

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 182

Senator Ludwig asked the following question at the hearing on 31 October 2005:

- a) Is it correct that Customs assigns a level of error 1-6 for each error that occurs in CMR?
- b) Could Customs indicate the criteria for each level of error, and the process for assessing which level to assign to a particular problem?
- c) Could Customs indicate all CMR errors that were classified at levels 1-6?
 - (i) Provide a breakdown based on the individual problem and the level of initial classification (i.e. when the error first became known)
- d) Could Customs indicate how many errors that were originally classified as 1 were subsequently reclassified at a different level?
 - (i) Provide a breakdown of each error, what it was originally classified as and what it was reclassified to.
 - (ii) For each error that was reclassified from 1 to a different level, could Customs indicate why it was reclassified, and what solution Customs provided to each problem that allowed it to be reclassified?
 - (iii) For each error, was the original intended functionality restored?
 - (iv) Was input sought from industry as to whether the problem should be reclassified?
- e) Could you indicate how many of the errors initially allocated a level of 1 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?
- f) Could you indicate how many of the errors initially allocated a level of 2 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?
- g) Could you indicate how many of the errors initially allocated a level of 3 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?
- h) Could you indicate how many of the errors initially allocated a level of 4 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?
- i) Could you indicate how many of the errors initially allocated a level of 5 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?
- j) Could you indicate how many of the errors initially allocated a level of 6 have been completely fixed?
 - (i) How many workarounds have been developed for errors of this level?

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

- a) A priority level of 1 to 3 is allocated to errors reported by internal and external stakeholders. There are addition priority levels associated with enhancements and cosmetic changes
- b) The criteria for assessing the level of each error is:
 - Priority 1 – Application failed, no viable workaround
 - Priority 2 – Application failed, contingency implemented
 - Priority 3 – Application failed, workaround available
 - Priority levels 4-6 are assigned to enhancements and cosmetic changes

The process to assess the priority level for an error is:

- Customs assigns an initial priority to the error
- Customs will initially try to resolve the error.
- If unsuccessful the client is informed of the incident number and priority is assigned to the error
- The client can contact Customs and discuss

c-j) The data is not available in a format that would enable this question to be readily answered, each incident would require individual examination and would require an undue diversion of resources to prepare.