

Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2017

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **ICT outage – 10 October 2016**

Question: **77**

Written **Senator Wong**

Date set by the committee for the return of answer: 13 April 2017

In evidence at the Supplementary Budget Estimates in October, the Chief Information Officer, Ms Siettenranta, advised Senator McAllister at page 24 of the Hansard that an “in-depth” review would take place as a result of the ICT outage that occurred on 10 October 2016.

1. Has this review occurred?
2. Can you please confirm who conducted the review?
3. Have the presiding officers been briefed on the review, as the Secretary of the Department of Parliamentary Services, Mr Stefanic, advised they would be?
4. Has the review been made available to senators and members?
5. Will it be?
6. Has it been made public?
7. Will it be?

Answer

1. Yes.
2. The Chief Information Officer (CIO) has oversight over major incidents such as this. There were three main review components. A review that was conducted by the Infrastructure team that occurred in the days following the incident and formal Post Incident Review (PIR) conducted under the Information Services Division standard incident management protocols. The vendor involved in the incident performed their own post incident review. These were compiled into a findings document by the Office of the CIO.
3. The Presiding Officers received ongoing communication by the Secretary throughout and following the incident in relation to the review.
4. The review has not been made available Senators and Members at this time
5. Post Incident Reviews from ICT outages are not normally distributed to Senators and Members. DPS is willing to privately brief Senators or Members on request.
6. Post Incident Reviews are not generally made publicly available however DPS would respond to any requests for information in relation to this incident.
7. There are no plans to make the report public.