

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Supplementary Budget Estimates 2012

18 October 2012

Question: SBT 798

Topic: Internet (ATO)

Written: Received from Committee – 26 October 2012

Senator BUSHBY asked:

798. Has the Department experienced any internet problems, such as but not limited to slow internet or internet blackouts?
- a. If yes, what was the reason for this?
 - b. Did it impact the Minister's office?

Answer:

798. Over the past 12 months to 31 October 2012, the ATO had one outage that impacted public access www.ato.gov.au. The outage occurred on 26 May 2012 and lasted 3 hours and 25 minutes. The root cause of this issue was not identified.

There were a further 13 incidents that impacted different functions within www.ato.gov.au and therefore some, but not all, users would have experienced some limited functionality for a short time. For ten of these incidents, the root cause of the issue was not identified, however, as they were generally transient, they were likely to be due to network or processing congestion. The remaining three were due to technical configuration or application issues that were identified and remedied by the ATO.

The ATO is not aware of any impact on Ministers' offices. The ATO does not provide internet access to Treasury Portfolio Ministers. All services are provided by the Treasury.