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वित्त मंत्रालय **MINISTRY OF FINANCE**
राजस्व विभाग **DEPARTMENT OF REVENUE**

सीमा शुल्क आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS

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फाइल संख्या. EDI/12/2019 Cus

दिनांक 22.11.2019

Circular No. 23/2019

**Sub: ICES Advisory 26/2019: Disaster Recovery (DR) Drill planned from
22nd – 24th November 2019**

Directorate General of Systems, Central Board of Indirect Taxes and Customs (CBIC) would be conducting a Disaster Recovery Drill from 2000 Hours on 22nd November 2019 to 1200 Hours on 24th November 2019.

In this regard, the following to be followed:

1. 23rd November 2019 will be a normal working day for ICES and all the functionalities will be available.
2. Document filing at Service Centers and through RES would be stopped at 2000 Hours on 22nd November 2019. Service Centre Operators shall be available on 23rd November, 2019 from 1000 hours till 1900 hours.
3. Since 23rd Nov, 2019 would be a normal working day, all officers (covering complete workflow of ICES application) should be present as normal **on 23rd November 2019 from 1000 hours till 1900Hours** for carrying out transactions in ICES application.
4. Alternate System Managers shall be available at site during this activity.
5. In case of any problems, the matters must be brought to the notice of SI SPOCs mentioned in Table 1 below.
6. Transaction processing should be done as on a normal day.
7. Officers **must take stock of their respective queues in the ICES application after finishing their work on 22nd November 2019 (Friday) before the application is stopped at 2000 hours.** The same officers must again take stock of their respective queues on Saturday before starting the work. Any differences have to be recorded and reported to SI SPOC's listed in Table-1 below. [It is advisable to take a screenshot of the pendency with printouts to compare the pendency as on 2000 Hrs 22nd November, 2019 and that on Saturday, to compare for any discrepancies]
8. Transactions carried out on 23rd November 2019 between 1000 hours till 1900 hours **should be rechecked on a random basis** on 24th November 2019. Anomalies, if any, may be noted and reported to SI SPOCs listed in Table-1 below.
9. Resident Engineers (REs) have been asked to be present at the respective sites on 23rd November 2019. Alternate System Managers shall coordinate with REs for any network related problems. **It may be ensured that**

network equipment (such as switches, routers etc.) are NOT switched off on the night of 22nd November 2019 as it will hamper the network testing prior to the drill.

10. During the DR Drill, users will be able to access the Citrix website using the destination IP address in place of URL. **For further information on the IP address detail, it is requested to logon to <https://appstore.cbic.gov.in> through your SSOID and follow the instructions.** This has to be done before 22nd November 2019, 2200 hours.

Table 1: Contact Details of SI SPOC are provided below:

S.No	Name	E-mail ID	Contact No.
1	Manish Agrawal	Manish.Agrawaltcs@icegate.gov.in	9654941530
2	Manoj Kumar	Manoj.Kumartcs@icegate.gov.in	9811864988
3	SI ICES	<u>Si.ices@icegate.gov.in</u>	Not Applicable

In case of any issues, please escalate to the following departmental officers:

S.No	Name	E-mail ID	Contact No.
1	Rohit Khare, DD, SI	Rohit1.Khare@icegate.gov.in	+91-88608- 39850
2	Dr. Sreeju S S, DD, ICES	Sreeju.Surendran@icegate.gov.in	+91-99477- 62516


डॉ. जे हरीश Dr. J. HARISH,

सिस्टम मैनेजर **SYSTEM MANAGER**

Annexure: ICES Advisory 26/2019 & its annexure.

To,

All staff concerned.

Copy submitted to:

Commissioner of Customs

DIRECTORATE GENERAL OF SYSTEM AND DATA MANAGEMENT

ICES Advisory No: 26/2019 to System Managers of Customs Locations

Subject:-Disaster Recovery (DR) Drill planned from 22nd – 24th November 2019

You are hereby informed that Directorate General of Systems, Central Board of Indirect Taxes and Customs (CBIC) would be conducting a Disaster Recovery Drill from 2000 Hours on 22nd November 2019 to 1200 Hours on 24th November 2019, In this respect, 23rd November 2019 will be a normal working day for ICES and all the functionalities will be available from the respective DR location.

Document filing at Service Centers and through RES would be stopped at 2000 Hours on 22nd November 2019, to facilitate switchover from DC, Delhi (the Primary site) to DR, Chennai (Disaster Recovery site). You are advised to ensure that work on ICES application at your location is stopped / completed on service center application by 2000 hours on 22nd November 2019. This is important to ensure that activities related to DR drill are completed within expected timelines. ICES application is expected to be available from DR site between 1000 Hours and 1900 hours on 23rd November 2019 (Saturday).

In this regard following may be noted:

1. Since 23rd Nov, 2019 would be a normal working day for your site, officers (covering complete workflow of ICES application) should be present as normal **on 23rd November 2019 from 1000 hours till 1900 Hours** for carrying out transactions in ICES application from DR site.
2. System Manager (SM) of the location may also ensure the availability of Service Centre Operators.
3. System managers of sites which are working on 23rd November 2019 are requested to ensure the network connectivity with the help of Resident Engineer deployed at the site.
4. **SM must ensure the presence of at least one officer handling RMS charge**
5. **System Managers are advised to be available at site during this activity.**
6. In case of any problems, the matters must be brought to the notice of SI SPOCs mentioned in Table 1 below.
7. DNS configuration requirements for Custodian locations are provided as a separate Annexure.

Instructions for Transaction Processing:

1. Transaction processing should be done as on a normal day.
2. Officers must take stock of their respective queues in the ICES application after finishing their work on 22nd November 2019 (Friday) before the application is stopped at 2000 hours. The same officers must again take stock of their respective queues on Saturday before starting the work. Any differences have to be recorded and reported to SI SPOC's listed in Table-1 below.

3. The transactions carried out during this exercise on 23rd November 2019 would be live transactions (as is on a normal working day). These transactions will be processed at the DR, Chennai (Disaster recovery site) directly and will then be replicated to the DC, Delhi (Primary location). Hence, transactions carried out on 23rd November 2019 between 1000 hours till 1900 hours should be rechecked on a random basis on 24th November 2019 after the application is switched back to DC, Delhi (Primary location). Anomalies, if any, may be noted and reported to SI SPOCs listed in Table-1 below.
4. All System Managers must keep in touch with the designated SI personnel (whose contact details are mentioned below) and report any difficulty in processing.
5. Resident Engineers (REs) have been asked to be present at the respective sites on 23rd November 2019. System Managers may coordinate with REs at their sites for any network related problems. It may be ensured that network equipment (such as switches, routers etc.) are NOT switched off on the night of 22nd November 2019 as it will hamper the network testing prior to the drill.

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6. In case of any issues, please escalate to the following departmental officers:

S.No	Name	E-mail ID	Contact No.
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DIRECTORATE GENERAL OF SYSTEM AND DATA MANAGEMENT

Annexure to ICES advisory 26 2019 to System Managers of Custodian Locations for DNS changes to be done during the DR Drill

Subject: -Disaster Recovery (DR) Drill planned from 22th-24th November 2019

With reference to the **Disaster Recovery (DR) Drill** scheduled from 22th-24th November 2019, the below mentioned instructions may kindly be noted and followed by Custodian Locations to ensure they are able to work seamlessly on 23rd Nov 2019 once the operations are shifted to DC, Chennai.

- (a) CFS locations to ensure the following DNS servers are configured on their AIO/Desktop.
 - Primary DNS- 10.1.8.200
 - Secondary DNS- 10.2.8.200
- (b) CFS location IT engineer to ensure default route is enabled on the local router at CFS sites.
- (c) During the DR Drill, users will be able to access the Citrix website using the destination IP address in place of URL. **For further information on the IP address detail, it is requested to logon to <https://appstore.cbic.gov.in> through your SSOID and follow the instructions.***

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*This has to be done before 22nd November 2019, 2200 hours