

**Senate Finance and Public Administration Legislation Committee  
—Additional Estimates Hearing—February 2017**

**Answers to Questions on Notice**

**Parliamentary departments, Department of Parliamentary Services**

Topic: **ICT outage – 23 November 2016**

Question: **79**

Written **Senator Wong**

**Date set by the committee for the return of answer: 13 April 2017**

With reference to the Department of Parliamentary Services Information Circular “ICT Notification – Systems Maintenance” of 23 November 2016:

What performance issues necessitated this maintenance?

**Answer**

There was a fault on the internal proxy servers on the APH network which was preventing some https (encrypted) traffic from entering the network. The most common impact of this was the inability of users to access some internet sites that utilised secure encryption technologies. The most common reports from users related to Facebook, Dropbox and Internet banking sites. A workaround was implemented during the day to rectify the issue but a reboot of the proxy servers was required after hours to fully resolve the issue.

As the server reboot would temporarily disrupt internet access on the APH site for approximately 15 minutes it was delayed until the last chamber adjourned that evening and a notification issued.