

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 2331

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## INTERNAL QUESTION PAPER 33 OF 2016

**2331. Mr A M Figlan (DA) to ask the Minister of Home Affairs:**

(1) Whether his department has included a pending application function on its live capture software for cases where the network service is interrupted; if not, why not; if so, what are the relevant details;

(2) whether he is considering to approach a different service provider than the State Information Technology Agency to ensure a more consistent provision of services in each of his department’s offices; if not, what is the position in this regard; if so, what are the relevant details? NW2666E

**REPLY:**

1. No. Live Capture system does not have a pending application function, but functions on an off-line mode. If there is no WAN (Wide Area Network) service, the applications are stored at a local (office/branch) server and transmitted once the WAN connectivity is restored.
2. Telecommunications Network Services is a mandatory service of the State Information Technology Agency (SITA) in terms of the SITA Act and Regulations. The matter of network downtimes has been brought to the attention of the Portfolio Committee on Telecommunications and Postal Services and Portfolio Committee on Home affairs in a joint sitting. SITA has presented the plan to provide redundancy connections to the Department of Home Affairs offices and the plan is monitored by the Portfolio Committee on Telecommunications and Postal Services.