



Main Processing Transition Update

18 February 2008

The transitioning of Customs main processing services to a new service provider is on track for a March cutover. This means the infrastructure that supports Customs Cargo Business Systems will be relocated to two new data centres – a production processing site and test/disaster recovery site.

The below provides an update on current progress of the migration, possible impacts on scheduled maintenance windows and testing opportunities.

Overview - how Customs Transition affects Industry*

The migration of Customs services will be staggered to minimise any risks to Industry and other stakeholders. Customs test environments, including the Stress and Volume Test, User Acceptance Test, Development and Industry Test environments, will be transferred before the Production environment is migrated.

From an Industry perspective, interfacing with Customs cargo business systems will remain the same. There is no general requirement to change certificates, IP addresses or email addresses.

The only planned impact will be some extensions of scheduled maintenance windows, needed to implement changes and/or affect the changeover to the new environments.

The only exception is for those clients with a direct connection to the existing Burwood data centre. All affected clients have been contacted and their change requirements are being addressed.

* A full overview was provided in the first edition, available on the Customs internet site.

Fortnightly Progress Report

Customs new Main Processing data centres have been established with hardware commissioned from IBM, with signoff of both data centres and infrastructure to occur over the next 3 weeks.

Testing of the Customs mainframe (which hosts the ICS) is progressing to schedule. The work to date indicates that the new environment will have equivalent functionality and comparable, if not slightly improved performance.

Testing of the midrange environment (hosting the Customs Connect Facility) is continuing. The preparatory work for migrating the midrange environment to IBM is complete.

Customs new internet gateway environment has been fully built and prepared for the migration of direct connect clients. These clients are being migrated between 1 February and 15 March.

Upcoming dates

- 22 February and 4 March – targeted industry test Program (for specific users with direct connections, high volume communicators, and a selection of software developers, customs brokerages and importers).
- 25 February – Customs previously announced that this scheduled two-hour outage would be extended by an hour to undertake preparatory transition work. This work has been completed and the extension is no longer required – the two-hour outage will occur as previously scheduled.
- 5 March to 12 March – general Industry Test window becomes available
- Weekend of 15 March - transition of the main processing environment, which houses the ICS (expected extended outage will be advised to industry shortly).
- Easter weekend of 22 March – transition of CCF (expected extended outage will be advised to industry shortly).

More information

More information will be made in available every few weeks as Customs prepares for migration, but if you have any questions please email industryengagement@customs.gov.au or contact Mark Taylor, Industry Engagement and User Services Branch on (02) 6275 6794, or Steve Nitschke from the Applications Branch on (02) 6275 5504.

For previous versions of this update go to <http://www.cargosupport.gov.au/site/page.cfm?u=5866>