

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2010-2011**

Agency - Fair Work Australia

DEEWR Question No.EW0281_11

Senator Abetz asked on 1/06/2010, Hansard page 102.

Question

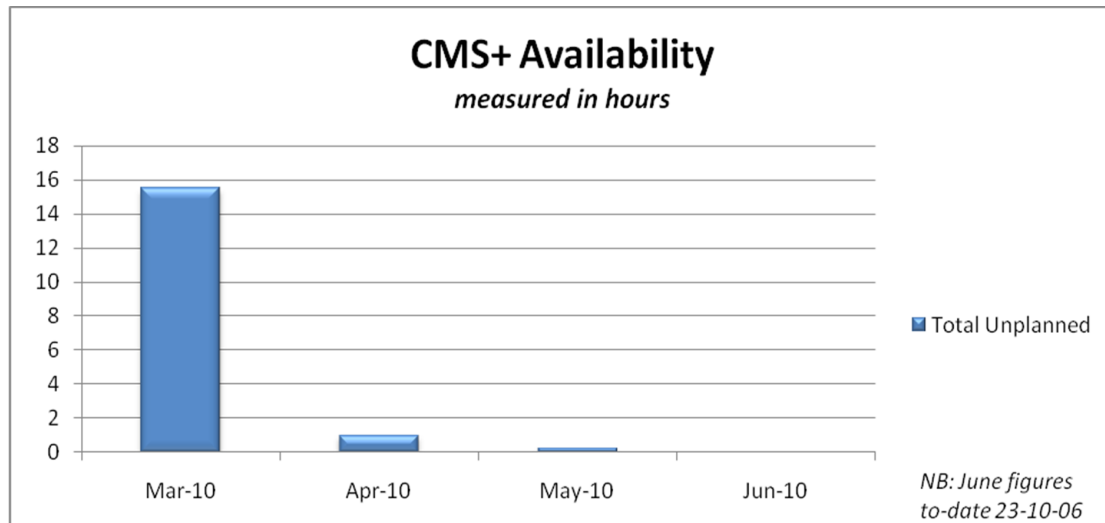
CMS DATABASE

Senator ABETZ—Do you have an internal database called CMS? Mr Lee—Yes, we do. Senator ABETZ—I am told it breaks down frequently. Does it break down from time to time? Mr Lee—I would not be able to tell you the periods of outage. It has had some periods of outage. From my general observation, it has not been excessive, but there have been down times. If you would like details on that I can provide it. Senator ABETZ—You can take it on notice. Do we measure it by hours or days down? Whatever timeframe is the most convenient. Mr Lee—I would have to take that on notice as well. It is quite possibly hours. Senator ABETZ—And whether it occasions any genuine delay in the processing of matters in Fair Work Australia? Mr Lee—Indeed, yes.

Answer

Fair Work Australia has provided the following response:

CMS+ Unplanned Outages - Hours	Mar-10	Apr-10	May-10	Jun-10
	15.5	1	0.25	0



March 2010

- 9 March 2010—FWA experienced issues saving documents internally to CMS+. The system was functioning at all times and external documentation was not affected.
- 19 March 2010—CMS+ unavailable to all users for approximately an hour as a result of Oracle database storage requirements.
- 24 March 2010—CMS+ unavailable sporadically throughout the day due to internal system configuration issues.

April 2010

- 1 April 2010—CMS+ unavailable to all users for approximately an hour due to reboot required on Application server.

May 2010

- No unplanned interruptions.

June 2010

- No unplanned interruptions to-date (23 June 2010).

The Fair Work Australia case management system is a workflow system performing a number of administrative tasks in the processing of an application before Fair Work Australia. These tasks are typically the production and forwarding of notices of listings to persons appearing before the tribunal, arrangement of transcript for hearings, production of daily hearing lists and the distribution of published outcomes. Alternatives to the use of the case management system to perform these tasks are available.