

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** IT outages and services to the community

**Question reference number:** HS 38

**Senator:** Boyce

**Type of question:** Written question

**Date set by the committee for the return of answer:** 7 December 2012

**Number of pages:** 10

#### **Question:**

- a) Have there been any recent significant problems with DHS IT reliability?
- b) What problems have you had and could you detail each one for the past 12 months?
- c) What is being done to improve Department of Human Services (DHS) reliability?

#### **Answer:**

- a) In the period 1 October 2011 to 30 September 2012, DHS experienced a total of 137 ICT Reliability outages. As systems stability is a key priority for the organisation, improvement programs undertaken over the last 12 months have realised a 27 per cent reduction in ICT reliability outages during the July-September quarter compared to the previous April-June quarterly period.
- b) In the period 1 October 2011 to 30 September 2012, DHS experienced a total of 137 Reliability outages, 28 of which were experienced in the outsourced Vendor Managed Environment. Attachment A provides a detailed listing of these ICT outages.
- c) DHS ICT is focusing on ICT infrastructure and monitoring capabilities to improve the reliability and availability of ICT systems. Four of the major pieces of work that are currently underway are:
  - Data Centre Rationalisation – Involves the reduction of seven Data Centres to two modern Data Centres within data vaults in the next few years. This is expected to improve reliability of services through the use of highly resilient modern Tier 3+ facilities. The data centres will ensure DHS can provide core services with high availability and redundancy.
  - Migration of the Customer Portal to a 64-bit environment - The new environment will increase the number of concurrent sessions that are able to be handled, thus increasing capacity and reliability for Online Services.

- Transition ICT services that were previously outsourced from IBM and HP to in-house managed services – This affords DHS greater visibility and control over all ICT components that contribute towards a service, and removes dependency on external factors, thus enabling proactive Service Management and increasing service reliability as a result.
- Improved monitoring and reporting capabilities - DHS ICT teams are undertaking ongoing configuration of Agentless Monitoring Devices throughout the data centres to monitor data packets. As configuration progresses, the devices will provide greater visibility into ICT service performance by allowing more comprehensive monitoring of ICT transactions. This will allow further visibility into the underpinning ICT service performance of the expanding portfolio of DHS business services offered to customers.

Vendor/DHS Managed	Start Date	Incident Information
DHS	2/10/2011	SC 3511330 02/10/2011 04:00 until 15:59 (AEDT) Customers experienced slow response times and may have experienced errors when accessing Centrelink Online Services. Centrelink Online Claims and Rate Estimator unavailable for duration.
DHS	3/10/2011	SC 3511560 03/10/2011 13:53 until 14:03 (AEDT) Customers were unable to access Centrelink Online Services.
DHS	4/10/2011	SC 3512255 04/10/2011 08:07 until 08:14 (AEDT). Staff could not log into or access records in Environment M. Customers with records in the Environment M were unable to access Centrelink Online Services or Self Service - Phone.
DHS	8/10/2011	SC 3523028 08/10/2011 08:00 until 10:38 (AEDT). Staff were unable to access Human Service Intranet
DHS	15/10/2011	SC 3537198, 3537274 15/10/2011 17:51 until 18:34 (AEST). Customers were unable to access Centrelink Online Services or Human Services Website. Staff were unable to access National Emergency Call Centre NECC.
DHS	16/10/2011	16/10/2011 04:00 until 05:19 (AEDT). Customers with records in Environments A, B and S were unable to access Centrelink Online Services or Self Service - Phone until the following times: Environment A - 05:08 Environment B 05:19 Environment S 04:02.
DHS	26/10/2011	SC 3560860 26/10/2011. Staff were unable to access Human Service Intranet, Centrenet or ESSentials.
DHS	30/10/2011	SC 3566506 30/10/2011 04:00 until 05:34 (AEDT). Customers with records in Environment S were unable to access Centrelink Online Services or Phone Self Service.
DHS	30/10/2011	SC 3566558 30/10/2011 21:39 until 21:44 (AEDT). Customers with records in Environment G were unable to access Centrelink Online Services or Phone Self Service.
DHS	31/10/2011	SC 3570513 31/10/2011 15:28 until 15:33 (AEDT). Staff could not log into or access customer records in Environment G. Customers with records in the affected Environment were unable to access Centrelink Online Services or Phone Self Service.
VENDOR	5/11/2011	Staff could not access the Customer information control system regions in Pre-Production.
VENDOR	7/11/2011	Staff could not access the Customer information control system regions in Pre-Production.
DHS	10/11/2011	SC 3589941 10/11/2011 08:33 until 09:14 (AEDT). Staff were unable to view content on Human Service Intranet.
DHS	11/11/2011	SC 3595410 11/11/2011 16:24 until 17:08 (AEDT). Staff were unable to access Human Service Intranet, Digitisation Scanning or DMCS.
DHS	18/11/2011	SC 3611527 18/11/2011 04:00 until 04:21 (AEDT). Customers with records in Environment M were unable to access Centrelink Online Services or Phone Self Service.
DHS	20/11/2011	SC TBA 20/11/2011 04:00 until 06:24 (AEDT). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Phone Self Service.
DHS	20/11/2011	SC TBA 21/11/2011 09:14 until 09:22 (local time / AEST). Customers were unable to access Centelink Online Services.
DHS	20/11/2011	SC TBA 21/11/2011 10:58 until 11:03 (local time / AEST). (Customers were unable to access Centelink Online Services.

Vendor/DHS Managed	Start Date	Incident Information
VENDOR	21/11/2011	Staff on the Medicare desktop were unable to access the Internet, Intranet, Lotusnotes or MS Office.
DHS	21/11/2011	SC 3609801, 3609734, 3611283, 3612175, 3610414 21/11/2011 09:18 until 12:23 (AEDT). Staff were unable to access Human Service Intranet, Digitisation Scanning, DMCS, Phonebook or Mapstat.
DHS	24/11/2011	SC 3620767 24/11/2011 12:40 until 13:10 (AEDT). Staff were unable to publish to humanservices.gov.au due to a Documentum outage.
DHS	25/11/2011	SC 3624381 25/11/2011 17:43 until 19:00 (AEDT). Customers were unable to access Centrelink Online Services.
DHS	25/11/2011	SC 3624381 25/11/2011 17:43 until 19:00 (AEDT). Staff were unable to access Human Services Intranet, ESSentials or Staff Online
DHS	26/11/2011	SC 3626184 26/11/2011 19:16 until 19:27 (AEDT) Customers with records in Environments A, B, G, J & S were unable to access Centrelink Online Services or Phone Self Service.
DHS	27/11/2011	SC 3624553 27/11/2011 04:00 until 06:26 (AEDT). Customers with records in Environments A, B, G, P, R & S were unable to access Centrelink Online Services or Phone Self Service.
VENDOR	1/12/2011	Users were unable to access Easyclaim , Medicare Online, ECLIPSE, PBS Online or Aged Care Services.
DHS	2/12/2011	SC 3639436 02/12/2011 16:19 until 17:59 (AEDT). Staff on the Medicare and CSP desktops were unable to access Human Services Intranet or ESSentials.
DHS	3/12/2011	SC 3639699 03/12/2011 09:10 until 05/12/2011 09:45 (AEDT). Staff were unable to action large publication requests due the unavailability of Documentum.
DHS	4/12/2011	SC 3639803, 3639804 04/12/2011 13:57 until 14:57 (AEDT). Staff were unable to access the National Emergency Call Centre. Customers were unable to access humanservices.gov.au.
VENDOR	5/12/2011	Users were unable to access Easyclaim , Medicare Online, ECLIPSE, PBS Online or Aged Care Services.
DHS	14/12/2011	SC 3663760, 3668917. 14/12/2011 11:08 until 11:33 (AEST). Centrelink staff could not log into or access customer records in Environment B. Customers with records in the affected Environment were unable to access Centrelink Online Services or Phone Self Service.
DHS	14/12/2011	SC 3664188 14/12/2011 11:07 until 15/12/2011 19:40 (AEDT). Customers experienced slow response times and intermittent errors when attempting to access Centrelink Online Services from 14/12/2011 11:07 until 15/12/2011 01:00 and from 15/11/2011 06:30 until 09:06. Customers experienced slow response times and errors when attempting to access Secure Online Mail (SOM) for the duration of the incident.
DHS	18/12/2011	SC 3672637 18/12/2011 04:00 until 05:13 (AEDT). Customers with records in Environments A, B, G, K, P & R were unable to access Centrelink Online Services or Phone Self Service.
DHS	22/12/2011	SC 3682856 22/12/2011 00:00 until 11:36 (AEDT). Customers were unable to access Centrelink Online Services or complete self-registration via Phone Self Service. Staff were unable to access Human Services Intranet or ESSentials. Centrelink desktop staff were unable to access Staff Online.
DHS	1/01/2012	SC 3696724 Online Services, Phone Self Service 01/01/2012 04:00 until 04:48 (AEDT). Customers with records in ISIS Environments J, M and S could not access Centrelink Online Services and Phone Self Service until 04:53, 04:41 and 04:48 respectively. .
DHS	3/01/2012	SC 3695351 03/01/2012 08:00 until 15:07 (AEDT). Customers were unable to access Report Employment Income via Centrelink Online Services or Centrelink Express.

Vendor/DHS Managed	Start Date	Incident Information
VENDOR	9/01/2012	IBM 8252253 07:51 until 09:30 (AEDT). Staff on the Medicare desktop were unable to access external websites.
DHS	10/01/2012	SC 3710578 10/01/2012 04:00 until 04:24 (AEDT). Customers with records in ISIS Environments B and K could not access Centrelink Online Services and Phone Self Service until 04:24 and 04:17 respectively..
DHS	16/01/2012	SC 3722505 All Offices, Online Services, Phone Self Service 16/01/2012 04:00 until 07:57 (AEDT). Staff could not log into or access customer records in Environments H, J, and S. Customers with records in the affected Environments were unable to access Centrelink Online Services or Phone Self Service.
DHS	16/01/2012	SC 3723891 16/01/2012 11:44 until 11:56 (AEDT). Staff could not log into or access customer records in Environments H, J, and S. Customers with records in the affected Environments were unable to access Centrelink Online Services or Phone Self Service.
VENDOR	20/01/2012	Users were unable to access the Medicare Vendor Test Environment.
DHS	29/01/2012	SC 3750031 29/01/2012 16:45 until 19:32 (AEDT). Customers with records in ISIS Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service.
DHS	30/01/2012	SC 3750135, 3750198 30/01/2012 07:56 until 08:58 (AEDT). Customers were unable to access Centrelink Online Services, Centrelink Phone Self Service or Centrelink Express
DHS	30/01/2012	SC TBA 30/01/2012 18:30 until 18:50 (AEDT). Staff could not log into or access customer records in Environments H, J, and S. Customers with records in the affected Environments were unable to access Centrelink Online Services or Phone Self Service.
DHS	31/01/2012	SC 3753855 31/01/2012 09:20 until 09:25 (AEDT). Staff could not log into or access customer records in Environments H, J, and S. Customers with records in the affected Environments were unable to access Centrelink Online Services or Phone Self Service.
DHS	2/02/2012	SC 3759725 02/02/2012 05:30 until 05:35 (AEDT). Customers with records in Environments H, J and S could not access Centrelink Online Services and Phone Self Service.
DHS	2/02/2012	SC 3760689, 3762092 02/02/2012 10:39 until 10:46 (AEDT). Customers with records in Environments H, J and S could not access Centrelink Online Services and Phone Self Service. Staff could not log into or access records in the affected Environments.
DHS	2/02/2012	SC 3760689, 3762092 02/02/2012 14:49 until 14:56 (AEDT). Customers with records in Environments H, J and S could not access Centrelink Online Services and Phone Self Service. Staff could not log into or access records in the affected Environments.
DHS	2/02/2012	SC 3762903 02/02/2012 19:00 until 19:55 (AEDT). Customers with records in Environments H, J and S could not access Centrelink Online Services and Phone Self Service. Staff could not log into or access records in the affected Environments.
DHS	3/02/2012	PR 28385 03/02/2012 00:00 until 00:57 (AEDT). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service..
DHS	3/02/2012	PR 28385 03/02/2012 05:12 until 05:20 (AEDT). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service.
DHS	3/02/2012	PR 28385 03/02/2012 09:51 until 10:05 (AEDT). Customers with records in Environments H, J and S could not access Centrelink Online Services and Phone Self Service. Staff could not log into or access records in the affected Environments.
VENDOR	10/02/2012	IBM 8382823 08:30 until 09:28 (AEDT). Staff were unable to access the Medicare Portal.
DHS	13/02/2012	SC 3784375 13/02/2012 11:37 until 11:51 (AEDT). Customers were unable to access Centrelink online Services or centrelink.gov.au. Staff were unable to access the Centrelink Softphone application.

Vendor/DHS Managed	Start Date	Incident Information
VENDOR	15/02/2012	IBM 8403148 12:30 until 13:47 (AEDT). Staff were unable to log-in to applications on the Medicare Portal.
VENDOR	17/02/2012	Staff were unable to log-in to applications on the Medicare Portal.
DHS	18/02/2012	SC 3798837, 3798842 18/02/2012 18:05 until 20:00 and again 19/02/2012 04:00 until 04:32 (AEDT). Customers with records in Environment were unable to access Centelink Online Services or Phone Self Service.
VENDOR	20/02/2012	IBM 8417227 10:05 until 11:41 (AEDT). Staff were unable to access the Medicare portal to logon to applications. Those staff already accessing the applications during the incident were not impacted.
VENDOR	20/02/2012	IBM 8416608 07:25 until 10:35 (AEDT). Staff were unable to access any Medicare Master Program business systems including the Staff Portal & network drives.
DHS	20/02/2012	SC 3798958, 3798959 20/02/2012 04:22 until 04:59 (AEDT). Customers were unable to access Centrelink Online Services.
DHS	20/02/2012	SC 3799216 20/02/2012 08:28 until 08:56 (AEDT). Customers were unable to access Centrelink Online Services.
VENDOR	28/02/2012	Staff were unable to log-in to applications on the Medicare Portal.
DHS	28/02/2012	28/02/2012 12:15 until 12:45 (AEDT). Staff were unable to publish to the Human Services Intranet or the Medicare eReference due to the unavailability of Documentum.
VENDOR	5/03/2012	Users were unable to access Medicare Online or ECLIPSE.
VENDOR	12/03/2012	IBM 8497038 16:59 until 17:18 (AEDT). Customers in Queensland were unable to access Self Service via medicareaustralia.gov.au due to a router losing a network connection. Router restarts were required to restore service.
DHS	15/03/2012	SC 3853755 15/03/2012 01:35 until 02:29 (AEDT). Staff were unable to access Human Services Intranet.
VENDOR	19/03/2012	Staff on the Medicare desktop were unable to access the Internet, Lotusnotes or MS Office.
DHS	21/03/2012	21/03/2012 16:00 until 16:30 (AEDT). Staff were unable to publish to the Human Services Intranet or the Medicare eReference due to the unavailability of Documentum.
DHS	23/03/2012	IBM 8541664 23/03/2012 16:01 until 16:32 (AEDT). Staff in the Australian Capital Territory were unable to access Content Management System to publish to the Medicare eReference, Medicare Portal or the Department of Human Services Portal.
DHS	25/03/2012	SC 3874288 25/03/2012 04:00 until 07:42 (AEDT). Customers with records in Environments P & A were unable to access Centrelink Online Services or Centrelink Phone Self Service until the following times: Environment P - 07:35, Environment A - 07:42.
DHS	26/03/2012	SC 3875825 26/03/2012 11:51 until 12:09 (AEDT). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service. Staff were unable to access Customer records in Environments H, J & S. Third party users were not able to verify information of customers in the affected Environments. customer records in Environments H, J & S.
DHS	29/03/2012	IBM 8559844 29/03/2012 10:55 until 11:38 (AEDT). Staff were unable to publish content to the Human Services Intranet or the Medicare eReference due to the unavailability of Documentum.

Vendor/DHS Managed	Start Date	Incident Information
DHS	30/03/2012	SC 3886075 30/03/2012 06:00 until 09:00 (AEDT). Approximately 75% of staff were unable to take Centrelink Master Program calls.
VENDOR	31/03/2012	AP-08565821 Users were unable to access Medicare Online or ECLIPSE.
VENDOR	31/03/2012	AP-08566231 Users were unable to access Medicare Online or ECLIPSE.
DHS	1/04/2012	SC 3888704 01/04/2012 04:00 until 05:18 (AEST). Customers with records in Environments B, G, H, J, M & S were unable to access Centrelink Online Services or Centrelink Phone Self Service. Each Environment was available at the following times: Environment B - 04:49 Environment G - 04:49 Environment H - 05:18 Environment J - 05:09 Environment M - 05:05 Environment S - 05:18.
DHS	1/04/2012	SC 3888719 01/04/2012 10:38 until 13:40 (AEDT). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service from 10:38 until 10:43. Customers with records in Environments K, M & R were unable to access Centrelink Online Services or Centrelink Phone Self Service from 11:05 until 11:51. All customers were unable to access Centrelink Online Services or Centrelink Phone Self Service from 12:16 until 13:40.
DHS	1/04/2012	SC 3890193 Online Services 01/04/2012 21:29 until 21:37 (AEST). Customers were unable to access Centrelink Online Services. The root cause of the incident is under investigation.
DHS	2/04/2012	SC 3890159, 3890531 02/04/2012 12:53 until 14:11 (AEST). Customers were unable to access Centrelink Online Services or Centrelink Phone Self Service.
DHS	3/04/2012	SC 3891701, 3893089 03/04/2012 07:31 until 14:52 (AEST). Customers were unable to access Centrelink Online Services until 11:04 and experienced intermittent periods of errors and slow response times until 14:52.
DHS	15/04/2012	SC 3909001 Online Services, Phone Self Service 15/04/2012 05:06 until 07:52 (AEST). Customers with records in Environments A and P were unable to access Centrelink Online Services or Centrelink Phone Self Service.
DHS	16/04/2012	SC 3909709 16/04/2012 09:49 until 10:05 (AEST) Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service. Staff were unable to access Customer records in Environments H, J & S. Third party users were not unable to verify information of customers in the affected Environments. customer records in Environments H, J & S.
DHS	16/04/2012	SC 3910240, 3910081 16/04/2012 10:58 until 11:34 (AEST). Customers with records in Environments H, J & S were unable to access Centrelink Online Services or Centrelink Phone Self Service. Staff were unable to access Customer records in Environments H, J & S. Third party users were not unable to verify information of customers in the affected Environments. customer records in Environments H, J & S.
VENDOR	17/04/2012	Staff on the Medicare desktop were unable to access the Internet, Lotusnotes or MS Office.
DHS	17/04/2012	SC 3911834 Online Services 17/04/2012 04:12 until 04:18 (AEST). Customers were unable to access Centrelink Online Services. .
DHS	20/04/2012	SC 3919878 20/04/2012 08:00 until 14:30 (AEST). Approximately 80% of non-authenticated customers experienced call disconnections when calling the Family Assistance Office line (13 61 50)..
DHS	20/04/2012	SC 3919533 20/04/2012 08:29 until 09:45 (AEST).Customers with records in Environments A & P were unable to access Centrelink Online Services or Centrelink Phone Self Service. Staff were unable to access Customer records in Environments A & P. Third party users were not unable to verify information of customers in the affected Environments. customer records in Environments A & P.
DHS	20/04/2012	SC 3920251, 3920208, 3920721, 3920352 20/04/2012 10:45 until 11:34 (AEST). Customers were intermittently unable to access Centrelink Online Services.
DHS	23/04/2012	SC 3924935, 3924939 23/04/2012 17:13 until 23:11 (local time). Northern Territory based staff could not access any Centrelink systems due to a total communications outage.
VENDOR	24/04/2012	IBM 8640228 09:38 until 11:25 (AEST). Stirling Street site. Staff were unable to access any Medicare systems..

Vendor/DHS Managed	Start Date	Incident Information
VENDOR	26/04/2012	IBM 8644293 07:52 until 09:52 (local time). Brisbane Street site. Staff could not access any Medicare business systems..
VENDOR	27/04/2012	Medicare EDW was unavailable.
DHS	1/05/2012	SC 3936992 01/05/2012 11:48 until 12:56 (AEST). Staff could not access any Digitisation Scanning systems, Human Services Intranet or Staff Online..
DHS	1/05/2012	Documentum was unavailable.
VENDOR	3/05/2012	IBM 8669589 10:48 until 11:44 (AEST).Users experienced slow response times when testing Medicare applications in the Vendor Test Environment.
DHS	15/05/2012	SC 3961467 15/05/2012 11:33 until 12:05 (AEST). Customers with records in Environments K M were unable to access Centrelink Online Services or Centrelink Phone Self Service. Staff were unable to access Customer records in Environments K & M. Third party users were not unable to verify information of customers in the affected Environments. customer records in Environments K & M. The Environments became available at the following times: Environment K - 12:05 Environment M -
VENDOR	21/05/2012	IBM 8725863 07:41 until 10:05 (AEST). Staff in Victoria and the Australian Capital Territory were unable to login to the Medicare desktop. .
VENDOR	22/05/2012	Staff on the Medicare desktop were unable to access eReference, Lotusnotes or MS Office.
DHS	28/05/2012	SC 3982352 28/05/2012 08:57 until 09:15 (AEST). Customers experienced logon failures when accessing Centrelink Online Services and Self Service Phone.
DHS	1/06/2012	IBM 8769592 01/06/2012 10:30 until 11:30 (AEST). Staff were unable to access Documentum to publish content to the Human Services Intranet or Medicare eReference.
DHS	1/06/2012	IBM 8769592 01/06/2012 17:20 until 18:30 (AEST). Staff were unable to access Documentum to publish content to the Human Services Intranet or Medicare eReference.
DHS	1/06/2012	SC 3994348 01/06/2012 21:55 until 23:41 (AEST). Customers were unable to login to Online Services via the Human Services Website.
VENDOR	7/06/2012	Staff on the Medicare desktop were unable to access the internet, Lotusnotes or MS Office.
DHS	11/06/2012	IM 13560 11/06/2012 08:43 until 16:05 (AEST). Customers were unable to access Centrelink Online Services or MyAccount.
DHS	13/06/2012	IBM 8810400 13/06/2012 15:00 until 16:00 (AEST). Staff were unable to publish content to Human Services Intranet or Medicare eReference due to the unavailability.
DHS	24/06/2012	24/06/2012 04:00 until 04:18 (AEST). Customers with records in Environment S were unable to access Online Services.
VENDOR	25/06/2012	08:21 until 10:06 (AEST). Greenhill Road site. Staff could not access any Medicare systems due to a total communications outage.
DHS	26/06/2012	26/06/2012 02:36 until 03:21 and again 08:08 until 08:16 (AEST). Customers with records in Environment G were unable to access Centrelink Online Services, or Phone Self Service. Staff were unable to access customer records in Environment G.

Vendor/DHS Managed	Start Date	Incident Information
DHS	26/06/2012	Documentum 26/06/2012 08:45 until 09:30 (AEST). Staff were unable to publish content onto the Human Services Intranet due to the unavailability of Documentum.
DHS	28/06/2012	IBM 8865448 28/06/2012 09:00 until 10:45 (AEST). Staff were unable to publish content onto the Human Services Intranet and Medicare eReference due to the unavailability of Documentum.
DHS	30/06/2012	IM 13560 11/06/2012 08:43 until 16:05 (AEST). Customers were unable to access Centrelink Online Services or MyAccount,
DHS	1/07/2012	01/07/2012 04:00 until 04:36 (AEST). Customers with records in Environments G and S were unable to access Centrelink Online Services or Centrelink Phone Self Service until the following times Environment G - 04:23 Environment S - 04:36.
DHS	2/07/2012	IM 21560 02/07/2012 08:00 until 14:41 (AEST). Customers were unable to access Online Services via <a href="http://humanservices.gov.au">humanservices.gov.au</a> .
DHS	3/07/2012	IM 22371 Human Services Intranet 03/07/2012 11:56 until 12:04 (AEST). Staff were unable to access Human Services Intranet.
DHS	9/07/2012	IM 24549 09/07/2012 09:15 until 13:00 (AEST). Customers experienced slow response times when accessing Centrelink Online Services and were unable to access Centrelink Online Services between 11:47 and 12:13.
DHS	10/07/2012	IBM 8912817 10/07/2012 13:24 until 15:34 (AEST). Staff were unable to publish content onto the Human Services Intranet and Medicare eReference due to the unavailability of Documentum.
DHS	11/07/2012	11/07/2012 08:30 until 12:30 (AEST). Staff were unable to publish content onto the Human Services Intranet due to the unavailability of Documentum.
DHS	16/07/2012	SC 4015239, IM 27277 16/07/2012 11:33 until 12:13 (AEST). Staff were unable to access customer records in Environment H. Customers with records in Environment H were unable to access Centrelink Online Services or Phone Self Service. Third party users were unable to verify information of customer with records in Environment H.
DHS	17/07/2012	IBM 8942206 18/07/2012 11:30 until 15:39 (AEST). Staff on the Medicare desktop were unable to access ESSentials or the Human Services Intranet.
DHS	24/07/2012	24/07/2012 20:00 until 25/07/2012 09:00 (AEST). Staff were unable to publish content to the Human Services Intranet or Medicare eReference due to the Human Services Intranet due to the unavailability of Documentum.
DHS	2/08/2012	IM 34688 02/08/2012 11:21 until 13:10 (AEST). Approximately 40% of customers experienced call disconnections or incorrect routing when attempting to call Centrelink Main Lines of Business or accessing Phone Self Service. Approximately 40% of staff experienced call disconnections or incorrect routing when attempting to call the ICT Service Desk.
DHS	3/08/2012	IM 35233 03/08/2012 10:55 until 11:30 (AEST). Customers were unable to access Centrelink Online Services. .
DHS	7/08/2012	IBM 90208097/08/2012 11:45 until 13:30 (AEST). Staff were unable to publish content to the Human Services Intranet due to the Human Services Intranet due to the unavailability of Documentum.
DHS	11/08/2012	IM 38770 11/08/2012 17:05 until 17:12 (AEST). Customers were unable to access Centrelink Online Services.
DHS	15/08/2012	IM 40207 Online Services 15/08/2012 09:11 until 09:20 (AEST). Customers were unable to access Centrelink Online Services.
DHS	25/08/2012	25/08/2012 20:00 until 22:30 (AEST). Staff were unable to access the Human Services Website.

Vendor/DHS Managed	Start Date	Incident Information
DHS	3/09/2012	IBM 9124016 03/09/2012 11:26 until 12:04 (AEST). Staff were unable to publish content to the Human Services Intranet due to the unavailability of Documentum.
DHS	3/09/2012	IM 48769 03/09/2012 20:56 until 22:35 (AEST). Customers were unable to access Centrelink.gov.au or CSAonline.gov.au. Staff were unable to access Internet Remote Access Service or Citrix.
VENDOR	4/09/2012	IBM 9130786 09:28 until 10:22 (AEST). Users were unable to access Medicare Online, PBS Online, or Health Professionals Online Systems (PDS).
DHS	4/09/2012	IM 48966 Human Services Intranet 04/09/2012 10:42 until 10:54 (AEST). Staff were unable to access the Human Services Intranet due to the unavailability of Documentum.
DHS	10/09/2012	IM 51413, 51542, 51447 10/09/2012 10:00 until 14:00 (AEST). Some customers experienced slow response times and may have experienced errors when attempting to Report Employment Income via Centrelink Phone Self Service. Customers were intermittently unable to access Centrelink Online Services.
DHS	11/09/2012	IM 51413 11/09/2012 11:00 until 11:15 (AEST). Customers were intermittently unable to access Centrelink Online Services.
DHS	12/09/2012	IBM 9164048 Documentum 12/09/2012 10:56 until 11:56 (AEST). Staff were unable to access the Human Services Intranet due to the unavailability of Documentum.
DHS	14/09/2012	Documentum 14/09/2012 12:30 until 16:30 (AEST). Staff were unable to access the Human Services Website due to the unavailability of Documentum.
DHS	19/09/2012	IM 55705 19/09/2012 09:00 until 15:54 (AEST). Some customers experienced slow response times and errors when accessing Online Services via australia.gov.au .
DHS	25/09/2012	IBM 9212604 25/09/2012 14:45 until 15:35 (AEST). Staff were unable to publish to the Human Services Intranet or Medicare eReference due to the unavailability of Documentum.
DHS	30/09/2012	IM 59731 30/09/2012 03:00 until 10:59 (AEST). Customers could not access Centrelink Online Services, Human Services Website (humanservices.gov.au) or Personally Controlled Electronic Health Records.