

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Finance and Administration Portfolio**

**Department of Human Services and agencies**

Budget Estimates 2006-2007, 25 May 2006

**Question: HS37**

**Outcome 1, Output 1.1**

**Topic: Centrelink – IT Disaster Recovery System**

**Hansard Page or Written Question on Notice: Written**

**SENATOR EVANS** asked on 25/5/2006:

1. Does Centrelink have an IT Disaster Recovery system? What is it called? What is its current state of readiness? What is its budget?
2. Is there a Centrelink IT project currently working on Disaster Recovery? What is it called? What are its goals?
3. What previous attempts have there been to achieve these goals and at what cost?
4. What would be the impact today of a major outage of the Centrelink systems i.e in hours of downtime, to the network and services to the public?
5. Are DHS and agency systems appropriately protected from IT disasters?

**Answer:**

1. Centrelink has IT Disaster Recovery procedures in place to support the recovery of IT systems that support critical business services. The IT Disaster Recovery capability is known as the IT Service Continuity Function and is maintained in a state of readiness at an approximate cost of \$880,000 per annum.
2. There is one Centrelink IT Disaster Recovery project underway. This project is called the Near Term Disaster Recovery Project. The objective of the Near Term Disaster Recovery Project is to enhance Centrelink's disaster recovery capability.
3. For a long time, Centrelink has had disaster recovery plans in place for high priority mainframe systems. These are reviewed and tested on a regular basis. The answer to Question 1 refers to the cost of maintaining the IT Service Continuity Function.
4. The impact of a major outage to the network and public impact of major outages is dependant on the nature of the failure and the location of the failure.
5. Centrelink IT systems are adequately protected from IT disasters.

To prepare this answer it has taken approximately 8 hours and 41 minutes at an estimated cost of \$482.