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

February 2018


U.S. Customs and
Border Protection

Cargo Systems Program Directorate, Office of Information and Technology
Outage Working Group
February, 2018

**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 worked to enhance a trade facing verion of the CBP cargo system downtime procedures document. The document provides 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. The document has been reviewed by the appropriate CBP offices and has been submitted to the Acting Commissioner for his review and approval.
- The working group submitted recommended enhancements to the ACE Availability Dashboard which were accepted at the November 2017 COAC. CBP's Office of Information and Technology (OIT) has assigned a development team to begin working on the recommended enhancements. Enhancements to the Dashboard will be implemented throughout calendar year 2018.

**Next Steps:**

- CBP plans to publish the public downtime procedures document by the end of February.
- The working group will be sunset after the February 28th public meeting unless the COAC members see a need for additional work.

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