Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: myGov - transactions

Question reference number: HS 50

Senator: Siewert
Type of question: Hansard page 106
Date set by the committee for the return of answer: 4 April 2016
Number of pages: 1

Question:

Senator SIEWERT: I have an enormous number of emails and messages from people who have had problems with using reporting online. Maybe we should first go to where you are up to in term of the errors that occur in the process. I understand that you have a process where you look at your IT error rates. Is that correct?

Ms Campbell: I might let Mr Sterrenberg try to answer that and see whether his answer is going to satisfy your question.

Mr Sterrenberg: I have some information that may be helpful, but I probably need to context it with a broader explanation if you do not mind, because it may give some light on it. In sheer raw numbers—and these are technology, as opposed to applications or NTN transactions—in September last year we did 138 million transactions on the myGov platform. In December that increased to 234 million transactions. So there was an incredible growth in the transaction rate. And the error rate across that number is 0.13 per cent.

…..

Senator SIEWERT: You call that a resource error or a 500 error. You gave me numbers and then you said the error rate is 0.13 per cent. What is that in terms of numbers? When you give me the other ones, can you give them to me in the same format.

Answer:

The Hansard records "In December that increased to 234 million transactions". However, in December 2015 the number of transactions was 243 million. This inaccuracy was not detected at the time.

The number of errors was 326,000, equating to an error rate of 0.134 per cent. These errors may include the following circumstances:

- customer using out dated software;
- a specific condition preventing a transaction progressing (e.g. locked record);
- the system may have been affected by an intermittent availability; and
- where the system times out as part of our security features to protect citizens' data should they forget to log out.