

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

**Portfolio**

**Question No. 136**

**Senator Humphries asked the following question at the hearing on 16 October 2012:**

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, Family Court of Australia, Federal Magistrates Court of Australia, National Native Title Tribunal and the Office of the Australian Information Commissioner.

**Attorney-General's Department**

- a) AGD has not experienced any significant problem that adversely impacted on the Internet service for more than a short time over the past 12 months.  
AGD have however had unscheduled outages on some web sites.
- b) The cause of unscheduled outages is being investigated.
- c) These outages did not impact the Minister's Office.

**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's fault (eg failure of equipment). Other occasions are a result of infrastructure incident (eg cable was dug up by a pipe laying crew halfway between Melbourne and Adelaide). 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 including satellite limitations. To list all these events would be an unreasonable diversion of AFP resources.
- c) No.

**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 2011-12 financial year are as follows:

Unscheduled outage of internet browsing services to internal users from 01:35 to 09:15 on Wednesday, 1 February 2012 due to the failure of a web filtering appliance.

Scheduled outage of internet services from 22:00 Friday, 15 July 2011 to 20:00 Saturday, 16 July 2011 for maintenance at Verizon data centre.

c) No.

### **Federal Court of Australia**

a) The Court has not experienced any major problem or problem that adversely impacted on the Internet service for more than a short time over the past 12 months.

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.

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

a) Yes.

b) Not known.

c) Not applicable.