

Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 18 OCTOBER 2012 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: IT Outage - PBS

Question reference number: HS 145

Senator: Boyce

Type of question: Written question

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

Number of pages: 1

Question:

Is it true that on the last labour weekend the duration of a planned outage in the PBS system was to be 8 hours but lasted from late Saturday night to around midday Monday and took the whole HI service down with it.

Answer:

There was a planned daylight savings change scheduled for the weekend beginning Saturday 6 October 2012. However a major hardware failure occurred in an IBM-hosted disk storage system located in the Tuggeranong Data Centre prior to the planned change commencing.

This failure, combined with the failure of the high availability services between the Tuggeranong Data Centre and the Hume Data Centre, resulted in all Medicare Master Program mainframe services becoming unavailable from 12.38 pm on Saturday 6 October 2012.

Services became progressively available from early Monday morning 8 October 2012, with the Healthcare Identifiers Service being restored from 4.18 am. All services were fully available from 11.00 am on Monday 8 October 2012.