

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 3 JUNE 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: ICT Service Levels

Question reference number: HS 62

Senator: Cameron

Type of question: Written

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Number of pages: 3

Question:

Arising from HS 42 from Additional Estimates:

- a) How many customer service interruptions since 28 February 2015?
- 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 and what was achieved in the September quarter 2014-15, December quarter 2014-15 and March quarter 2014-15?

Answer:

- a) - d) Attachment A provides details of departmental Priority 1 ICT incidents related to customer service interruptions in chronological order for the period 28 February 2015 to 15 June 2015. Underlying causes and remedial actions have been identified and have been undertaken to restore service in each incident. A 'partial disruption' includes:
 - intermittent access to a service (could be a few seconds impacting only certain customers); and/or
 - proportional unavailability of a service (impact limited to a region or small percentage of users).
- e) The department has a Key Performance Indicator of 95 per cent that demonstrates the achievement of endorsed availability and reliability service levels from the department's ICT to its customers. The department is required to report on this Key Performance Indicator regularly and continually exceeds the target. The department has built-in redundancy, meaning that when one system experiences a disruption an alternative system remains available, thereby mitigating against customer impacts.

Quarterly results for this Key Performance Indicator are as follows:

Metric	Target	Quarter 1 2014-15 (September)	Quarter 2 2014-15 (December)	Quarter 3 2014-15 (March)
Service Level Achievement	95.0 per cent	98.02 per cent	98.56 per cent	98.46 per cent

Start Date	Business Impact
27/05/2015	<u>Outage</u> Third parties (doctors and pharmacies) and customers could not access Pharmaceutical Benefits Scheme Online, Medicare online accounts, ECLIPSE and Medicare Easyclaim from 3:15 am until 8:40 am, due to a file corrupting during a batch run. Once cause was identified, alternative capacity was used and the file fixed.
06/05/2015	<u>Partial Disruption</u> Third parties (businesses) and customers experienced intermittent slow response times when accessing Express Plus Centrelink mobile applications and Centrelink online accounts from 8:40 am. From 9:50 am they could not be accessed at all. At 11:00 am Centrelink online accounts experienced slow response times, however Express Plus Centrelink could not be accessed until 1:00 pm. From 1:00 pm until 4:00 pm both services continued to experience intermittent slow response times and error messages. Centrelink online accounts were available from 4:00 pm and Express Plus Centrelink mobile applications from 9:40 pm. Services were still available through Service Centres and Smart Centres during this incident. Remedial action was taken to improve the search parameters and service was restored.
05/05/2015	<u>Partial Disruption</u> Third parties (businesses) and customers were intermittently unable to access Express Plus Centrelink mobile applications and Centrelink online accounts from 9:15 am. Express Plus Centrelink and Centrelink Business Online Services were completely inaccessible from 12:50 pm until 3:00 pm. Centrelink online accounts experienced intermittent connection issues until 4:45 pm. Services were still available through Service Centres and Smart Centres during this incident.
27/04/2015	<u>Outage</u> Customers could not access myGov (Centrelink online accounts, Medicare online accounts, Child Support online accounts and Personally Controlled Electronic Health Record), Express Plus Centrelink, Express Plus Medicare, Self Service Terminals, Child Support Business online accounts, Third Party Portal Applications, Self Service Interactive Voice Response from 12:35 pm until 12:55 pm and again from 1:28 pm until 2:05 pm. The Department of Employment link and Department of Veterans' Affairs Citrix connectivity experienced slow response times from 12:35 pm until 2:05 pm. A hardware fault was identified, the hardware was removed from production.
27/04/2015	<u>Partial Disruption</u> Customers received error messages when using Centrelink online accounts from 11:38 pm until 11:30 am on 28/04/2015. Services were still available through Service Centres and Smart Centres during this incident. Actions were taken to restore service. A change was also implemented on 30/04/2015 to correct a database connection issue to resolve the cause.