

Commercial Customs Operations Advisory Committee (COAC) (Outages Working Group)

(November 2017)



U.S. Customs and
Border Protection



November 2, 2017: This document is a confidential, pre-decisional draft and cannot be shared or distributed publically.

Cargo Systems Program Directorate, Office of Information and Technology
Outage Working Group
November, 2017

Action Required:

- No action required at this time

Background:

System outages have a substantial impact on both the enforcement and facilitation on trade. U.S. Customs and Border Protection (CBP) and the COAC proposed the initiation of an Outages working group. The near full-day ACE outage on August 2nd presented many challenges for trade and CBP operations. On the heels of this outage, this working group was suggested at the August 23rd COAC public meeting. The Outages working group objectives and scope are consistent with the official charter of COAC.

Issue:

- The working group convened for the first time on September 14 and conducts a conference call meeting every other week. The group held face-to-face meetings in Alexandria, Virginia on October 26 and October 27
- The working group is collaborating to develop a cargo system downtime procedures document that will provide basic uniform downtime processes to allow as much uniformity as possible yet still allow sufficient flexibility for ports to adjust and adopt local procedures suited to local risk factors and infrastructure if necessary

Next Steps:

- The working group will continue to meet, on a bi-weekly basis, to further develop and refine the cargo system downtime procedures document focusing on both technical and operational issues
- The working group will analyze and discuss how the different modes of transportation are impacted by system disruptions and will incorporate into the downtime procedures document

Submitted by: James Byram

Date: November 2, 2017