



10th May 2024

Samuel Watson

By Email: fyi-request-26449-6810eeof@requests.fyi.org.nz

Tēnā koe Samuel

Official information request regarding network outages and connectivity issues

I refer to your request for information under the Official Information Act 1982 (the Act) dated 16th April 2024:

- 1. “In each of the past five years, how many tickets, issues or complaints have been logged with the Digital Solutions (or its predecessor, ITS) service desk relating to network connectivity issues?”*
- 2. In each of the past five years, how many major network outages have there been? Kindly provide summary statistics for the length of those outages for each year (i.e. longest, shortest, and median lengths).*
- 3. Across the last five years, what have been the predominant (>10 per cent) causes of major network outages? For example, x per cent may have been caused by a power failure, y per cent may have been caused by a firewall failure, and z per cent may have been caused by an authentication systems failure.”*

Number of tickets relating to network outages

2020	383
2021	415
2022	351
2023	364
2024 YTD	143

Major Network outages at the University

2020	12
2021	9
2022	8
2023	12
2024 YTD	4

Our reporting tool does not easily capture duration of outages but the Chief Information Officer can confirm that the majority of network events are restored within 1 hour. There have been 2 major exceptions to this. A power cable was severed to the university and needed to be repaired by the electricity company. A change was made to the university's firewall, that needed to be rolled back. Both of these incidents took several hours to remediate.

Predominant (>10 per cent) causes of major network outages in the last five years

Predominant causes of major network outages (“Severity 1”) that meet the threshold for “>10 per cent” are as follows:

- Device Fault – Network. Includes software (e.g. buffer overrun) and hardware faults (e.g. fan failure): 35.5%
- Device Fault – Firewall. Includes software (e.g. buffer overrun) and hardware faults (e.g. fan failure): 13.3%
- Firewall Change: 13.3%

You have the right to seek an investigation and review by the Ombudsman of the decisions made regarding this request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact me at oiarequests@vuw.ac.nz.

Ngā mihi nui

Legal Services

Te Herenga Waka—Victoria University of Wellington