



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 28 February 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 (TM)
- 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**

<b>Dagang Net</b>				
<p>i. <b>98.05%</b> service availability within the stipulated period, which was <b>1.75%</b> below our target KPI of 99.8%</p> <p>ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.</p>				
Date	:	3 Feb	24 Feb	
Period	:	9 hrs	5 hrs	
Affected Community	:	eDeclare User	All	
Affected Forms	:	All	All	
<b>Other Service Provider</b>				
<p>i. Unscheduled service disruption on the following dates due to telecommunications problem.</p>				
System Owner	:	Telco	KDRM KLIA	Telco
Date	:	12 Feb	23 Feb	28 Feb
Period	:	12.5 hrs	2.5 hrs	2.5 hrs
Affected Community	:	All	KLIACVC/FTKL	KLIACVC/FTKL
Affected Forms	:	All	All	All
<p>ii. 100% service availability for KLAS, LPK, MAB, TM, and TNB</p>				



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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
03/02/2009 [11:00hrs]	03/02/2009 [20:00hrs]	9.00	DNT	521498	All eDeclare Users	All	DNT is experiencing a technical problem. All eDeclare users please revert to manual for all declarations from: 03/02/2009 [11:00hrs to 17:00hrs] - Careline  Due to unresolved DNT technical problem all eDeclare users please revert to manual for all declarations from: 03/02/2009 (17:00hrs to 12:00 midnight) - Careline	Unscheduled	Manual
12/02/2009 [19:30hrs]	13/02/2009 [08:00hrs]	12.50	Telco	523507	All	All	Due to telco problem, all Johor users please revert to manual for all declaration from: 12/02/2009 [19:30hrs] to 13/02/2009 [08:00hrs]	Unscheduled	Manual
21/02/2009 [21:00hrs]	22/02/2009 [03:00hrs]	6.00	DNT	523464	All	All	DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declarations from: 21/02/09 [21:00hrs] to 22/02/09 [03:00hrs] - Careline	Scheduled	Manual
22/02/2009 [09:00hrs]	22/02/2009 [10:30hrs]	1.50	MAB	523469	KLIACVC / PHG / TRG		MAB will carry out a power supply maintenance. All KLIACVC/FTKL users please revert to manual for all declaration from: 25/01/09 [09:00hrs - 10:30hrs] - Careline	Scheduled	Manual
23/02/2009 [17:00hrs]	23/02/2009 [19:30hrs]	2.50	KDRM KLIA	523891	KLIACVC / FTKL	All	Due to telco problem, all KLIACVC/FTKL users please revert to manual for all declaration from: 23/02/2009 [17:00hrs] to 12:00midnight]	Unscheduled	Manual
24/02/2009 [20:30hrs]	25/02/2009 [01:30hrs]	5.00	DNT	524007	All	All	DNT is experiencing a technical problem. All eDeclare users please revert to manual for all declarations from: 24/02/2009 [12:00midnight] to 25/02/09 [08:00hrs] - Careline  Due to unresolved DNT technical problem all KLIACVC/FTKL users please revert to manual for all declarations from: 24/02/09 [12:00midnight] to 25/02/09 [08:00hrs] - Careline	Unscheduled	Manual
28/02/2009 [09:30hrs]	28/02/2009 [12:00hrs]	2.50	Telco	524519	KLIACVC / FTKL	All	Due to telco problem, all KLIACVMAS Cargo Complex Tenants please revert to manual for all declaration from: 28/02/2009 [09:30hrs] to furteher notice - Careline	Unscheduled	Manual



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Service Disruption Overview

