



**National Service Availability Report**  
**Project: SMK-Dagang\*Net**  
**Period: 1 – 30 April 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. <b>99.31%</b> service availability within the stipulated period, which was <b>0.49%</b> below our target KPI of 99.8% ii. Unscheduled service disruption and manual submission on the following dates due to technical problem.					
Date	3 April	21 April	23 April		
Period	3 hrs	4 hrs	2 hrs		
Affected Community	KLIACVC/FTKL	Port Klang	All		
Affected Forms	All	K4/K5/K6/Cusrep	All		
Other Service Provider					
i. KDRM, TNB & Telco - Unscheduled service disruption on the following dates due to technical and telecommunication problem.					
System Owner	KDRM KLIA	KDRM Port Klang	KDRM KLIA	KDRM Port Klang	KDRM Johor
Date	6 April	6 April	7 April	7 April	7 April
Period	13.5 hrs	13.5 hrs	14.5 hrs	14.5 hrs	14.5 hrs
Affected Community	KLIACVC/FTKL	KDH/PRK/PRL/PNG/PK	All	All	All
Affected Forms	All	All	All	All	All



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System Owner	KDRM Johor	KDRM Port Klang	KDRM Johor	KDRM KLIA	KDRM Putrajaya
Date	8 April	8 & 9 April	8 & 9 April	8 & 9 April	14 April
Period	6 hrs	31.5 hrs	31.5 hrs	31.5 hrs	9 hrs
Affected Community	Johor	KDH/PRK/PRL/ PNG/PK	KDH/PRK/PRL/ PNG/PK	KDH/PRK/PRL/ PNG/PK	SBH/SWK
Affected Forms	All	All	All	All	K1/K2

System Owner	TNB	KDRM Port Klang	Telco
Date	16 April	19 April	25 & 26 April
Period	2.5 hrs	1.5 hrs	28 hrs
Affected Community	KLIACVC	KDH/PRK/PRL/ PNG/PK	KLIACVC
Affected Forms	All	K1/K2/K9/ Manifest/EFT	All

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



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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
03/04/2009 [20:30hrs]	03/04/2009 [23:30hrs]	3.00	DNT	531092	KLIACVC / FTKL	ALL	DNT is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for all declaration from: 03/04/09 [20:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
04/04/2009 [00:00hrs]	05/04/2009 [03:00hrs]	27.00	KDRM PORT KLANG	527302	PK	K1/K2/K9/ Manifest/EFT	KDRM PK will carry out a migration exercise. All KDH/PRK/PRL/PNG Users please revert to manual for all declaration from: 04/04/09 [00:00hrs] to 05/04/09 [12:00hrs] - Careline	Scheduled	Manual
06/04/2009 [11:30hrs]	07/04/2009 [01:00hrs]	13.50	KDRM KLIA	529532	KLIACVC / FTKL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC / FTKL users please revert to manual for all declarations from 06/04/09 [11:30hrs to 12:00midnight] - Careline  Due to unresolved technical problem at KDRM, all users please continue to revert to manual for all declaration from 06/04/09 [18:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
06/04/2009 [11:30hrs]	07/04/2009 [01:00hrs]	13.50	KDRM PK	529532	KDH/PRK/PRL/P NG/ PK	ALL	KDRM KLIA / KDRM PK is facing a technical problem. All KDH/PRK/PRL/PNG users please revert to manual for all declarations from 06/04/09 [11:30hrs to 18:00hrs] - Careline  KDRM KLIA / KDRM PK is facing a technical problem. All PK users please revert to manual for all declarations/EFT/Manifest from 06/04/09 [11:30hrs to 18:00hrs] - Careline  Due to unresolved technical problem at KDRM, all users please continue to revert to manual for all declaration from 06/04/09 [18:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
07/04/2009 [09:30hrs]	07/04/2009 [00:00hrs]	14.50	KDRM KLIA	531094	ALL	ALL	KDRM KLIA is facing a technical problem. All KLIACVC/FTKL users please revert to manual for all declarations from 07/04/09 [09:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
07/04/2009 [09:30hrs]	07/04/2009 [00:00hrs]	14.50	KDRM PK	531094	ALL	ALL	KDRM PK is experiencing a technical problem. All users please revert to manual for all declarations from 07/04/09 [09:30hrs to 00:00hrs] - Careline	Unscheduled	Manual
07/04/2009 [09:30hrs]	07/04/2009 [00:00hrs]	14.50	KDRM JHR	531094	ALL	ALL	KDRM JHR is experiencing a technical problem. All users please revert to manual for all declarations from 07/04/09 [09:30hrs to 00:00hrs] - Careline	Unscheduled	Manual



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08/04/2009 [08:30hrs]	08/04/2009 [14:30hrs]	6.00	KDRM JHR	530727	JHR	ALL	<p>KDRM JHR is experiencing a technical problem. All JHR users please revert to manual for all declarations from 08/04/09 [08:30hrs] to 09/04/09[08:30hrs] - Careline</p> <p>KDRM JHR is experiencing a technical problem. All MLK/NS users please revert to manual for all declarations from 08/04/09 [08:30hrs] to 08/04/09[12:00midnight] - Careline</p>	Unscheduled	Manual
08/04/2009 [10:00hrs] 08/04/2009 [19:00hrs] 09/04/2009 [08:30hrs]	08/04/2009 [15:00hrs] 09/04/2009 [08:30hrs] 09/04/2009 [21:30hrs]	31.50	KDRM PK	530762	KDH/PRK/PRL/P NG/PK	ALL	<p>KDRM PK is experiencing a technical problem. All KDH/PRK/PRL/PNG/PK users please revert to manual for all declarations from 08/04/09 [10:00hrs to 12:00midnight] - Careline</p> <p>KDRM PK is experiencing a technical problem. All KDH/PRK/PRL/PNG/PK users please revert to manual for all declarations from 08/04/09 [19:00hrs] to 09/04/09 [08:30hrs] - Careline</p> <p>Due to unresolved technical problem at KDRM PK, all KDH/PRK/PRL/PNG/PK users please revert to manual for K1/K2/K9 declaration from 09/04/09 [08:30hrs until further notice] - Careline</p>	Unscheduled	Manual
08/04/2009 [10:00hrs] 08/04/2009 [19:00hrs] 09/04/2009 [08:30hrs]	08/04/2009 [15:00hrs] 09/04/2009 [08:30hrs] 09/04/2009 [21:30hrs]	31.50	KDRM JHR	530762	KDH/PRK/PRL/P NG/PK	ALL	<p>KDRM JHR is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all declarations from 08/04/09 [10:00hrs to 12:00midnight] - Careline</p> <p>KDRM JHR is experiencing a technical problem. All JHR/MLK/NS users please revert to manual for all declarations from 08/04/09 [19:00hrs] to 09/04/09 [08:30hrs] - Careline</p> <p>Due to unresolved technical problem at KDRM JHR, all JHR/MLK/NS users please revert to manual for K1/K2/K9 declaration from 09/04/09 [08:30hrs until further notice] - Careline</p>	Unscheduled	Manual
08/04/2009 [10:00hrs] 08/04/2009 [19:00hrs] 09/04/2009 [08:30hrs]	08/04/2009 [15:00hrs] 09/04/2009 [08:30hrs] 09/04/2009 [21:30hrs]	31.50	KDRM KLIA	530762	KDH/PRK/PRL/P NG/PK	ALL	<p>KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL/PHG/KEL/TRG users please revert to manual for all declarations from 08/04/09 [10:00hrs to 12:00midnight] - Careline</p> <p>KDRM KLIA is experiencing a technical problem. All KLIACVC/FTKL/PHG/KEL/TRG users please revert to manual for all declarations from 08/04/09 [19:00hrs] to 09/04/09 [08:30hrs] - Careline</p> <p>Due to unresolved technical problem at KDRM KLIA, all KLIACVC/FTKL/PHG/KEL/TRG users please revert to manual for K1/K2/K9 declaration from 09/04/09 [08:30hrs until further notice] - Careline</p>	Unscheduled	Manual
12/04/2009 [01:00hrs]	12/04/2009 [05:00hrs]	4.00	MAB	531688	KLIACVC	All	<p>MAB will carry out a preventive maintenance exercise. All KLIACVC users please revert to manual for all declarations from: 12/04/09 [01:00hrs to 05:00hrs] - Careline</p>	Scheduled	Manual



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14/04/2009 [08:30hrs]	14/04/2009 [17:30hrs]	9.00	KDRM Putrajaya	532068	SBH/SWK	K1/K2	KDRM Putrajaya is experiencing a technical problem. All SBH/SWK users please revert to manual for K1/K2 declaration from: 14/04/09 [08:30hrs to further notice] - Careline	Unscheduled	Manual
16/04/2009 [18:30hrs]	16/04/2009 [21:00hrs]	2.50	TNB	533899	KLIACVC	All	Due to power failure, all KLIACVC users at Block D, MAS Cargo Forwarding Complex, please revert to manual for all declarations from: 16/04/09 [18:30hrs to further notice] - Careline	Unscheduled	Manual
18/04/2009 [21:00hrs]	19/04/2009 [03:00hrs]	6.00	DNT	531682	ALL	ALL	DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declaration from 18/04/09 [21:00hrs] to 19/04/09 [03:00hrs] - Careline	Scheduled	Manual
19/04/2009 [14:30hrs]	19/04/2009 [22:30hrs]	8.00	KDRM PK	533924	KDH/PRK/PRL/PNG/PK	K1/K2/K9/Manifest/EFT	KDRM PK suspected technical problem, all KDH/PRK/PRL/PNG/PK please anticipate delayed responses for K1/K2/K9/Manifest/EFT - Careline	Unscheduled	Electronic
19/04/2009 [22:30hrs]	19/04/2009 [00:00hrs]	1.50	KDRM PK	533903	KDH/PRK/PRL/PNG/PK	K1/K2/K9/Manifest/EFT	KDRM PK is experiencing a technical problem. All KDH/PRK/PRL/PNG/PK users please revert to manual for K1/K2/K9/Manifest declarations from 19/04/09 [22:30hrs until further notice] - Careline	Unscheduled	Manual
21/04/2009 [09:30hrs]	21/04/2009 [00:00hrs]	14.50	DNT	533905	PK	K4/K5/K6/CUSREP	DNT suspected technical problem, all Port Klang please anticipate delayed responses for K4/K5/K6/ CUSREP dated 20/04/09 - Careline	Unscheduled	Electronic
21/04/2009 [15:30hrs]	21/04/2009 [19:00hrs]	4.00	DNT	533905	PK	K4/K5/K6/CUSREP	DNT is experiencing technical problem, all Port Klang please please revert to manual for K4/K5/K6/ CUSREP from: 20/04/09 [15:00hrs to 19:00hrs] - Careline  Correction: Due to technical problem at DNT, all Port Klang affected users are advised to revert to manual for CUSREP/K4/K5/K6 without responses dated 20/04/09 - Careline	Unscheduled	Manual
22/04/2009 [13:00hrs]	22/04/2009 [00:00hrs]	11.00	DNT	533927	ALL	All / Manifest	DNT suspected technical problem, all Port Klang please anticipate delayed responses for all declaration/Manifest - Careline	Unscheduled	Electronic
23/04/2009 [09:30hrs]	23/04/2009 [00:00hrs]	14.50	DNT	533592	ALL	All / Manifest	DNT suspected technical problem, all Port Klang please anticipate delayed responses for CUSREP/K4/K5/K6 dated 22/04/09 - Careline  DNT suspected technical problem, all Port Klang please anticipate delayed responses for CUSREP/K4/K5/K6 dated 20/04/09 & 22/04/09 - Careline	Unscheduled	Electronic



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23/04/2009 [17:30hrs]	23/04/2009 [19:30hrs]	2.00	DNT	533522	ALL	ALL	DNT is experiencing a technical problem. All KLIACVC/FTKL users please revert to manual for all declaration from: 23/04/09 [18:30hrs] to [24/04/09 [08:00hrs] - Careline	Unscheduled	Manual
25/04/2009 [00:00hrs]	25/04/2009 [03:00hrs]	3.00	KDRM Putrajaya	533868	ALL	ALL	KDRM Putrajaya will carry out a migration exercise. All Users please revert to manual for all declaration from: 25/04/09 [00:00hrs to 03:00hrs] - Careline	Scheduled	Manual
25/04/2009 [13:30hrs]	26/04/2009 [17:30hrs]	28.00	Telco	533740	KLIACVC	ALL	Due to telco problem at KDRM KLIA. All KLIACVC users please revert manual for all declaration from: 25/04/09 [13:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
26/04/2009 [00:00hrs]	26/04/2009 [07:00hrs]	7.00	KDRM Putrajaya	533868	ALL	ALL	KDRM Putrajaya will carry out a migration exercise. All Users please revert to manual for all declaration from: 25/04/09 [00:00hrs to 03:00hrs] - Careline	Scheduled	Manual
26/04/2009 [09:00hrs]	26/04/2009 [11:00hrs]	2.00	MAB	533922	KLIACVC	ALL	MAB will carry out power supply manitenance. All KLIACVC Users please revert to manual for all declaration from: 26/04/09 [09:00hrs to 11:00hrs] - Careline	Scheduled	Manual



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### Service Disruption Overview

