



**Australian Government**  
**Australian Customs and  
Border Protection Service**

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# **Integrated Cargo System Production Report October 2010**

**Date Prepared:** 5 November 2010

**Prepared by:** Business Solutions Branch, Information Technology Division

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# 1 Yearly Overview

## 1.1 System Activity

### 1.1.1 Summary

Activity Summary 1-Nov-09 to 31-Oct-10		Total
<b>Exports</b>	Inbound Messages Received by ICS	4,452,487
	Outbound Messages Sent to Clients	5,596,329
<b>Imports</b>	Inbound Messages Received by ICS	26,952,700
	Outbound Messages Sent to Clients	93,795,069

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 & Border Protection as part of the Heartbeat Monitoring activity (approx. 240,000 messages) are included in the above figures, showing under Exports.

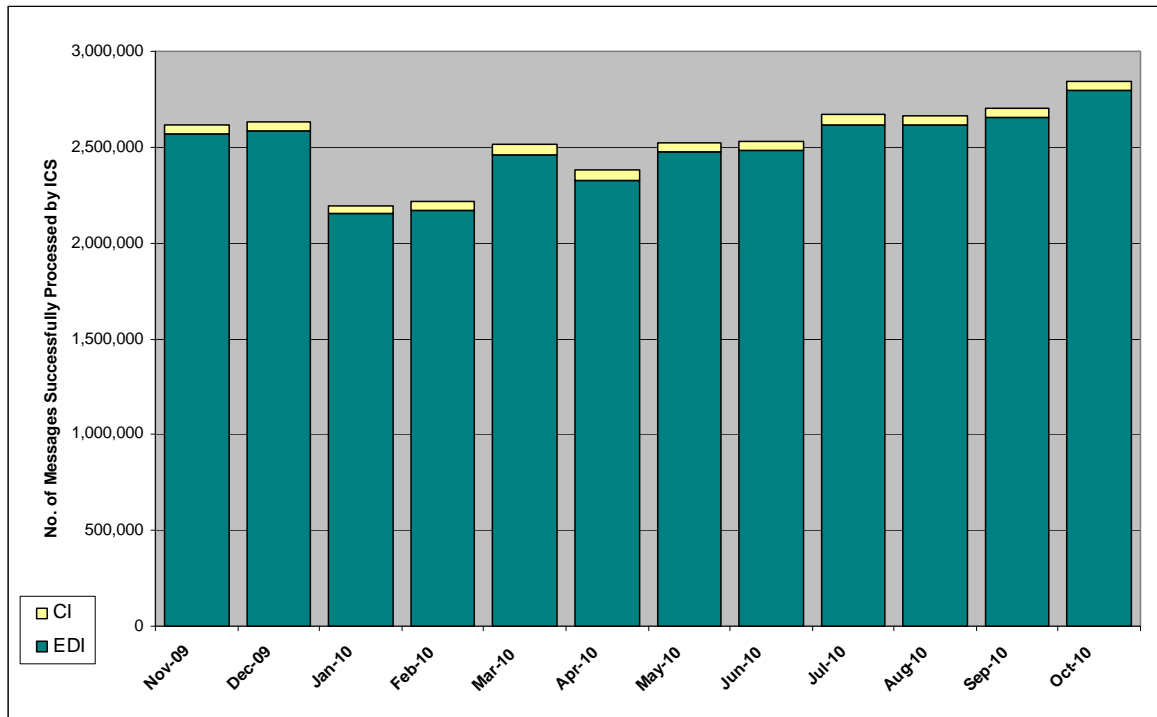
As of Monday 01 November 2010, the number of messages successfully processed by ICS since implementation was:

<b>Exports</b>	25,681,456
<b>Imports</b>	116,216,133
<b>Total</b>	141,897,589

**Note:**

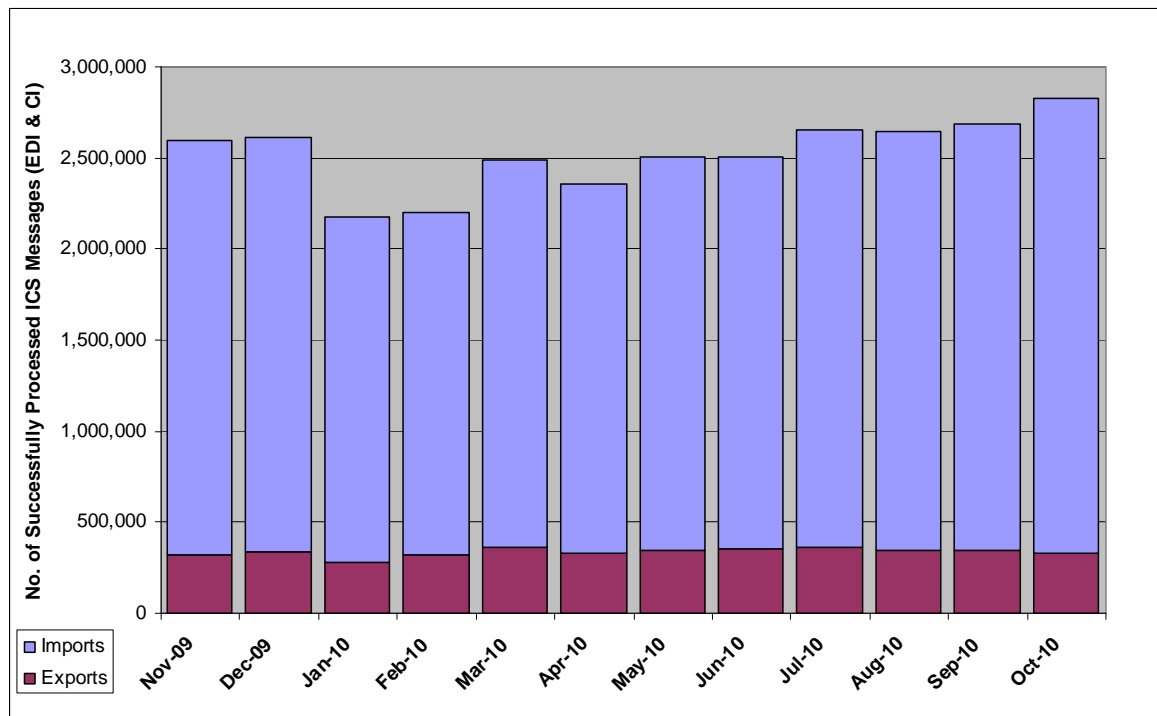
"Successfully Processed" messages are messages received by ICS, either by EDI or CI, for which a response message was sent, including error messages.

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



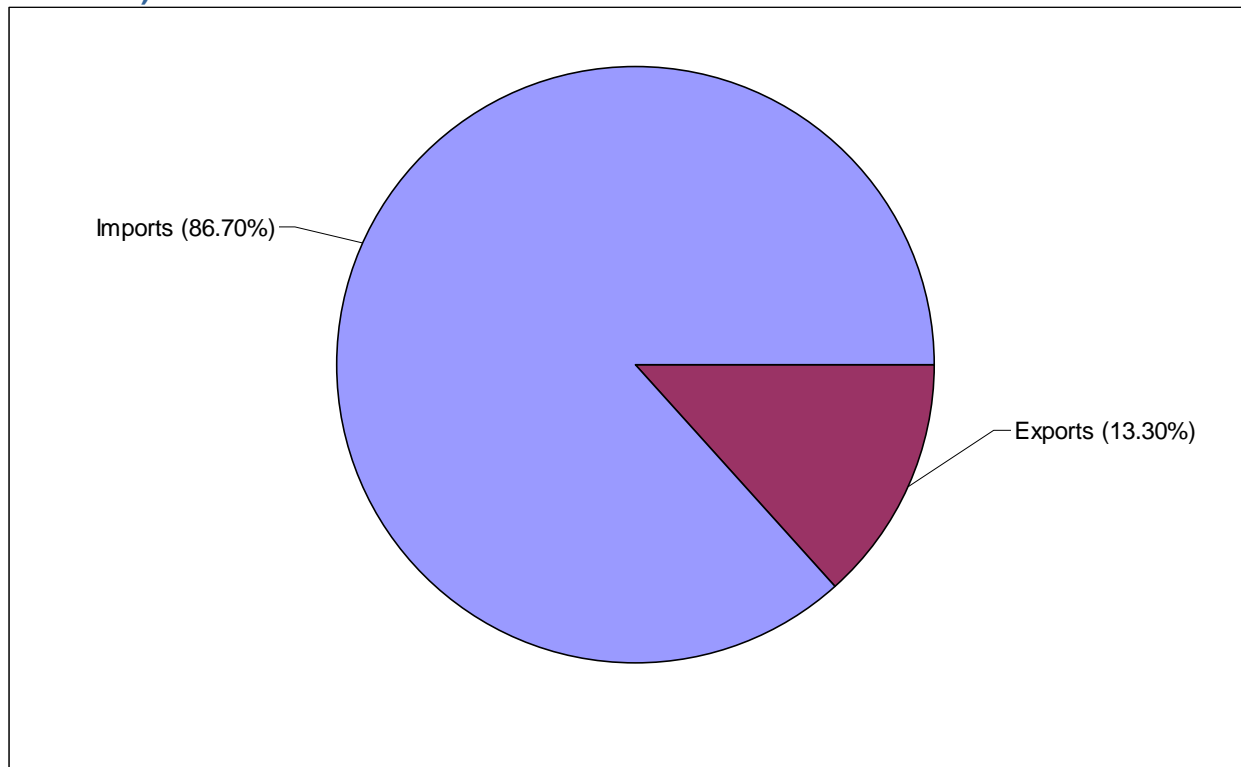
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

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



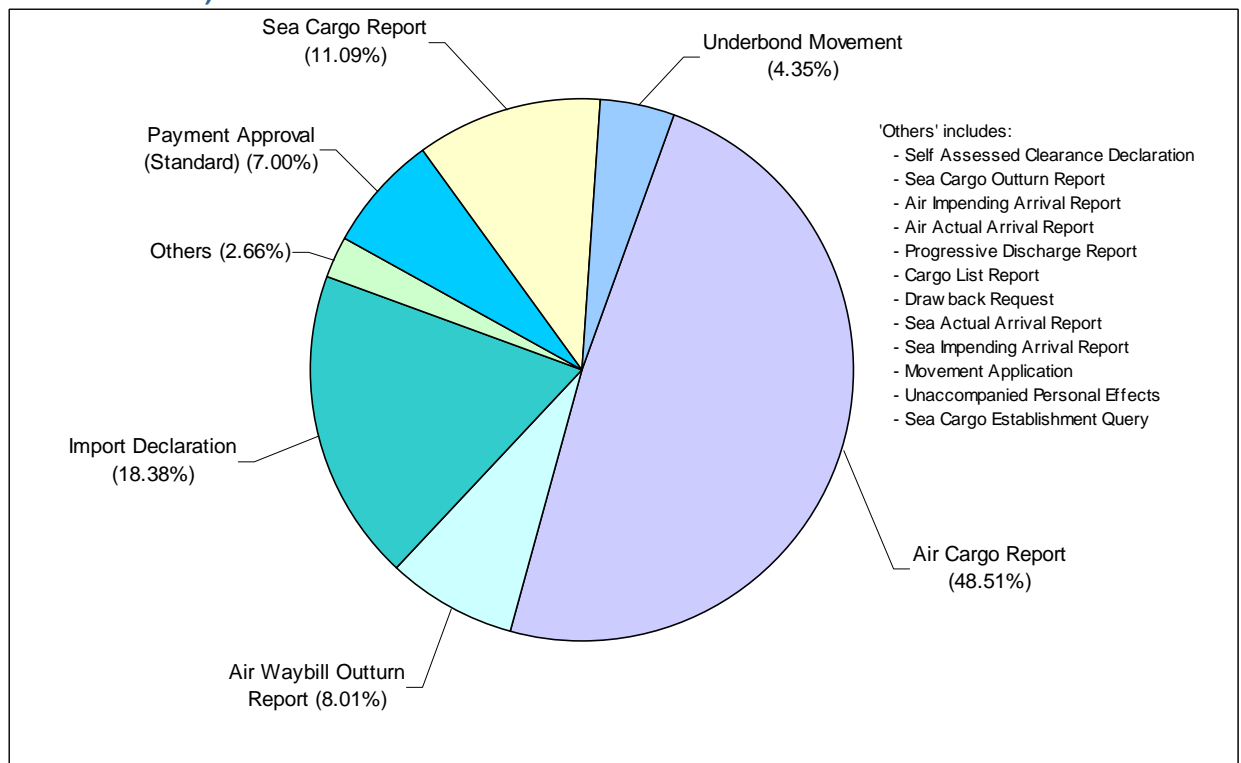
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

### 1.1.4 Successfully Processed ICS Messages by Category (1-Nov-09 to 31-Oct-10)



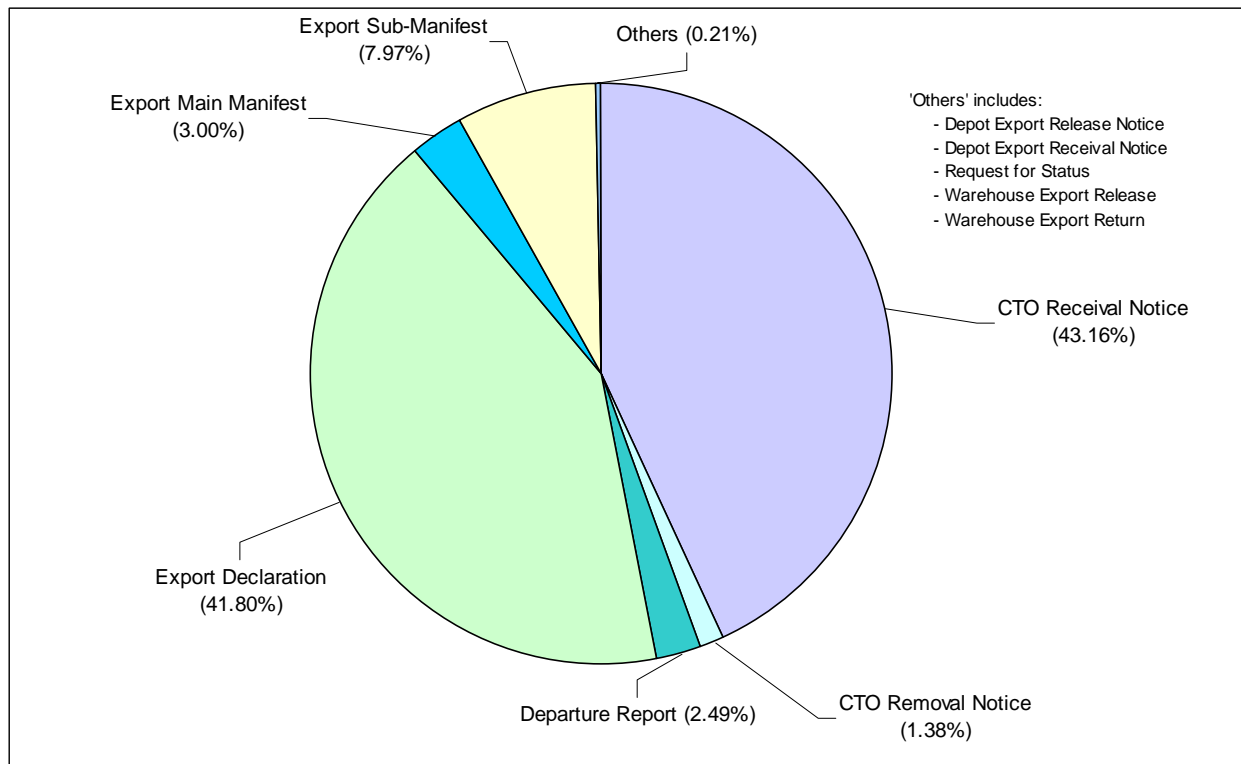
**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

### 1.1.5 Imports Successfully Processed ICS Messages by Type (1-Nov-09 to 31-Oct-10)



**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-09 to 31-Oct-10)

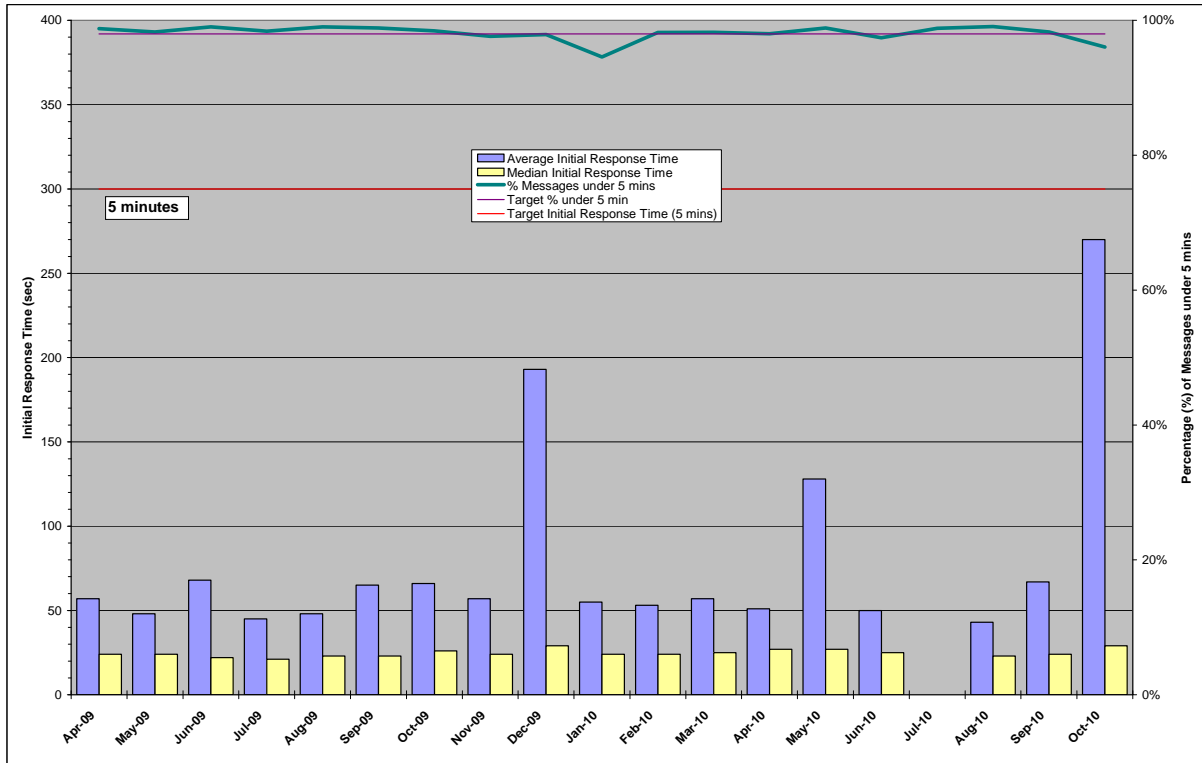


**Note:** "Successfully Processed" messages are those received by ICS, for which a response message was sent, including error messages.

## 1.2 EDI Message Initial Response Times

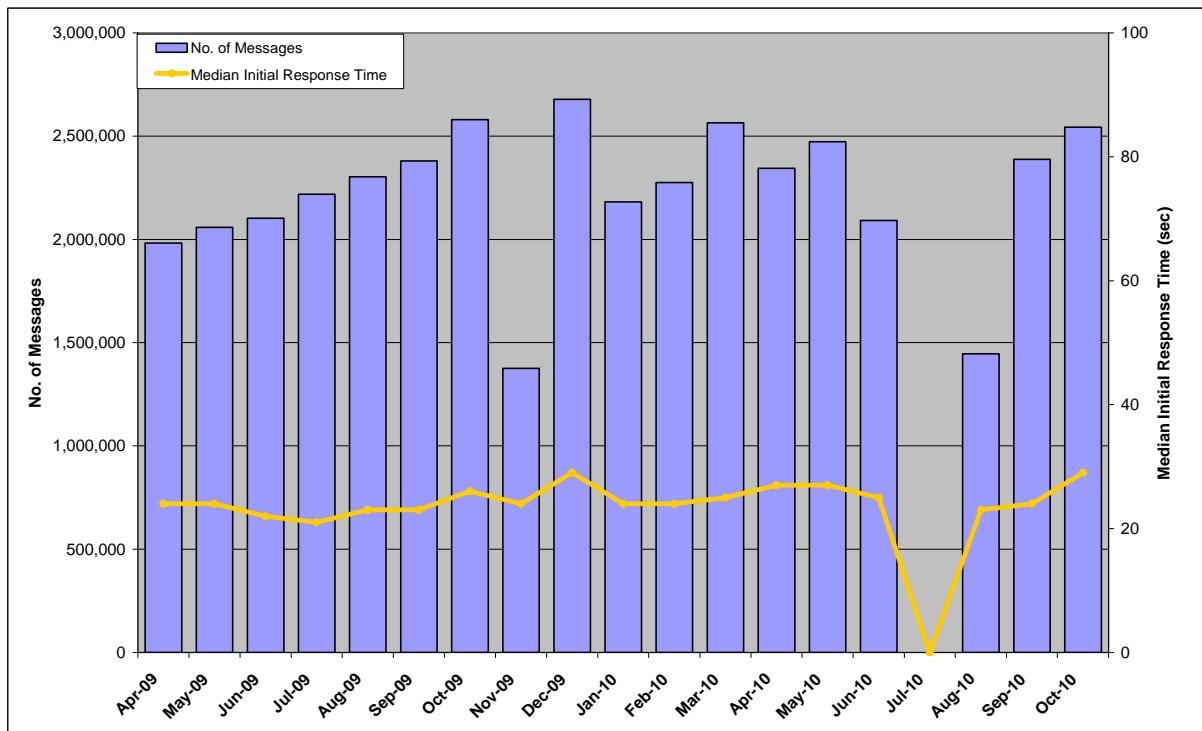
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs & Border Protection.

### 1.2.1 Monthly EDI Message Initial Response Time



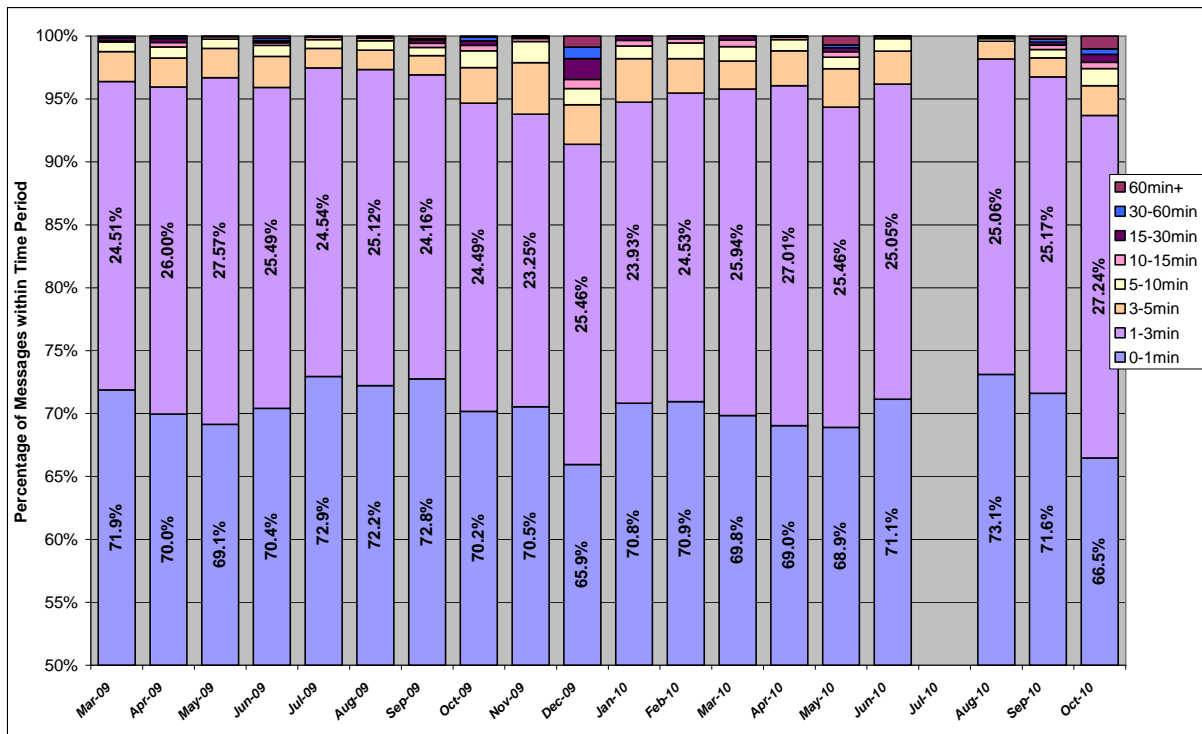
The chart above shows Initial Response time for all messages as an average and median for the month, as well as the percentage of messages under the target of 5 minutes.

### 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.

### 1.2.3 Monthly EDI Message Initial Response Time Breakdown

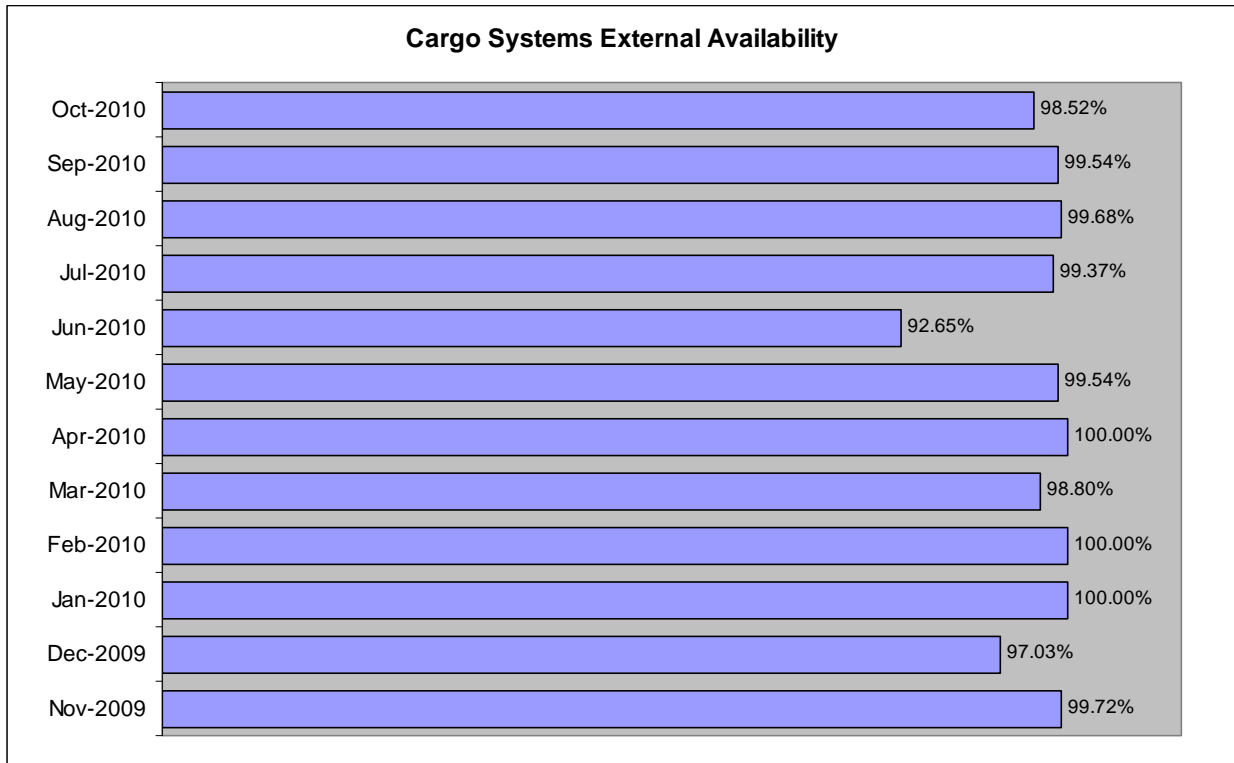


The chart above shows the percentage of all messages whose Initial Response time fell within the defined time periods. Initial Response time is defined as the time from when the message is received to the corresponding advice message leaves Customs & Border Protection.

### 1.3 Service Availability

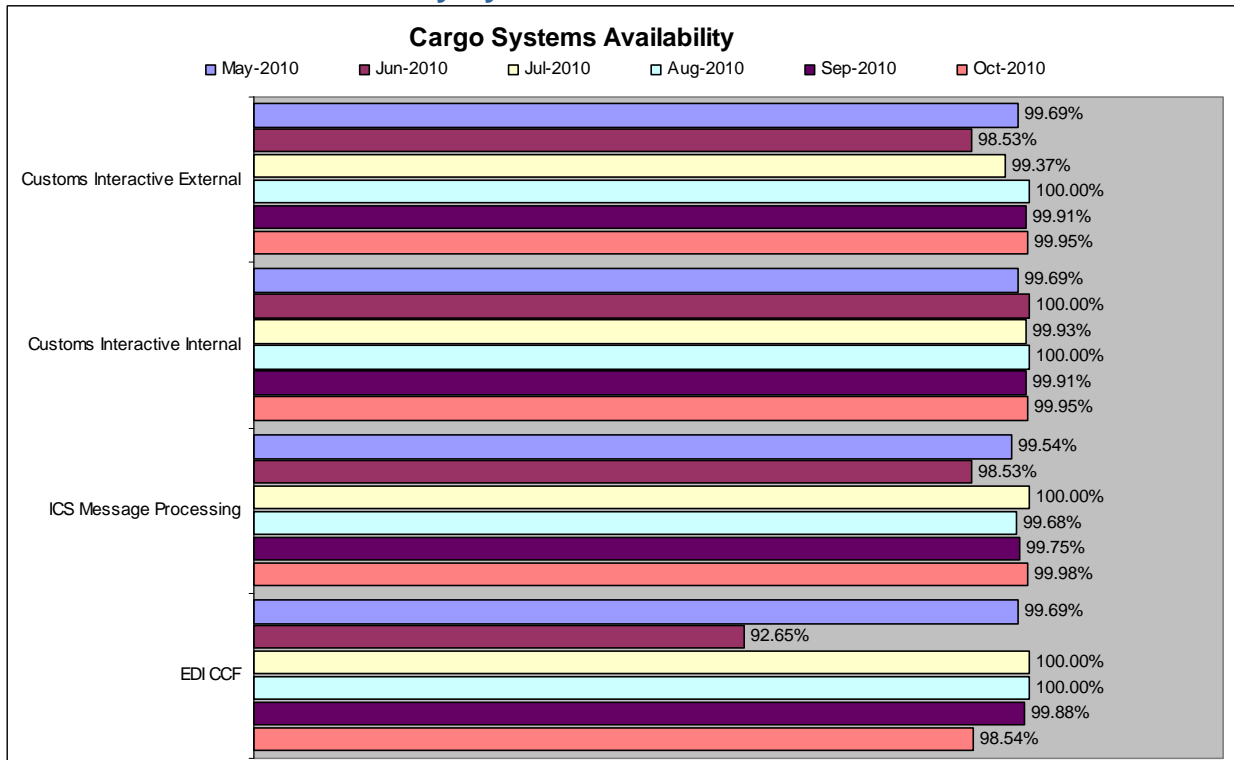
#### 1.3.1 Service Available – External

Average availability of services to Customs & Border Protection clients for the 12 months 01-Nov-09 to 31-Oct-10 was 98.74%.



**Note:** Electronic cargo systems availability to Customs & Border Protection clients – Target is 99.7% (availability against a typical work day).

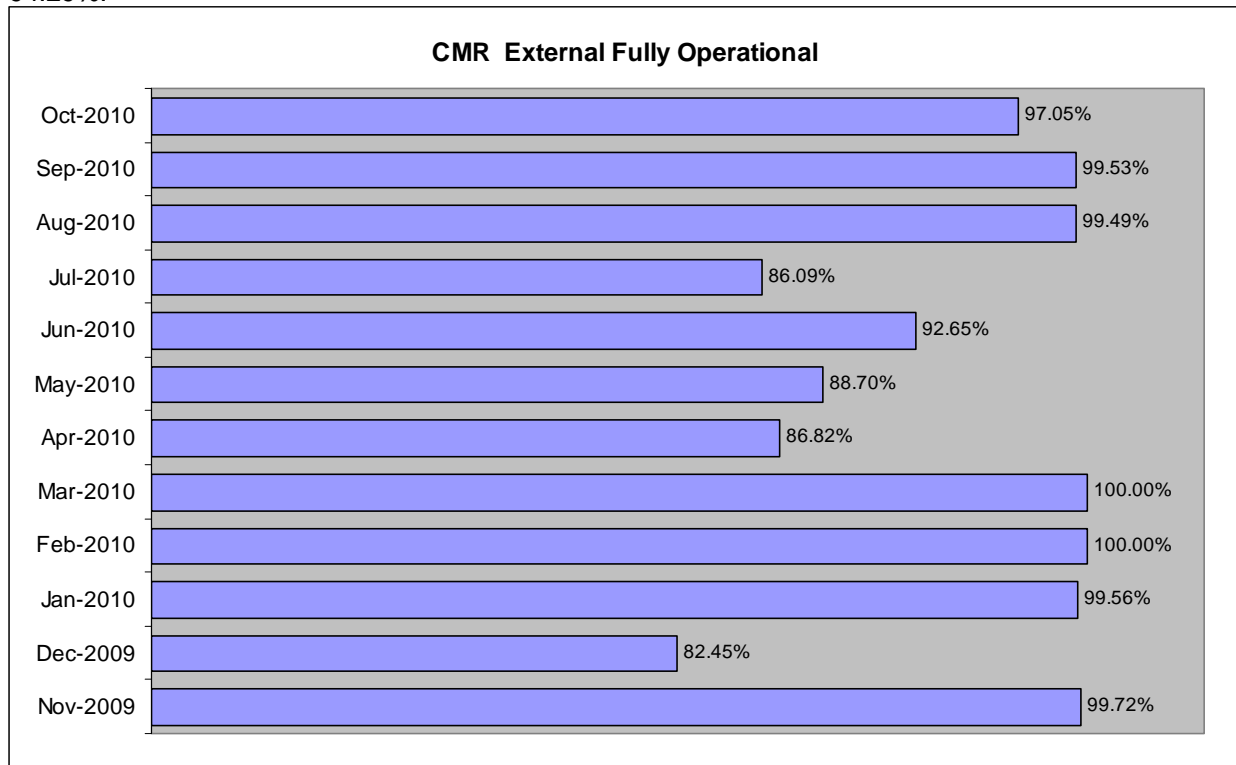
#### 1.3.2 Service Available - Key Systems



For details of Service Issues and Impacts refer to Section 3, page 18.

### 1.3.3 Service Fully Operational

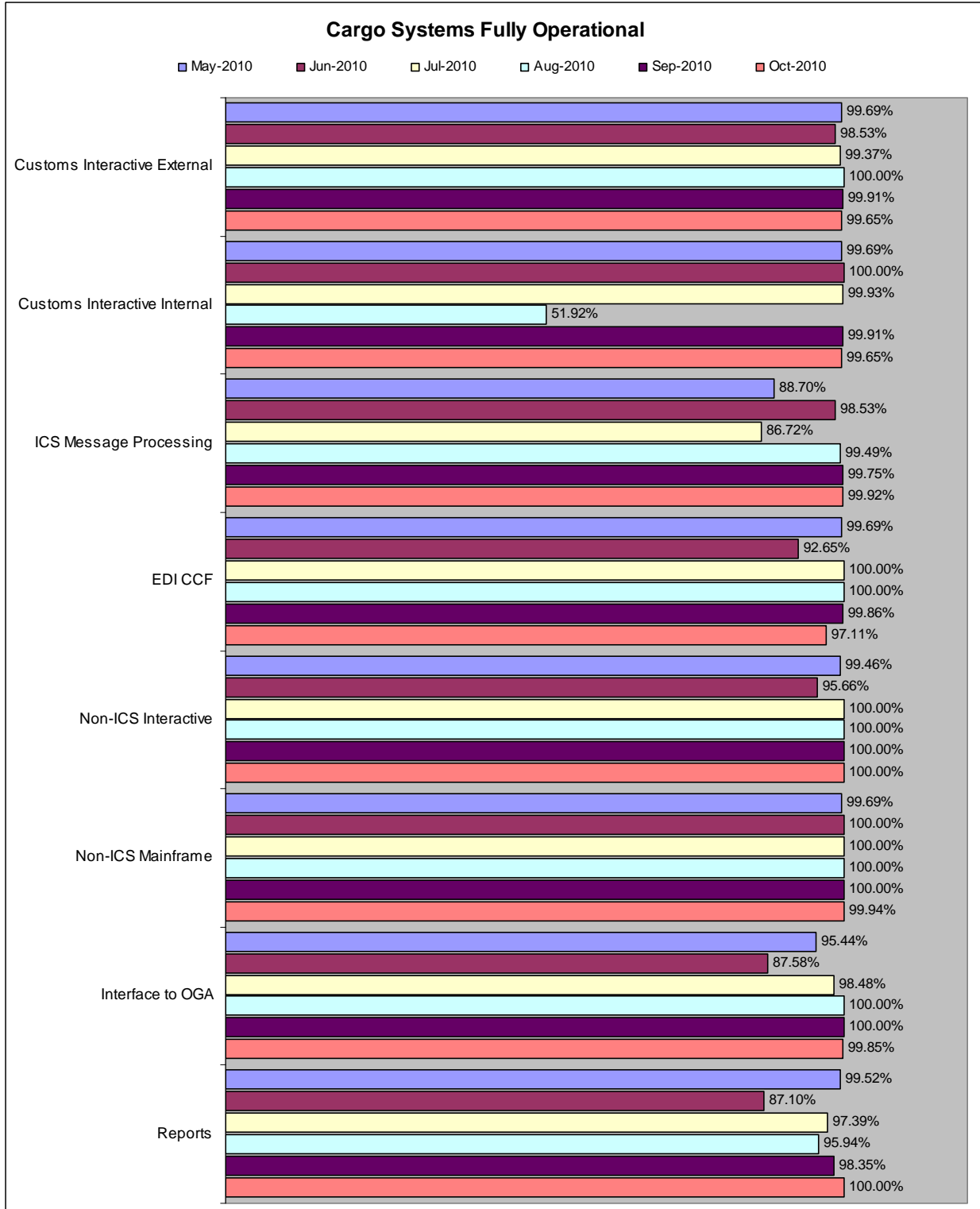
Average operational effectiveness of services for the 12 months 01-Nov-09 to 31-Oct-10 was 94.29%.



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 & Border Protection 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 18.

## 2 Monthly Detail (October 2010)

### 2.1 System Activity

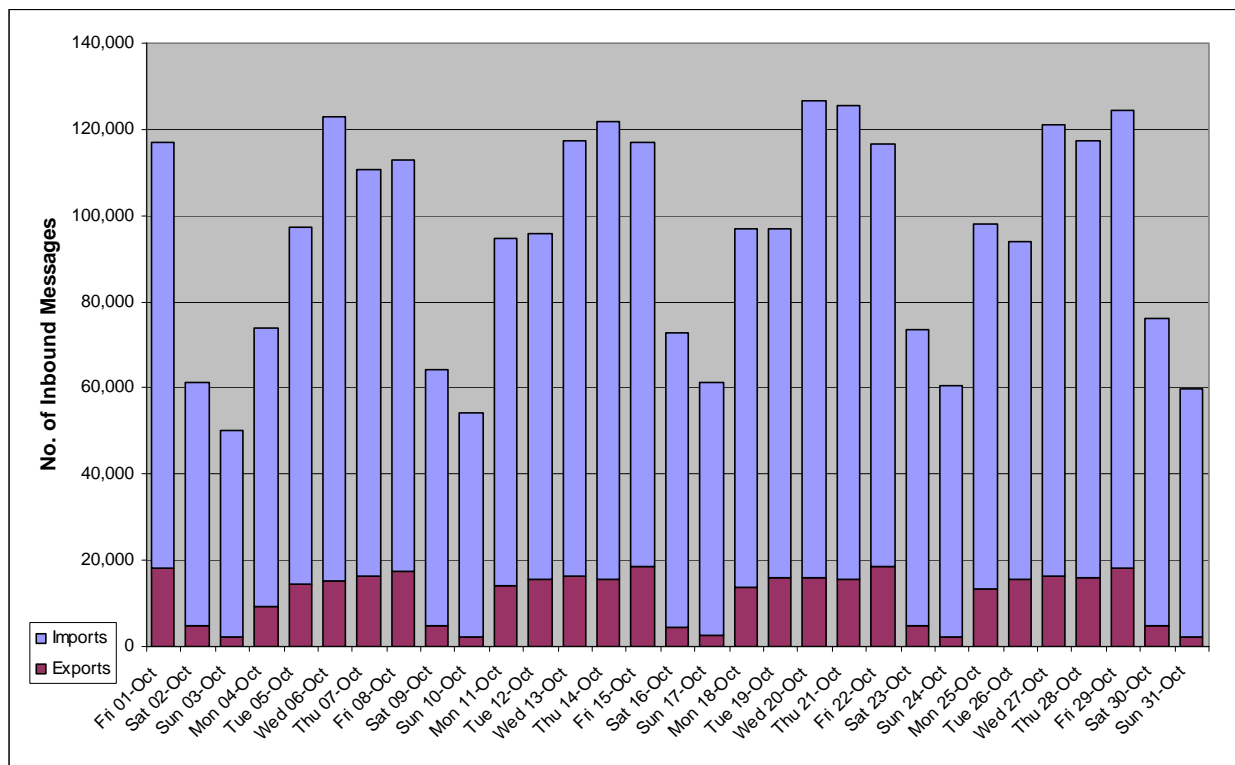
#### 2.1.1 Summary

Fri 01-Oct-10 to Sun 31-Oct-10		Total
Exports	Inbound Messages Received by ICS	365,970
	Outbound Messages Sent to Clients	456,878
Imports	Inbound Messages Received by ICS	2,566,218
	Outbound Messages Sent to Clients	8,928,803

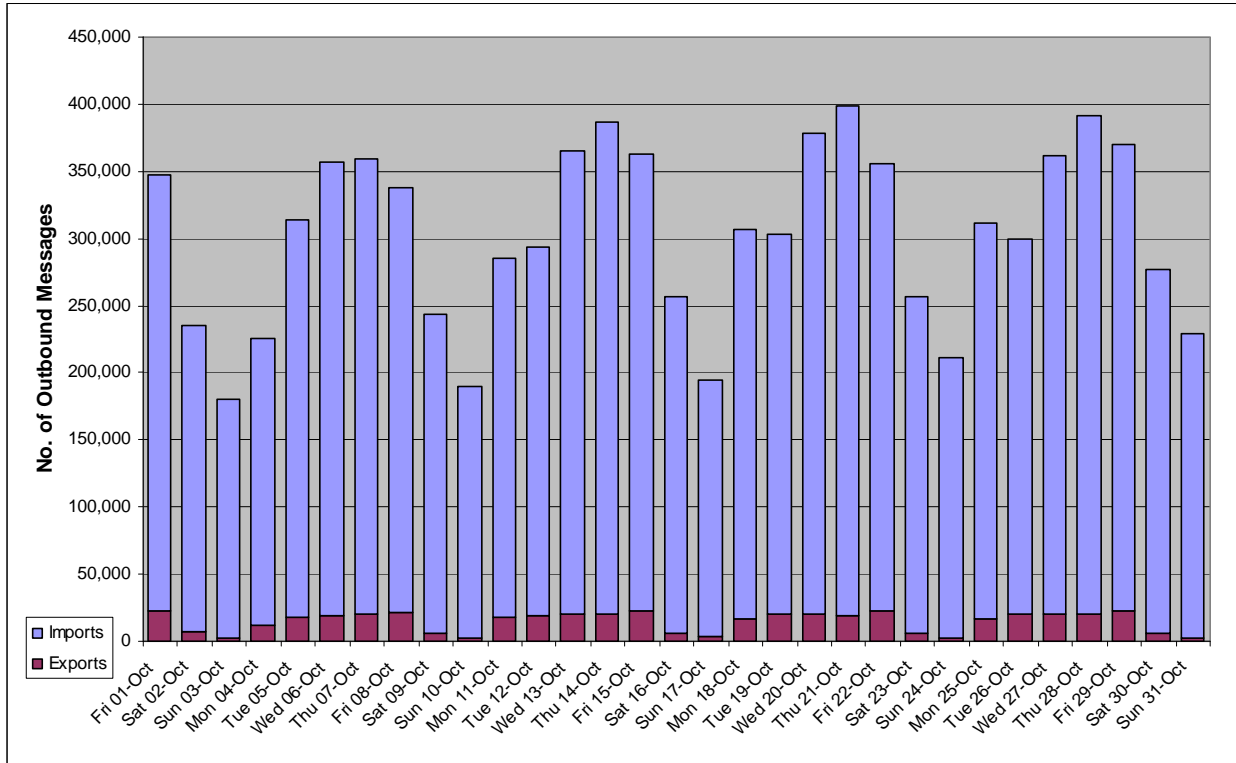
The table above shows activity based on the volume of messages sent by Industry to ICS (Inbound) or sent by ICS to Industry (Outbound), which are counts of messages from the ICS perspective. As such amendments, duplicates, requests for retransmission, etc are included. For example, an inbound Full Import Declaration, which was then amended twice during the reporting period, would appear as 3 Inbound messages.

Request for Status messages submitted by Customs & Border Protection as part of the Heartbeat Monitoring activity (approx. 20,000 messages) are included in the above figures, showing under Exports.

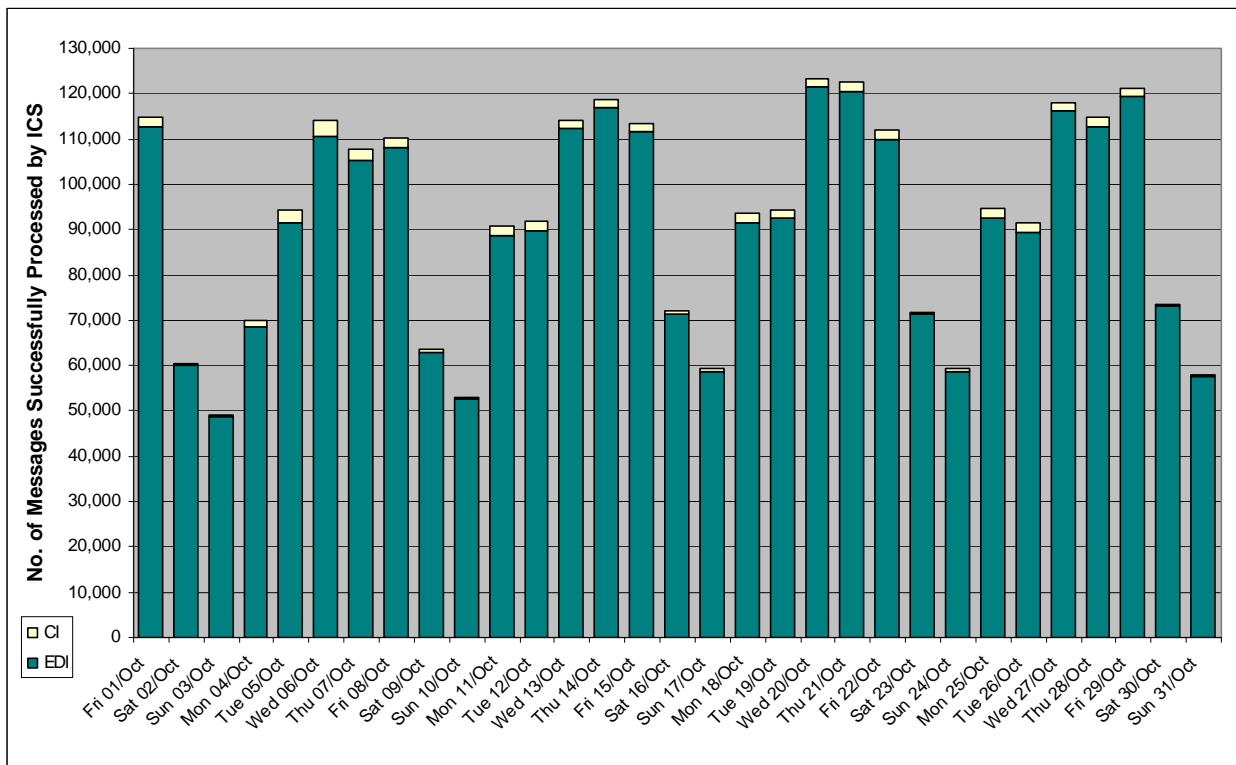
#### 2.1.2 Inbound Message Volume by Day (Oct-10)



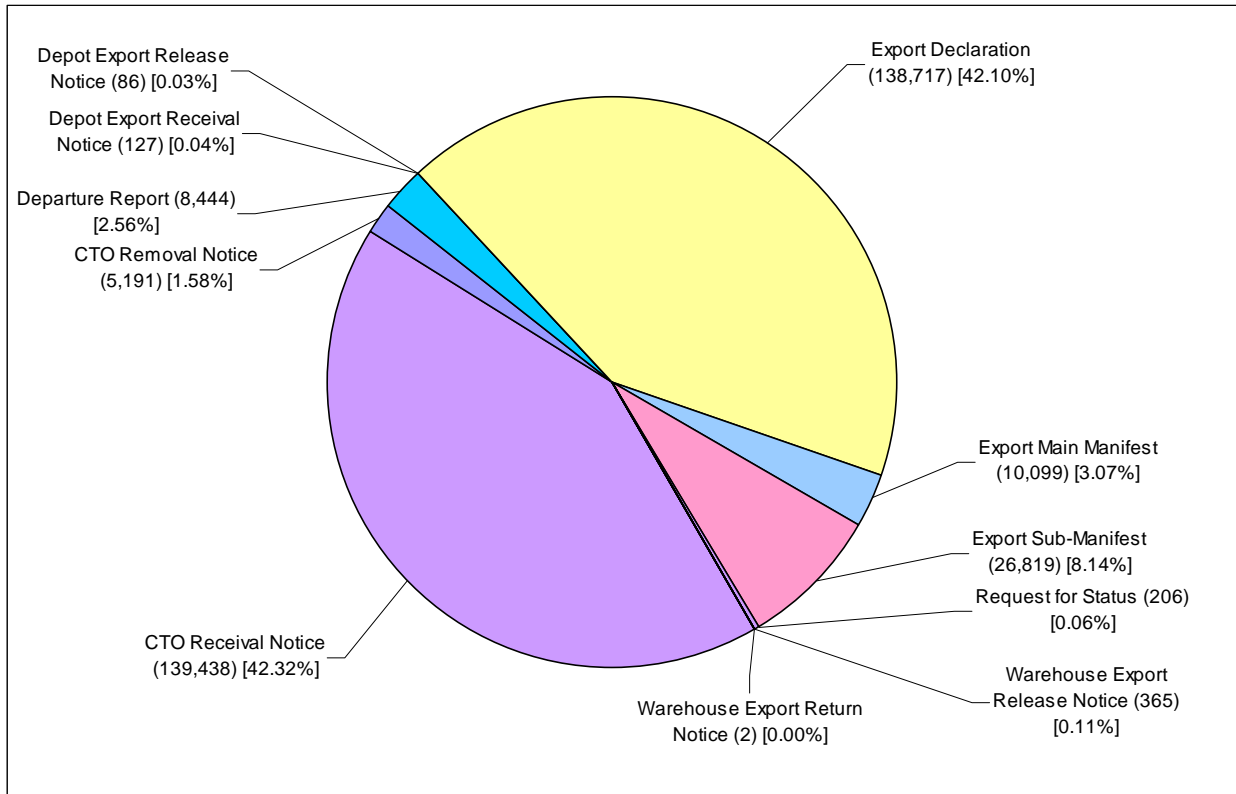
### 2.1.3 Outbound Message Volume by Day (Oct-10)



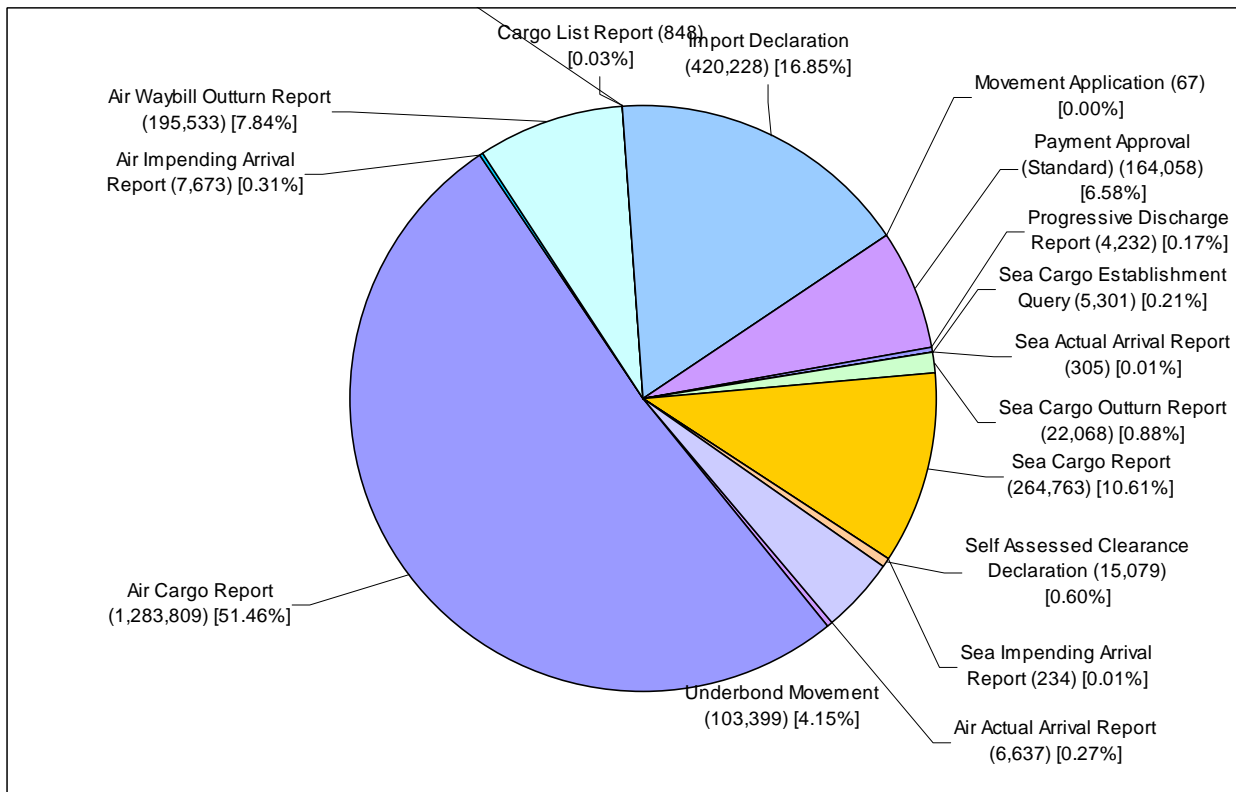
### 2.1.4 Production - Daily Successfully Processed ICS Messages (Oct-10)



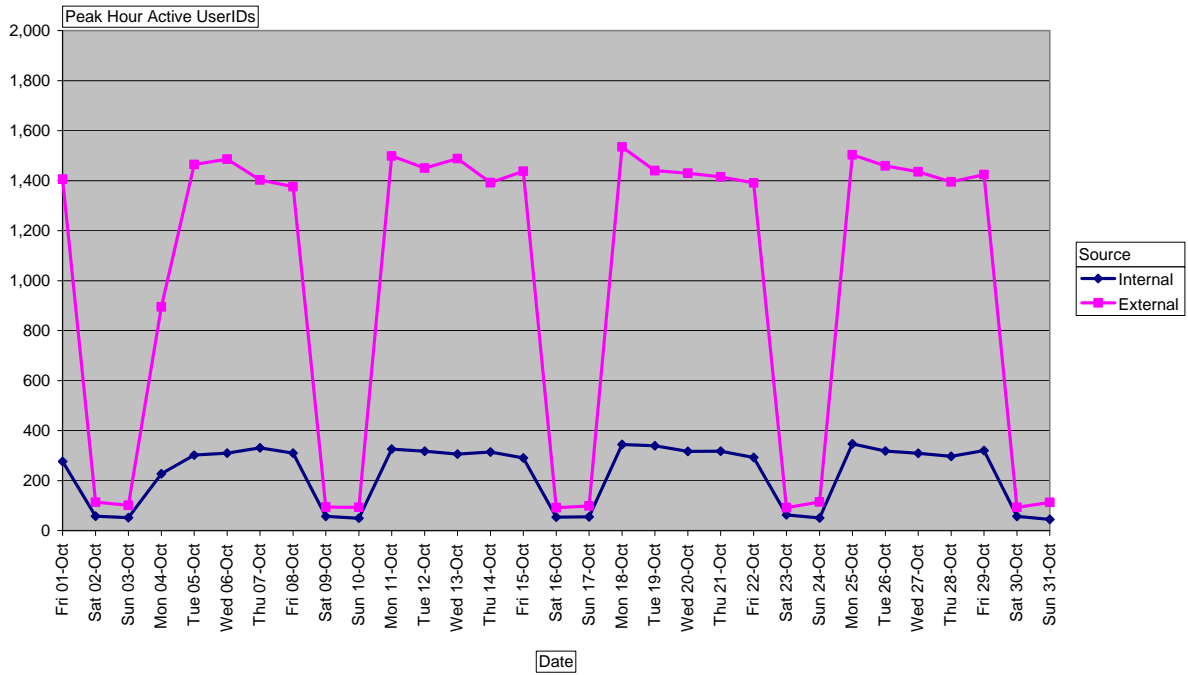
### 2.1.5 Exports Successfully Processed ICS Messages by Type (Oct-10)



### 2.1.6 Imports Successfully Processed ICS Messages by Type (Oct-10)

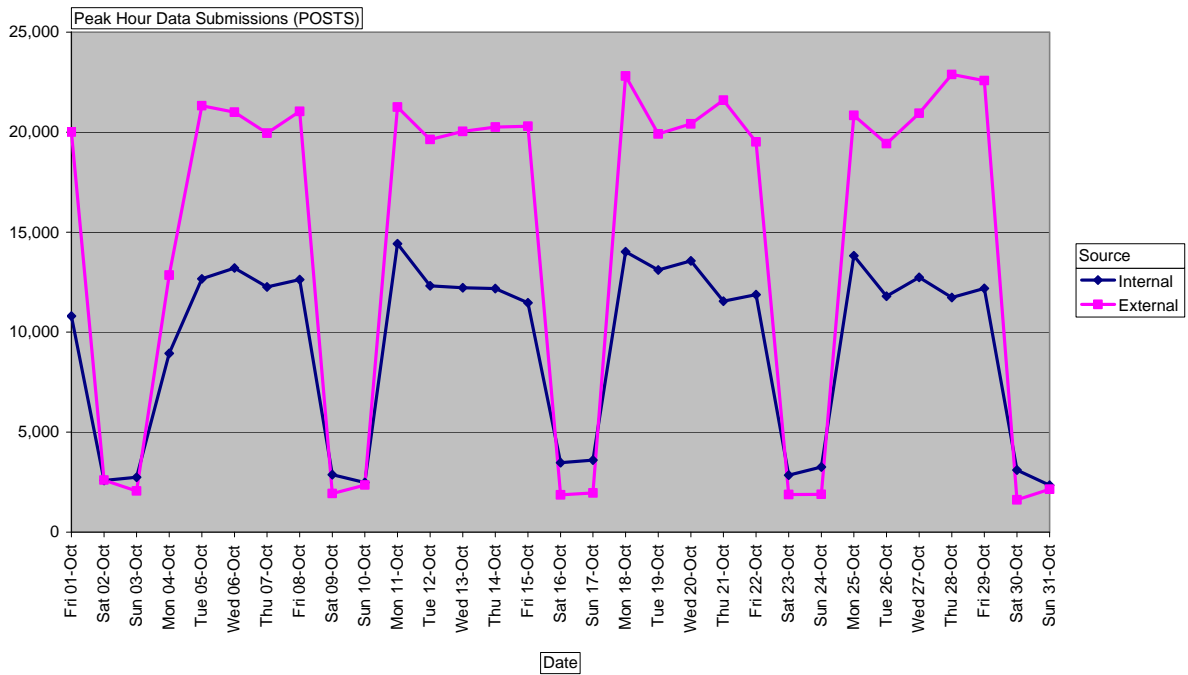


### 2.1.7 Customs Interactive Daily Peak Hour Active Users



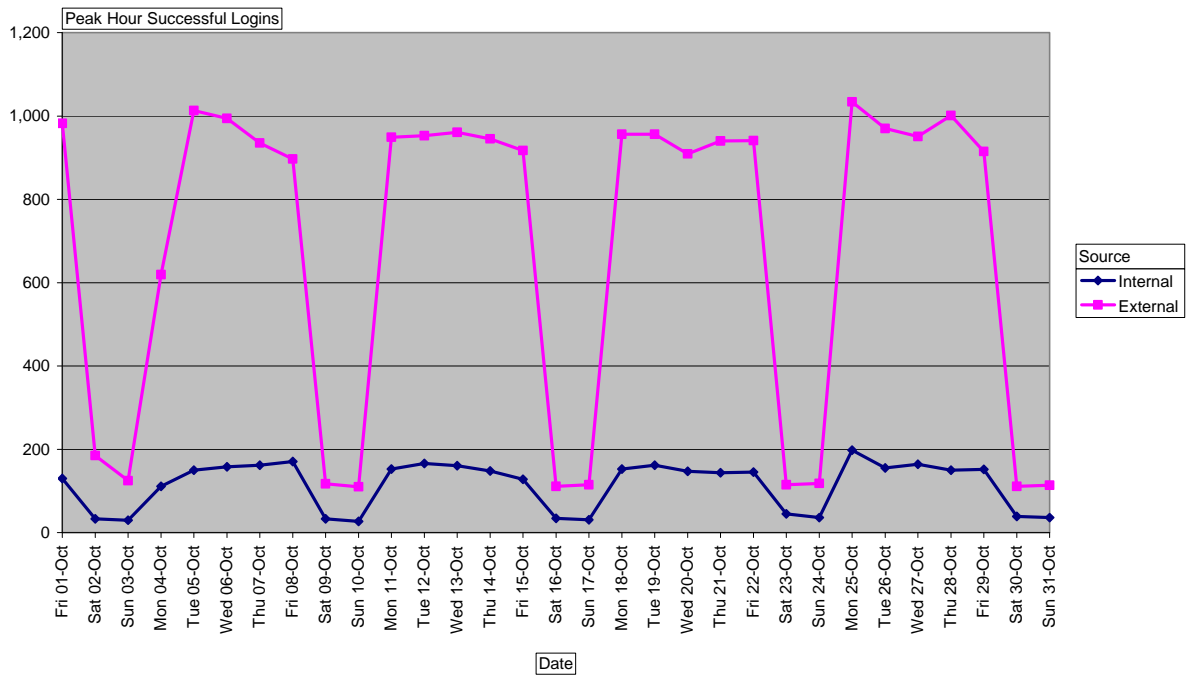
The chart above shows the number of UserIDs logged in and actively using CI on the Production Web Servers in the Peak Hour during a given day.

### 2.1.8 Customs Interactive Daily Peak Hour System Activity



The chart above shows the number of data submissions (Posts) in during the Peak Hour a given day and is indicative of the System Activity/Load. An example of "Data Submission" would be a user clicking the "Save" button on an ICS screen.

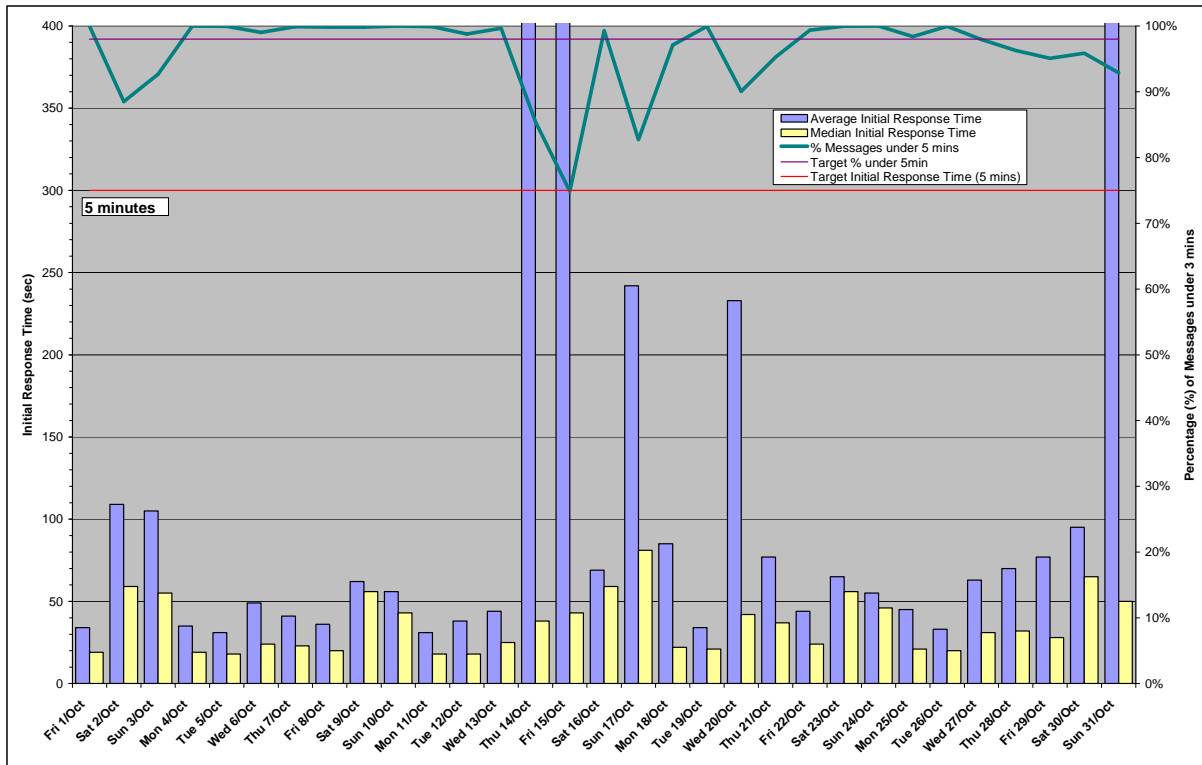
### 2.1.9 Customs Interactive Daily Peak Hour Successful Logins



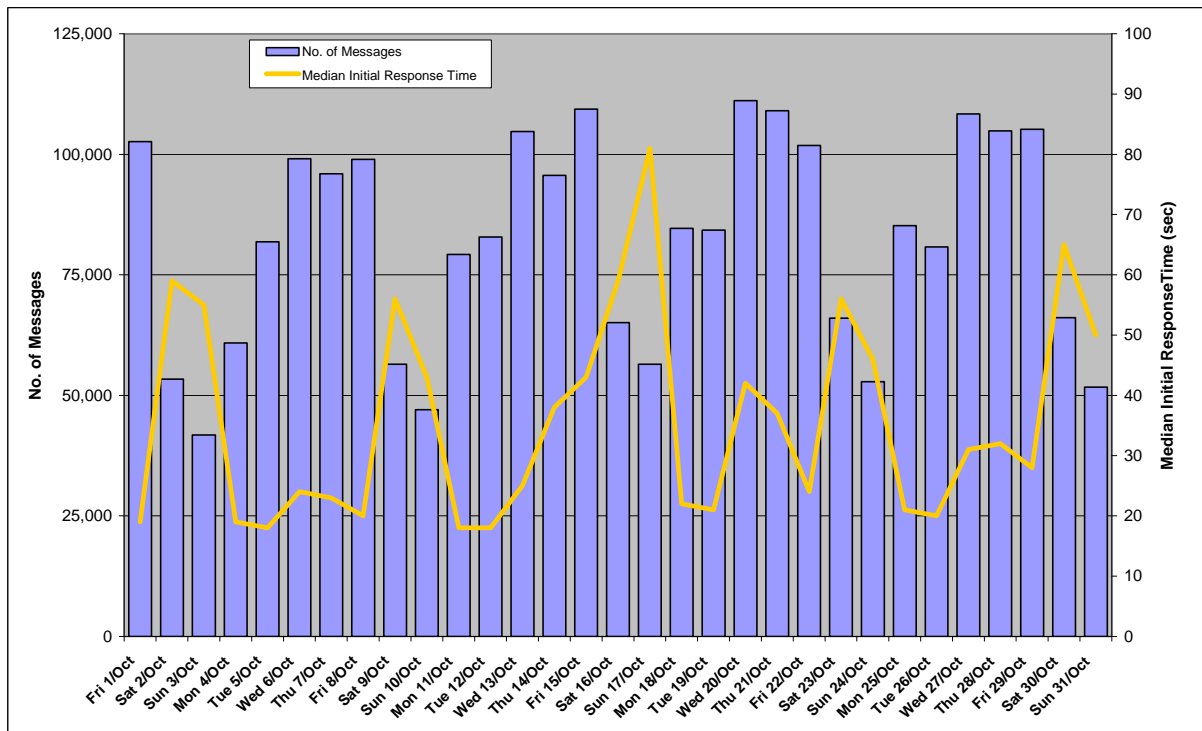
The chart above shows the Successful Logins to the Production web servers during the Peak Hour for a given day.

## 2.2 EDI Message Initial Response Times

### 2.2.1 Daily EDI Message Initial Response Time (Oct-10)



### 2.2.2 Daily EDI Message Initial Response Time and Message Volume (Oct-10)



## 3 Service Issues and Impacts

### 3.1 Outages

Date	Duration	Description
<b>October 2010</b>		
Wed 20 Oct 2010	3 hrs 20 mins	EDI messages not being received by industry due to CCF message backlog
Mon 18 Oct 2010	10 mins	Emergency scheduled outage for restart of ICS to fix parameter setting problem
Mon 18 Oct 2010	10 mins	Emergency unscheduled outage for restart of ICS to fix parameter setting problem
Fri 15 Oct 2010	7 hrs 16 mins	Delays in message processing due to messaging program error
<b>September 2010</b>		
Thu 23 Sep 2010	30 mins	EDI messages not being received by industry due to CCF server issues.
Wed 22 Sep 2010	21 mins	EDI messages not being received by industry due to CCF server issues.
Tue 21 Sep 2010	5 hrs 25 mins	Connectivity to Teradata lost, Internal and External Reports unavailable.
Tue 21 Sep 2010	38 mins	Change to user authorisation rules triggered unavailability of External and Internal logon screen
Fri 03 Sep 2010	1 hr 43 mins	Delays in passing ICS messages to the mainframe interrupted ICS processing.
<b>August 2010</b>		
Wed 04 Aug 2010	2 hrs 18 mins	Issues during deployment of ICS upgrade resulted in an overrun of the deployment window
<b>July 2010</b>		
Mon 19 Jul 2010	4 hrs 6 mins	Large number of concurrent connections caused External ICS gateway to be unavailable
Thu 01 Jul 2010	30 mins	The ICS Customs Interactive was unavailable due to deployment of emergency fix
<b>June 2010</b>		
Sun 27 Jun 2010	28 hrs 35 mins	The failure of a server in the CCF prevented ICS EDI messages from being processed. This commenced approx. 1800 on 27/06 and ran until approx. 2230 on 28/06.
Sun 27 Jun 2010	12 hrs 33 mins	A deployment of a CCF change extended outside of the change window and prevented the ICS from processing EDI messages.
Sun 13 Jun 2010	10 hrs 18 mins	ICS CI and EDI outage for most clients arising from changes to the CCF gateway.
<b>May 2010</b>		
Wed 05 May 2010	2 hrs 15 mins	A restart of the ICS mainframe was required to correct an issue affecting the processing of ICS messages.
Mon 03 May 2010	1 hr 5 mins	A failure of an ICS process prevented EDI messages from being processed.
<b>April 2010</b>		
None		
<b>March 2010</b>		
None		
<b>February 2010</b>		
None		
<b>January 2010</b>		
None		
<b>December 2009</b>		
Sun 20 Dec 2009	4 hrs	Emergency change to restore pre-2009 messaging data to the ICS.
Wed 16 Dec 2009	17 hrs 30 mins	A failure of an ICS change resulted in messaging data being unavailable. This effectively prevented the use of the ICS until 2009 messaging data was made available during the day. ICS processing for current data returned to normal around 2130.
<b>November 2009</b>		
Sat 28 Nov 2009	2 hrs	ICS Prod messages were queuing for 2 hrs due to a process failure.

### 3.2 Not Performing as Expected

Date	Duration	Description
<b>October 2010</b>		
Mon 18 Oct 2010	24 mins	No EDI responses for Air and Sea underbonds
Mon 18 Oct 2010	28 mins	System alert reporting high CCF messages queue
Mon 18 Oct 2010	39 mins	Export Permit Upload process running slow
Thu 14 Oct 2010	9 hrs 59 mins	Delays in message processing due to messages backlog
Mon 11 Oct 2010	8 mins	Export Permit Upload process running slow
Thu 07 Oct 2010	19 mins	Export Permit Upload process failed
<b>September 2010</b>		
Wed 08 Sep 2010	5 hrs 23 mins	Internal Reports slow and External reports unavailable.
Mon 06 Sep 2010	45 mins	External EFT reports were delayed by 45 minutes.
Mon 06 Sep 2010	7 mins	Intermittent failures prevented ICS Customs Interactive logins.
<b>August 2010</b>		
Wed 11 Aug 2010	1 hr 26 mins	EDI messages were being processed slowly for Imports and Exports
Wed 04 Aug 2010	1 hr 30 mins	External EFT reports were delayed by 90 minutes.
Wed 04 Aug 2010	27 hrs 18 mins	ODS Prints unavailable for ICS users
Tue 03 Aug 2010	45 mins	External EFT reports were delayed by 45 minutes.
<b>July 2010</b>		
Fri 30 Jul 2010	1 hr 25 mins	External EFT reports were delayed by 1 hour and 25 minutes.
Thu 29 Jul 2010	4 hrs 27 mins	External EFT reports were delayed by 4 hours and 27 minutes.
Wed 28 Jul 2010	7 hrs 26 mins	Export Permit file processing error.
Wed 28 Jul 2010	43 mins	External EFT reports were delayed by 43 minutes.
Mon 19 Jul 2010	33 mins	External EFT reports were delayed by 33 minutes.
Tue 13 Jul 2010	55 mins	External EFT reports were delayed by 55 minutes.
Mon 12 Jul 2010	59 mins	External EFT reports were delayed by 59 minutes.
Wed 07 Jul 2010	46 mins	Export Permit file processing error.
Tue 06 Jul 2010	1 hr	External EFT reports delayed for one hour
Tue 06 Jul 2010	7 hrs 50 mins	External EFT reports returning inconsistent data
Mon 05 Jul 2010	96 hrs 39 mins	Some outbound messages not successfully batched due to application running incorrectly
Mon 05 Jul 2010	1 hr 13 mins	Export Permit file processing error.
Thu 01 Jul 2010	1 hr 7 mins	GST Deferred Report was unavailable due to a necessary batch process not having been run.
Thu 01 Jul 2010	1 hr 38 mins	Export Permit file processing error.
<b>June 2010</b>		
Wed 30 Jun 2010	18 hrs 20 mins	Export Permit file processing error.
Tue 29 Jun 2010	51 mins	External EFT reports were delayed by 51 minutes.
Tue 29 Jun 2010	1 hr 10 mins	Export Permit file processing error.
Mon 28 Jun 2010	44 mins	External EFT reports were delayed by 44 minutes.
Mon 28 Jun 2010	50 hrs 44 mins	ICS document prints sent to clients by the Output Delivery System (ODS) were being corrupted.
Thu 24 Jun 2010	25 mins	Export Permit file processing error.
Thu 24 Jun 2010	49 mins	External EFT reports were delayed by 49 minutes.
Wed 23 Jun 2010	2 hrs 18 mins	Export Permit file processing error.

Wed 23 Jun 2010	1 hr	External EFT reports were displaying incomplete or inconsistent data for some clients.
Wed 23 Jun 2010	42 mins	External EFT reports were delayed by 42 minutes.
Mon 21 Jun 2010	10 mins	External EFT reports were delayed by 10 minutes.
Fri 18 Jun 2010	50 mins	External EFT reports were delayed by 50 minutes.
Tue 15 Jun 2010	17 hrs 34 mins	Export Permit file processing error.
Tue 15 Jun 2010	1 hr 57 mins	External EFT reports were delayed by 1 hour and 57 minutes.
Thu 10 Jun 2010	1 hr 54 mins	External EFT reports were delayed by 1 hour and 54 minutes.
Tue 08 Jun 2010	2 hrs 4 mins	External EFT reports were delayed by 2 hours and 4 minutes.
Tue 08 Jun 2010	18 hrs 37 mins	Export Permit file processing error.
<b>May 2010</b>		
Wed 26 May 2010	66 hrs 3 mins	An update to the ICS resulted in the unplanned change to cargo processing rules. Corrected by e-fix.
Wed 26 May 2010	1 hr 22 mins	Export Permit file processing error.
Tue 25 May 2010	10 mins	External EFT reports were delayed by 10 minutes.
Mon 24 May 2010	30 hrs 45 mins	Export Permit file processing error.
Mon 17 May 2010	1 hr 24 mins	External EFT reports were delayed by 1 hour and 24 minutes.
Thu 13 May 2010	15 mins	A large number of inbound ICS messages caused messages to queue and delays in processing
Thu 13 May 2010	15 mins	External EFT reports were delayed by 15 minutes.
Fri 07 May 2010	1 hr 4 mins	A large batch of messages sent between Customs & AQIS caused delays in message processing, including AQIS consignment status.
Wed 05 May 2010	12 hrs 39 mins	Issues with a scheduled restart of the ICS mainframe led to reduced message processing speed and ACR status not to be transmitted to users.
Wed 05 May 2010	1 hr 41 mins	External EFT reports were delayed by 1 hour and 41 minutes.
<b>April 2010</b>		
Tue 27 Apr 2010	92 hrs 46 mins	Two looping Air Cargo Report transactions negatively affected ICS CPU usage.
<b>March 2010</b>		
Wed 03 Mar 2010	1 hr 12 mins	Export Permit file processing error.
<b>February 2010</b>		
Thu 18 Feb 2010	46 mins	Export Permit file processing error.
Thu 04 Feb 2010	13 hrs 56 mins	AQIS Issue prevented MQ messages from ICS being received by AQIS.
<b>January 2010</b>		
Fri 29 Jan 2010	10 hrs 8 mins	Export Permit file processing error.
Thu 07 Jan 2010	3 hrs 12 mins	PROD QSP receipts not being acknowledged by ICS.
Thu 07 Jan 2010	22 hrs 15 mins	AIMS has not has not received any response messages from ICS since 1.48pm.
<b>December 2009</b>		
Tue 22 Dec 2009	32 mins	Export Permit file processing error.
Thu 17 Dec 2009	46 mins	One of the processes in the CCF stopped operating, which slowed down the processing of ICS EDI messages.
Thu 17 Dec 2009	33 mins	Export Permit file processing error.
Wed 16 Dec 2009	2 hrs 27 mins	Export Permit file processing error.
Wed 16 Dec 2009	102 hrs 30 mins	The unavailability of pre-2009 messaging data in the ICS prevented the amendment of old documents or their usage in other new documents such as Refunds and Drawbacks. This was corrected with a fix on 20/12.
Tue 15 Dec 2009	1 hr 35 mins	Export Permit file processing error
Fri 11 Dec 2009	4 hrs	Export Permit file processing error
Fri 04 Dec 2009	22 mins	Export Permit file processing error

Thu 03 Dec 2009	2 hrs 16 mins	An outage to the ODS server occurred, resulting in ICS prints being unavailable.
Tue 01 Dec 2009	1 hr 14 mins	External EFT reports were delayed by 74 minutes
<b>November 2009</b>		
Wed 25 Nov 2009	20 mins	External EFT reports were delayed by 20 minutes
Wed 11 Nov 2009	15 mins	External EFT reports were delayed by 15 minutes
Tue 10 Nov 2009	4 hrs 20 mins	50% of Dept of Defence report emails failed due to spam/firewall upgrades to one of Customs email servers.
Thu 05 Nov 2009	2 hrs 55 mins	The processing of inbound permit numbers from Dept of Defence was delayed for almost 3 hrs
Wed 04 Nov 2009	1 hr 30 mins	External EFT reports were delayed by 90 minutes

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