



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 30 June 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. 100% service availability for KDRM, KLAS, Telco, LPK, MAB, TNB and TAMS.



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Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
05/06/2008 ; 19:00hrs	2.00	KDRM PK	489810	PNG / KDH / PRL / PK	K1/K2	KDRM PortKLang suspected technical problem. All KDH/PRL/PRK/PNG pls anticipate delayed responses for K1/K2 decl	Unscheduled	Electronic
19/06/2008 ; 19:00hrs	5.00	KDRM KLIA	491635	ALL	K8	KDRM KLIA suspected technical problem. All uses pls anticipate delayed responses for K8 decl	Unscheduled	Electronic
27/06/2008 ; 18:00hrs	3.00	KDRM KLIA	492854	ALL	K8	KDRM KLIA suspected technical problem. All uses pls anticipate delayed responses for K8 decl	Unscheduled	Electronic
29/02/2008 ; 10:30hrs	1.50	MAB	493232	KLIACVC / FTKL / PHG / KEL / TRG	All	MAB will carry out power supply maintenance. All KLIACVC / FTKL / PHG / KEL / TRG users please revert to manual declaration from: 29/06/2008 [09:00hrs to 10:00hrs] - Careline	Scheduled	Manual

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