



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 31 May 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			
i. Unscheduled service disruption on the following dates due to technical problems.			
System Owner	:	KDRM Port Klang	KDRM Putrajaya
Date	:	6 May 2008	27 May 2008
Period	:	3 hrs	3 hrs
Affected Community	:	Kedah, Perak, Penang, Perlis and Port Klang	Sabah and Sarawak
Affected Forms	:	K1, K2 and K9	K1 and K2
ii. 100% service availability for 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
06/05/2008 ; 17:00hrs	06/05/2008 ; 20:00hrs	3.00	KDRM Port Klang	485367	PK/PRK/PNG/KDH/PRL	K1/K2/K9	KDRM PK is experiencing a technical problem. All PK/PRK/PNG/KDH/PRL users please revert to manual for K1/K2/K9K1/K2/K9 declaration from 06/05/08 (17:00hrs to 22:00hrs) - Careline	Unscheduled	Manual
10/05/2008 ; 00:00hrs	10/05/2008 ; 04:00hrs	4.00	DNT	486122	All	All	DNT will carry out a network migration exercise. All users are advised to revert to manual for all declarations from: 10/05/08 [12:00 midnight to 05:00hrs] - Careline	Scheduled	Manual
14/05/2008 ; 19:00hrs	14/05/2008 ; 20:00hrs	1.00	KDRM Johor	489273	JHR/MLK/NS	K1 / K2	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1/K2 declaration - Careline	Unscheduled	Electronic
16/05/2008 ; 12:00hrs	16/05/2008 ; 14:00hrs	2.00	KDRM Johor	487112	KDH/PRL/PRK/PNG	K1 / K2	KDRM PK suspected technical problem. All KDH/PRL/PRK/PNG users please anticipate delayed responses for K1/K2 declaration - Careline	Unscheduled	Electronic
23/05/2008 ; 14:00hrs	23/05/2008 ; 16:00hrs	2.00	KDRM Johor	489276	JHR/MLK/NS	K1 / K2 / K9	KDRM Johor suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1/K2 declaration - Careline	Unscheduled	Electronic
25/05/2008 ; 09:00hrs	25/05/2008 ; 10:00hrs	1.00	MAB	489278	KLIACVC	Free Zone Declaration	MAB will carry out power supply maintenance. All KLIACVC users please revert to manual for Free Zone declarations from: 25/05/08 [09:00hrs to 10:00hrs] - Careline	Scheduled	Manual
27/05/2008 ; 14:00hrs	25/05/2008 ; 17:00hrs	3.00	KDRM Putrajaya	488532	SBH/SWK	K1/K2	KDRM Putrajaya is experiencing a technical problem. All SBH/SWK users please revert to manual for K1/K2 declaration from 27/05/08 (14:00hrs to 18:00hrs) - Careline	Unscheduled	Manual
30/05/2008 ; 15:30hrs	30/05/2008 ; 17:30hrs	2.00	KDRM PK	489290	KDH/PRL/PRK/PNG/PK	K1 / K2	KDRM PK suspected technical problem. All KDH/PRL/PRK/PNG users please anticipate delayed responses for K1/K2 declaration - Careline	Unscheduled	Electronic

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