

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS  
ATTORNEY-GENERAL'S DEPARTMENT

**Portfolio**

**Question No. 145**

**Senator Humphries asked the following question at the hearing on 12 February 2013:**

Internet

- a) Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts?
- b) If yes, what was the reason for this?
- c) Did it impact the Minister's office?

**The answer to the honourable senator's question is as follows:**

The following agencies have not experienced internet problems: Australian Crime Commission, Australian Customs and Border Protection Service, Australian Human Rights Commission, Australian Institute of Criminology, Australian Law Reform Commission, Australian Transaction Reports and Analysis Centre, High Court of Australia and Office of the Australian Information Commissioner.

Please see other responses below. Most responses cover the 2012-13 financial year to 31 January 2013.

**Attorney-General's Department**

- a) Yes, on two occasions.
- b) On the first occasion a network configuration error resulted in a short term outage, affecting a number of remote AGD sites. No Canberra sites were affected.  
  
On the second occasion a brief interruption to all Departmental internet sites occurred. The cause of this event is currently under investigation.
- c) The second event impacted on the website of the Ministers' offices.

### **Administrative Appeals Tribunal**

- a) Yes. Slow internet was experienced during business hours on Friday 4 January 2013.
- b) The problem was caused by a faulty component within the ISP's network.
- c) Not applicable.

### **Australian Commission for Law Enforcement Integrity**

The Australian Commission for Law Enforcement Integrity's website and internet access are hosted by the Attorney-General's Department. Accordingly, please refer to the Department's response.

### **Australian Federal Police**

- a) Yes.
- b) There are general and planned interruptions to the AFPs internet access. Most occasions are as a result of a vendor related issues (e.g. failure of equipment or a planned interruption to conduct upgrades or maintenance). Other occasions are a result of infrastructure incidents. The infrastructure related interruptions will generally only affect a few locations rather than the whole of the AFP. Slow internet and blackouts occur at overseas sites more regularly and the most common reason is due to local infrastructure limitations and vendor maintenance. To list all these events would be an unreasonable diversion of AFP resources.
- c) Not applicable.

### **Australian Government Solicitor**

Australian Government Solicitor (AGS) is a government business enterprise operating on a commercial and competitive basis in providing legal and related services to government and its agencies. AGS does not receive any Budget or other appropriations and its employees are engaged outside of the Public Service Act 1999. The question is therefore not applicable to AGS.

### **Australian Security Intelligence Organisation**

For security reasons, it would not be appropriate to comment publicly on this matter.

### **CrimTrac**

- a) Yes.

b) Outages during 2012-13 financial year are as follows:

- 26 February 2013, 12:45 – 15:00 – All business internet down due to failed firmware upgrade of VPN concentrators.
- 22 February 2013, 14:00 – 15:00 – All business internet down due to failure of VPN concentrators.
- 5 January 2013, 12:15 – 15:30 – All corporate internet down due to failed hardware and fault with failover link.

c) Not applicable.

### **Family Court of Australia and Federal Magistrate's Court of Australia**

- a) Internet access slowness for Court staff has been experienced from time to time.
- b) The issue appears to be with the service provider's proxy server. Investigations are underway.
- c) Not applicable.

### **Federal Court of Australia**

- a) The Court has experienced only short term interruptions to internet services.
- b) Any problems have been due to the availability of the proxy server or the DNS service and were quickly corrected by the Court's ICT staff.
- c) Not applicable.

### **Insolvency and Trustee Service Australia**

- a) ITSA has not experienced any significant problem that adversely impacted on the Internet service for more than a short time over the past 12 months. ITSA has however had unscheduled outages on some web sites.
- b) The cause of the short unscheduled outages has largely been resolved by suppliers. Some outstanding issues are still being investigated.
- c) Not applicable.

### **National Native Title Tribunal**

The NNTT will not be providing a response to this question, as from 1 July 2012 the National Native Title Tribunal is no longer a Financial Management and Accountability Act 1997

Agency, and is funded to carry out its functions as a sub-program of the Federal Court of Australia's appropriation.

**Office of the Commonwealth Director of Public Prosecutions**

- a) Yes
- b) Hardware fault
- c) Not applicable.

**Office of Parliamentary Counsel**

- a) The Office of Parliamentary Counsel (OPC) has not experienced any significant problems relating to accessing the internet over the past 12 months.
- b) OPC conducts planned ICT maintenance of systems that require internet access that sometimes include short outages outside business hours. Over the last year there have not been any unplanned internet access outages.
- c) Not applicable.