

ICS Outage Report – 5 May 2010

Wednesday 5 May 2010

During the standard outage window a change was made to Customs and Border Protection systems to provide for infrastructure expansion. After the standard outage window, delays in message processing were experienced on the Customs and Border Protection mainframe. The problem was identified as a missing parameter that caused certain transactions to be delayed.

At 11am an outage was required to back-out the change. The back-out of the change was successful and the ICS become available around 1:30pm. At this stage there were a substantial amount of transactions to be processed. The ICS queues were managed manually at this time to improve processing speeds on priority traffic. Processing times returned to acceptable levels for all transactions at 5pm.

Customs and Border Protection have implemented further controls around deployment of such changes to ensure a similar incident does not occur in the future.

Impact

During the incident the Customs Information & Support Centre (CI&SC) received around 600 extra cargo incoming calls. Additional staff were made available for the CI&SC to respond to the increased call volumes. The CI&SC successfully processed 56 BCP applications. A number of urgent clearances were manually provided for section 70 clearances throughout the day.

Regular updates of the incident were provided to Industry through the Cargo Support website (ICS Updates), via emails to ICS updates subscribers and via the Customs Interactive Announcements Page.

The key announcements were:

ICS STATUS DELAY PROBLEMS

Please be advised that some users of the ICS may be experiencing delays in status return for FID (Full Import Declaration) processing.

Industry clients requiring Urgent Customs Clearance should contact the Urgent Customs Clearance number on 02 6275 6100.

Further updates will be provided as they come to hand.
Australian Customs and Border Protection apologise for the inconvenience caused.

Posted 9.00am

ICS STATUS DELAY PROBLEMS – UPDATE 2 – BCP PHASE ONE INVOKED

Air Cargo, Import & Export Declarations are experiencing processing delays.

As such, Phase One of BCP for the processing of Air Cargo Reporting & Export Declarations and Sub Manifests due to be exported in the next 24 hours has now been invoked.

Please refer to your individual BCP plans.
Further updates will be provided as they come to hand.

Posted 10.13am

URGENT NOTIFICATION - ICS OUTAGE AT 11 AM 5 MAY 2010

All Customs Integrated Cargo System processing is now experiencing delays. The ICS will be unavailable for approximately 1 hour from 11.00 am TODAY EST. All users will experience delays when ICS availability resumes. Further updates will be provided after the outage window.

Posted 10.46 am

BCP PHASE TWO INVOKED

Due to the unscheduled outage now being experienced in the ICS, Phase Two of BCP has now been invoked. This now includes Sea Cargo Reports.

Please refer to your individual BCP plans. Further updates will be provided as they come to hand.

Posted 11.18am

URGENT NOTIFICATION - BCP PHASE THREE INVOKED

Further to the last notification, the ICS is still currently unavailable. Phase Three of BCP will be invoked at 13.05pm.

All users will experience delays when ICS availability resumes. Further updates will be provided when ICS functionality resumes.

Posted 12.49pm

ICS UNSCHEDULED OUTAGE UPDATE 6 - 2pm 5 MAY

The Customs Integrated Cargo System is now available however there are significant delays to message processing due to the large backlog of messages.

The EFT Payment report will be delayed today. Phase Three of BCP remains in place until advised

Posted 2.00 pm

ICS UNSCHEDULED OUTAGE UPDATE 7 - RESOLVED

Please be advised that message processing in the ICS is still slow but is expected to resume normal processing times shortly. Therefore, BCP will be revoked at 17.00 pm EST.

Industry clients requiring Urgent Customs Clearance should contact the Urgent Customs Clearance number on 02 6275 6100.

Posted 4.30 pm
