ICS Outage Report – Wednesday 28 May 2014

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On Wednesday 28 May 2014 an unscheduled outage of the Integrated Cargo System (ICS) occurred. This affected all inbound and outbound EDI messaging as well as the Customs Interactive (CI).

The ICS began experiencing difficulties from approximately 18:30 on Wednesday 28 May 2014 and continued until 22:15. The cause of the outage was a hardware failure which also impacted several other ACBPS systems.

Once the problem with the ICS had been established the CI&SC began processing urgent cargo on request and also invoked the BCP.

To resolve the problem the affected parts of the system were restarted. This restarted the processing of messages although there was a minor backlog which resulted in some delays. The backlogged messages were processed and normal processing resumed at approximately 22:35.

Technical Details

Investigations identified a hardware failure due to firmware issue on the AIX host at Baulkham Hills Data Centre as the cause of this outage. The hardware technician connected remotely to the impacted hardware and brought it back up. All affected systems were back up by late evening on 28 May 2104. All messages affected during the outage were able to be processed without intervention.

Impact

ICS EDI inbound, outbound traffic and Customs Interactive were down on Wednesday from 18:30 until approximately 22:15. All ICS users were unable to interact with the ICS during this period. There were minor delays from 22:15, when service was restored, due to processing of backlogged messages. Normal processing resumed at about 22:35.

The initial impact for Customs and Border Protection resulted in an increase of calls to the CI&SC from approximately 18:40. The processing of BCP files for exports on request commenced at approximately 19:00. During the outage the CI&SC processed 24 CRN BCP files and 8 EDN BCP file. The CI&SC also responded to 76 phone calls.

Business Support and Assurance also provided industry support through the mobilisation of one officer. This officer liaised with key stakeholders, posted outage notifications and updates.

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.