

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** ICT Service Levels

**Question reference number:** HS 28

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 12 December 2014

**Number of pages:** 4

#### **Question:**

Arising from HS 176 from Budget Estimates 2014:

- a) How many customer service interruptions since 31 May 2014?
- b) What was the total duration for each and what was the business impact?
- c) Have the causes of the outages been identified?
- d) What remedial action has or is being taken to rectify the problems?
- e) What is the reliability performance target for the IT systems and what was achieved in the June quarter 2013-14 and September quarter 2014-15?

#### **Answer:**

- a) - c) Attachment A is an update to HS 176 for the period 1 June 2014 to 21 November 2014, which provides details of departmental ICT incidents in chronological order. Underlying causes and remedial actions have been identified and have been undertaken to restore service in each incident.
- d) The department undertakes a program of continuous ICT service improvement work. The most significant improvement to service provision undertaken since May 2014 was:
  - An upgrade to core hardware commenced in July 2014 and was completed in September 2014. This upgrade has improved the stability of the processing hosting system by increasing system capacity, improving database redundancy and effected better server independence to minimise business impact in case of an ICT incident.
  - After the hardware upgrade, response time improvements in the processing hosting system of 30 per cent were recorded.
- e) The department has a Key Performance Indicator of 95 per cent that demonstrates the achievement of endorsed availability and reliability service levels from the department's ICT to its customers. The department is required to report on this Key Performance Indicator regularly and continually exceeds the target. The department has built in redundancy, meaning that when one system experiences a disruption an alternative system remains available, thereby mitigating against customer impacts.

Quarterly results for this Key Performance Indicator are as follows:

<b>Metric</b>	<b>Target</b>	<b>Quarter 4 2013-14 (June)</b>	<b>Quarter 1 2014-15 (September)</b>
Service Level Achievement	95.0 per cent	97.98 per cent	98.02 per cent

<b>Partial Customer Service Interruptions</b>		
<b>Start Date</b>	<b>Total Duration (Hour:Min)</b>	<b>Business Impact</b>
10/06/2014	1:11	<b><u>Partial Impact</u></b> Telstra outage. Customers could not call the Pharmaceutical Benefits Scheme (1800 888 333), Medicare Public (132 011), Personally Controlled Electronic Health Record (1800 789 471) or eHealth (1800 723 471) phone lines. Services were available through all other lines of business.
12/06/2014	3:05	<b><u>Partial Impact</u></b> Telstra outage. Customers could not access Centrelink Phone Self Service. Centrelink services were available through Service Centre, Smart Centre, Online and Mobile channels.
02/07/2014	5:20	<b><u>Partial Impact</u></b> Customers could not access Centrelink online accounts. Centrelink services were available through Service Centre, Smart Centre, Phone Self Service and Mobile channels.
24/07/2014	1:03	<b><u>Partial Impact</u></b> Customers could not access Centrelink services via the Service Centre and Smart Centre channels. Customers could not access Centrelink Express Plus Mobile applications. Customers could not make online claims, manage appointments or lodge documents via Centrelink online accounts. Other functionality within Centrelink online accounts was unaffected. Centrelink services were available via the Phone Self Service channel.
15/08/2014	0:21	<b><u>Partial Impact</u></b> Customers could not access myGov, Centrelink online accounts, Child Support online accounts, Medicare online accounts, Personally Controlled Electronic Health Record, Centrelink Express Plus Mobile Applications or the Medicare Express Plus Mobile Application. Centrelink, Medicare and Child Support services were available through all other channels.
18/09/2014	0:55	<b><u>Partial Impact</u></b> Customers could not access myGov, Centrelink online accounts, Child Support online accounts, Medicare online accounts, Personally Controlled Electronic Health Record and Centrelink Express Plus Mobile Applications. Services were available through all other channels.
19/11/2014	0:24	<b><u>Partial Impact</u></b> Customers could not access myGov, Centrelink online accounts, Child Support online accounts, Medicare online accounts, Centrelink Express Plus Mobile Applications and the Medicare Express Plus Mobile Applications. Services were available through all other channels.

<b>Partial Customer Service Degradation</b>		
<b>Start Date</b>	<b>Total Duration (Hour:Min)</b>	<b>Business Impact</b>
02/07/2014	1:50	<b><u>Partial Impact</u></b> Customers experienced intermittent errors when accessing Centrelink online accounts. Centrelink services were available through Service Centre, Smart Centre, Phone Self Service and Mobile channels.
22/09/2014	8.40	<b><u>Partial Impact</u></b> Some customers experienced intermittent issues, of short duration, when using Centrelink online accounts. Centrelink services were available through Service Centre, Smart Centre, Phone Self Service and Mobile channels.