

Senate Finance and Public Administration Legislation Committee —Supplementary Budget Estimates Hearing—October 2011

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: Passwords on iPads
Question: 22
Hansard reference F&PA p.37, 17 October 2011

Date set by the committee for the return of answer: 2 December 2011

Senator RYAN: We will chase that up again tomorrow. There was a problem a while ago—I think I was the first senator to have my iPad hooked up, because I happened to be in the building the day it happened—when the 90-day password rule on our laptops for the PCN caused a problem with Apple and, I presume, with iPhones; I know it caused a problem with all the iPads. Has that been sorted out? I know a lot of senators were locked out of the system, because the Apple device kept trying to get in with an old password, which triggered the security shutdown. Has that been resolved?

Ms Hanley: I know it has been worked on; I cannot confirm whether or not it has been resolved yet, but we can take that on notice.

Answer

- 1 Some security configuration changes on the wireless network were implemented on the weekend of 29–31 July 2011.
- 2 An unintended consequence of the changes was that users who had changed their PCN password since last using their iPad at Parliament House became locked out of the network as the iPad tried unsuccessfully to connect using the old password.
- 3 Approximately 10 users experienced this problem on their return for the 10–22 October sitting period.
- 4 DPS is implementing a new software system in December that will resolve the problem. In the interim period, DPS will monitor users who change their password and will send a reminder advising them how to change the iPad password on their return to the building.