

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2013-14 Budget Estimates Hearings

Outcome Number: Cross

Question No: 340

Topic: Internet

Hansard Page: Written

Senator Smith asked:

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

Answer:

The table below outlines internet outages since 1 July 2012.

Date	Affected Services	Duration	Cause	Impact
24 th September 2012	All Internet services	3 minutes (0330-0333)	Schedule maintenance undertaken by our ISP TransACT.	All FaHCSIA users including Ministerial Offices were impacted.
28 th September 2012	Web browsing from internal FaHCSIA network	2 x 15 minutes (between 2000-2230)	Incorrect configuration on department's proxies. (These outages occurred during the scheduled TOP shutdown window)	No user impact as outage was during scheduled system shutdown.
22 nd October 2012	All Internet services	19 minutes (1556-1615)	Memory issues on key device in TransACT network. (See attached email)	All FaHCSIA users including Ministerial Offices were impacted.
11 th June 2013	Some Internet Services	3hr 25 minutes (7:00 – 10:25)	TransACT planned work to deactivate an upstream route caused outages to some Internet services. This was a scheduled upgrade to the network.	Some FaHCSIA users and Ministerial Offices were impacted.

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13 th June 2013	All Internet Services	50 seconds (11:42 – 11:43)	Unplanned TransACT outage.	All FaHCSIA users including Ministerial Offices were impacted.
22 nd June 2013	All Internet Services	7 minutes (17:25 – 17:32)	An upstream link affected the TransACT network.	All FaHCSIA users including Ministerial Offices were impacted.
24 th June 2013	All Internet Services	6 minutes (04:27 – 04:33)	Vendor update applied to a TransACT device caused a traffic storm across some of TransACT's core network.	All FaHCSIA users including Ministerial Offices were impacted.