

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0466) PROGRAM – Internal Product

Senator Humphries (Written) asked:

Portfolio wide - 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 service level for Internet service availability is 99.96%. The service for 2012/13 is currently running at 100% availability. There have been no outages related to internet problems since 28 April 2012.

The overall availability for this service during 2011/12 was recorded as 99.99%.

The Department has recorded the following Internet outages since July 2011:

DATE	DESCRIPTION	CAUSE	LENGTH OF OUTAGE	WAS MINISTER'S OFFICE AFFECTED?
23/02/2012	IM808012, IM808062 -Internet Firewalls were offline causing all DIAC Staff to lose access to the Internet.	Major bug in new version of Firewall installed to support Internet Protocol version 6 implementation.	39 Minutes	Yes
23/02/2012	IM808201 - External ISP Issue	An employee from an outside internet service provider (The ISP was DODO) made changes to the Optus network infrastructure which caused the outage affecting DIAC.	27 Minutes	Yes
15/03/2012	IM815932 - Internet Outage	Unknown	10 Minutes	Yes

28/04/2012	IM828859 - Internet Proxy unavailable	This issue was an authentication issue. The proxy was returning an "access refused" message	60 Minutes	Possibly - if users were not already logged on during the outage
------------	---------------------------------------	---	------------	--

MRT – RRT

The tribunals have not experienced any major internet problems.