

**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 – 28 October 2016**

Question: **78**

Written **Senator Wong**

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

1. With reference to the answer provided to question on notice 18 from the 2016-17 Supplementary Budget Estimates, in particular part 5, has a cause of the disruption to Outlook services on Friday 28 October 2017 been determined?
2. If so, what steps have been put in place to prevent future issues of this kind?

**Answer**

1. At this point in time the root cause of the issue has not been diagnosed. Both Microsoft and a number of third party vendors with extensive expertise have been engaged working along DPS staff to perform a full diagnostic and health check on the APH email and related subsystems. These checks have been extensive and exhaustive and have included software, hardware, storage and network subsystems. Our internal investigations and those of the external vendors have found no faults or issues and have indicated that the environment is optimally configured. Investigation of relevant logs has also ruled out malware or any type of cyber security incident as a cause for the incident.
2. A full response plan including on call access to internal and external expertise has been developed to allow speedy intervention in an attempt to diagnose the root cause should this issue reoccur. This action plan is designed to expedite the response time to ensure appropriate resources are in place to gather critical information if the event reoccurs. Enhanced and routine monitoring continues to occur on the email servers to identify any abnormalities or early warning signals.