



PORT KLANG*NET FALL-BACK PROCEDURES

(FINAL DRAFT)

PRE-AMBLE

Today, technological advances have undoubtedly affected the way we conduct our daily business, more so as the dependency upon the Internet as the main access channel for the delivery and acceptance of electronic transactions has become the norm of the day. Port Klang*Net is envisioned to assist the logistics players to improve the operational inefficiencies found aplenty in their transport and logistics supply chain; but the sole dependency on the Internet to run the logistics businesses may be drastically impaired should Port Klang*Net become inaccessible due to various unavoidable situations.

In line with the best practice methodology, agreed community-wide fall-back procedures must be adopted and be executed as a result of any partial and/or full service disruption on the part of accessibility to Port Klang*Net (its application and/or its technical components – networks, telecommunication lines, database or hardware) and most importantly, to ensure that the community continues with pre-requisites of the movement of cargo / consignments / containers.

The core components (infrastructure) for Port Klang*Net for the processing of electronic transactions for cargo / consignments / containers movement operates from a designated data centre with necessary fail-over facilities i.e. 99.8% uptime guarantees.

Another critical component within Port Klang*Net operating environment lies within the sphere of operations of the Terminal Operators. The systems at the Terminal Operators must also operate with high availability uptime. It must be noted that systems owned and operated by the Terminals are in interface

mode with Port Klang*Net, and thus any fall-back procedures initiated as a result of disruption at the Terminals, will accordingly result in the exclusive use of the systems and processes in place at the Terminals prior to the implementation of Port Klang*Net.

OBJECTIVE OF FALL-BACK PROCEDURES

The primary and fundamental objective of the Fall-back Procedures for Port Klang*Net will entail to the users the necessary follow-through procedures that are needed to be executed and followed in the event of any service disruption attributed to the inaccessibility to Port Klang*Net or its service components.

INITIATION OF FALL-BACK PROCEDURES

Any partial or full system service disruption on the part of Port Klang*Net would necessitate these procedures to be executed regardless of types of cargo / consignments / containers in question. **The fall-back procedures shall come into play should the service disruption either at the core components of Port Klang*Net or at the sphere of Terminal Operators' systems be identified to be ninety (90) minutes or more.**

The implementation of the Fall-back Procedures shall coincide with the live implementation date (i.e. 1st March 2017) of the elmport and eXport modules of Port Klang*Net.

The primary and secondary initiators of the Fall-Back Procedures are:

i. PORT KLANG*NET CONTACT CENTRE (Primary):

Port Klang Authority

Telephone : +603-3168 8211

Facsimile: + 603-3165 0542

Email: pknetsupport@pka.gov.my

ii. SERVICE PROVIDER (Secondary):

Rank Alpha Technologies Sdn Bhd

Telephone: +603-8073 8488

Facsimile: +603-8073 8499

Email: helpdesk@rankalpha.com

FALL-BACK SCENARIOS

The following situations describe the actions that shall be taken by the community players whose role are: to send, receive and / or respond to the electronic messages in the Port Klang*Net ecosystem. Notification of such a service disruption occurring at either the core components or the Terminal Operators' systems is to be communicated to the Authority's identified personnel (**currently identified as the Chief Information Officer of PKA, Head of Department in-charge of Secretariat and Head of the PKA IT Department**) by telephone, fax, email (*sample text as in Appendix 1*) and/or by short messaging service (SMS) (*sample text as in Appendix 2*) informing them of such occurrences. The identified personnel, upon receiving any such alerts, shall immediately begin to investigate on the necessity to initiate the fall-back procedures. Once a decision is taken by the Authority, the identified personnel at the Authority shall then in the following five (5) minutes instruct the Service Provider to initiate broadcasting to all users, on the said service disruption and the immediate execution of the fall-back procedures, through email and short messaging service to all registered users of Port Klang*Net. Registered stakeholders will also be notified. However, if the Authority is unable to meet this agreed timing window, the service provider will then take the initiative to begin broadcasting the said disruption notice after a maximum of a further five (5) minutes having passed without any response coming from the Authority.

Note 1:

Whilst the broadcast is still being performed, the service disruption may have been resolved, and thus the Service Provider would need to roll-back the broadcast via email (sample text as in Appendix 3) and short message text (sample text as in Appendix 4).

Note 2:

*The pre-requisite information needed (viz. email addresses & mobile telephone numbers) for broadcasting purposes shall be kept as a separate computer database, away from Port Klang*Net core system, within the premises of the Service Provider.*

SCENARIO 1:

SERVICE DISRUPTION AT PORT KLANG*NET

The Authority (Owner of the System) shall be notified of such disruption by Rank Alpha Technologies Sdn Bhd (Service Provider) and, accordingly, the Authority shall authorise the Service Provider (through the Authority's identified personnel) to initiate broadcasting of email and short message service to all registered users of Port Klang*Net of the said disruption and the stakeholders of the need to execute the fall-back procedures for the period that Port Klang*Net remains inaccessible to the users.

The users (regardless of their role) registered and recognised within the Terminal Operators systems' shall then revert to the existing systems and processes provided by the Terminal Operators to continue with business operations.

Upon the services of Port Klang*Net becoming accessible, the Service Provider shall notify the Authority of such accessibility by email to the identified personnel, and accordingly, the identified personnel at the Authority shall authorise the Service Provider to broadcast the resumption of service accessibility by email and short messaging service of all registered users of Port Klang*Net. Registered stakeholders will also be notified.

Upon resumption of services and accessibility, there will be the need to enter data into Port Klang*Net system, commencing from the Forwarding Agent's role. If this is not the case, the cycle shall commence from the responses from receiving party(ies), namely the Hauliers and Depots.

A prescribed email with the relevant subject heading and content format shall be used for this purpose (*attached as Appendix 1*). The Authority shall designate the email recipients at their end, who (at least one) shall be primarily responsible for the approval of dissemination of service disruption notification by the service provider of the said email.

Simultaneously, a short message service text shall also be sent to all stakeholders via their registered mobile telephone numbers registered for same purpose.

SCENARIO 2: SYSTEM DISRUPTION AT THE SPHERE OF TERMINAL OPERATORS

The Authority (owner of the system) shall be notified of such service disruption by the said Terminal Operator and, accordingly, the Authority shall authorise the Service Provider to broadcast emails and short message text to all registered users of Port Klang*Net and the stakeholders of the need to execute the fall-back procedures for the period the Terminal Operator system remains unavailable to Port Klang*Net.

A prescribed email with the relevant subject heading and content format shall be used for this purpose (*attached as Appendix 2*). The Authority shall designate the email recipients at their end, who (at least one) shall be primarily responsible for the dissemination of approval of the said email and SMS by the Service Provider on behalf of the said Terminal Operator.

When the services of the said Terminal Operator resumes, the Terminal Operator shall notify the Authority of the resumption of services to the identified email recipients at the Authority, and accordingly, the identified personnel at the Authority shall, in turn, instruct the Service Provider to broadcast on the resumption of services through email and short messaging service of the stakeholders and all registered users of Port Klang*Net.

Upon resumption of electronic services at the Terminal Operator, the Terminal Operator shall receive all messages stored at the Port Klang*Net system (if there are such messages being stored for such a purpose). The originator of the said messages, upon receipt of responses from the Terminal Operator (if any), shall then continue with the pre-defined business process flow.

APPENDIX 1

Email Text when Service Disruption is reported.

To: lpkpnetteam@pka.gov.my

From: PKNet Operations helpdesk@rankalpha.com

Subject : SERVICE DISRUPTION @ PORT KLANG*NET

Dear Sirs

Please be notified that the Port Klang*Net service is disrupted due to technical issues. We are attending to the disruption right now and shall inform you of its availability soonest.

Please initiate the agreed community fall-back procedures during this disruption and necessary procedures upon resumption.

Thank you.

Port Klang*Net Ops Team

APPENDIX 2

Short Message Service Text when Service Disruption is reported.

PKNet is facing a service disruption commencing <hh:mm>hrs. All PKNet transactions by Forwarding Agents shall be processed manually until further notice. Upon service resumption at PKNet, you shall be notified accordingly and be able to use the system for electronic submissions.

APPENDIX 3

Email Text when Service Resumption has been reported.

To: lpkpnetteam@pka.gov.my

From: PKNet Operations helpdesk@rankalpha.com

Subject : SERVICE RESUMPTION OF PORT KLANG*NET

Dear Sirs

Please be notified that the Port Klang*Net service has resumed at <hh:mm>. We have attended to the disruption.

Please resume with your business workflows upon this notice and we apologise for any inconvenience caused.

Thank you for your cooperation.

Port Klang*Net Ops Team

APPENDIX 4

Short Message Service Text when Service Resumption has been reported.

PKNet service is now running normally since <hh:mm>. Please resume with your electronic workflows upon this notice. Thank you for your cooperation.