

## Senate Community Affairs Legislation Committee

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

#### Human Services Portfolio

**Topic:** Internet

**Question reference number:** HS 90

**Senator:** Boyce

**Type of question:** Written question

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

**Number of pages:** 2

#### Question:

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 Department has experienced internet problems due to unscheduled outages to its IT systems. The following table details the issues experienced for the period 5 August 2012 to 5 November 2012.

Date / Time	Service	Reason	Minister's Office impacted
18 Aug 2012 1045h – 31 Aug 2012 1430h	Internet browsing and email services – Atherton Service Centre	Degraded performance due to site being on 3G solution following relocation	No
19 Aug 2012 1100h – 28 Aug 2012 1700h	Internet browsing and email services – Cowra Service Centre	Degraded performance due to site being on 3G solution following relocation	No
22 Aug 2012 0730h – 22 Aug 2012 1202h	Some staff in the ACT were unable to access email	Hardware server fault	No
23 Aug 2012 1235h - 23 Aug 2012 1250h	Some staff in the ACT were unable to access email	Hardware server fault	No
24 Aug 2012 1420h - 24 Aug 2012 1730h	Staff may have experienced delays sending emails externally	Unknown	No
28 Aug 2012 1052h - 28 Aug 2012 1900h	Some staff in the ACT unable to access email	High server usage as a result of a change	No
29 Aug 2012 0730h - 29 Aug 2012 1158h	Some staff in the ACT unable to access email	Hardware server fault	No
1 Sep 2012 1030h – 20 Sep 2012 1730h	Internet browsing and email services – Port Lincoln Service Centre	Degraded performance due to site being on 3G solution following relocation	No
9 Sep 2012 1045h – 7 Oct 2012 1230h	Internet browsing and email services – Kippa Ring Service Centre	Degraded performance due to site being on 3G solution following relocation	No

<b>Date / Time</b>	<b>Service</b>	<b>Reason</b>	<b>Minister's Office impacted</b>
10 Sep 2012 1600h - 12 Sep 2012 2359h	Intermittent slow response accessing email services	Network switch connectivity issues	No
11 Sep 2012 0758 - 11 Sep 2012 0936	Some staff in the ACT were unable to access email	Hardware fault	No
12 Sep 2012 1035h - 12 Sep 2012 1241h	Some staff could not access email	Server outage	No
18 Sep 2012 1445h – 21 Sep 2012 1100h	Internet browsing and email services – Kempsey Service Centre	Degraded performance due to site being on 3G solution following relocation	No
24 Sep 2012 0710h - 24 Sep 2012 1106h	Some staff experienced issues when sending or receiving emails	Caused by a change to upgrade mail templates	No
27 Sep 2012 1000h - 28 Sep 2012 1030h	Some staff experienced issues when trying to access email	Caused by a change to upgrade a router	No
29 Sep 2012 0300h - 29 Sep 2012 1059h	Inbound and outbound email was delayed in this period	Unscheduled outage during datacentre power down activity	Yes
30 Sep 2012 0858h - 30 Sep 2012 1337h	Staff were unable to receive email on their DHS Apple devices	Caused by a failed redirection during a Data Centre power down	Yes
4 Oct 2012 0916h - 4 Oct 2012 1204h	Some staff in the ACT were unable to access email	A server reached full capacity	No
13 Oct 2012 1530h – 18 Oct 2012 1830h	Internet browsing and email services – Townsville Service Centre	Degraded performance due to site being on 3G solution following relocation	No
18 Oct 2012 0921h - 18 Oct 2012 1233h	Email to mobile device synchronisation delayed	Unscheduled outage of Mobile device control software	Yes
27 Oct 2012 1800h - 2 Nov 2012 1900h	Internet browsing and email services – Whyalla Service Centre	Degraded performance due to site being on 3G solution following relocation	No