

## ICS Outage Report – Tuesday 31 January 2012

On the 31<sup>st</sup> January 2012 at 15:47, an issue occurred within the ICS where Import Document, Export Document, Payments, Securities and Cargo transshipments transactions were failing to be created. Customs and Border Protection commenced an immediate investigation to determine the cause of the failure.

At 16:22 all message types were stopped until the full impact of the issue could be evaluated. At 16:47 Cargo message types (Cargo Reports, IARs, AARs, UBM, Outturns, PDRs, Cargo Lists) were switched back on as the root cause had been determined and these reports were not affected. A solution for the issue was found and was tested in a Development environment before being deployed to Production. Phase 1 of BCP was officially invoked at 17:15. At 17:45 this solution was successfully deployed into Production and all messaging was resumed.

The majority of messages were processed within the next 20 minutes and as such notification to industry advising of resolution and ceasing BCP was communicated at 18:10. During the outage, Customs and Border Protection provided support to industry through the agreed BCP arrangements and facilitating urgent cargo clearances through the Customs Information and Support Centre (CI&SC).

### **Technical Details**

The routine that generates Customs Document Identifier (CDI) had a coding bug. This stopped processing of all document types that are allocated a CDI. The root cause was identified that the ICS was coded for a maximum of 99,999,999 CDIs. This limit was reached at 15:47 and no further CDIs could be created.

A post implementation review of the incident will be conducted to identify recommendations for implementation as future permanent corrective action.

### **Impact**

During the incident CI&SC received around 150 extra cargo incoming calls. During the outage, the BCP was invoked for Export & Imports. CI&SC received 10 requests to process contingency files. 6 file requests were successfully processed and the remaining files were not required to be processed as the incident had been resolved.

### **Communication**

Industry was continually notified of the incident through:

- the Cargo Support website (ICS Updates),
- ICS Announcement List was kept up-to-date