

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

Outcome Number: Cross

Question No: 324

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 Gateway outages for the period 1 July 2012 to 9 November 2012:

Date	Affected Services	Duration	Cause	Impact
24 September	All Internet services	3 minutes (0330-0333)	Scheduled maintenance undertaken by our Internet Service Provider TransACT	All FaHCSIA users including Ministerial Offices were impacted
28 September	Web browsing from internal FaHCSIA network	2 x 15 minutes (between 2000-2230)	Incorrect configuration on the 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 October	All Internet services	19 minutes (1556-1615)	Memory issues on key device in TransACT network	All FaHCSIA users including Ministerial Offices were impacted
9 November	All Internet services	80 minutes (0315-0425)	Power outage to Southern Cross Cable's Data Centre in Sydney	All FaHCSIA users including Ministerial Offices were impacted