

## QUESTION TAKEN ON NOTICE

### SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 OCTOBER 2012

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### (SE12/0126) PROGRAM – Internal Product

Senator Humphries (written) asked:

Portfolio wide - 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:*

The service level for Internet service availability is 99.96%. The overall availability for this service during 2011/12 was recorded as 99.99%. The service for 2012/13 is currently running at 100% availability.

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	Dodo employee made an error with Border Gateway Protocol which affected other ISPs	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

Some internet slowness has been experienced in the tribunals as a result of a greater demand on the internet connection due to a recent increase in staff and member numbers. The Minister's office was not impacted.