



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 31 May 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. 100% service availability within the stipulated period, which was 0.2% above our target KPI of 99.8%			
Other Service Provider			
i. KDRM & Telco - Unscheduled service disruption on the following dates due to technical and telecommunication problem.			
System Owner	KDRM Putrajaya	KDRM Johor	TELCO
Date	11 May	20 May	24 May
Period	2 hrs	10 hrs	11 hrs
Affected Community	KLIACVC/FTKL/JHR MLK/NS	JHR/MLK/NS	KLIACVC/FTKL
Affected Forms	All	K1/K2/K9	All
ii. 100% service availability for KLAS, TM, LPK, TNB and MAB			



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

Service Disruption Log

Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
11/05/2009 [17:00hrs]	11/05/2009 [17:00hrs]	2.00	KDRM Putrajaya	538075	KLIACVC / FTKL / JHR / MLK / NS	All	Due to technical problem, all JHR/MLK/NS users please revert to manual for all declarations from: 11/05/09 [17:00hrs] to 12/05/09 [00:00hrs] - Careline Due to technical problem, all KLIACVC/FTKL users please revert to manual for all declarations from: 11/05/09 [17:00hrs to 12:00 midnight] - Careline	Unscheduled	Manual
20/05/2009 [22:30hrs]	21/05/2009 [08:30hrs]	10.00	KDRM Johor	538076	JHR / MLK / NS	K1/K2/K9	KDRM JHR is experiencing technical problem. All JHR/MLK/NS Users please revert to manual for K1/K2/K9 from 20/05/2009 [22:30hrs] to 21/05/2009 [08:30hrs] - Careline	Unscheduled	Manual
23/05/2009 [21:00hrs]	23/05/2009 [00:00hrs]	3.00	DNT	536675	ALL	ALL	DNT will carry out a preventive maintenance exercise. All users please revert to manual for all declaration from 23/05/09 [21:00hrs to 00:00hrs] - Careline	Scheduled	Manual
24/05/2009 [01:00hrs]	24/05/2009 12:00hrs]	11.00	Telco	538081	KLIACVC / FTKL	All	KDRM KLIA is facing TELCO problem. All KLIACVC/FTKL Users please revert to manual for all declarations from 24/05/2009 [01:00hrs to 12:00hrs] - Careline	Unscheduled	Manual
24/05/2009 [09:00hrs]	24/05/2009 11:00hrs]	2.00	MAB	537747	KLIACVC	All	MAB will carry out a power supply maintenance. All KLIACVC users please revert to manual for all declaration from 24/05/09 [09:00hrs to 11:00hrs] - Careline	Scheduled	Manual



National Service Availability Report

Project: SMK-Dagang*Net

Period: 1 – 31 May 2009

Service Disruption Overview

