



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 31 December 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)
- 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)
- to determine the performance of Dagang Net with regards to its Key Performance Indicator (KPI)

**OVERALL SERVICE AVAILABILITY**

<b>Dagang Net</b>							
i. <b>98.98%</b> service availability within the stipulated period, which was <b>0.82%</b> below our target KPI of 99.8%							
ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.							
Date		19 Dec		21 Dec		21 Dec	
Period		5.5 hrs		3 hrs		4 hrs	
Affected Community		Johor/ Melaka/ N. Sembilan		All		All	
Affected Forms		All		All		All	
<b>Other Service Provider</b>							
i. KDRM - Unscheduled service disruption on the following dates due to technical problem.							
System Owner	:	Telco	Telco	KDRM P.Klang	Telco	KDRM KLIA	KDRM KLIA
Date	:	5 Dec	8 Dec	10 Dec	16 Dec	18 Dec	19 Dec
Period	:	13.5 hrs	5 hrs	3 hrs	23.25 hrs	10.25 hrs	14.5 hrs
Affected Community	:	KLIACVC	KLIACVC	Kedah/Perlis/ Perak/ Penang Port Klang	KLIACVC	Kedah/Perlis/ Perak/ Penang Port Klang	KLIACVC/ FTKL
Affected Forms		All	All	K1/K2	All	K1/K2	K1/K2/K3/K8
ii. 100% service availability for KLAS, KPM, LPK and MAB.							



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

**Service Disruption Log**

Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
05/12/2008 ; 10:30hrs	05/12/2008 ; 00:00hrs	13.50	Telco	517094	KLIACVC	All	Due to Telco Problem at MAS Cargo Forwarders Complex KLIACVC, all affected users please revert to manual for all declarations from: 05/12/08 [10:30hrs] to until further notice - Careline	Unscheduled	Manual
08/12/2008 ; 23:00hrs	09/12/2008 ; 04:00hrs	5.00	Telco	517095	KLIACVC	All	Due to Telecommunication Problem all eDeclare users please revert to manual for all declarations from: 08/12/08 [23:00hrs] to until further notice - Careline	Unscheduled	Manual
10/12/2008 ; 18:00hrs	10/12/2008 ; 21:00hrs	3.00	KDRM PK	514612	KDH/PRL/PRK/PNG/PK	K1/K2	KDRM PK is experiencing a technical problem. All KDH/PRL/PRK/PNG/PK please revert to manual for K1/K2 declaration from: 10/12/08 [18:00hrs to 12:00 midnight] - Careline	Unscheduled	Manual
16/12/2008 ; 08:30hrs	16/12/2008 ; 13:30hrs	5.00	KDRM Putrajaya	516035	SBH/SWK	K1 / K2	KDRM Putrajaya suspected technical problem. All SBH/SWK users please anticipate delayed responses for K1 / K2 - Careline	Unscheduled	Electronic
16/12/2008 ; 08:45hrs	17/12/2008 ; 08:00hrs	23.25	Telco	517097	KLIACVC	All	Due to Telecommunication Problem all tenants of MAS Cargo Complex users please revert to manual for all declarations from: 16/12/08 [08:45hrs] to until further notice - Careline	Unscheduled	Manual
16/12/2008 ; 18:00hrs	16/12/2008 ; 00:00hrs	6.00	KDRM PK	515035	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
17/12/2008 ; 11:00hrs	17/12/2008 ; 00:00hrs	13.00	DNT	515243	PKCS	Manifest	DNT suspected technical problem. All Port Klang users please anticipate delayed responses for Manifest submitted on the 16/12/2008 - Careline	Unscheduled	Electronic
18/12/2008 ; 13:45hrs	18/12/2008 ; 00:00hrs	10.25	KDRM KLIA	517098	KDH/PRL/PRK/PNG/PK	K1/K2	KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for K1/K2 declaration from: 18/12/08 [13:45hrs to 12:00 midnight] - Careline	Unscheduled	Manual
19/12/2008 ; 09:30hrs	19/12/2008 ; 00:00hrs	14.50	KDRM KLIA	517099	KLIACVC / FTKL	K1/K2/K3/K8	KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for K1/K2 declaration from: 19/12/08 [09:30hrs to 12:00 midnight] - Careline KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for K2/K3/K8 declaration from: 19/12/08 [11:00hrs to 12:00 midnight] - Careline	Unscheduled	Manual
19/12/2008 ; 18:30hrs	19/12/2008 ; 00:00hrs	5.50	DNT	517099	JHR/MLK/NS	All	DNT is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all declarations from: 19/12/08 [18:30hrs to 12:00 midnight] - Careline	Unscheduled	Manual



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

20/12/2008 : 23:00hrs	21/12/2008 : 05:00hrs	6.00	DNT	516152	All	All	DNT will carry out a preventive maintenance exercise. All KLIACVC/FTKL users please revert to manual for all declaration from 20/12/08 [23:00hrs] to 21/12/08 [05:00hrs] - Careline DNT will carry out a preventive maintenance exercise. All Port Klang users please revert to manual for all declaration & manifest from 20/12/08 [23:00hrs] to 21/12/08 [05:00hrs] - Careline DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declaration from 20/12/08 [23:00hrs] to 21/12/08 [05:00hrs] - Careline	Scheduled	Manual
20/12/2008 : 06:00hrs	20/12/2008 : 00:00hrs	18.00	KDRM Putrajaya	516152	SBH/SWK	K2/K3/K8	KDRM Putrajaya will carry out a migration exercise. All SBH/SWK users please revert to manual for K1/K2/K3 declaration from 20/12/08 [06:00hrs to 12:00 midnight] - Careline	Scheduled	Manual
21/12/2008 : 09:00hrs	21/12/2008 : 10:30hrs	1.50	MAB	517013	All	K3/K8	MAB will carry out power supply maint. All users please revert to manual for K3/K8 declaration from: 21/12/08 [09:00hrs to 10:30hrs] - Careline	Scheduled	Manual
21/12/2008 ; 05:00hrs	19/12/2008 ; 08:00hrs	3.00	DNT	516152	All	All	DNT is experiencing a technical problem. All users please revert to manual for all declarations from: 21/12/08 [05:00hrs to 11:00hrs] - Careline	Unscheduled	Manual
21/12/2008 ; 14:30hrs	19/12/2008 ; 18:30hrs	4.00	DNT	516152	All	All	DNT is experiencing a technical problem. All users please revert to manual for all declarations from: 21/12/08 [14:30hrs to 12:00 midnight] - Careline	Unscheduled	Manual

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

