

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
ATTORNEY-GENERAL'S DEPARTMENT

Portfolio

Question No. 116

Senator Humphries asked the following question at the hearing on 30 May 2013:

Internet

- a) Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts?
- b) If yes, what was the reason for this?
- c) Did it impact the Minister's office?

The answer to the honourable senator's question is as follows:

For 2012-13 financial year information up to 31 January 2013, please refer to QoN response 145 from the Additional Estimates round.

For the period 1 February 2013 to 31 May 2013 please see below.

The following agencies have not experienced internet problems in the specified timeframe:

The Attorney-General's Department, Administrative Appeals Tribunal, Australian Commission for Law Enforcement Integrity, Australian Human Rights Commission, Australian Institute of Criminology, Australian Law Reform Commission, Australian Transaction Reports and Analysis Centre, Office of the Director of Public Prosecutions, Federal Court of Australia, High Court of Australia and the Office of Parliamentary Counsel.

See below for other responses.

Australian Customs and Border Protection Service

- a) Australian Customs and Border Protection Service (ACBPS) staff have experienced intermittent, short duration incidents of slow internet and internet blackouts, but there have been no reported incidents against the availability of the ACBPS public facing Internet sites.
- b) Internal internet access issues were caused by web filter device problems within the ACBPS corporate network. The issues have been resolved.
- c) No.

Australian Federal Police

- a) Yes
- b) There are general and planned interruptions to the AFP's internet access. Most occasions are as a result of vendor related issues (e.g. failure of equipment or a planned interruption to conduct upgrades or maintenance). Other occasions are a result of infrastructure incidents. The infrastructure related interruptions will generally only affect a few locations rather than the whole of the AFP. Slow internet and blackouts occur at overseas sites more regularly most commonly due to local infrastructure limitations and vendor maintenance.
- c) No

Australian Government Solicitor

Australian Government Solicitor (AGS) is a government business enterprise operating on a commercial and competitive basis in providing legal and related services to government and its agencies. AGS does not receive any Budget or other appropriations and its employees are engaged outside of the Public Service Act 1999. The question is therefore not applicable to AGS.

Australian Security Intelligence Organisation

For security reasons, it would not be appropriate to comment publicly on this matter.

CrimTrac

- a) Yes
- b) Internet outages between 1 February 2013 to 31 May 2013 are as follows:
 - Unscheduled outage of internet browsing services to internal users from 12:05 to 13:10 on Friday, 1 February 2013 due to a firewall malfunction.
- c) No

Family Court and Federal Circuit Court

- a) The Courts experienced two Internet connection outages during the period, one on 14 March, and one on 24 April.
- b) The first outage was caused by a Telstra fault in the Courts' Internet Gateway. The second was caused by a fault in the Courts' Internet access control system.
- c) Neither outage impacted the Minister's Office.

Insolvency and Trustee Service Australia

- a) ITSA has not experienced any significant problem that adversely impacted on the Internet service for more than a short time over the past 12 months.

ITSA has had short scheduled outages to internet services as part of the release program of work for the new ITSA website and Online Services application.

ITSA has also however had short unscheduled outages.

- b) The cause of the short unscheduled outages has largely been resolved by suppliers.
- c) These outages did not impact the Minister's Office.

National Native Title Tribunal

The National Native Title Tribunal (NNTT) will not be providing a response to this question, as from 1 July 2012 the NNTT is no longer a Financial Management and Accountability Act 1997 Agency, and is funded to carry out its functions as a sub-program of the Federal Court of Australia's appropriation. On 12 March 2013 the Courts and Tribunals Legislation Amendment (Administration) Act 2013 came into operation. On that day the Australian Public Service Commissioner signed a determination which transferred all staff employed by the Tribunal to the Federal Court of Australia under s.72 of the Public Service Act, but those staff are designated staff assisting the Tribunal under the Native Title Act.

Office of the Australian Information Commissioner

- a) Yes
- b) There was a problem with the Internet Service Provider. The whole of the agency was without internet access for approximately one hour.
- c) No