



Integrated Cargo System Production Report 2006-07 Financial Year (1 July 2006 to 30 June 2007)

Reporting Period: 1 July 2006 to 30 June 2007

Date Prepared: 30 August 2007

Prepared by: Applications Branch

Production Report - 2006-07 Financial Year

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1 Production Activity

1.1 Activity Summary

Activity Summary 1-Jul-06 to 30-Jun-07		Total
Exports	Inbound Messages Received by ICS	4,409,554
	Outbound Messages Sent to Clients	5,474,363
Imports	Inbound Messages Received by ICS	22,236,246
	Outbound Messages Sent to Clients	74,801,062
CI	Inbound CI Messages Received by ICS	962,031
EDI	Inbound EDI Messages Received by ICS	25,333,033
	Outbound EDI Messages Sent to Clients	80,275,425

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 as part of the Heartbeat Monitoring activity are included in the above figures, showing under Exports.

1.2 Successfully Processed ICS Messages

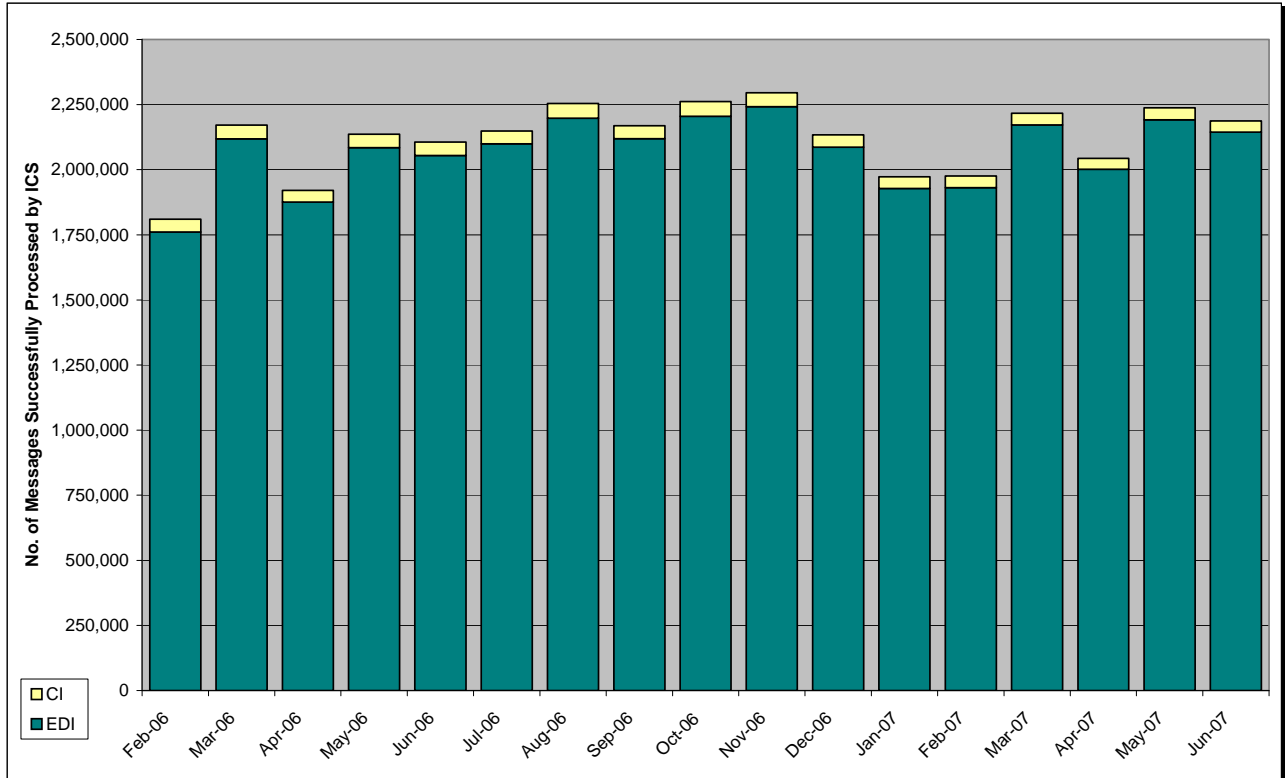
As at midnight **Sat 30-Jun-07**, the number of messages successfully processed by ICS since implementation was:

Exports	11,433,390
Imports	36,506,694
Total	47,940,084

Note:

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

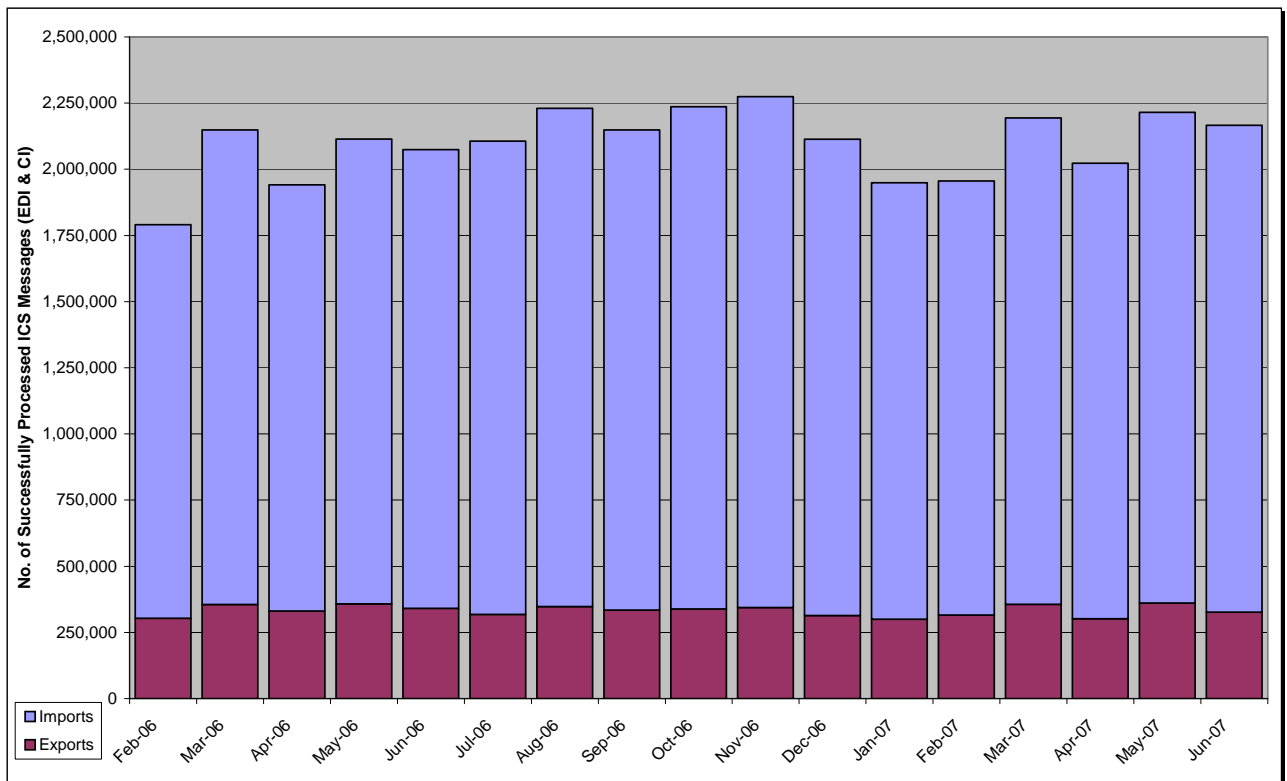
1.3 Monthly Successfully Processed ICS Messages (EDI and CI)



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

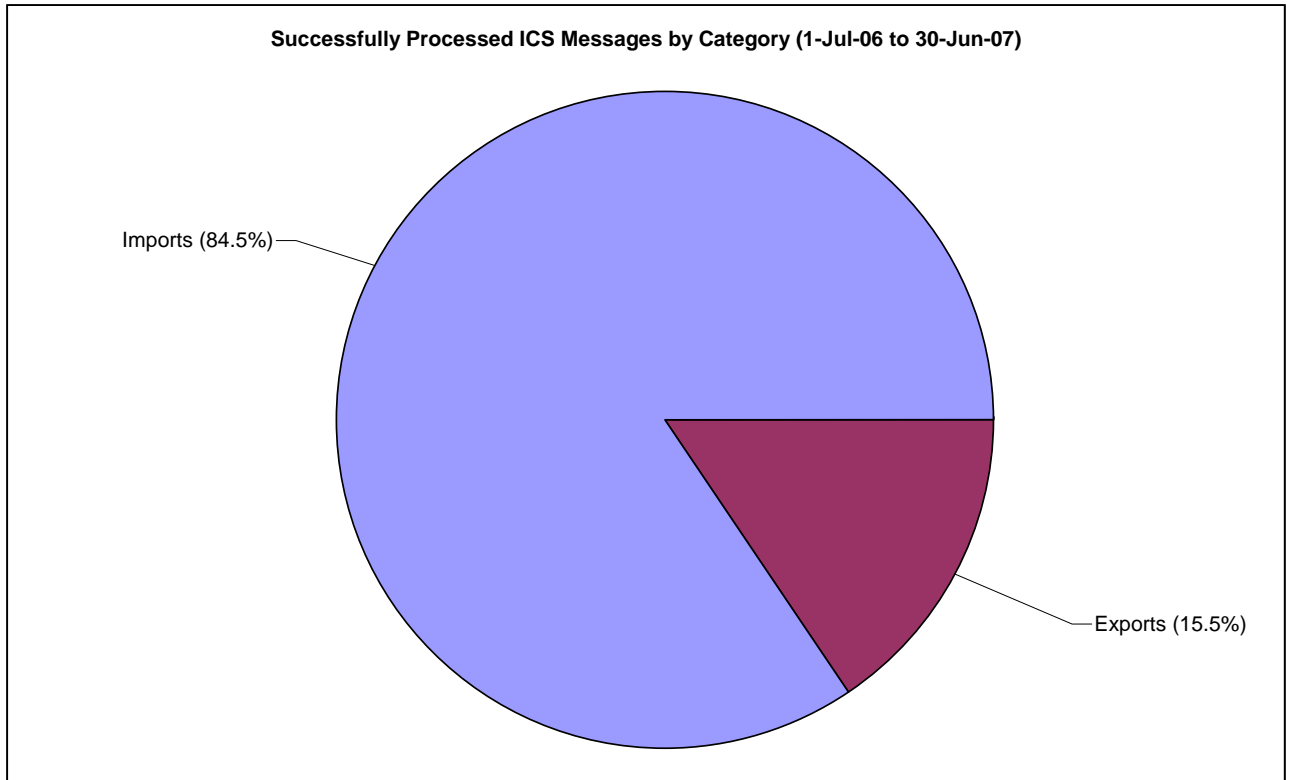
1.4 Monthly Successfully Processed ICS Messages (Imports and Exports)



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

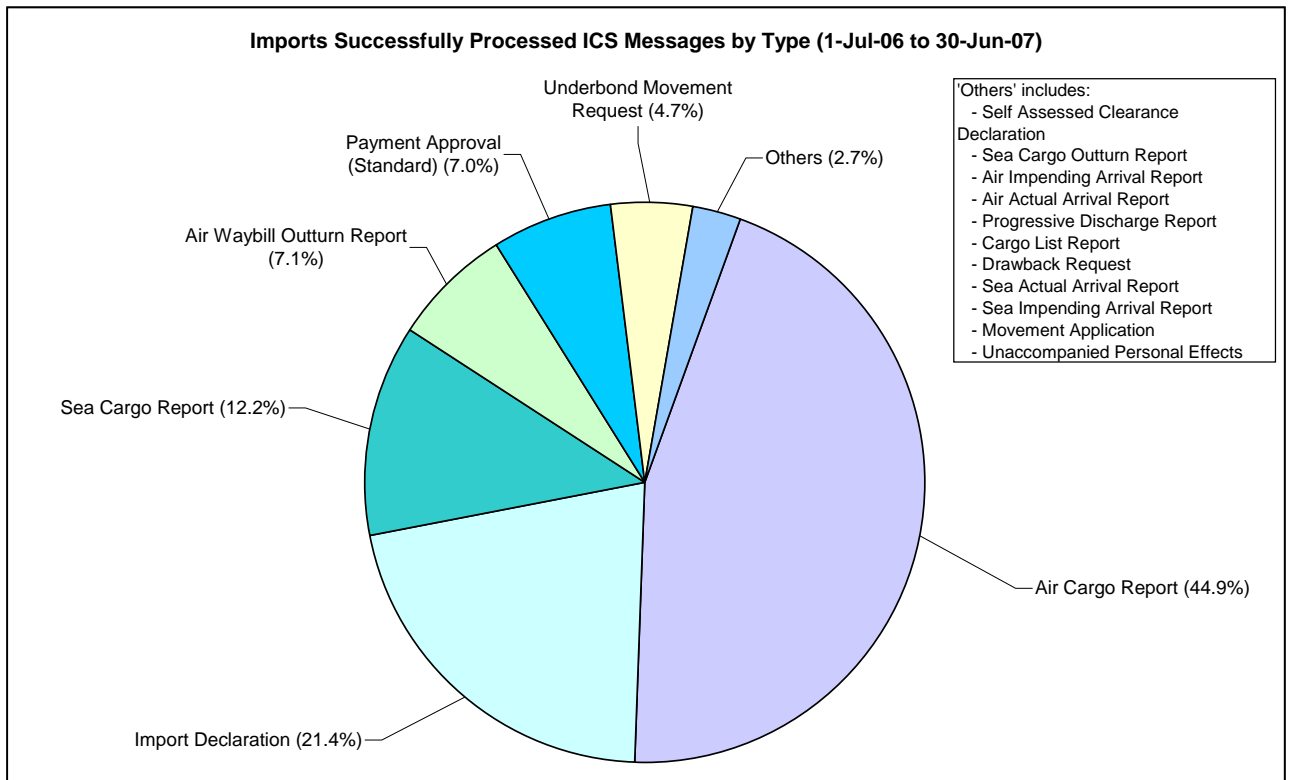
1.5 Successfully Processed ICS Messages by Category



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

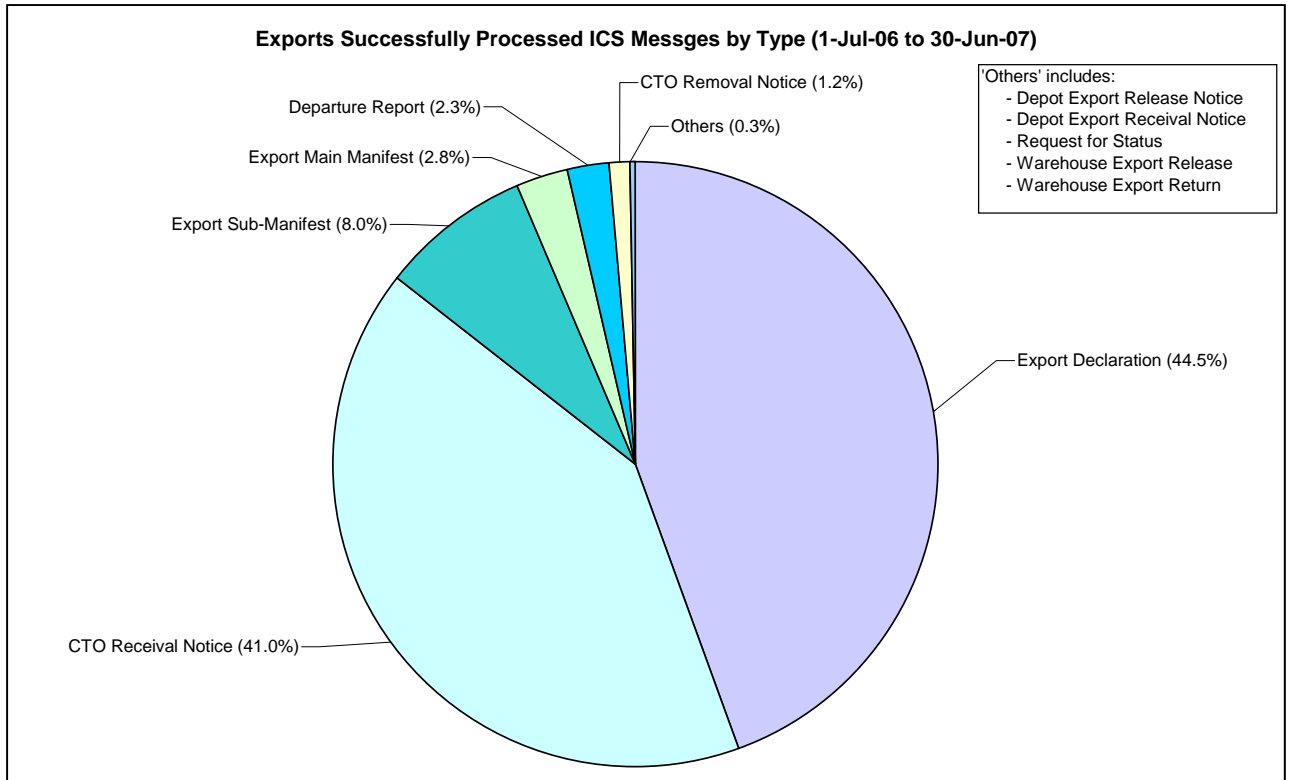
1.6 Imports Successfully Processed ICS Messages by Type



Note:

“Successfully Processed” messages are those received by ICS, for which a response message was sent, including error messages.

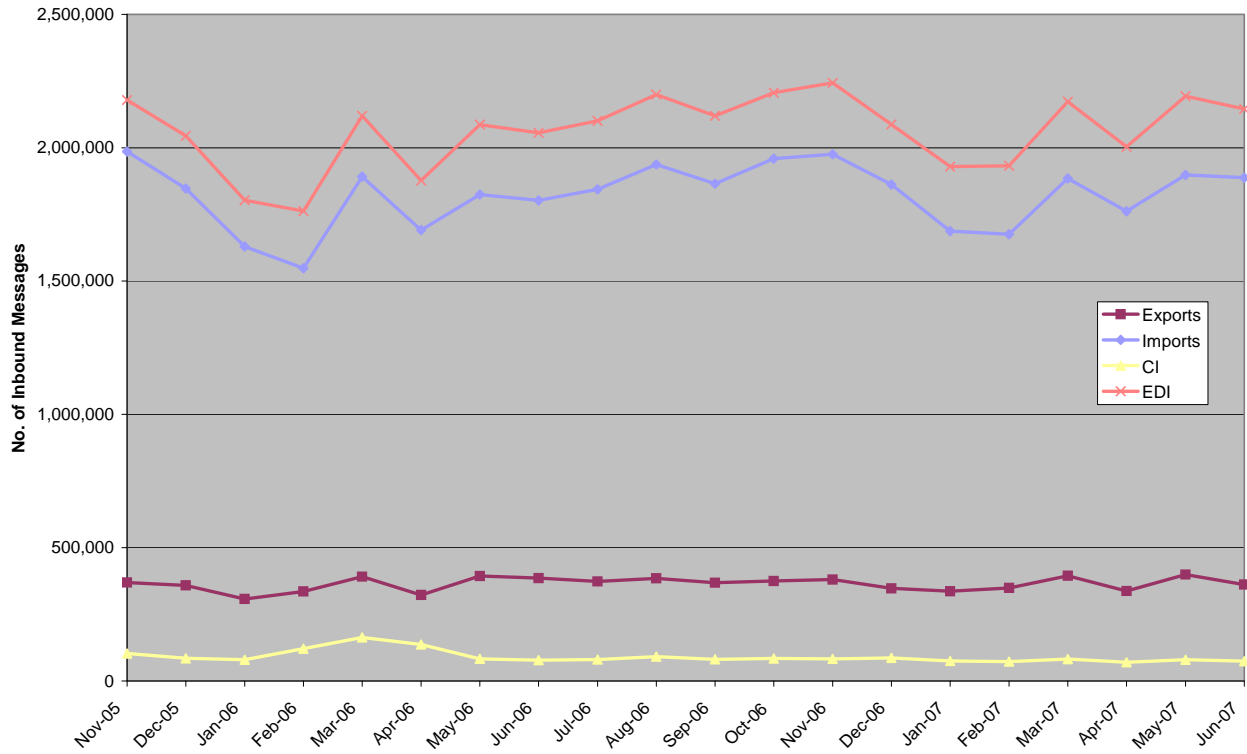
1.7 Exports Successfully Processed ICS Messages by Type



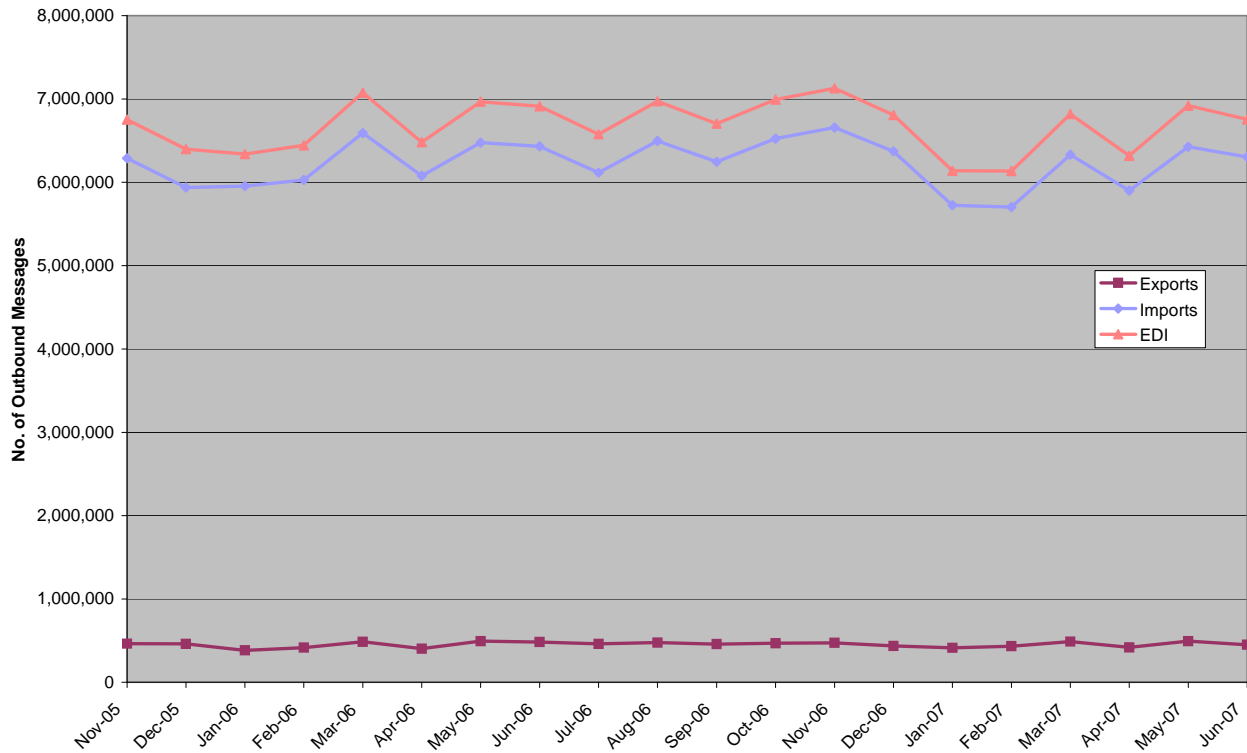
Note:

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

1.8 Monthly Inbound Message Volumes

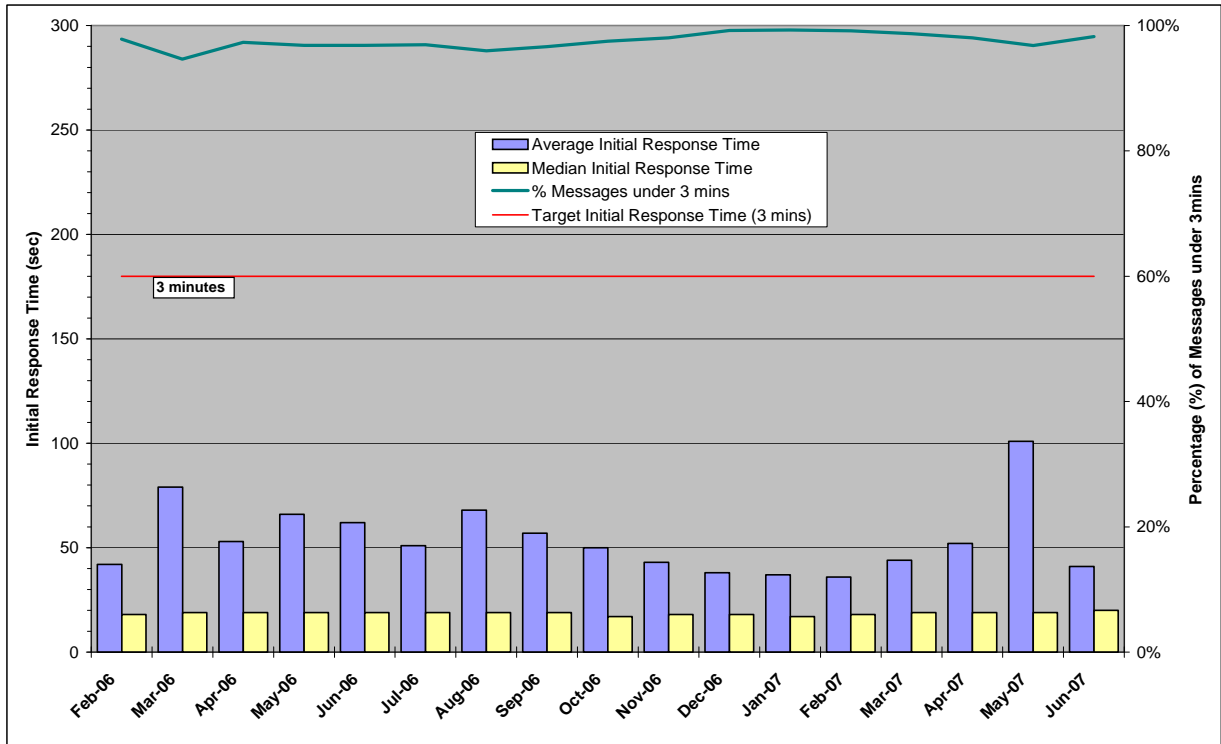


1.9 Monthly Outbound Message Volumes



2 EDI Message Initial Response Times

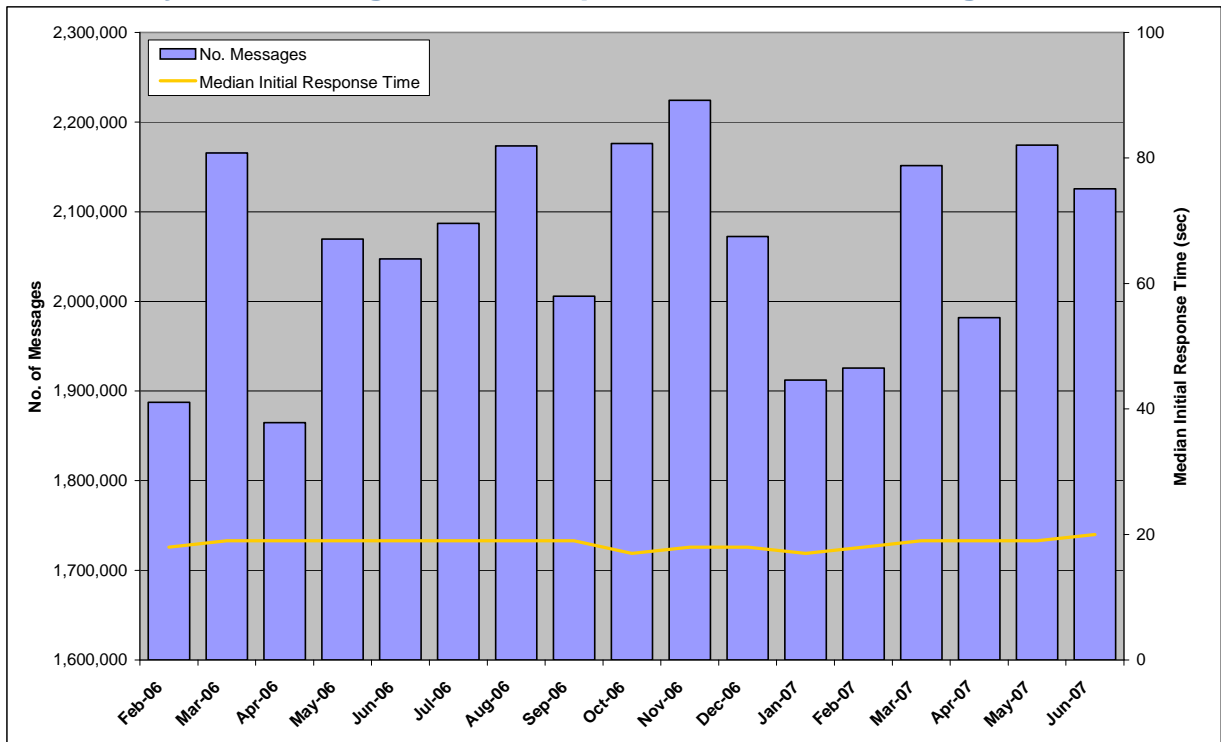
2.1 Monthly EDI Message Initial Response Time



The chart above show 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 3 minutes.

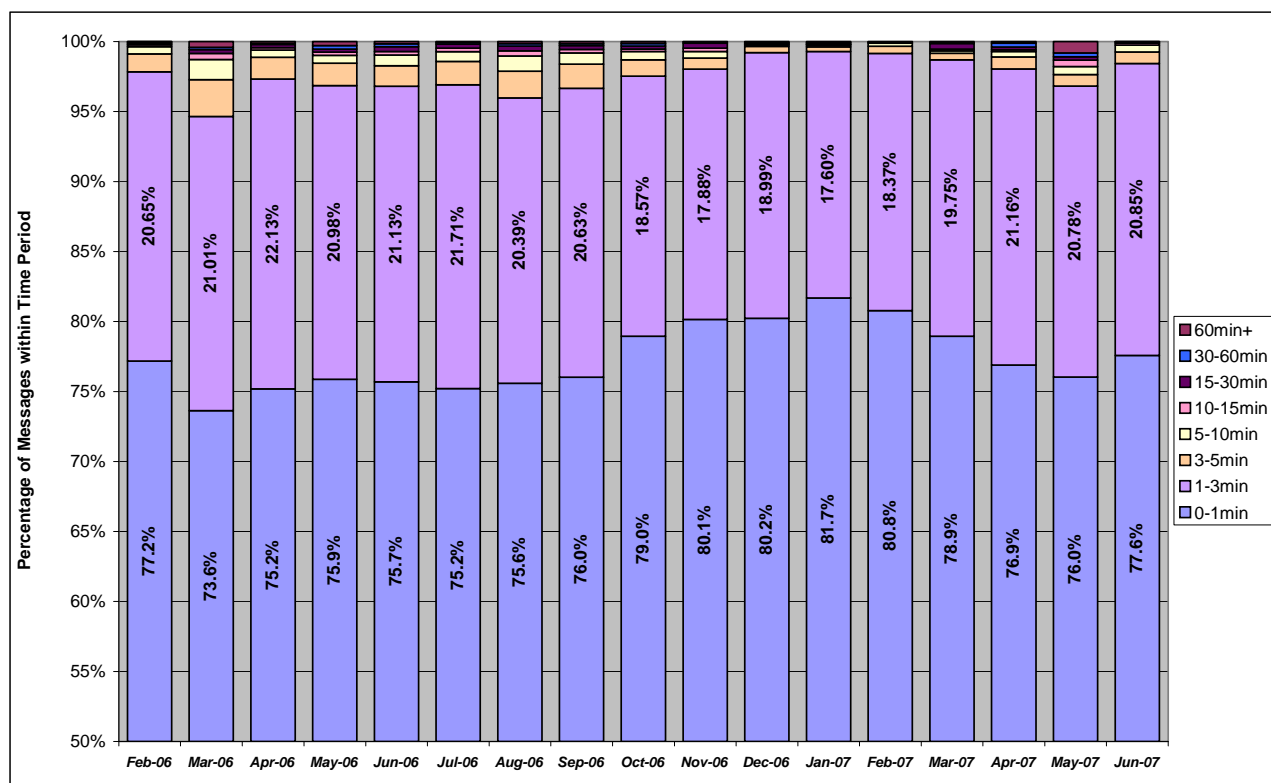
Initial Response time is defined as the time from when the message is received to the corresponding initial advice message leaving Customs

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

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.

2.4 Key service issues affecting Initial Response Times

Date	Duration	Description
March 2006		
Fri 31-Mar-06	1 hour 30 mins	Slowdown in EDI message processing followed by suspension of processing to resolve database issue. Messages received during the period were queued and subsequently processed following service restoration.
April 2006		
Tue 11-Apr-06	21 mins	EDI message processing unavailable due to failure in Customs Connect Facility (CCF) Security Service. Messages received during the period were queued and subsequently processed following service restoration.
June 2006		
Mon 5-Jun-06	1 hour 9 mins	EDI message processing ceased and services restarted. Messages received during the period were queued and subsequently processed following service restoration.
August 2006		
Sat 12-Aug-06	1 hour 3 mins	EDI message processing unavailable due to stalled component. Messages received during the period (approx. 1000) were queued and subsequently processed following service restoration.
September 2006		
Tue 12-Sep-06	5 hours 24 mins	EDI messaging processing unavailable due to failed network component. Messages received during the period (approx. 1000 messages from 207 clients) were queued and subsequently processed following service restoration.
May 2007		
Thu 24-May-07	1 hour 28 mins	EDI message processing unavailable due to failure in network component. Messages received during the period were queued and subsequently processed following service restoration.
Fri 25-May-07	3 hours 24 mins	EDI message processing unavailable due to failure in and subsequent replacement of network component. Messages received during the period were queued and subsequently processed following service restoration.

3 Service Availability

3.1 Service Available

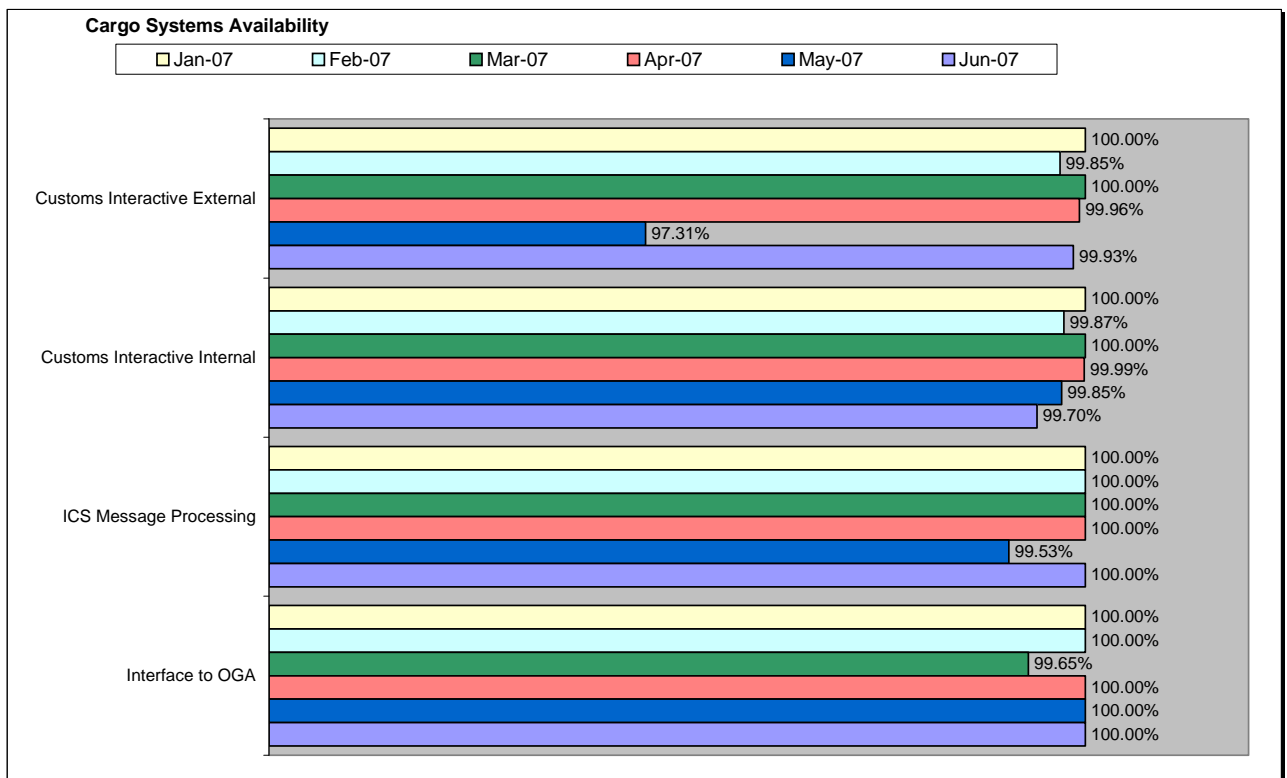
3.1.1 External



Note:

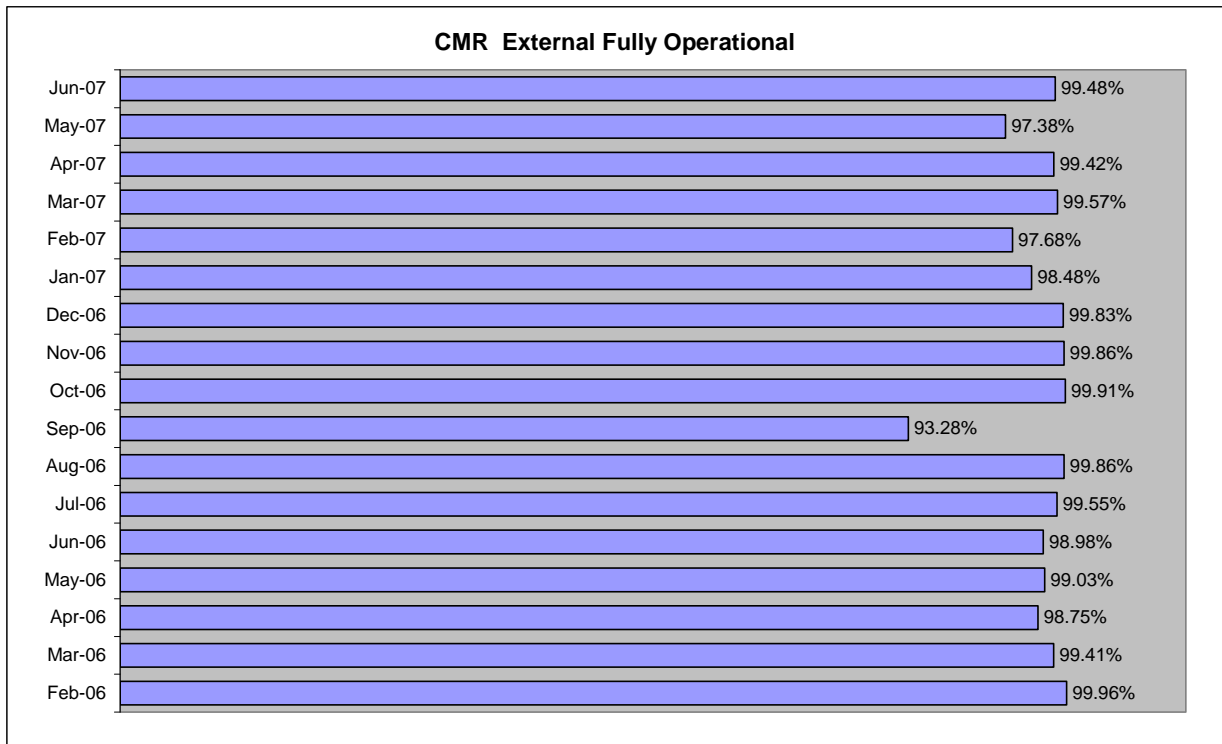
Electronic cargo systems availability to Customs clients – Target is 99.7% (availability against typical work day)

3.1.2 Key Systems



3.2 Service Fully Operational

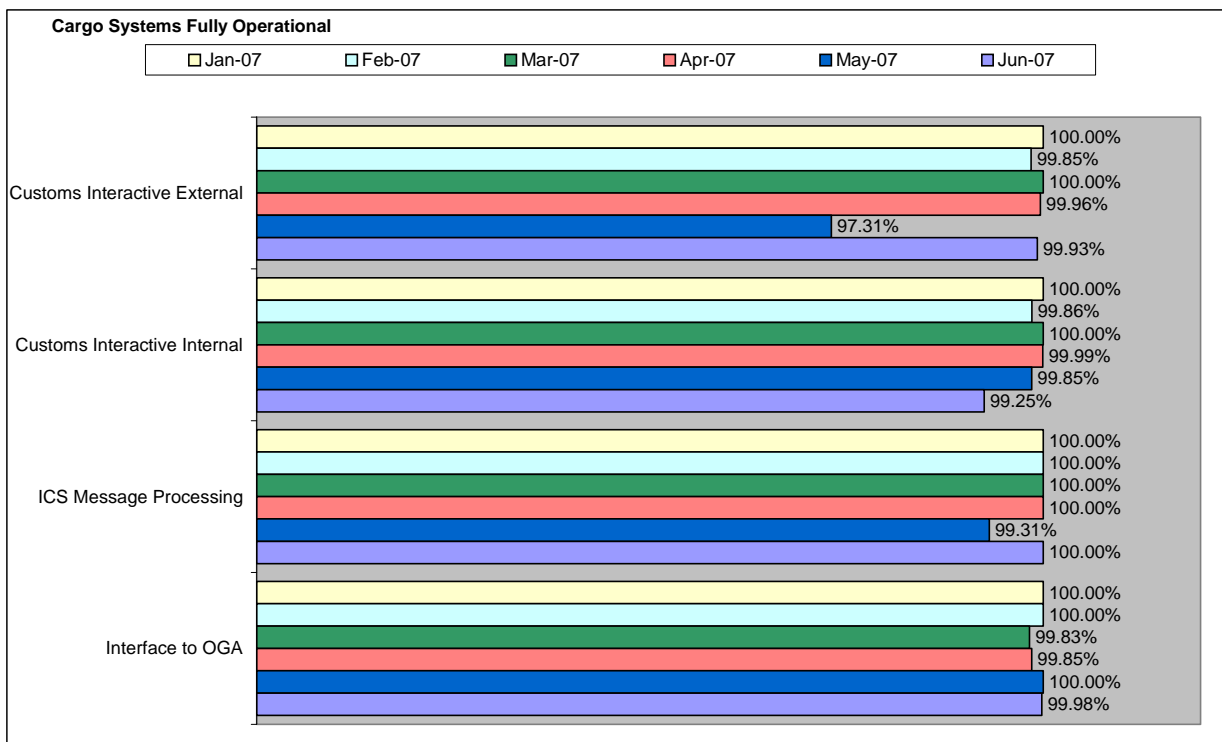
3.2.1 External



The chart above shows the percentage of time the externally facing electronic cargo systems were operating at expected performance, with no visible disruption or reduction in expected service for external clients.

As an example, a slow down in processing of Customs Interactive or EDI messaging transactions due to a Customs network communications congestion would be treated as not operating at expected performance, even though message processing continued and the service was still available to external clients.

3.2.2 Key Systems



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