

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 5-6 JUNE 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: ICT service levels

Question reference number: HS 176

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 25 July 2014

Number of pages: 5

Question:

I refer to the answer to Question on Notice HS 122 concerning ICT outages from the February 2014 estimates round.

- a) Have there been any customer service interruptions since 21 February 2014?
- b) What was the total duration for each and what was the business impact?
- c) Have the causes of the outages been identified?
- d) What remedial action has or is being taken to rectify the problems?
- e) What is the reliability performance target for the IT systems?

Answer:

- a) - c) Attachment A is an update to HS 122 for the period 22 February 2014 to 31 May 2014, which provides details of departmental ICT incidents in chronological order. An increase to service disruption was seen during April, with myGov issues causing service degradations to several departmental online service offerings on the 4th, 14th and 17th of the month. The underlying causes have been identified and remedied (see below).
- d) The department has undertaken several remedial actions to ensure ICT performance.
 - Configuration changes were made on 15 April to prevent future re-occurrence of the incidents experienced on the 4th and 14th of the month.
 - An upgrade to software to prevent future occurrence of the incidents that occurred on 17 April.
 - Three of the improvements to service provision undertaken since February 2014 include:
 - An upgrade to core software that was completed in March 2014 which improved stability of the processing hosting system. This has resulted in a 50 per cent improvement in the disruption time experienced in subsequent months.
 - An upgrade to application hardware that was completed in April 2014 that has improved transaction response times by 0.5 seconds per transaction.

- Improvements to real-time monitoring capability have been implemented since February 2014, which has given greater visibility into the business impact of service disruptions.
- e) The department has a KPI of 95 per cent that demonstrates the achievement of endorsed service levels from the department's ICT to its customers. The department is required to report on this KPI regularly and continually exceeds the target. For the last quarter, the department achieved 98.01 per cent against the target.

Customer Service Interruptions		
Start Date	Total Duration (Hour:Min)	Business Impact
27/02/2014	0:54	Partial disruption. Customers could not call the Personally Controlled Electronic Health Record and Australian Organ Donor phone lines. Services were available through all other lines of business.
3/03/2014	3:21	Partial disruption. Centrelink customers with records located in Western Victoria, South-West New South Wales, the Hunter, the Northern Territory and Central and Northern Queensland could not have transactions processed through all channels. Customers with records located elsewhere where unaffected.
3/03/2014	0:19	Partial disruption. Centrelink customers with records located in Queensland and the Northern Territory could not have transactions processed through all channels. Customers with records located elsewhere where unaffected.
3/03/2014	0:45	Partial disruption. Centrelink customers could not have transactions processed through all channels. All other departmental services were available for the duration of this incident.
4/04/2014	0:58	Partial disruption. Customers could not access Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Centrelink, Medicare and Child Support services were available through the Service, Smart Centre and Mobile channels
7/04/2014	1:37	Partial disruption. Customers could not access Centrelink Online Services. Centrelink Services were available through the Service Centre, Smart Centre and Mobile channels.
7/04/2014	1:40	Partial disruption. Customers, staff and third party users could not view Organ Donor details. All other functions could be performed during this period.
9/04/2014	0:11	Partial disruption. Centrelink customers could not have transactions processed through all channels. All other departmental services were available for the duration of this incident.
14/04/2014	2:45	Partial disruption. Customers could not have transactions processed via Centrelink Mobile Applications. Centrelink Services were available through the Service Centres, Smart Centre and Online channels.
14/04/2014	2:00	Partial disruption. Customers were unable to access Medicare Online Services and the Personally Controlled eHealth Record. Centrelink, Medicare and Child Support services were available through the Service, Smart Centre and Mobile channels
14/04/2014	0:36	Partial disruption. Customers could not access Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Centrelink, Medicare and Child Support services were available through the Service, Smart Centre and Mobile channels
17/04/2014	0:21	Partial disruption. Customers could not use Centrelink Online Services, Centrelink Mobile Applications Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record. Centrelink, Medicare and Child Support services were available through the Service, Smart Centre and Mobile Channels

ATTACHMENT A

17/04/2014	1:42	Partial disruption. Centrelink customers could not have transactions processed through the Service Centres and Smart Centres Channel. Centrelink Services were available through the Online and Mobile channels.
28/05/2014	3:03	Partial disruption. Customers could not use Child Support Online Services. Child Support services were available at all other channels.

Partial Customer Service Degradation		
Start Date	Total Duration (Hour:Min)	Business Impact
7/03/2014	0:55	Customers could not use Self Service Terminals located in Service Centres. Centrelink services were available through the Service Centres, Smart Centres, Online and Mobile channels.
7/04/2014	0:14	Centrelink customers with records located in Northern Queensland or the Northern Territory experienced slow response when having transactions processed through all channels.
10/04/2014	2:22	Some customers reported slow response times while using Medicare Online Services.
12/04/2014	6:36	Customers could not view Organ Donor details. All other services were available during this period.
14/04/2014	5:35	Customers were unable to Report Employment Income through Centrelink Phone Self Service. This service was available through Smart Centre, Call Centre and Online Services for the duration of the incident.
14/04/2014	2:23	Centrelink customers with records located in Queensland or the Northern Territory experienced slow response when having transactions processed through all channels.
15/04/2014	0:51	Centrelink customers with records located in Northern Queensland or the Northern Territory experienced slow response when having transactions processed through all channels.
26/04/2014	44:07	Some customers reported partially degraded service when uploading documents electronically or submit Online Claims via Centrelink Online Services or Centrelink Mobile Applications.
28/04/2014	0:44	Some customers could not submit Online Claims via Centrelink Online Services.
28/04/2014	3:38	Some customers reported slow response times when accessing Medicare Online Services.
7/05/2014	0:43	Some customers reported partially degraded service when accessing Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record.
8/05/2014	2:24	Some customers reported slow response times when registering for Child Support Online Services, Medicare Online Services and the Personally Controlled eHealth Record.
26/05/2014	0:32	Some customers reported slow response times when using Centrelink Online Services and Centrelink Phone Self Service