

National Service Availability Report Period: 1 - 31 March 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. 100.00% service availability within the stipulated period, which was 0.2 % above our target KPI of 99.8%.			
Other Service Provider			
ii. Unscheduled service disruption on the following dates due to technical and telecommunication problems.			
System Owner	:	TELCO	KDRM (KLIA)
Date	:	25 March 2008	31 March 2008
Period	:	3 hrs	8.5 hrs
Affected Community	:	Kedah, Perak, Penang, Perlis, Port Klang	KLIA / FTKL
Affected Forms	:	K1, K2, K9, EFT, K4, K5 and K6	K1 and K2
iii. 100% service availability for KLAS, KPM, 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
13/03/2008 ; 11:30hrs	13/03/2008 ; 13:30hrs	3.00	KDRM Putrajaya	474302	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
16/03/2008 ; 11:00hrs	16/03/2008 ; 12:00hrs	1.00	KDRM Putrajaya	478103	All Sbh / Swk	K8/K3 All	KDRM Putrajaya will carry out a power supply maint. All users please revert to manual for K3/K8 declaration from : 16/03/08 [11:00hrs -12:00hrs] - Careline	Scheduled	Manual
23/03/2008 ; 01:00hrs	23/03/2008 ; 05:00hrs	4.00	MAB	475972	KLIACVC	Free Zone Declarations	MAB will carry out preventive maintenance. All KLIACVC users please revert to manual for FreeZone declaration from: 23/03/08 [01:00hrs to 05:00hrs] - Careline	Scheduled	Manual
25/03/2008 ; 07:00hrs	25/03/2008 ; 08:00hrs	1.00	KDRM Putrajaya	475972	All	K8	KDRM Putrajaya suspected technical problem. All users please anticipate delayed responses for K8 declarations - Careline	Unscheduled	Electronic
25/03/2008 ; 13:00hrs	25/03/2008 ; 16:00hrs	3.00	Telco	475972	Kdh/Prk/Png/Pri/PK	K1 / K2 / K9 / EFT / K4 / K5 K6	Due to telecommunication problem, all Kdh/Prk/Png/Pri/PK users please revert to manual for all K1 / K2 / K9 / EFT / K4 / K5 K6 declarations from: 25/03/08 [13:00hrs to 18:00hrs] - Careline	Unscheduled	Manual
27/03/2008 ; 10:30hrs	27/03/2008 ; 12:30hrs	2.00	KDRM Port Klang	476712	Kdh/Prk/Png/Pri/PK	K1 / K2 / K9	KDRM Port Klang suspected technical problem. All Kdh/Prk/Png/Pri/PK users please anticipate delayed responses for K1/K2/K9 declarations - Careline	Unscheduled	Electronic
28/03/2008 ; 15:00hrs	28/03/2008 ; 19:00hrs	4.00	KDRM Port Klang	476712	Kdh/Prk/Png/Pri/PK	K1 / K2 / K9	KDRM Port Klang suspected technical problem. All Kdh/Prk/Png/Pri/PK users please anticipate delayed responses for K1/K2/K9 declarations - Careline	Unscheduled	Electronic
28/03/2008 ; 23:00hrs	29/03/2008 ; 05:00hrs	6.00	DNT	476712	EAI / HTTPS / DutyNet	All	DNT will perform migration for Https Server. All EAI / HTTPS / DutyNet users please revert to alternative submission mode from: 28/03/08 [23:00hrs] to 29/03/08 [05:00hrs]	Scheduled	Manual
29/03/2008 ; 09:30hrs	29/03/2008 ; 12:30hrs	3.00	Telco	476712	Penang	All	Due to telecommunication problem, all Penang users please revert to manual for all declarations from: 29/03/08 [09:30hrs to 12:30hrs] - Careline	Unscheduled	Manual
29/03/2008 ; 09:00hrs	29/03/2008 ; 11:00hrs	2.00	DNT	476712	eDeclare	All	DNT suspected technical problem. All eDeclare users please anticipate delay in submission of all declarations - Careline	Scheduled	Electronic
30/03/2008 ; 09:00hrs	30/03/2008 ; 14:00hrs	5.00	KDRM Johor	478104	Jhr / MIK / NS	K1 / K2	KDRM Johor will carry out a network migration exercise. All Jhr / MIK / NS users please revert to manual for K1/K2 declarations from: 30/03/08 [09:00hrs to 14:00hrs] - Careline	Scheduled	Manual
31/03/2008 ; 15:30hrs	01/04/2008 ; 01:00hrs	8.50	KDRM KLIA	476955	KLIACVC / FTKL	K1 / K2	KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for K1/K2 declaration from: 31/03/08 [15:30hrs] to 01/04/08 [01:00hrs]	Unscheduled	Manual
31/03/2008 ; 21:00hrs	01/04/2008 ; 09:00hrs	12.00	KDRM Putrajaya	476955	All	K8 / K3	KDRM Putrajaya will carry out K3/K8 migration exercise to KDRM KLIA. All users please revert to manual for K3/K8 from : 31/03/2008 [21:00hrs] to 01/04/2008 [09:00hrs] - Careline	Scheduled	Manual
31/03/2008 ; 21:00hrs	01/04/2008 ; 09:00hrs	12.00	KDRM Putrajaya	476955	ePermit	Permits	KDRM Putrajaya will migrate Permits to KDRM KLIA for permit application from Fishery Department. Please revert to manual from: 31/03/2008 [21:00hrs] to 01/04/2008 [09:00hrs] - Careline	Scheduled	Manual

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