

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Resources, Energy and Tourism Portfolio
Budget Estimates
18 October 2012

Question: SR42
Topic: Internet
Proof Hansard Page: Written

Senator Bushby 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 Department & Australian Renewable Energy Agency***

The Department of Resources Energy and Tourism (RET) receives its desktop Internet services through its ICT support arrangements with the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE). DIISRTE's separate response to Senator Bushby's question will outline any Internet outages or slowness during the period specified.

RET hosts a number production websites providing information to the Australian community, including www.ret.gov.au and minister.ret.gov.au. During the past year the department has experienced at 99.97 per cent uptime on its production sites. The only exception to this was the neats.nopta.gov.au website which due to a storage failure within the outsourced hosting providers' infrastructure reduced the uptime to 99.95 per cent over the year. Services were affected for two days.

Geoscience Australia

In the last six months, Geoscience Australia (GA) had one major outage. The outage lasted 5 hours and was caused by a fault in internal infrastructure. This even occurred on 12 October 2012.

Outside of planned outages for maintenance purposes, GA only experienced minor outages to internet services which did not have a material impact to business. These outages did not affect the Minister's Office.

Tourism Australia

Tourism Australia has not experienced any significant internet problems including slow internet, blackouts or other types of internet access issues.

National Offshore Petroleum Safety & Environmental Management Authority

Yes. One incident in October 2012, caused by a failure of a network device. It did not impact the Minister's office.

Australian Solar Institute

The Australian Solar Institute has not experienced any significant internet problems.