



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 30 April 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)
- to determine the performance of Dagang Net with regards to its Key Performance Indicator (KPI)

OVERALL SERVICE AVAILABILITY

Dagang Net								
i. 98.03% service availability within the stipulated period, which was 1.77% below our target KPI of 99.8%.								
ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.								
Date	1 April 08			2 April 08				
Period	9 hrs			10.5 hrs				
Affected Community	All eDeclare users			All eDeclare users				
Affected Forms	K1/ K2/ K3/ K9			K1/ K2/ K3/ K8/ K9				
Other Service Provider								
System Owner	:	KDRM Putrajaya	KDRM KLIA	KDRM KLIA	KDRM Johor	TELCO	TELCO	KDRM
Date	:	1 April 08	2 April 08	3 April 08	7 April 08	9 April 08	24 April 08	25 April 08
Period	:	27 hrs	5.5 hrs	8.5 hrs	4 hrs	13.5 hrs	3 hrs	6.5 hrs
Affected Community	:	KLIACVC/ FTKL	KLIACVC/ FTKL	KLIA / FTKL	Johor, Melaka, Negeri Sembilan	Perak, Pahang, Port Klang, Kedah, Perlis	All	Port Klang
Affected Forms	:	K3 / K8	K1/ K2/ K3/ K9	K1/ K2/ K3/ K8/ K9	K1/ K2	K1/ K2/ K9/ EFT/ Manifest	K3/ K8	K1/ K2/ K9/ EFT/ Manifest
i. 100% service availability for KLAS, TAMS, KPM, LPK, MAB 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
01/04/2008 ; 01:00hrs	01/04/2008 ; 09:00hrs	9.00	KDRM Putrajaya	482893	All	K8 / K3	<u>KDRM Correction:</u> KDRM Putrajaya will carry out K3/K8 migration exercise to KDRM KLIA. All users please revert to manual for K1/K2/K9 from: 01/04/2008 ; [01:00hrs to 09:00hrs] - Careline	Scheduled	Manual
01/04/2008 ; 01:00hrs	01/04/2008 ; 09:00hrs	9.00	KDRM Putrajaya	482893	KLIACVC / FTKL	K3 / K8	<u>KDRM Correction:</u> KDRM Putrajaya will carry out K3/K8 migration exercise to KDRM KLIA. All KLIACVC/FTKL users please revert to manual for K1/K2 from: 01/04/2008 ; [01:00hrs to 09:00hrs] - Careline	Scheduled	Manual
01/04/2008 ; 09:00hrs	02/04/2008 ; 12:00hrs	27.00	KDRM Putrajaya	482893	KLIACVC / FTKL	K3 / K8	<p>KDRM has extended K3/K8 migration exercise. All users please continue to revert to manual for K3/K8 declaration from: 01/04/08 [09:00hrs to 15:00hrs] - Careline</p> <p>Due to unresolved problem at KDRM all users please continue to revert to manual for K8 declaration 01/04/08 [15:00hrs to 12:00midnight] - Careline</p> <p>Due to unresolved problem at KDRM all KLIACVC/FTKL users please continue to revert to manual for K8 declaration 01/04/08 [09:00hrs to 15:00hrs] - Careline</p> <p>Due to unresolved problem at KDRM all KLIACVC/FTKL users please continue to revert to manual for K8 declaration 01/04/08 [15:00hrs to 12:00midnight] - Careline</p> <p>Due to unresolved problem at KDRM all KLIACVC/FTKL users please continue to revert to manual for K8 declaration 02/04/08 [08:00hrs to 12:00hrs] - Careline</p>	Unscheduled	Manual



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02/04/2008 ; 09:30hrs	02/04/2008 ; 20:00hrs	10.50	DNT	482912	All eDeclare Users	K1/K2/K3/K8/K9	DNT is experiencing a technical problem. All eDeclare users please revert to manual for K1/K2/K3/K9 declaration from: 02/04/08 [09:30hrs to 15:00hrs] - Careline Due to unresolved problem at DNT, all eDeclare users please revert to manual for K1/K2/K3/K9 declaration from: 02/04/08 [15:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
02/04/2008 ; 09:30hrs	02/04/2008 ; 15:00hrs	5.50	KDRM KLIA	482893	KLIACVC / FTKL	K1/K2/K3/K9	Due to unresolved error U14 & H12 KLIACVC/FTKL Users please revert to manual for all declaration from: 02/04/08 [13:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
02/04/2008 ; 21:00hrs	03/04/2008 ; 00:00hrs	27.00	DNT	482912	All eDeclare Users	K1/K2/K3/K8/K9	eDeclare users may revert to electronic submission. Manual submission is allowed for all users experiencing problem from: 02/04/08 [21:00hrs] to 03/04/08 [12:00midnight] - Careline	Unscheduled	Electronic
03/04/2008 ; 09:30hrs	03/04/2008 ; 18:00hrs	8.50	KDRM KLIA	482913	KLIACVC / FTKL	K1/K2/K3/K8/K9	KDRM KLIA is experiencing network problem. All KLIACVC/FTKL users please revert to manual for K1/K2/K3/K8/K9 from: 03/04/08 [09:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
07/04/2008 ; 20:00hrs	07/04/08 ; 00:00hrs	4.00	KDRM Johor	479703	JHR / MLK / NS	K1 / K2	KDRM Johor is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for K1/K2 from: 07/04/08 [20:00hrs to 00:00hrs] - Careline	Unscheduled	Manual
09/04/2008 ; 17:30hrs	10/04/2008 ; 07:00hrs	13.50	Telco	482916	PK / PNG / PRK / KDH / PRL	K1 /K2 / K9 / EFT / Manifest	Due to telecommunication problem, all PK / PNG / PRK / KDH / PRL please revert to manual for K1 /K2 / K9 / EFT / Manifest from: 09/04/08 [17:30hrs to 24:00hrs] - Careline Due to unresolved telecommunication problem, all PK / PNG / PRK / KDH / PRL please continue to revert to manual for K1 /K2 / K9 / EFT / Manifest from: 10/04/08 [00:00hrs to 08:00hrs] - Careline	Unscheduled	Manual



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23/04/2008 ; 12:00hrs	23/04/2008 ; 14:00hrs	2.00	KDRM Johor	484496	JHR / MLK / NS	All	KDRM Johor will carry out a migration exercise . All JHR/MLK/NS users please revert to manual for all declaration from: 23/04/08 [12:00hrs to 14:00hrs] - Careline	Scheduled	Manual
24/04/2008 ; 16:00hrs	24/04/2008 ; 19:00hrs	3.00	Telco	484989	All	K3 / K8	Due to telecommunication problem, all users please revert to manual for K3/K8 declarations from: 24/04/08 [16:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
25/04/2008 ; 11:00hrs	25/04/2008 ; 17:30hrs	6.50	KDRM P.KLANG	484990	PK	K1 /K2 / K9 / EFT / Manifest	KDRM P.Klang is experiencing a technical problem. All P.Klang users please revert to manual for K1/K2/K9/EFT/Manifest from: 25/04/08 [11:00hrs to 18:00hrs] - Careline	Unscheduled	Manual
27/04/2008 ; 09:00hrs	27/04/2008 ; 10:30hrs	1.50	MAB	484992	All	K3 / K8	MAB will carry out power supply maintenance. All users please revert to manual for K3/K8 declaration from: 27/04/08 [09:00hrs to 10:30hrs] - Careline MAB will carry out power supply maintenance. All KLIACVC/FTKL users please revert to manual for all declarations from: 27/04/08 [09:00hrs to 10:30hrs] - Careline	Scheduled	Manual
29/04/2008 ; 12:00hrs	29/04/2008 ; 14:00hrs	2.00	KDRM Kelana Jaya	484993	FTKL (W19)	All	KDRM Kelana Jaya will carry out network upgrading exercise. All FTKL users submitting declaration to W19 station please revert to manual from 29/04/08 [12:00hrs to 14:00hrs] - Careline	Scheduled	Manual

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