

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 187

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

- a) How many outages have been experienced by the ICS imports since 12 October 2005?
 - (i) For each outage specify cause, duration.
- b) How many outages have been experienced by the CCF imports since 12 October 2005?
 - (i) For each outage specify cause, duration.
- c) How many outages have been experienced by the COMPILE system since 12 October 2005?
 - (i) For each outage specify cause, duration.
- d) For the period 12 October 2004 to 31 October 2004, how many outages were experienced by the COMPILE system?
 - (i) For each outage specify cause, duration.

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

- a) (i) and b) (i)

The Integrated Cargo System (ICS) and the Customs Connect Facility (CCF) have a scheduled maintenance outage from 1:00 am to 3:00 am Monday and Wednesday. This maintenance window has been agreed with industry. There have been the following unscheduled outages for CCF and ICS since 12 October to 21 December 2005:

Date	Time	Duration	Problem
13/10/05	13:00 pm	1:00 hour	ICS Message processing failed support staff restarted the programs.
14/10/05	12:05 pm	1:00 hour	ICS was unavailable due to a problem with mainframe system software.
17/10/05	4:20 pm	0:36 minutes	The production mainframe partition stopped, causing an ICS outage support staff restarted the partition.
30/11/05	5:30 pm	00:45 minutes	The production mainframe was restarted at 5:30 pm causing an outage to ICS. This was necessary to correct a problem that was causing slow processing of Imports messages.
12/12/05	3:00 am	00:45 minutes	The ICS database backups ran 45 minutes longer than the standard outage.

- c) (i) There were no unscheduled outages in COMPILE for this period.
- d) (i) Not applicable.