



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

**OVERALL SERVICE AVAILABILITY**

**Dagang Net**

- i. **99.62%** service availability within the stipulated period, which was **0.18%** below our target KPI of 99.8%.
- ii. Unscheduled service disruption and manual submission on 30 Jan 08 due to application limitation.

Period	:	7 hrs
Affected Community	:	KLIA and all eDeclare users
Affected Forms	:	All (eDeclare)

**Other Service Provider**

- i. KDRM - Unscheduled service disruption on the following dates due to technical problem.

Date	:	4 Jan 08	25 Jan 08
Period	:	5.5 hrs	2.5 hrs
Affected Community	:	KLIA	KLIA
Affected Forms	:	K8	K8

- ii. 100% service availability for KLAS, KPM, LPK, MAB, TNB and Telco.



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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
04/01/2008 ; 11:30hrs	04/01/2008 ; 12:30hrs	1.00	DNT	464526	eDeclare users	ALL	DNT suspected technical problem. All eDeclare users please anticipate delayed responses for all declarations - Careline	Unscheduled	Electronic
<b>04/01/2008 ; 12:00hrs</b>	<b>04/01/2008 ; 17:30hrs</b>	<b>5.50</b>	<b>KDRM Putrajaya</b>	<b>464526</b>	<b>KLIACVC</b>	<b>K8</b>	<b>KDRM Putrajaya is experiencing a technical problem. All KLIACVC users please revert to manual for K8 declaration from 04/01/2008 (12:00hrs to 18:00hrs) - Careline</b>	<b>Unscheduled</b>	<b>Manual</b>
05/01/2008 ; 09:30hrs	05/01/2008 ; 14:30hrs	5.00	MAB	466140	KLIACVC	All	MAB will carryout a power supply maintenance. All KLIACVC users please revert to manual for K8 declaration from 05/01/2008 (09:30hrs to 16:30hrs) - Careline	Scheduled	Manual
09/01/2008 ; 16:00hrs	09/01/2008 ; 18:00hrs	2.00	KDRM Putrajaya	466146	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
11/01/2008 ; 12:00hrs	11/01/2008 ; 14:00hrs	2.00	KDRM Putrajaya	466147	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
15/01/2008 ; 11:00hrs	15/01/2008 ; 13:00hrs	2.00	DNT	466139	eDeclare users	All eDeclare related forms	DNT suspected technical problem. All eDeclare users please anticipate delayed responses for all declarations - Careline	Unscheduled	Electronic
18/01/2008 ; 17:00hrs	18/01/2008 ; 19:00hrs	2.00	KDRM Putrajaya	468822	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
24/01/2008 ; 14:00hrs	24/01/2008 ; 19:00hrs	5.00	KDRM Putrajaya	468829	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
25/01/2008 ; 11:30hrs	25/01/2008 ; 19:00hrs	7.50	KDRM Putrajaya	468831	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
25/01/2008 ; 11:30hrs	25/01/2008 ; 19:00hrs	7.50	KDRM Port Klang	468831	All	K8	KDRM Putrajaya suspected technical problem. All KDH/PRK/PRL/PNG users please anticipate delayed responses for K1/K2 declarations - Careline	Unscheduled	Electronic
<b>25/01/2008 ; 17:00hrs</b>	<b>25/01/2008 ; 19:30hrs</b>	<b>2.50</b>	<b>KDRM Putrajaya</b>	<b>468831</b>	<b>KLIACVC</b>	<b>K8</b>	<b>KDRM Putrajaya is experiencing a technical problem. All KLIACVC users please revert to manual for K8 declaration from 25/01/2008 (17:00hrs to 12:00 midnight) - Careline</b>	<b>Unscheduled</b>	<b>Manual</b>
27/01/2007 ; 09:00hrs	27/01/2007 ; 10:00hrs	1.00	MAB	469141	KLIACVC PHG / TRG / KEL	All	MAB will carryout a power supply maintenance. All KLIACVC users please revert to manual for K8 declaration from 27/01/2008 (09:00hrs to 10:00hrs) - Careline	Scheduled	Manual



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Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
28/01/2008 ; 15:30hrs	28/01/2008 ; 19:00hrs	3.50	DNT	467919	eDeclare users	ALL	DNT suspected technical problem. All eDeclare users please anticipate delayed responses for all declarations - Careline	Unscheduled	Electronic
28/01/2008 ; 13:00hrs	28/01/2008 ; 19:00hrs	6.00	KDRM Putrajaya	467919	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
29/01/2008 ; 13:00hrs	29/01/2008 ; 20:00hrs	7.00	KDRM Putrajaya	468842	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
29/01/2008 ; 15:30hrs	29/01/2008 ; 20:00hrs	4.50	DNT	468837	eDeclare users	ALL	DNT suspected technical problem. All eDeclare users please anticipate delayed responses for all declarations - Careline	Unscheduled	Electronic
30/01/2008 ; 13:00hrs	30/01/2008 ; 20:00hrs	7.00	DNT	469138	eDeclare users	ALL	DNT suspected technical problem. All eDeclare users please anticipate delayed responses for all declarations - Careline	Unscheduled	Electronic
30/01/2008 ; 13:00hrs	30/01/2008 ; 20:00hrs	7.00	DNT	469138	KLIACVC/FTKL/ All eDeclare Users	All	<p>DNT is experiencing a technical problem. All KLIACVC/FTKL eDeclare users please revert to manual for all declaration from: 30/01/2008 [13:00hrs to 18:00hrs] - Careline</p> <p>Due to unresolved technical problem. All KLIACVC/FTKL eDeclare users please revert to manual for all declaration from: 30/01/2008 [10:00hrs to 12:00midnight] - Careline</p> <p>DNT is experiencing a technical problem. All eDeclare users please revert to manual for all declaration from: 30/01/2008 [16.3000hrs to 20:30:00hrs] - Careline</p> <p>(KLIA - 7.0 hrs &amp; Others - 3.5 hrs)</p>	Unscheduled	Manual

