



**National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 30 September 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)
- 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. 99.02% service availability within the stipulated period, which was 0.78% below our target KPI of 99.8%							
ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.							
Date	24 Sept 2008						
Period	7 hrs						
Affected Community	All						
Affected Forms	All						
Other Service Provider							
i. KDRM - Unscheduled service disruption on the following dates due to technical problem.							
System Owner	:	KDRM Johor	KDRM KLIA	KDRM KLIA	KDRM KLIA	TNB	KDRM KLIA
Date	:	3 Sept	5 Sept	8 Sept	18 Sept	21 Sept	24 Sept
Period	:	2.5 hrs	12.5 hrs	11 hrs	7 hrs	11.5 hrs	12 hrs
Affected Community	:	Johor/Melaka/ Negeri Sembilan	KLIACVC	KLIACVC	KLIACVC/ FTKL	KLIACVC (MAS Fwd Company)	KLIACVC/ FTKL
Affected Forms	:	K1/K2	K1/K2	K1/K2	K1/K2	All	All
ii. 100% service availability for KLAS, KPM, LPK, MAB, and Telco.							



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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
03/09/2008 : 15:00hrs	03/09/2008 : 16:00hrs	1.00	KDRM Johor	504087	JHR / MLK / NS	K1 / K2	KDRM JHR suspected technical problem. All JHR/MLK/NS users please anticipate delayed responses for K1 / K2 declaration - Careline	Unscheduled	Electronic
03/09/2008 : 16:00hrs	03/09/2008 : 18:30hrs	2.50	KDRM Johor	504087	JHR / MLK / NS	K1 / K2	KDRM JHR is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all K1/K2 declarations from 03/09/09 [16:00hrs to 20:00hrs] - Careline	Unscheduled	Manual
04/09/2008 : 12:00hrs	04/09/2008 : 17:00hrs	5.00	KDRM P. Klang	504234	KDH / PRK / PNG / PRL / PK	K1 / K2 / K4 / K5 / K6 / CUSREP	KDRM PK suspected technical problem. All KDH/PRK/PNG/PRL users please anticipate delayed responses for K1 / K2 declaration - Careline KDRM PK suspected technical problem. All PK users please anticipate delayed responses for CUSREP/K4/K5/K6 declaration - Careline	Unscheduled	Electronic
05/09/2008 : 11:30hrs	05/09/2008 : 00:00hrs	12.50	KDRM KLIA	504393	KLIACVC	K1 / K2	KDRM KLIA is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all K1/K2 declarations from 05/09/09 [11:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
05/09/2008 : 13:30hrs	05/09/2008 : 18:30hrs	5.00	KDRM P. Klang	504393	JHR / MLK / NS	K1 / K2	KDRM PK suspected technical problem. All KDH/PRK/PNG/PRL users please anticipate delayed responses for CUSREP/K4/K5/K6 declaration - Careline	Unscheduled	Electronic
06/09/2008 : 23:00hrs	07/09/2008 : 04:00hrs	5.00	DNT	504438	PK	CUSREP / K4 / K5 / K6	DNT will carry out preventive maintenance exercise. All Port Klang Users users are adviced to revert to manual for all CUSREP/K4/K5/K6 declaration from 06/09/08 [23:00hrs] to 07/09/08 [04:00hrs] - Careline	Scheduled	Manual



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08/09/2008 : 13:00hrs	08/09/2008 : 00:00hrs	11.00	KDRM KLIA	504572	KLIACVC	K1 / K2	KDRM Putrajaya is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for all K3/K8 declarations from 08/09/09 [13:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
14/09/2008 : 01:00hrs	14/09/2008 : 05:00hrs	4.00	MAB	508134	KLIACVC	Free Zone Decl	MAB will carry out preventive maintenance exercise. All KLIACVC Users are advised to revert to manual for all Free Zone declaration from 14/09/08 [01:00hrs] to [05:00hrs] - Careline	Scheduled	Manual
18/09/2008 : 17:00hrs	18/09/2008 : 00:00hrs	7.00	KDRM KLIA	505865	KLIACVC/ FTKL	K1 / K2	KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for all declarations from 18/09/09 [17:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
21/09/2008 : 12:30hrs	24/09/2008 : 00:00hrs	11.50	TNB	508135	KLIACVC [MAS Fwd Comp]	All	Due to power failure at MAS Fwds. Complex, all tenants of Block C & D please revert to manual for all declaration from: 21/09/08 [12:30hrs to 12:00 midnight] - Careline	Unscheduled	Manual
24/09/2008 : 12:00hrs	24/09/2008 : 00:00hrs	12.00	KDRM KLIA	506651	KLIACVC/ FTKL	All	KDRM KLIA is experiencing a technical problem. All users please revert to manual for K3/K8 declarations from 18/09/09 [12:00hrs to 18:00hrs] - Careline KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for all declarations from 18/09/09 [12:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
24/09/2008 : 17:30hrs	24/09/2008 : 00:30hrs	7.00	DNT	506664	All	All	DNT is experiencing a technical problem. All Users please revert to manual for all declaration from 24/09/08 [17:30hrs to 00:00hrs] - Careline DNT is experiencing a technical problem. All KLIACVC/FTKL Users please revert to manual for all declaration from 25/09/08 [00:00hrs to 07:00hrs] - Careline	Unscheduled	Manual
26/09/2008 : 17:00hrs	26/09/2008 : 00:00hrs	7.00	KDRM Putrajaya	508136	All	K8	KDRM Putrajaya is experiencing a technical problem. All users please revert to manual for K8 declarations from 26/09/09 [17:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
27/09/2008 : 17:00hrs	27/09/2008 : 17:30hrs	0.50	Telco	508158	KLIACVC FTKL	All	Due to a telecommunication problem, all KLIACVC/FTKL Users please revert to manual for all declaration from 27/09/08 [14:30hrs to 12:00 midnight] - Careline	Unscheduled	Manual

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