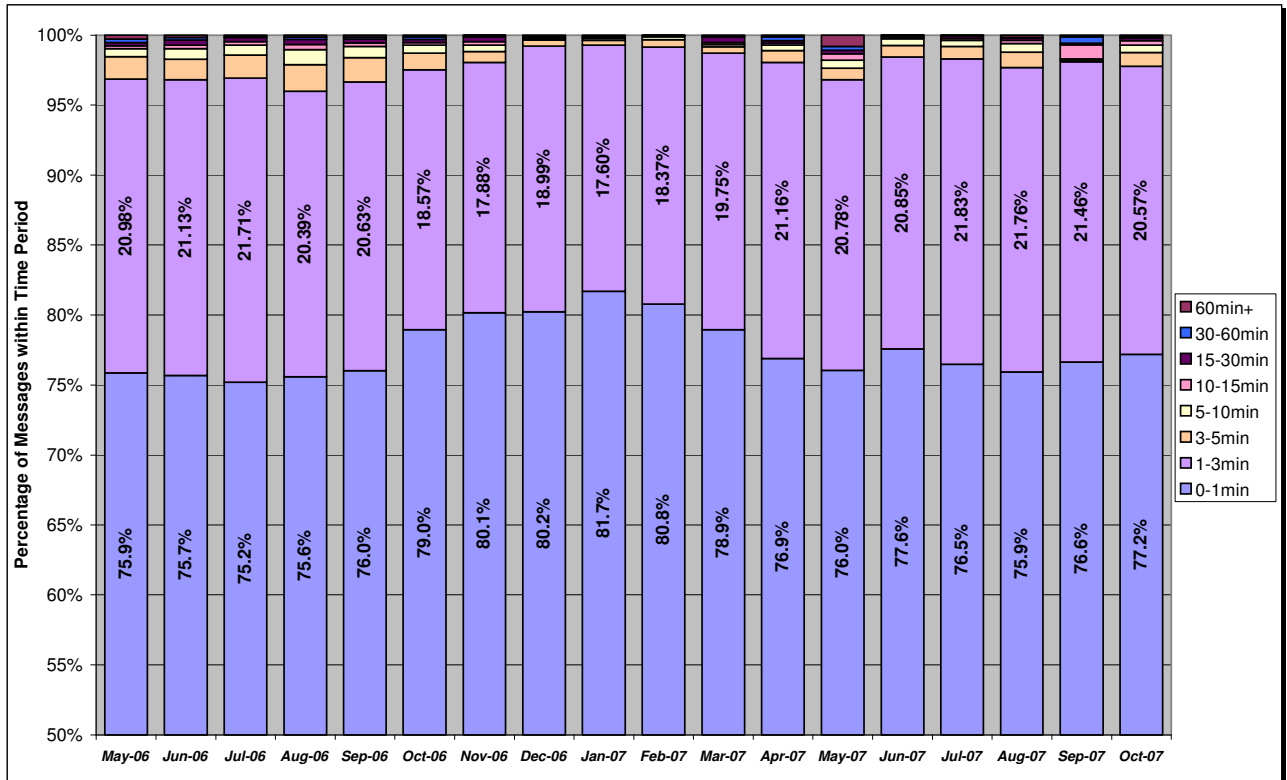
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs.

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

### 1.2.3 Monthly EDI Message Initial Response Time Breakdown



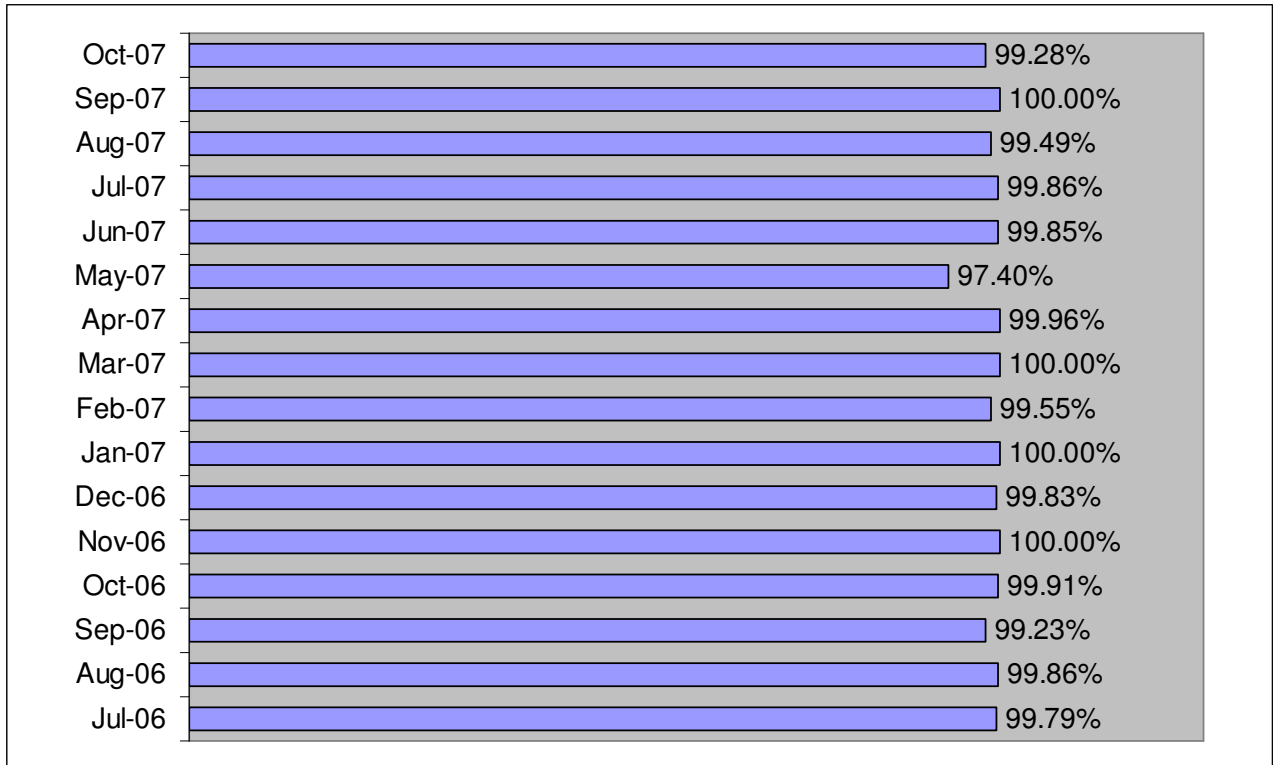
The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs.



### 1.3 Service Availability

#### 1.3.1 Service Available – External

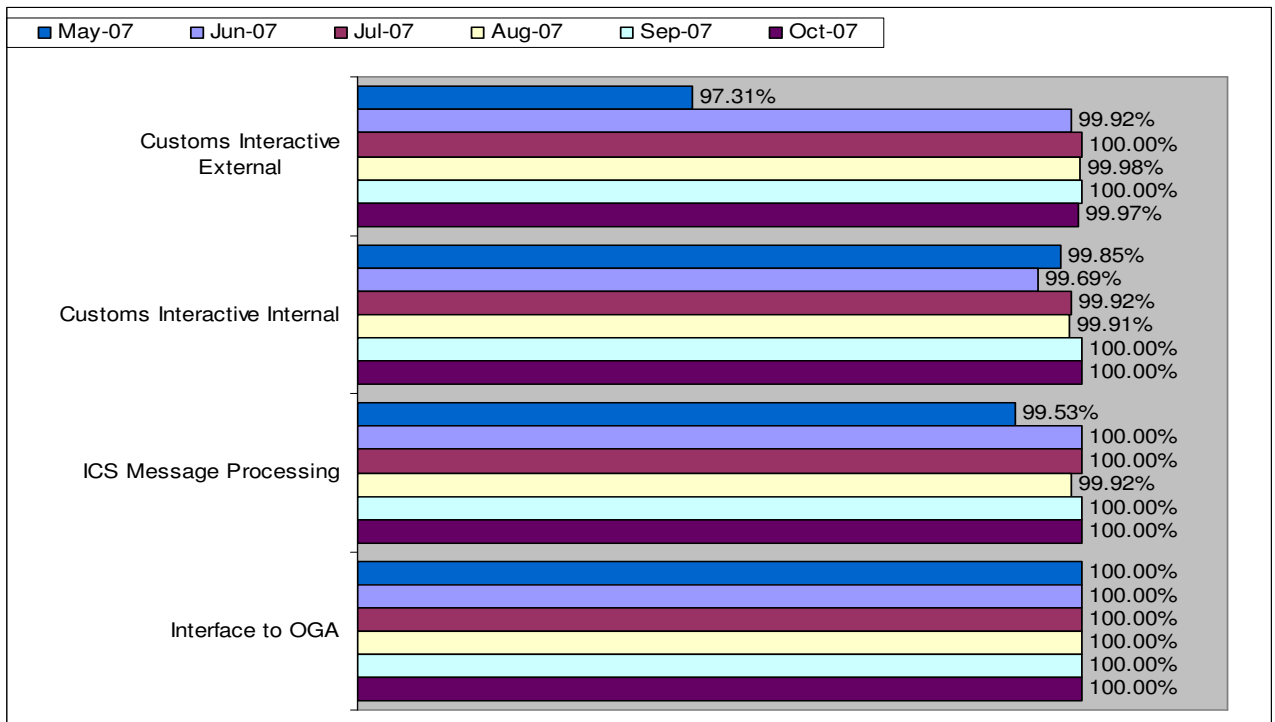
Average availability of services to Customs clients for the 12 months 1-Nov-06 to 31-Oct-07 was 99.60%.



**Note:**

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

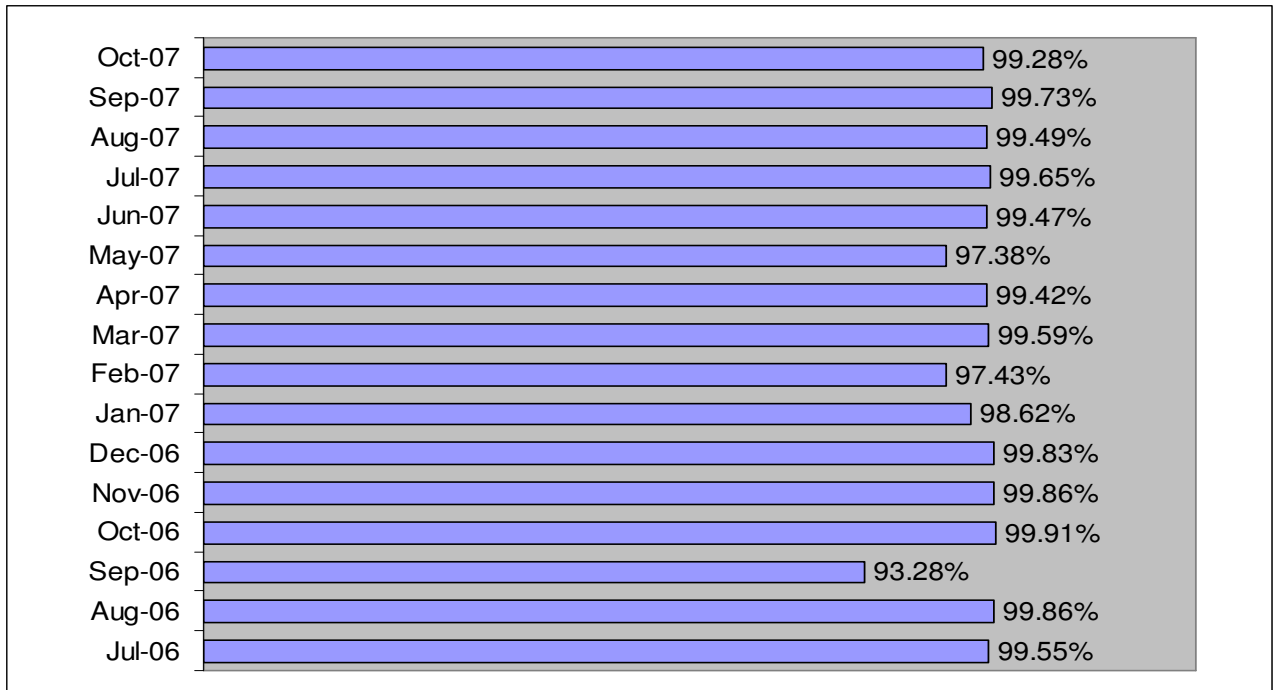
#### 1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 3, page 15.

### 1.3.3 Service Fully Operational

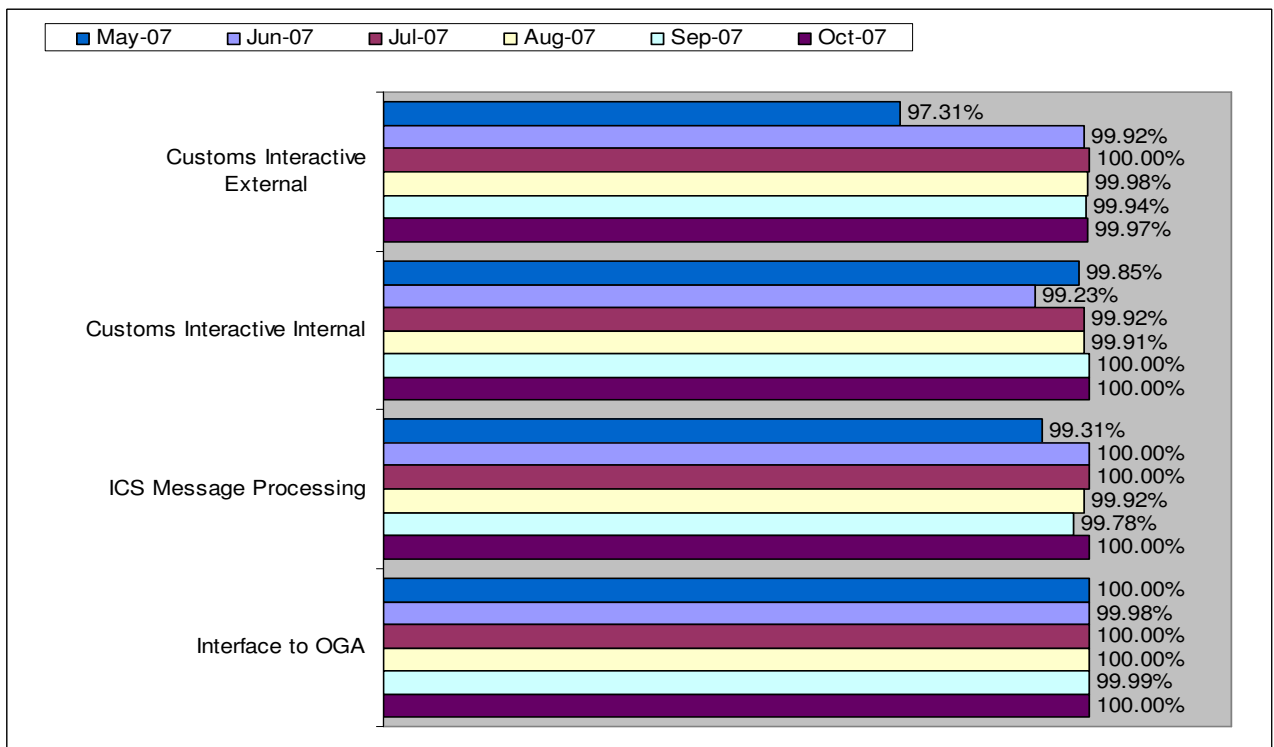
Average operational effectiveness of services for the 12 months 1-Nov-06 to 31-Oct-07 was 99.13%.



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 15.

## 2 Monthly Detail (Oct-07)

### 2.1 System Activity

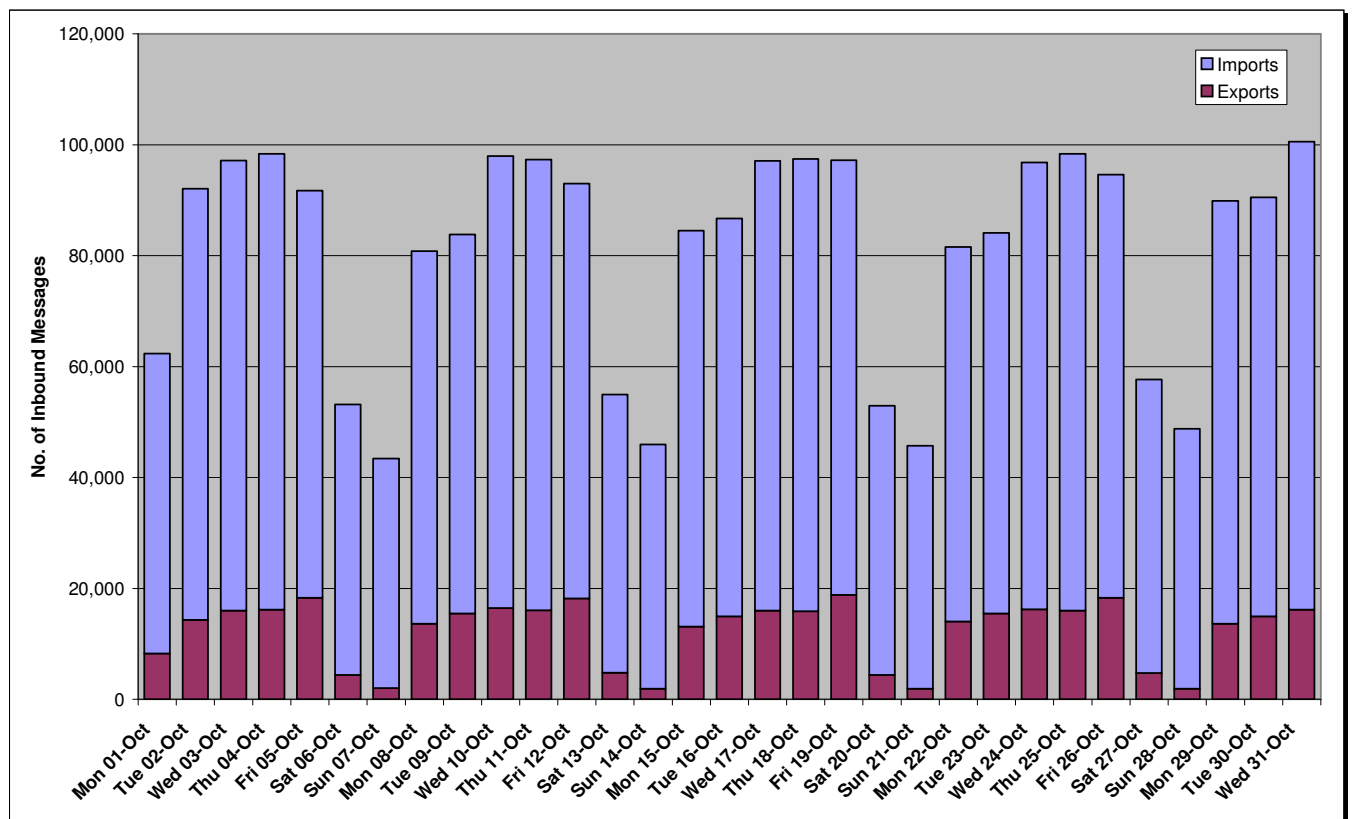
#### 2.1.1 Summary

Mon 01-Oct-07 to Wed 31-Oct-07		Total
<b>Exports</b>	Inbound Messages Received by ICS	382,982
	Outbound Messages Sent to Clients	480,573
<b>Imports</b>	Inbound Messages Received by ICS	2,113,482
	Outbound Messages Sent to Clients	7,061,902

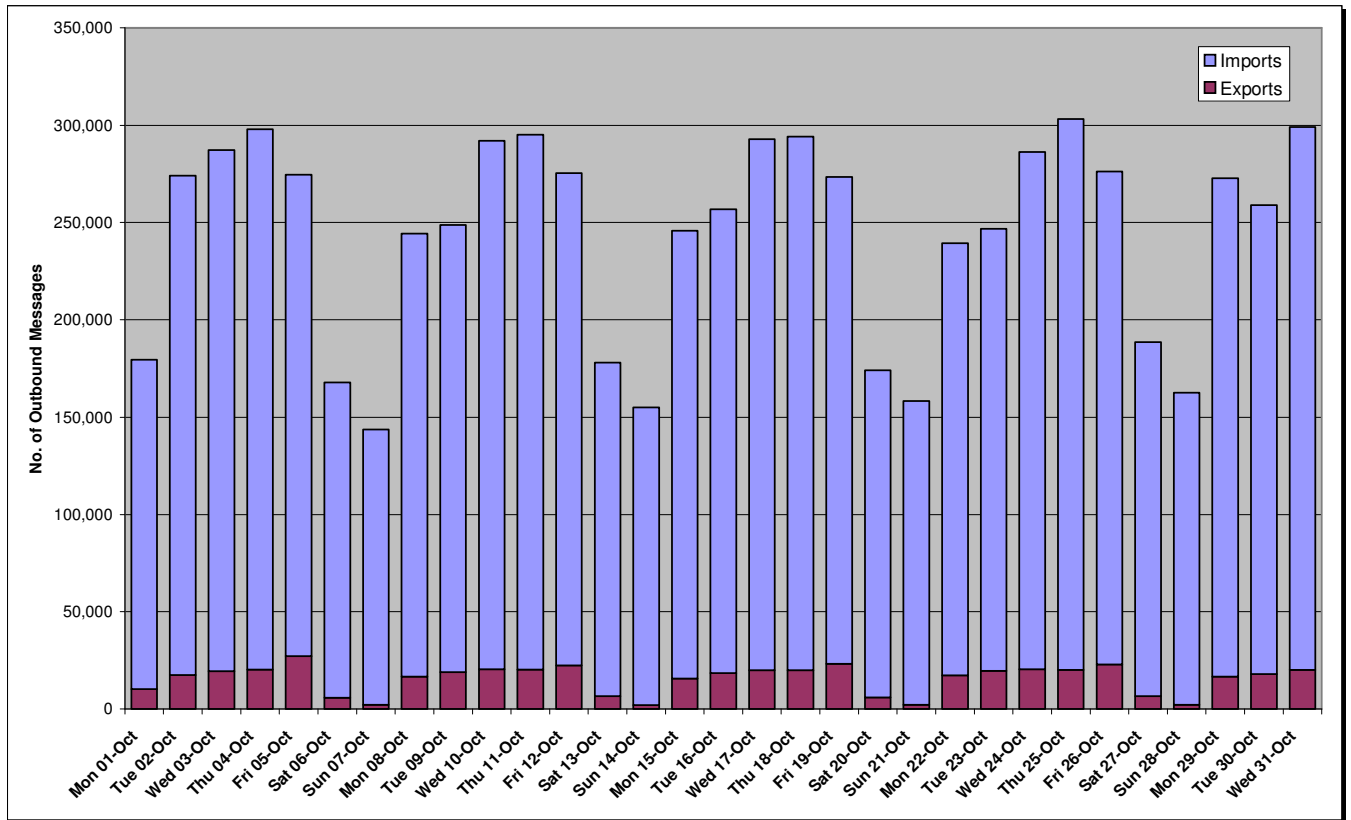
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import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

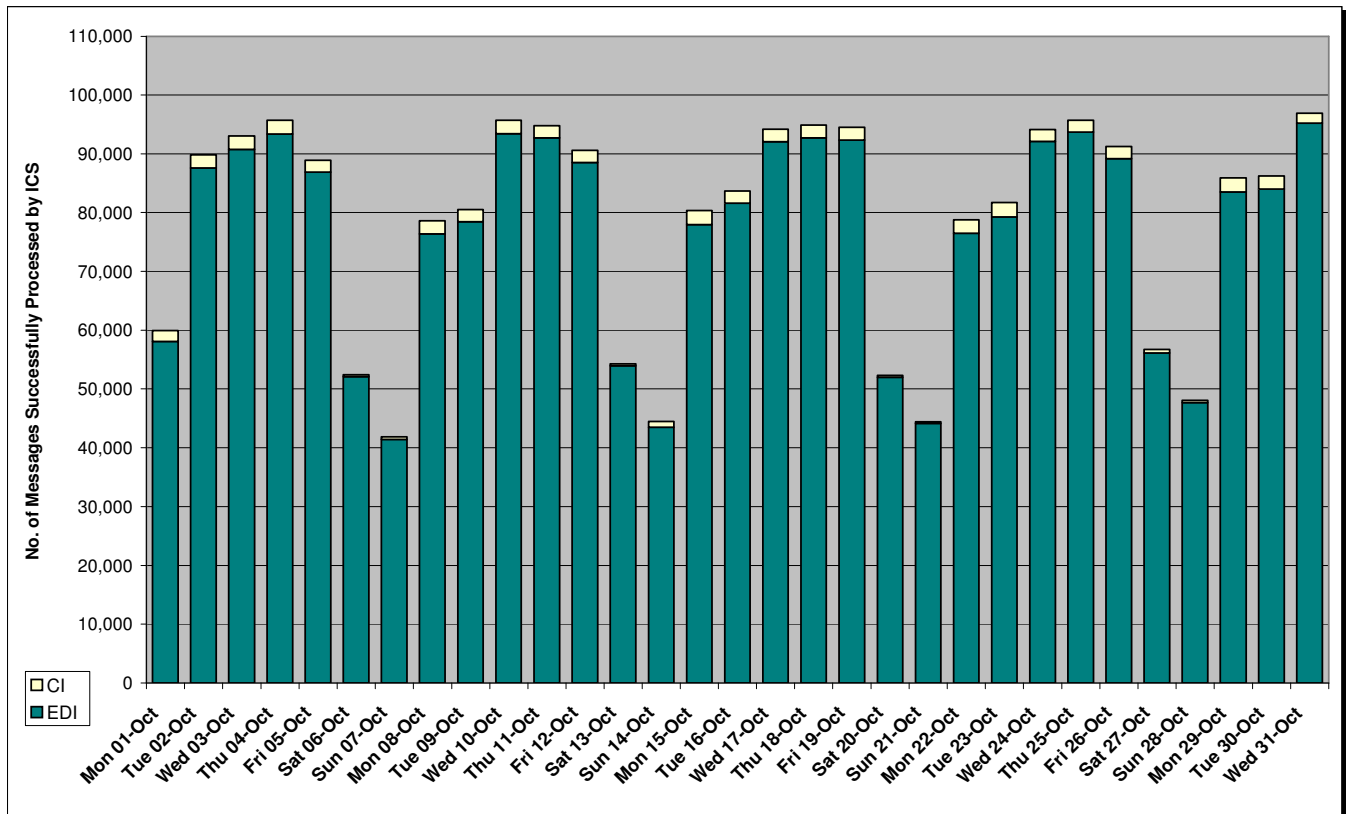
#### 2.1.2 Inbound Message Volume by Day (Oct-07)



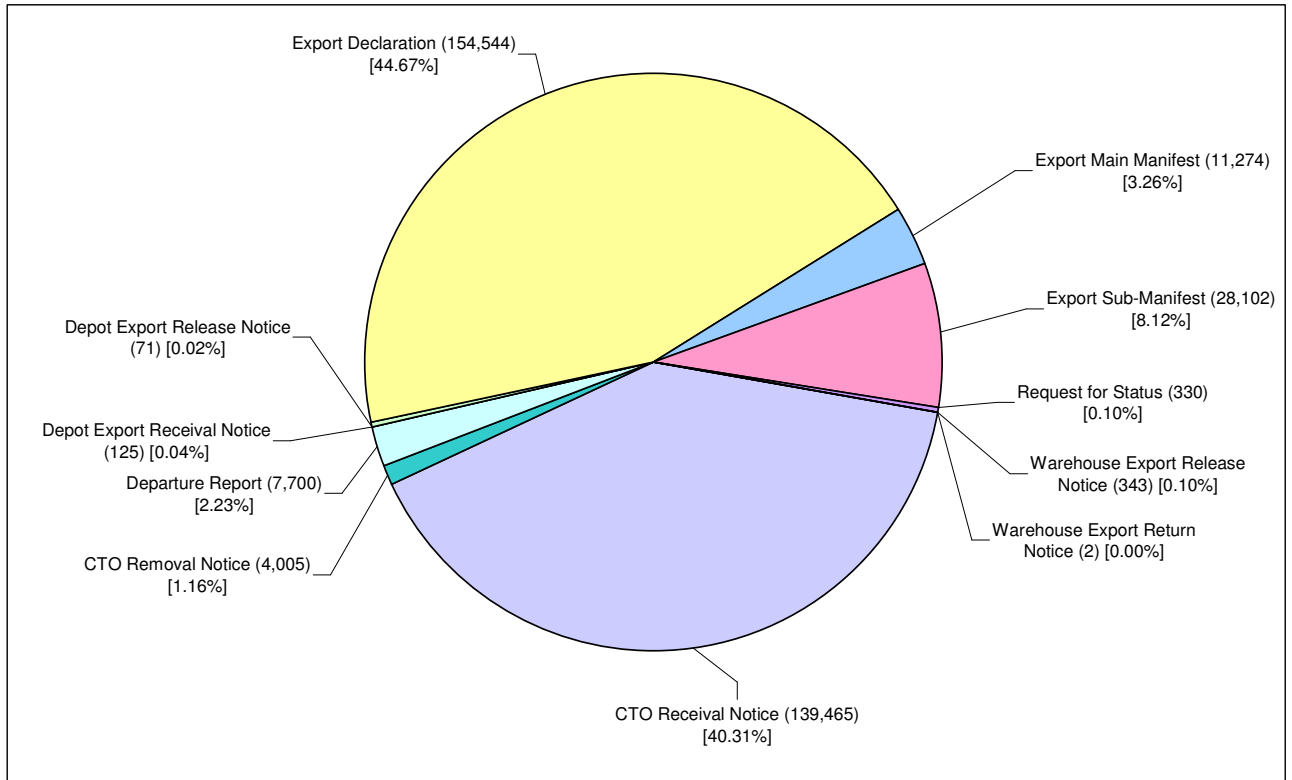
### 2.1.3 Outbound Message Volume by Day (Oct-07)



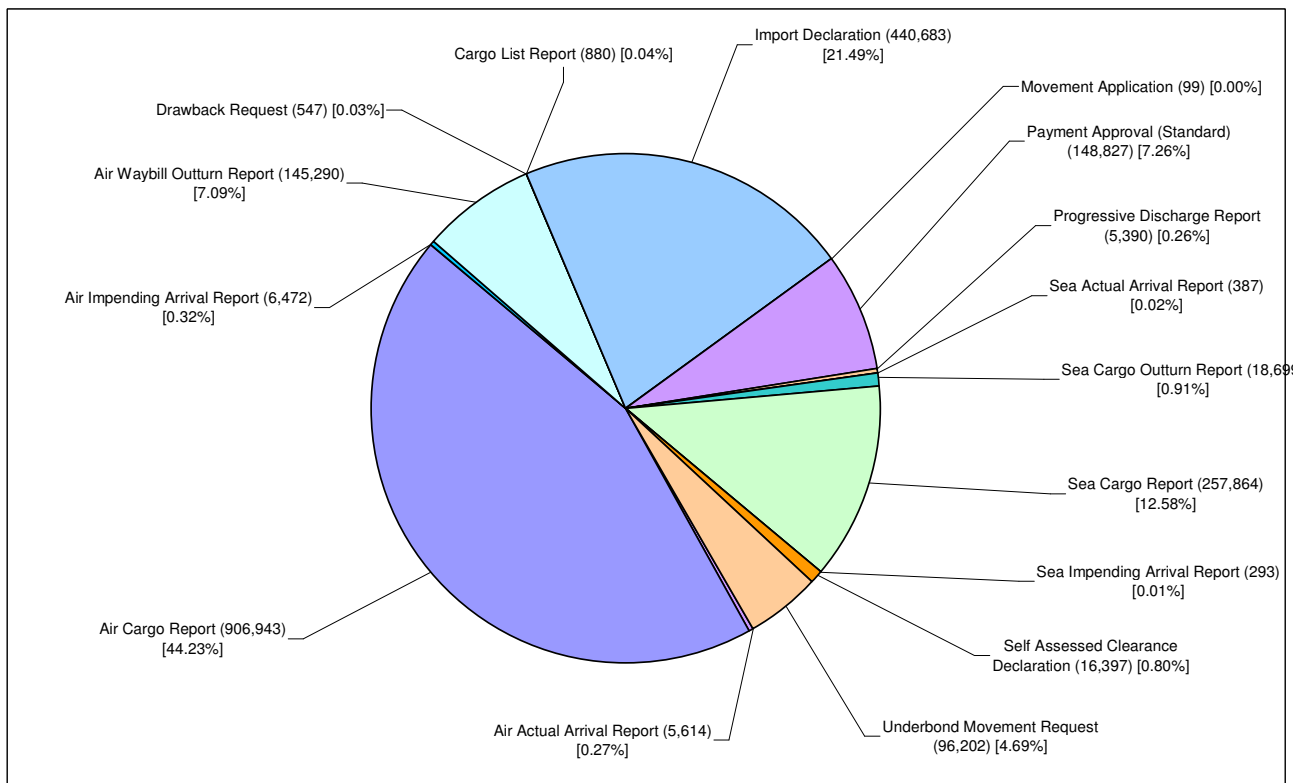
### 2.1.4 Production - Daily Successfully Processed ICS Messages (Oct-07)



### 2.1.5 Exports Successfully Processed ICS Messages by Type (Oct-07)

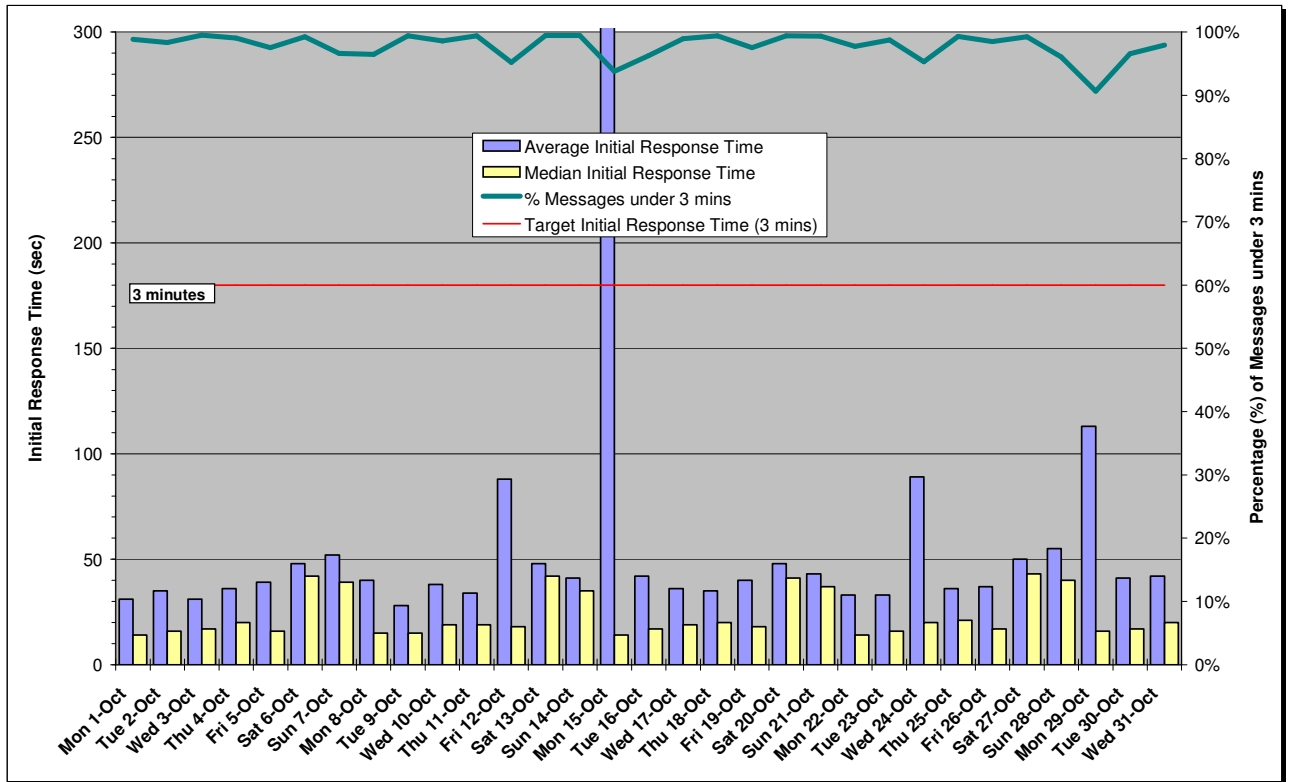


### 2.1.6 Imports Successfully Processed ICS Messages by Type (Oct-07)

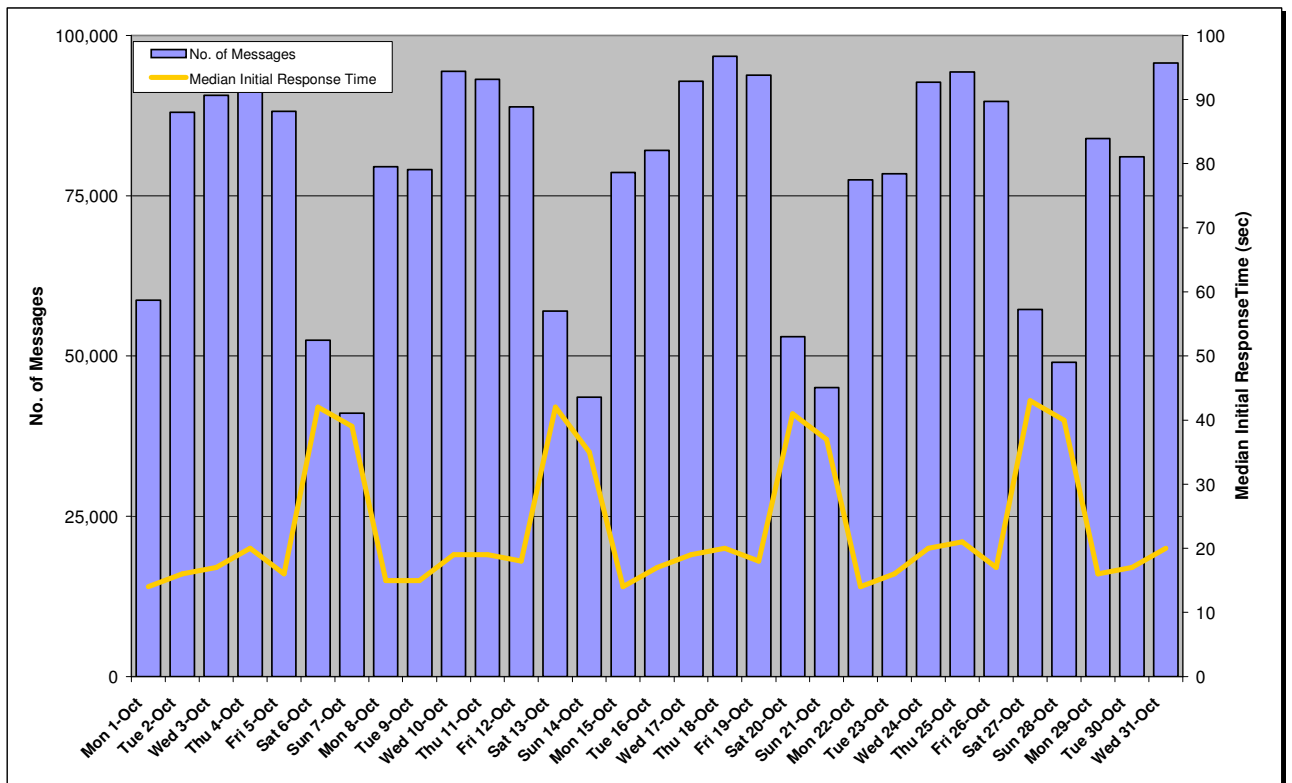


## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (Oct-07)



### 2.2.2 Daily EDI Message Initial Response Time and Message Volume (Oct-07)



## 3 Service Issues and Impacts

### 3.1 Outages

Date	Duration	Description
<b>October 2007</b>		
Monday 15-Oct-07	3 hours 25 mins	EDI outbound message batching was not functioning immediately following normal scheduled maintenance. During problem rectification, all services (including Customs Interactive) became unavailable following a system restart at 5:30am. All services were fully restored by 6.25am.
Friday 12-Oct-07	1 hour 46 mins	EDI outbound message batching was not functioning from 5pm to 6pm. Industry partners using the service would not have received messages from Customs during this period. During service restoration, all messages sent or received between 6.08pm and 6.41pm were not successfully processed or recoverable. Full EDI messaging service was restored by 6.46pm. Customs Interactive was unaffected during this time.
<b>September 2007</b>		
None		
<b>August 2007</b>		
Mon 27-Aug-07	3 hours 4 mins (excludes outage window from 1-3)	Slowdown of outbound EDI messages from Customs between midnight and 5am. EDI control messages from Customs were not being sent to Industry within the required timeframe resulting in Industry resending business transactions. A reconfiguration to mail relays re-established normal operations.
Wed 15-Aug-07	36 mins	System issues experienced in the early hours of the morning required an urgent restart of mainframe processing at 8:26am to avoid a larger system outage during peak processing times of the day. During the outage all EDI messages were queued for processing following the restart. Customs Interactive was unavailable during the period.
<b>July 2007</b>		
Thu 26-Jul-07	1 hour 2 mins	CCF EDI message processing was unavailable from 5:05am to 6:07 am due to an issue with message logging. Inbound messages received during this time were not queued and industry partners were requested to resend messages from within this period. Outbound messages queued during the outage were cleared by 7:36am using manual resend procedures.
<b>June 2007</b>		
Thu 28-Jun-07	40 mins	Customs Interactive for External clients was not accepting new logins due to a configuration issue. Users currently logged in were able to continue operations. A re-configuration resolved the issue.
Wed 6-Jun-07	23 mins	Customs Interactive for External clients was unavailable due to a connectivity issue. Re-configuration restored service to normal.
<b>May 2007</b>		
Sat 26-May-07	13 hours 45 mins	Customs Interactive for External clients was unavailable due to a service failing to restart following scheduled maintenance activity. EDI messaging and Customs Interactive for internal clients was unaffected.
Fri 25-May-07	3 hours 24 mins	EDI messaging, Customs Interactive for External and Internal clients was unavailable from 11:33am to 1:47pm due to successive failures in communications equipment units. All EDI messages queued during the outage were processed by 2:10pm.
Thu 24-May-07	1 hour 18 mins	EDI messaging and Customs Interactive for External clients was unavailable from 8:01pm to 9:21pm due to communications equipment failure. EDI messages queued during the outage were processed once services restored.
Wed 16-May-07	15 mins	Customs Interactive for External clients was unavailable due failure of a communications equipment unit.
<b>April 2007</b>		
Thu 26-Apr-07	15 mins	As a precautionary measure, Customs scheduled an extraordinary outage to repair standby communications equipment unit. The fault condition was successfully rectified and no actual outage was experienced.
<b>March 2007</b>		
None		
<b>February 2007</b>		
Thu 8-Feb-07	2 hours 59 mins	Customs Interactive for External clients was unavailable due to failure of a scheduled maintenance restart.

Date	Duration	Description
<b>January 2007</b>		
None		
<b>December 2006</b>		
Mon 4-Dec-06	1 hour 10 mins	EDI messaging and Customs Interactive were unavailable immediately following the normal scheduled maintenance window due to network issues which interrupted software deployments. All EDI messages received during the period were queued and successfully processed following service restoration.
<b>November 2006</b>		
None		

### 3.2 Not Performing as Expected

Date	Duration	Description
<b>October 2007</b>		
Tue 23-Oct-07	30 mins	Certain reports data was not updated from 3.50pm due to an issue with database log processing for the reporting environment. Service was restored and the backlog of data processed during the subsequent working day.
<b>September 2007</b>		
Mon 24-Sep-07	1 hour 35 mins	Reduced responsiveness of ICS from 3am to 4:35am due to database change difficulties following ICS 8.4.08 Production Release.
Wed 19-Sep-07	20 mins	System issues affecting part of EDI message processing caused delays of up to 20 minutes for approximately 50% of incoming EDI messages.
<b>August 2007</b>		
None		
<b>July 2007</b>		
None		
<b>June 2007</b>		
Wed 27-Jun-07	20 mins	System issues affecting part of EDI message processing caused delays of up to 20 minutes for approximately 33% of incoming EDI messages.
Fri 5-Jun-07	46 mins	Outbound EDI messages were delayed for up to 46 minutes due to a fault in an Internet Service Provider network.
<b>May 2007</b>		
Wed 16-May-07	1 hour 53 mins	Intermittent EDI message delays due to failure of a communications component.
<b>April 2007</b>		
Mon 23-Apr-07	5 mins	Newly implemented functionality caused performance issues to the Cargo manual clearance process. All cargo cleared automatically was processing normally.
Fri 20-Apr-07	38 mins	A communications equipment unit fault caused delays of up to 38 minutes for EDI messaging.
Thu 5-Apr-07	1 hour 30 mins	System issues affecting part of EDI message processing caused delays of up to 1 hour and 30 minutes for incoming EDI messages.
Wed 4-Apr-07	1 hour 40 mins	Telstra planned configuration changes at their Pitt St exchanged caused a slowdown for all users of the Telstra ISP Network.
<b>March 2007</b>		
None		
<b>February 2007</b>		
None		
<b>January 2007</b>		
Tue 30-Jan-07	29 mins	System issues affecting part of EDI message processing caused delays of up to 29 minutes for approximately 25% of incoming EDI messages.
<b>December 2006</b>		
None		
<b>November 2006</b>		
Sat 18-Nov-06	1 hour	System issues affecting part of EDI message processing caused delays of up to one hour for approximately 50% of incoming EDI messages.



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