



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 31 October 2008

BACKGROUND

This report summarises the findings on service availability performance for every service provider involved in the SMK-Dagang*Net project, namely:

- Kastam DiRaja Malaysia (KDRM)
- Kuala Lumpur International Airport Services (KLAS)
- Malaysia Airport Berhad (MAB)
- Total Airport Management System (TAMS)
- Dagang Net Technologies Sdn Bhd (Dagang Net)
- Lembaga Pelabuhan Klang (LPK)
- TM Berhad (Telco)
- Tenaga Nasional Berhad (TNB)

The key objectives of this report are:-

- to provide MITI with detailed information on service availability within the stipulated period and its key indicators such as service availability and disruption, causes of failures, system owner, affected communities and affected forms (K1-K9, DG, ZB, EFT); and
- to determine the performance of Dagang Net with regards to its Key Performance Indicator (KPI)

OVERALL SERVICE AVAILABILITY

Dagang Net						
i. 100% service availability within the stipulated period, which was 0.2 % above our target KPI of 99.8%.						
Other Service Provider						
i. Unscheduled service disruption on the following dates due to technical problems.						
System Owner	:	KDRM Johor	KDRM Putrajaya	KDRM Port Klang	KDRM Johor	TELCO
Date	:	15 Oct	17 Oct	17 Oct	20 Oct	31 Oct
Period	:	3.5 hrs	4.5 hrs	7 hrs	3 hrs	5 hrs
Affected Community	:	Johor/ Melaka/ NS	Sabah/ Sarawak/ WP Labuan	Kedah/Perlis/Pera k/ Penang/Port Klang	Johor/ Melaka/ NS	KLIACVC
Affected Forms	:	K1/K2	K1/K2/K3/K8	K1/K2/K4/K5/ K6/Cuspep	K1/K2	All
ii. 100% service availability for KLAS, LPK, MAB, TNB and TAMS.						



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Service Disruption Log

Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
04/10/2008 : 12:30hrs	04/10/2008 : 14:30hrs	2.00	KDRM PK	510585	PKCS	K1 / K2 / K4 / K5 / K6 / CUSREP	KDRM PK suspected technical problem. All Port Klang users please anticipate delayed responses for K1 / K2 / K9 / CUSREP / K4 / K5 / K6 - Careline	Unscheduled	Electronic
14/10/2008 : 19:00hrs	14/10/2008 : 23:00hrs	4.00	KDRM Putrajaya	00509124	SBH / SWK / WP Labuan	All	KDRM Putrajaya will carry out preventive maintenance exercise. All SBH/SWK/W.P. Labuan Users are advised to revert to manual for all declarations from 14/10/08 [19:00hr to 23:00hrs] - Careline	Scheduled	Manual
14/10/2008 : 19:00hrs	14/10/2008 : 23:00hrs	4.00	KDRM JHR	509319	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 - Careline	Unscheduled	Electronic
15/10/2008 : 17:00hrs	15/10/2008 : 20:30hrs	3.50	KDRM JHR	509259	JHR/MLK/NS	K1 / K2	KDRM Johor is experiencing technical problem. All JHR/MLK users please revert to manual for K1 / K2 from 15/10/08 [17:00hrs to 12:00 midnight] - Careline	Unscheduled	Manual
16/10/2008 : 12:30hrs	16/10/2008 : 20:00hrs	7.50	KDRM PK	510587	KDH / PRK / PRL / PNG	K1 / K2	KDRM PK suspected technical problem. All Port Klang users please anticipate delayed responses for K1 / K2 - Careline KDRM PK suspected technical problem. All Port Klang users please anticipate delayed responses for CUSREP / K4 / K5 / K6 - Careline	Unscheduled	Electronic
17/10/2008 : 09:30hrs	17/10/2008 : 14:00hrs	4.50	KDRM Putrajaya	510697	SBH / SWK / WP Labuan	K1 / K2	KDRM Putrajaya is experiencing technical problem. All SBH/SWK users please revert to manual for K1 / K2 from 17/10/08 [09:30hrs to 14:00 hrs] - Careline	Unscheduled	Manual
17/10/2008 : 17:00hrs	17/10/2008 : 20:00hrs	3.00	KDRM PK	510697	PKCS	K4 / K5 / K6 / CUSREP	KDRM PK suspected technical problem. All Port Klang users please anticipate delayed responses for CUSREP / K4 / K5 / K6 - Careline	Unscheduled	Electronic
17/10/2008 : 17:00hrs	17/10/2008 : 00:00hrs	7.00	KDRM PK	510697	KDH/PRL/PRK/PNG/PK	K1 / K2 / K4 / K5 / K6 / CUSREP	KDRM PK is experiencing technical problem. All KDH/PRL/PRK/PNG users please revert to manual for K1 / K2 from 19/10/08 [17:00hrs to 12:00MIDNIGHT] - Careline KDRM PK is experiencing technical problem. All PK users please revert to manual for K1/K2/K9/K4/K5/K6/CUSREP from 19/10/08 [17:00hrs to 12:00MIDNIGHT] - Careline	Unscheduled	Manual



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19/10/2008 : 15:30hrs	19/10/2008 : 17:00hrs	3.00	KDRM PK	509540	KDH/PRL/PRK/PNG/PK	K1 / K2	KDRM PK suspected technical problem. All KDH/PRL/PRK/PNG/PK users please anticipate delayed responses for K1/K2 - Careline	Unscheduled	Electronic
20/10/2008 : 20:00hrs	20/10/2008 : 21:00hrs	1.00	KDRM JHR	509657	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK users please anticipate delayed responses for K1/K2 - Careline	Unscheduled	Electronic
20/10/2008 : 21:0hrs	20/10/2008 : 00:00hrs	3.00	KDRM JHR	509657	JHR/MLK/NS	K1 / K2	KDRM Johor is experiencing technical problem. All JHR/MLK/NS users please revert to manual for K1 / K2 from 20/10/08 [21:00hrs to 12:00MIDNIGHT] - Careline	Unscheduled	Manual
21/10/2008 : 19:00hrs	21/10/2008 : 00:00hrs	1.50	KDRM JHR	509657	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1/K2 - Careline	Unscheduled	Electronic
26/10/2008 : 09:00hrs	26/10/2008 : 10:30hrs	1.50	MAB	510700	KLIACVC / FTKL	All	MAB will carry out a power supply maintenance. All KLIACVC/FTKL users please revert to manual for all declarations from: 26/10/08 [09:00hrs to 10:30hrs] - Careline	Scheduled	Manual
29/10/2008 : 09:00hrs	29/10/2008 : 15:30hrs	6.50	MAB	510701	KLIACVC	Free Zone Decl	MAB is experiencing a technical problem. All KLIACVC users please revert to manual for free zone declarations from: 29/10/08 [09:00hrs until further notice] - Careline	Unscheduled	Manual
29/10/2008 : 20:00hrs	29/10/2008 : 00:00hrs	4.00	KDRM JHR	510463	JHR / MLK / NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 - Careline	Unscheduled	Electronic
31/10/2008 : 13:00hrs	31/10/2008 : 16:00hrs	3.00	MAB	510701	KLIACVC	Free Zone Decl	MAB is experiencing a technical problem. All KLIACVC users please revert to manual for free zone declarations from: 29/10/08 [09:00hrs until further notice] - Careline	Unscheduled	Manual
31/10/2008 : 17:00hrs	31/10/2008 : 21:00hrs	4.00	KDRM JHR		JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 - Careline	Unscheduled	Electronic
31/10/2008 : 19:00hrs	31/10/2008 : 00:00hrs	5.00	Telco		KLIACVC	All	Due to Telco problem at MAS Cargo Forwarding Complex KLIACVC, all affected users please revert to manual for all declaration from: 31/10/08 [19:45hrs until further notice] - Careline	Unscheduled	Manual

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