



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 31 July 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**

<b>Dagang Net</b>									
i. <b>99.98%</b> service availability within the stipulated period, which was <b>0.18 %</b> above our target KPI of 99.8%.									
ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.									
Date	27 July 2008								
Period	2 hrs								
Affected Community	Port Klang								
Affected Forms	Cusrep/K4/K5								
<b>Other Service Provider</b>									
i. Unscheduled service disruption on the following dates due to technical problems.									
System Owner	:	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA
Date	:	2 July	3 July	4 July	7 July	10 July	17 July	24 July	31 July
Period	:	8 hrs	14 hrs	8 hrs	8 hrs	8 hrs	8 hrs	12 hrs	9.5 hrs
Affected Community	:	KLIA/ FTKL	All	All	All	All	All	All	All
Affected Forms	:	K1/K2/K3	K1/K2/K3/K8	K3/K8	K3/K8	K3/K8	K3/K8	K3/K8	K3/K8
ii. 100% service availability for KLAS, Telco, 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
02/07/2008 ; 11:30hrs	02/07/2008 ; 14:00hrs	2.50	KDRM KLIA	498862	All	K8	KDRM KLIA suspected technical problem. All users please anticipate delayed responses for all K8 declaration - Careline	Unscheduled	Electronic
02/07/2008 ; 14:00hrs	02/07/2008 ; 00:00hrs	8.00	KDRM KLIA	498862	KLIACVC / FTKL	K1/K2/K3	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for K8 declaration from: 02/07/08 [14:00hrs to 00:00midnight] - Careline KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for K1/K2/K3 declaration from: 02/07/08 [16:00hrs to 00:00midnight] - Careline	Unscheduled	Manual
03/07/2008 ; 10:00hrs	03/07/2008 ; 00:00hrs	14.00	KDRM KLIA	494015	ALL	K1/K2/K3/K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for K1/K2/K3/K8 declaration from: 03/07/08 [10:00hrs to 00:00midnight] - Careline KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declaration from: 03/07/08 [11:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
04/07/2008 ; 11:30hrs	04/07/2008 ; 19:00hrs	7.50	KDRM Port Klang	494381	KDH / PRK / PRL / PNG / PK	K1/K2/K9	KDRM PK suspected technical problem. All KDH/PRK/PRL/PNG/PK users please anticipate delayed responses for all K1/K2/K9 declarations - Careline	Unscheduled	Electronic
04/07/2008 ; 12:00hrs	04/07/2008 ; 20:00hrs	8.00	KDRM KLIA	494580	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declaration from: 04/07/08 [12:00hrs to 20:00midnight] - Careline	Unscheduled	Manual
05/07/2008 ; 12:00hrs	06/07/2008 ; 02:00hrs	2.00	DNT	498863	All	K3 / K8	DNT will carry out a preventive maintenance exercise. All Port Klang users please revert to manual for CUSREP / K4 / K5 / K6 from 05/07/08 [22:00hrs] to 06/07/2008 [02:00hrs] - Careline	Scheduled	Manual
07/07/2008 ; 12:00hrs	07/07/2008 ; 00:00hrs	8.00	KDRM KLIA	494804	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from: 07/07/08 [12:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
10/07/2008 ; 12:00hrs	10/07/2008 ; 20:00hrs	8.00	KDRM KLIA	495223	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declaration from: 10/07/08 [12:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
17/07/2008 ; 12:00hrs	17/07/2008 ; 20:00hrs	8.00	KDRM KLIA	496511	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declaration from: 17/07/08 [12:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
24/07/2008 ; 12:00hrs	24/07/2008 ; 00:00hrs	12.00	KDRM KLIA	497647	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declaration from: 17/07/08 [12:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
27/07/2008 ; 09:00hrs	27/07/2008 ; 10:30hrs	1.50	MAB	498867	All	K3 / K8	MAB will carry out power supply maintenance. All users advised to revert to manual for K3/K8 declaration from: 27/07/08 [09:00hrs to 10:30hrs] - Careline	Scheduled	Manual
27/07/2008 ; 09:30hrs	27/07/2008 ; 11:30hrs	2.00	DNT	498867	PK	CUSREP/K4 /K5	DNT is experiencing a hardware problem. All Port Klang users are advised to revert to manual for CUSREP/K4/K5 from 27/07/08 [09:30hrs to 11:30hrs] - Careline	Unscheduled	Manual
31/07/2008 ; 14:30hrs	31/07/2008 ; 14:30hrs	9.50	KDRM KLIA	498862	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for All declaration from: 31/07/08 [14:30hrs to 00:00midnight] - Careline	Unscheduled	Manual



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