

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates February 2017

Communications Portfolio

Department of Communications and the Arts

Question No: 21

Program 1.1

Hansard Ref: Written, 14/03/2017

Topic: Internet Outages

Senator Urquhart, Anne asked:

1. Has the department/agency experienced any internet problems, such as but not limited to slow internet or internet outages?
 - (a) If yes, what was the reason for this?
 - (b) Did it impact the Minister's office?
2. How many internet outages has the Department experienced since the start of 2016? Please list dates.

Answer:

1. The Department, since 2016, has experienced internet problems, including access to internet services.
 - (a) The internet problems were attributed to failed infrastructure changes (two instances); configuration issues with hardware (two instances), and one outage that the cause could not be readily identified by the Department's support vendor.
 - (b) The internet problems would have only impacted on Ministerial staff if they were using the Department's corporate network.
2. Since 2016, the Department experienced internet problems on five occasions on the following dates:
 - 10 March 2016
 - 25 May 2016
 - 3 June 2016
 - 21 July 2016
 - 8 August 2016