



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

Dagang Net							
<p>i. 99.5% service availability within the stipulated period, which was 0.03% 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	:	7 March					
Period	:	4 hrs					
Affected Community	:	eDeclare User					
Affected Forms	:	All					
Other Service Provider							
i. Unscheduled service disruption on the following dates due to technical problem.							
System Owner	:	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM KLIA	KDRM Johor	KDRM KLIA
Date	:	1 Mac	2 Mac	11 Mac	14 Mac	19 Mac	19 Mac
Period	:	17.5 hrs	5 hrs	4.5 hrs	2 hrs	19 hrs	6.5 hrs
Affected Community	:	KLIACVC/FTKL	Port Klang/ Sabah/Sarawak	KLIACVC/FTKL	KLIACVC/FTKL	Johor/Melaka/ N. Sembilan	KLIACVC/FTKL
Affected Forms	:	All	K3, K8	All	All	K1, K2	All



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System Owner	:	KDRM Johor	KDRM KLIA	KDRM KLIA
Date	:	25 Mac	27 Mac	26 Mac
Period	:	13 hrs	9.5 hrs	6.5 hrs
Affected Community	:	Johor/Melaka/ N. Sembilan	KLIACVC/FTKL	KLIACVC/FTKL
Affected Forms	:	K1, K2	All	All

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

Service Disruption Log

Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
01/03/2009 [14:00hrs]	02/03/2009 [07:30hrs]	17.50	KDRM KLIA	528575	KLIACVC / FTKL	ALL	<p>KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for K1 declarations from: 01/03/09 [14:00hrs to 12:00 midnight] - Careline</p> <p>KDRM KLIA is facing a technical problem. All KLIACVC/FTKL users please revert to manual for all declaration from: 01/03/09 [17:00hrs] to 02/03/09 [08:00hrs] - Careline</p> <p>KDRM KLIA is facing a technical problem. All KLIACVC/FTKL users please revert to manual for K3/K8I declaration from: 01/03/09 [17:00hrs] to 02/03/09 [08:00hrs] - Careline</p>	Unscheduled	Manual
02/03/2009 [09:00hrs]	02/03/2009 [14:00hrs]	5.00	KDRM KLIA	528577	PK / SBH / SWK	K3 / K8	<p>KDRM KLIA is facing a technical problem. All PK/SBH/SWK users please revert to manual for K3/K8I declaration from 02/03/09 [09:00hrs to 12:00hrs] - Careline</p>	Unscheduled	Manual
07/03/2009 [12:30hrs]	07/03/2009 [16:30hrs]	4.00	DNT	525578	eDeclare Users	ALL	<p>DNT is experiencing a technical problem. All edeclare users please revert to manual foa all declaration from: 07/03/09 [12:30hrs to 04.30hrs] - Careline</p>	Unscheduled	Manual



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08/03/2009 [00:00hrs]	09/03/2009 [14:00hrs]	38.00	KDRM JOHOR	523524	JHR / MLK / NS	K1 / K2	KDRM JOHOR will carry out a migration exercise. All JHR / MLK / NS Users please revert to manual for all declaration from: 08/03/09 [00:00hrs] to 09/03/09 [00:00hrs] - Careline	Scheduled	Manual
11/03/2009 [10:00hrs]	11/03/2009 [14:30hrs]	4.50	KDRM KLIA	525602	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 11/03/09 [10:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
13/03/2009 [00:00hrs]	13/03/2009 [08:00hrs]	8.00	KDRM JOHOR	525856	JHR / MLK / NS	K1 / K2	KDRM JOHOR will carry out a preventive maintenance exercise. All JHR / MLK / NS Users please revert to manual for K1/K2 declaration from: 13/03/09 [00:00hrs] to 08:00hrs] - Careline	Scheduled	Manual
14/03/2009 [13:30hrs]	14/03/2009 [15:30hrs]	2.00	KDRM KLIA	528580	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 14/03/09 [13:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
14/03/2009 [21:00hrs]	15/03/2009 [03:00hrs]	6.00	DNT	528583	All	All	DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declarations from: 14/03/09 [21:00hrs] to 15/03/09 [03:00hrs] - Careline	Scheduled	Manual
19/03/2009 [13:00hrs]	20/03/2009 [08:00hrs]	19.00	KDRM JOHOR	528586	JHR / MLK / NS	K1 / K2	KDRM Johor is facing a technical problem. All JHR/MLK/NS users please revert to manual for K1/K2 declarations from 19/03/09 [13:00hrs] to 20/03/09 [08:00hrs] - Careline	Unscheduled	Manual
19/03/2009 [17:30hrs]	19/03/2009 [00:00hrs]	6.50	KDRM KLIA	528587	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 19/03/09 [17:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
22/03/2009 [09:00hrs]	22/03/2009 [11:00hrs]	2.00	MAB	526809	KLIACVC	All	MAB will carry out a preventive maintenance exercise. All KLIACVC users please revert to manual for all declarations from: 23/03/09 [09:00hrs to 11:00hrs] - Careline	Scheduled	Manual
25/03/2009 [19:00hrs]	26/03/2009 [08:00hrs]	13.00	KDRM JOHOR	528594	JHR / MLK / NS	K1 / K2	KDRM Johor is facing a technical problem. All JHR/MLK/NS users please revert to manual for K1/K2 declarations from 25/03/09 [19:00hrs] to 26/03/09 [08:00hrs] - Careline	Unscheduled	Manual
27/03/2009 [07:00hrs]	27/03/2009 [16:30hrs]	9.50	KDRM KLIA	528595	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 27/03/09 [07:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
28/03/2009 [08:00hrs]	28/03/2009 [14:30hrs]	6.50	KDRM KLIA	528596	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 28/03/09 [08:00hrs to 12:00midnight] - Careline	Unscheduled	Manual



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Service Disruption Overview

