



**National Service Availability Report
Period: 1 – 28 February 2007**

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)
- Dagang Net Technologies Sdn Bhd (Dagang Net)
- Lembaga Pelabuhan Klang (LPK)
- TM Berhad (Telco)

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)
- to determine the performance of Dagang Net with regards to its Key Performance Indicator (KPI)

OVERALL SERVICE AVAILABILITY

Dagang Net	
i.	99.44% service availability within the stipulated period, which is 0.36% below our target KPI of 99.8%
ii.	Unscheduled Service disruption on 8 February 2007 due to hardware resource bottleneck (hard disk I/O bottleneck).
Period	: 5 hours
Affected Community	: eDeclare users
Affected Forms	: K1 – K9
Other Service Provider	
i.	100% service availability for KLAS, KPM, MAB and Telco for all communities
ii.	KDRM – unscheduled service disruption on 7 and 22 February due to technical problems.
Date	: 7 February 2007
Period	: 3 hours
Affected Community	: Johor/ Melaka/ Negeri Sembilan
Affected Forms	: K1 & K2
	: 27 February 2007
	: 4 hours
	: Port Klang/ Penang/ Kedah/ Perlis/ Perak
	: K1 & K2



Appendix 1 :
National Service Availability Statistics
Period : 1 - 28 February 2007

Service Disruption Log

Event Time	Normal Time	Duration (hrs)	System Owner	HEAT Call No.	Affected Community	Affected Forms	Broadcasted Messages	Scheduled / Unscheduled	Submission Status
07/02/2007 ; 17:30	07/02/2007 ; 20:30	3.00	KDRM	415366	JHR / MLK / NS	K1/K2	KDRM Johor is experiencing technical problem. All MLK/JHR/NS users please revert to manual for K1, K2 declaration from: 07/02/2007 [17:30hrs to 12:00 midnight] - Careline	Unscheduled	Manual
08/02/2007 ; 14:00	08/02/2007 ; 19:00	5.00	DNT	412378	eDeclare Users	All	DNT is experiencing a technical problem. All eDeclare users please revert to manual submission from 08/02/2007 [14:00hrs to 19:00hrs] - Careline	Unscheduled	Manual
18/02/2007 ; 20:00	19/02/2007 ; 04:00	8.00	DNT	413978	All	All	DNT will carry out system upgrading exercise. All users all declarations, please revert to manual from: 18/02/2007 [20:00hrs] to 19/02/2007 [04:00hrs] - Careline	Scheduled	Manual
27/02/2007 ; 17:00	27/02/2007 ; 21:00	4.00	KDRM	414940	PK/PNG/KDH/PRL/PRK	K1/K2	KDRM PK is experiencing technical problem. All PK/KDH/PRL/PRK users please revert to manual for K1, K2 declaration from: 27/02/2007 [17:00hrs to 21:00] - Careline	Unscheduled	Manual

