



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 31 Aug 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. 99.94% service availability within the stipulated period, which was 0.14 % above our target KPI of 99.8%.									
ii. Unscheduled service disruption and manual submission on the following dates due to connectivity problem.									
Date	9 August 2008								
Period	2.5 hrs								
Affected Community	Port Klang/KLIACVC/Johor								
Affected Forms	Cusrep/K4/K5/K6								
Other Service Provider									
i. Unscheduled service disruption on the following dates due to technical problems.									
System Owner	:	KDRM KLIA	KDRM KLIA	KDRM KLIA	TELCO	KDRM Johor	KDRM Putrajaya	KDRM Johor	KDRM KLIA
Date	:	6 Aug	7 Aug	8 Aug	19 Aug	25 Aug	26 Aug	27 Aug	28 Aug
Period	:	9 hrs	15 hrs	15 hrs	69 hrs	3 hrs	3.5 hrs	8 hrs	11 hrs
Affected Community	:	All	All	All	KLIACVC	Johor, Melaka, NS	All	Johor, Melaka, NS	KLIACVC/ FTKL
Affected Forms	:	K3/K8	K1/K2/K3/K8	K3/K8	All	K1/K2	K8	K1/K2	All
ii. 100% service availability for KLAS, 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
06/08/2008 ; 11:00hrs	06/08/2008 ; 20:00hrs	9.00	KDRM KLIA	499474	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from: 06/08/08 [11:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
07/08/2008 ; 09:00hrs	07/08/2008 ; 00:00hrs	15.00	KDRM KLIA	499693	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from: 07/08/08 [09:00hrs to 00:00hrs] - Careline	Unscheduled	Manual
08/08/2008 ; 09:00hrs	08/08/2008 ; 00:00hrs	15.00	KDRM KLIA	500292	All	K3 / K8	KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 08/08/08 [09:00hrs to 00:00hrs] - Careline	Unscheduled	Manual
08/08/2008 ; 12:30hrs	08/08/2008 ; 18:30hrs	6.00	KDRM PK	500292	All	CUSREP / K4 /K5 / K6	KDRM PK suspected technical problem. All Port Klang users please anticipate delayed responses for CUSREP / K4 /K5 / K6 declaration - Careline	Unscheduled	Electronic
09/08/2008 : 00:00hrs	09/08/2008 : 03:30hrs	3.50	DNT	500292	All	All	DNT will carry out a telco preventive maintenance. All users are adviced to revert to manual for all declaration from 09/08/08 [00:01hrs to 03:30hrs] - Careline	Scheduled	Manual
09/08/2008 : 12:00hrs	09/08/2008 : 14:30hrs	2.50	DNT	500292	PK / KLIACVC /JHR	All	DNT is experiencing a connectivity problem. All PK / KLIACVC / JHR users are adviced to revert to manual for all declaration from 09/08/08 [12:00hrs to 18:00hrs] - Careline	Unscheduled	Manual



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19/08/2008 : 15:00hrs	22/08/2008 : 12:00hrs	69.00	Telco	502251	KLIACVC	All	<p>TMNET is experiencing a technical problem. All KLIACVC users are adviced to revert to manual for all declaration from 19/08/08 [15:00hrs to 00:00hrs] - Careline</p> <p>Due to unresolved TMNET technical problem. All affected KLIACVC users please continue to revert to manual for all declaration from 20/08/08 [00:00hrs until futher notice] - Careline</p>	Unscheduled	Manual
24/08/2008 : 09:00hrs	24/08/2008 :10:30hrs	1.50	MAB	502837	KLIACVC / FTKL	All	<p>MAB will carry out a power supply maintenance. All users are adviced to revert to manual for all declaration from 24/08/08 [09:00hrs to 10:30hrs] - Careline</p>	Scheduled	Manual
25/08/2008 ; 12:00hrs	25/08/2008 ; 15:00hrs	3.00	KDRM Johor	502902	JHR / MLK / NS	K1 / K2	<p>KDRM JHR is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all K1/K2 declarations from 25/08/08 [12:00hrs to 18:00hrs] - Careline</p>	Unscheduled	Manual
26/08/2008 ; 16:30hrs	26/08/2008 ; 20:00hrs	3.50	KDRM Putrajaya	503300	All	K8	<p>KDRM Putrajaya is experiencing a technical problem. All users please revert to manual for all K9 declarations from 26/08/08 [16:30hrs to 00:00hrs] - Careline</p>	Unscheduled	Manual
27/08/2008 ; 16:00hrs	27/08/2008 ; 00:00hrs	8.00	KDRM Johor	503593	JHR / MLK / NS	K1 / K2	<p>KDRM JHR is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all K1/K2 declarations from 27/08/08 [16:00hrs to 00:00hrs] - Careline</p>	Unscheduled	Manual
28/08/2008 ; 13:00hrs	28/08/2008 ; 00:00hrs	11.00	KDRM KLIA	503593	KLIACVC / FTKL	All	<p>KDRM KLIA is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 28/08/08 [13:00hrs to 12:00midnight] - Careline</p>	Unscheduled	Manual



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