



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 31 January 2009**

**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)
- Telco Providers e.g TAMS & Jaring
- Dagang Net Technologies Sdn Bhd (Dagang Net)
- Lembaga Pelabuhan Klang (LPK)
- TM Berhad
- 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. **98.14%** service availability within the stipulated period, which was **1.66%** below our target KPI of 99.8%
- ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.

Date	10 Jan	23 Jan
Period	10 hrs	4.75 hrs
Affected Community	eDeclare User	All
Affected Forms	All	All

**Other Service Provider**

- i. KDRM & Telco (Jaring) - Unscheduled service disruption on the following dates due to technical problem.

System Owner	:	KDRM Putrajaya	KDRM KLIA	Telco	KDRM KLIA
Date	:	8 Jan	19 Jan	20 Jan	28 Dec
Period	:	3 hrs	5 hrs	6 hrs	28 hrs
Affected Community	:	All	All	eDeclare Users	KLIACVC/ FTKL/Jhr/P.Klang
Affected Forms	:	K8	All	All	K1/K2/K3/K8

- ii. 100% service availability for KLAS, KPM, LPK and MAB, TNB.



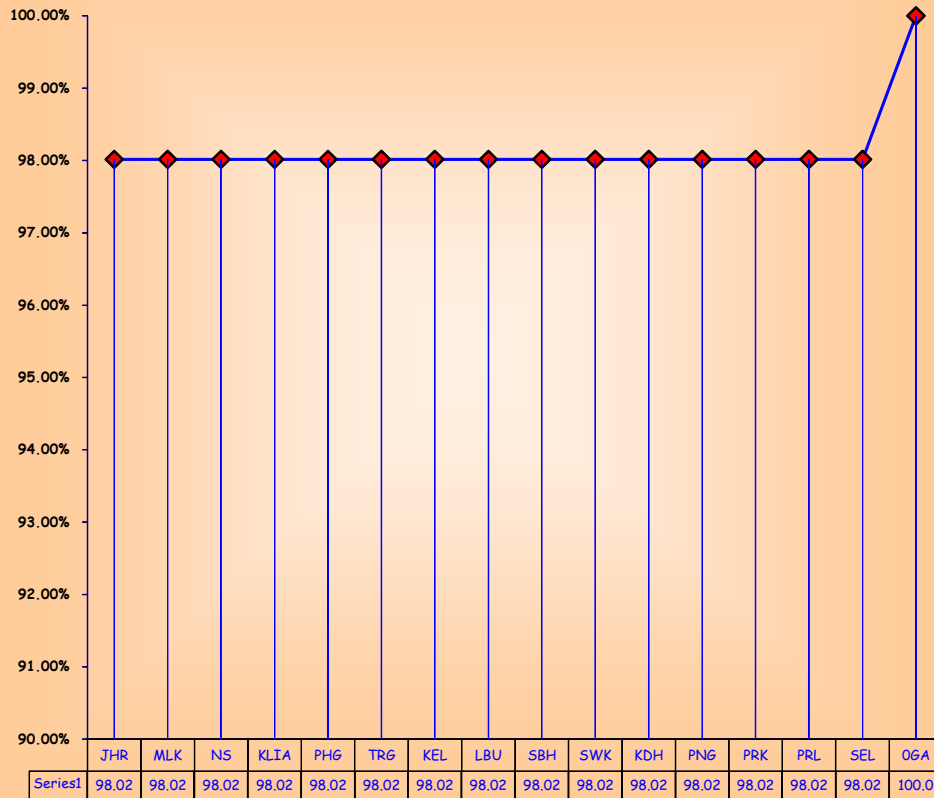
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Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
08/01/2009 ; 16:30hrs	08/01/2009 ; 19:30hrs	3.00	KDRM Putrajaya	521336	All	K8	KDRM Putrajaya is experiencing a technical problem. All users please revert to manual for K8 declaration from 08/08/09 (16.30hrs to 20:00hrs) - Careline	Unscheduled	Manual
09/01/2009 ; 23:00hrs	09/01/2009 ; 00:00hrs	1.00	DNT	521337	All	All	DNT will carry out a preventive maint exercise. All users are advised to revert to manual for all declarations from 09/01/09 [23:00hrs to 00:00hrs] - Careline	Scheduled	Manual
10/01/2009 ; 10:30hrs	10/01/2009 ; 20:30hrs	10.00	DNT	521338	eDeclare Users	All	DNT is experiencing a technical problem. All eDeclare users please revert to manual for all declaration from 10/01/09 (10.30hrs to 15:30hrs) - Careline Due to unresolved DNT Technical Problem, all eDeclare users please revert to manual for all declaration from 10/01/09 (15.30hrs to 20:30hrs) - Careline	Unscheduled	Manual
17/01/2009 ; 23:00hrs	18/01/2009 ; 01:00hrs	2.00	DNT	521343	All	K3	DNT will carry out a migration exercise. All users are advised to revert to manual for K3 declarations from 17/01/09 [23:00hrs] to 18/01/09[02:00hrs] - Careline	Scheduled	Manual
19/01/2009 ; 19:00hrs	19/01/2009 ; 00:00hrs	5.00	KDRM KLIA	521345	All	All	KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL please revert to manual for all declaration from: 19/01/09 [19:00hrs to 12:00 midnight] - Careline	Unscheduled	Manual
20/01/2009 ; 14:00hrs	20/01/2009 ; 17:30hrs	3.50	KDRM Putrajaya	521350	SBH / SWK	K1 / K2	KDRM Putrajaya suspected technical problem. All SBH / SWK Users please anticipate delayed responses for K1/K2 - Careline	Unscheduled	Electronic
20/01/2009 ; 17:30hrs	20/01/2009 ; 23:30hrs	6.00	TELCO	521358	eDeclare Users	All	Due to Telco (Jaring) problem all eDeclare users please revert to manual for all declaration from: 21/01/09 [17:00hrs to 21:30hrs] - Careline  Due to unresolved telco problem, all eDeclare users please continue to revert to manual for all declaration from: 21/01/09 [21:30hrs to 12:00 midnight] - Careline  Due to unresolved telco problem, all JHR/MLK users please continue to revert to manual for all declaration from: 21/01/09 [21:30hrs] to 21/01/09 [08:00hrs] - Careline	Unscheduled	Manual
23/01/2009 ; 11:15hrs	23/01/2009 ; 18:00hrs	4.75	DNT	521364	All	All	Due to Telco problem all eDeclare users please revert to manual for all declaration from: 23/01/09 [11:15hrs to 12:00 midnight] - Careline  DNT is experiencing a technical problem. All users please revert to manual for K8 declaration from 08/08/09 (16.30hrs to 20:00hrs) - Careline	Unscheduled	Manual

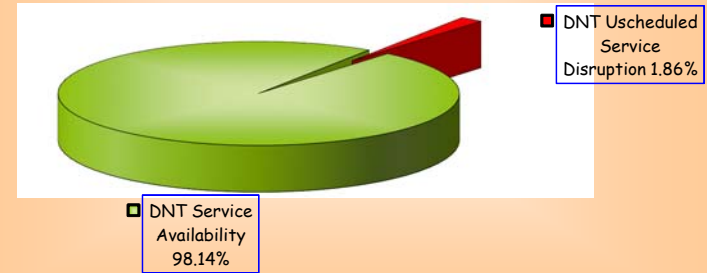


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**Dagang Net's Overall Service Availability**



**DNT Service Availability**



**Overall Unscheduled Service Disruption**

