

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2012-13 Additional Estimates Hearings

Outcome Number: Cross

Question No: 222

Topic: Internet

Hansard Page: Written

Senator Boyce asked:

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 table below outlines internet outages for the period 1 July 2012 to 13 March 2013.

Date	Affected Services	Duration	Cause	Impact
24 th September 2012	All Internet services	3 minutes (03:30-03:33)	Schedule maintenance undertaken by our Internet Service Provider (ISP) TransACT	All FaHCSIA users including Ministerial Offices were impacted
28 th September 2012	Web browsing from internal FaHCSIA network	2 x 15 minutes (20:00-22:30)	Incorrect configuration on Department's proxies. (These outages occurred during the scheduled Tuggeranong Office Park shutdown window)	No user impact as outage was during scheduled system shutdown
22 nd October 2012	All Internet services	19 minutes (15:56-16:15)	Memory issues on a key device in the TransACT network	All FaHCSIA users including Ministerial Offices were impacted
12 th November 2012	All Internet services	30 minutes (02:00-02:30)	Replacement of equipment to increase bandwidth	No user impact as outage was during scheduled system shutdown

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Date	Affected Services	Duration	Cause	Impact
11 th February 2013	All Internet services	2 x 5 minutes (02:40-02:45 & 04:35-04:40)	Scheduled maintenance undertaken by TransACT	No user impact as outage was during scheduled system shutdown
25 th February 2013	All Internet services	10 minutes (03:00-03:10)	TransACT upgraded software on access routers	All FaHCSIA users including Ministerial Offices were impacted