



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 30 November 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. <b>100%</b> service availability within the stipulated period, which was <b>0.2 %</b> above our target KPI of 99.8%.
Other Service Provider
i. <b>100%</b> service availability for KDRM, KLAS, LPK, MAB, Telco, TAMS and TNB.



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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
05/11/2008 : 18:30hrs	05/11/2008 : 22:30hrs	4.00	KDRM JHR	513723	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 declarations - Careline	Unscheduled	Electronic
14/11/2008 : 17:30hrs	14/11/2008 : 21:30hrs	4.00	KDRM JHR	513724	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 declarations - Careline	Unscheduled	Electronic
15/11/2008 : 23:00hrs	16/11/2008 : 05:00hrs	6.00	DNT	513725	All	All	DNT will carry out a preventive maintenance exercise. All KLIACVC/FTKL users please revert to manual for all declaration from 15/11/08 [23:00hrs] to 16/11/08 [05:00hrs] - Careline DNT will carry out a preventive maintenance exercise. All Port Klang users please revert to manual for all declaration & manifest from 15/11/08 [23:00hrs] to 16/11/08 [05:00hrs] - Careline DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declaration from 15/11/08 [23:00hrs] to 16/11/08 [05:00hrs] - Careline	Scheduled	Manual
23/11/2008 : 09:00hrs	23/11/2008 : 10:30hrs	1.50	MAB	513726	All	K3 / K8	MAB will carry out a power supply maintenance. All users are adviced to revert to manual for all declaration from 23/11/08 [09:00hrs to 10:30hrs] - Careline	Scheduled	Manual



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