

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

**QUESTIONS ON NOTICE  
Supplementary Budget Estimates 2012-2013**

**Cross Portfolio**

**DEEWR Question No. EW0459\_13**

**Senator Back provided in writing.**

**Question**

***Internet***

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**

All Information Technology related incidents are reported to the Department's Service Desk. Between 1 July 2012 and 31 October 2012, no internet blackouts were recorded. Over that period some users occasionally reported issues of slow internet performance. These are being investigated by Departmental technical officers as part of normal incident management processes. Over that period the Minister's Office did not report any internet outages.