

Senate Finance and Public Administration Legislation Committee —Supplementary Budget Estimates Hearing—October 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Internet**
Question: **158**
Written **Senator Ryan**

Date set by the committee for the return of answer: 30 November 2012

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

Yes, DPS has experienced internet slowness and one blackout in this financial year.

When internet slowness has been reported, upon investigation, the root cause has been found to be due to the poor performance of one of the internet security devices known as a proxy. The slowness is resolved when the proxy is restarted. This restarting process takes some 20 to 30 minutes to complete. Historically, the proxies need to be restarted approximately twice per month. For this financial year (to 30 September), the proxy has been restarted on four occasions.

An internet blackout was experienced on 3 August 2012 at 10:30am. This outage was due to a change in some software code which directs connections to the internet. This outage was resolved after 15 minutes.

DPS is taking measures to improve the robustness of the internet and, in particular, that of the proxies. The existing dedicated proxy devices are to be replaced. This change is scheduled for prior to January 2013. The newer proxy service will provide greater capacity and fault tolerance than the current proxy infrastructure.

DPS is a parliamentary department and does not have a Minister.