

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 87

Senator Ludwig asked the following question at the hearing on 17 February 2006:

ICS Outages from 12 October 2005:

- a) how many outages were there
- b) how many hours was ICS out
- c) how many times did you need to revert to the contingency plan
- d) over what period were the contingency plans in place

The answer to the honourable senator's question is as follows:

- a) & b) CMR/ICS unscheduled outages, October 2005 to February 2006

Date	Duration	Description
Friday 22-Feb-06	15 minutes	03:00 - 03:15, the 1am – 3am regular maintenance, took longer than expected to complete, delaying access to EDI and CI. The system was available by 3:15am.
Friday 10-Feb-06	30 minutes (external interactive outage)	09:25 - 09:55, Requests to login to interactive (CI) external were rejected. EDI was not impacted. CI users who were already in the system at that time were also not impacted.
Tuesday 24-Jan-06	2 hrs 25 min	08:00 - 10:25, A power issue caused by a faulty cooling fan. External access to ICS through CI and EDI was impacted. Some requests to log into the system failed until 13:45, however all EDI and the majority of CI users were back on the system by 10:25.
Monday 16-Jan-06	5 hrs 16 min (external interactive outage)	03:00 - 08:16, CI external was unavailable due to errors implementing a scheduled change.
Wednesday 21-Dec-05	45 minutes	03:00 - 03:45, a change to ICS was not successfully implemented during a scheduled maintenance window due to a configuration error. The problem extended the maintenance window until 03:45.
Monday 19-Dec-05	16 minutes	10:05 - 10:21. EDI message processing was impacted when a system component stopped and needed to be restarted.
Saturday 17-Dec-05	2 hrs 40 min	03:00 - 05:40 The EDI gateway services stopped and needed to be restarted. CI was not impacted.
Monday 12- Dec-06	45 minutes	03:00 - 3:45 The 1am – 3am regular maintenance, took longer than expected to complete, delaying access to EDI and CI. The system was available by 3:45am.
Wednesday 30-Nov-05	45 minutes	17:30 - 18:15. An error in 3 rd party system monitoring software caused a significant slowdown in ICS processing and was turned off.

Monday 17-Oct-05	36 minutes	16:20 - 16:56. The ICS Mainframe production environment experienced a system software error that slowed down processing and required the system to be restarted.
Friday 14-Oct-05	1 hour	12:05 - 13:05 The ICS Mainframe application was unable to process transactions, due to a Database Subsystem failure.
Thursday 13-Oct-05	1 hour	13:00 - 14:00 ICS mainframe application failed due to errors accessing the ICS Database.

- c) Once on 24 January 2006
- d) On 24 January from 10.08 to 12.00 for EDI and Customs Interactive and 13.17 to 14.00 for Customs Interactive only.