

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: myGov - unavailability

Question reference number: HS 2

Senator: Siewert

Type of question: Hansard pages 106-107

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 1

Question:

Mr Sterrenberg: No, we have only had one priority 1 error this year, and that was related to an outage around myGov in July. In the first week of July we had a routing error. I think you may be aware that we have been in the process of geographically relocating two separate data centres to give us high availability. In moving half of the data centre to our new tier 1 data centre in Fyshwick, we had some routing errors and that made the myGov platform unavailable for a period of time.

Senator SIEWERT: How long was that?

Mr Sterrenberg: I would need to come back with a definitive answer on that.

Answer:

The duration of the major outage was three and a half hours. Restoration to limited services occurred inside the target timeframe of four hours.