



National Service Availability Report
Project: SMK-Dagang*Net
Period: 1 – 30 June 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 and MAB - Unscheduled service disruption on the following dates due to technical and telecommunication problem.					
System Owner	:	Telco	KDRM Johor	KDRM KLIA	MAB
Date	:	1 June	18 June	18 June	28 June
Period	:	3 hrs	2.5 hrs	2.5 hrs	5 hrs
Affected Community	:	KLIACVC/FTKL	JHR/MLK/NS	KLIACVC/FTKL	KLIACVC
Affected Forms	:	All	All	All	Free Zone Declaration
ii. 100% service availability for KLAS, LPK and TNB					



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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
01/06/2009 [09:30hrs]	01/06/2009 [12:30hrs]	3.00	Telco	541875	KLIACVC / FTKL	All	Due to telco problem, all KLIACVC/FTKL users please revert to manual for all declarations from: 01/06/09 [09:30hrs to 12:00midnight] - Careline	Unscheduled	Manual
05/06/2009 [23:00hrs]	06/06/2009 [08:00hrs]	9.00	KDRM Johor	541881	JHR / MLK / NS	K1 / K2	KDRM JHR will carry out a migration exercise. All JHR/MLK/NS users please revert to manual for K1/K2 declarations from: 05/06/09 [23:00hrs] to 06/06/09 [08:00hrs] - Careline	Scheduled	Manual
18/06/2009 [17:00hrs]	18/06/2009 [19:30hrs]	2.50	KDRM Johor	541884	JHR / MLK / NS	All	KDRM JHR is experiencing a technical problem. All MLK/JHR users please revert to manual for all declaration from 18/06/09 [17:00hrs] to 19/06/09 [08:00hrs] - Careline	Unscheduled	Manual
18/06/2009 [17:00hrs]	18/06/2009 [19:30hrs]	2.50	KDRM KIACCVC	541886	KLIACVC / FTKL	All	KDRMKLIACVC is experiencing a technical problem. All KLIACVC / FTKL users please revert to manual for all declaration from 18/06/09 [17:00hrs to 12:00midnight] - Careline	Unscheduled	Manual
21/06/2009 [09:00hrs]	21/06/2009 [11:00hrs]	2.00	MAB	541368	KLIACVC	All	MAB will carry out a power supply maintenace. All KLIACVC users please revert to manual for all declarations from: 21/06/09 [09:00hrs to 11:00hrs] - Careline	Scheduled	Manual
27/06/2009 [00:30hrs]	27/06/2009 [02:30hrs]	2.50	KDRM Kelana Jaya	543604	FTKL	All	KDRM Kelana Jaya will carry out a migration exercise. All affected FTKL users please revert to manual for all declarations from: 27/06/09 [00:30hrs to 02:30hrs] - Careline	Scheduled	Manual
28/06/2009 [09:30hrs]	28/06/2009 [16:30hrs]	7.00	MAB	542313	KLIACVC	All	MAB will carry out a power supply maintenace. All KLIACVC users please revert to manual for all declarations from: 28/06/09 [09:30hrs to 16:30hrs] - Careline	Scheduled	Manual
28/06/2009 [16:00hrs]	28/06/2009 [21:00hrs]	5.00	MAB	543607	KLIACVC	Free Zone Declarations	MAB is experiencing a technical problem. All KLIACVC users please revert to manual for Free Zone declaration from 28/06/09 [16:00hrs until further notice] - Careline	Unscheduled	Manual



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Service Disruption Overview

