

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2012-2013

Prime Minister and Cabinet Portfolio

Department/Agency: Australian Public Service Commission
Outcome/Program:
Topic: Internet

Senator: Ryan

Question reference number: 100

Type of question:

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

Number of pages: 1

Question: 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:

The Australian Public Service Commission (APSC) receives ICT services, including Internet services, from the Department of Education, Employment and Workplace Relations (DEEWR).

There have been two Internet outages or slowdowns in 2012. The first incident was in March 2012 when the Internet connection was unavailable for 33 minutes. The cause was human error in the configuration of a network device.

The second incident was a significant slowdown on Internet services for 3 hours 45 minutes in October 2012. The cause was a technical fault in a network device.

Neither incident affected the Office of the Minister for the Public Service and Integrity.