

Senate Community Affairs Legislation Committee

**ADDITIONAL ESTIMATES - 27 FEBRUARY 2014
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: ICT service levels

Question reference number: HS 122

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 24 April 2014

Number of pages: 3

Question:

Provide details of ICT breakdown incidents and poor performance for the year 2013-14 to date by date of incident and length of outage.

Answer:

Attachment A provides details of departmental ICT incidents in chronological order.

Customer Service Interruptions		
Start Date	Total Duration (Hour:Min)	Business Impact
10/09/2013	3:11	Partial disruption. Customers could not use Centrelink Mobile Applications and Centrelink Online services. Centrelink services were available through the Service and Call Centres channels.
13/10/2013	2:27	Partial Disruption. Customers could not access Centrelink Online Services. Centrelink services were available through the Mobile, Service and Call Centre channels.
14/10/2013	1:13	Partial Disruption. Customers were unable to access Centrelink Online Services. Centrelink services were available through the Mobile, Service and Call Centre channels.
18/10/2013	0:45	Partial Disruption. Centrelink customers were unable to have transactions processed through the Service or Call Centres. Centrelink services were available through the Mobile and Online Service channels.
28/10/2013	0:11	Partial Disruption. Customers at a single DHS Service Centre (Illawarra) could not have Medicare transactions processed. Medicare Services were available through the Online and Mobile Services channels for these customers.
01/11/2013	2:35	Partial Disruption. Centrelink customers with records located in non-metropolitan Queensland area could not have transactions processed through all channels.
28/11/2013	0:58	Partial Disruption. Customers could not access Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Child Support and Medicare services were available through the Service and Call Centre channels.
30/11/2013	0:13	Partial Disruption. Customers could not access Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Child Support and Medicare services were available through the Service and Call Centre channels.
16/12/2013	0:25	Partial Disruption. Customers could not access the Document Lodgement Service and Centrelink Online Claims. All other Centrelink transactions could be performed for the duration of the incident.
13/01/2014	0:57	Partial Disruption. Customers could not access Centrelink Online Service or Express Plus Mobile Applications. Centrelink services were available through the Service and Call Centres channels.
27/01/2014	1:56	Partial Disruption. Customers could not access Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Child Support and Medicare services were available through the Service and Call Centre channels.
21/02/2014	7:46	Partial Disruption. Customers could not access Centrelink Online Services via Self Service Terminals. Centrelink Online Services were still available through all other access points.

Partial Customer Service Degradation		
Start Date	Total Duration (Hour:Min)	Business Impact
15/07/2013	13:02	Some customers reported partially degraded service while using Child Support Online Services, Medicare Online Services, the Department of Human Services Website and the Personally Controlled eHealth Record.
03/10/2013	5:15	Some customers reported errors and slow response times from 06:00 until 09:15 and again from 19:00 until 21:00 when accessing Centrelink Online Services.
09/10/2013	3:06	Some customers reported partially degraded service while using Centrelink Online Services and Mobile Applications.
14/10/2013	6:40	Some customers reported slow response times for log-in to Centrelink Online Services.
20/10/2013	3:15	Some customers reported slow response times and errors when accessing Centrelink Online Services or Centrelink Applications and Personally Controlled eHealth Records.
20/11/2013	1:29	Some customers reported slow response times and intermittent errors when accessing Self Service Terminals.
03/02/2014	0:40	Some customers reported slow response times when accessing their records via Centrelink Online Services, Centrelink Phone Self Service and Centrelink Mobile Applications.
17/02/2014	2:39	Centrelink customer transactions may have been delayed with staff experiencing slow response times or error messages when attempting to process transactions.