

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2013-2014**

Cross Portfolio

DEEWR Question No. EW0050_14

Senator Back provided in writing.

Refers to previous DEEWR Question No. EW0829_13.

Question

Internet

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

All Information Technology related incidents are reported to the Department's Service Desk. Between 1 July 2012 and 30 June 2013, no internet blackouts were recorded. Over that period some users occasionally reported issues of slow internet performance. Those instances were investigated and resolved by Departmental technical officers as part of normal incident management processes. The Minister's Office did not report any internet outages during that period.