

NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 3155

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## INTERNAL QUESTION PAPER 30 OF 2015

**3155. Mr M H Hoosen (DA) to ask the Minister of Home Affairs:**

With regard to the IT server at the (a) Edenvale Home Affairs office and (b) Kempton Park Home Affairs office, (i) what amount of down-time or server failure has been experienced by each office’s IT server in (aa) 2014 and (bb) since 1 January 2015, (ii) what was the length of time of each down-time and (iii) what was the reason for each down-time? NW3698E

**REPLY:**

1. The information for both offices is hereby provided as follows:
2. Edenvale:

(aa) 2014 - none

(bb) April 2015 – one (1),

June 2015 – seven (7),

July 2015 - eight (8) and

August 2015 two (2).

1. Kempton Park:

(aa) April 2014 - six (06),

(bb) May 2015 - four (4),

June 2015 - three (3),

July 2015 – six (06) and

August 2015 – two (2).

(ii-iii) Details in tabular format attached below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **OFFICE** | **MONTH** | **FREQUENCY OF DOWNTIMES** | **Duration of Down Time** | **Reason for Down Time** |
| EDENVALE | APRIL 2015 | 01 | The whole day | Photo booth and Front Line Officer (FLO) workstation offline/ power off |
|  | JUNE 2015 | 07 | The whole day | FLO workstation and photo booth offline |
|  | JULY 2015 | 08 | The whole day | Photo booth offline and Integrated Receipting Engine (IRE) for cash registers faulty |
|  | AUGUST 2015 | 02 | The whole day | Integrated Receipting Engine (IRE) faulty. Photo booth offline and Xerox was faulty |
|  |  |  |  |  |
| KEMPTON PARK | APRIL 2015 | 06 | 2 Hours | Server was down due upgrade and generator kick in |
|  | MAY 2015 | 04 | 3 Hours | Problem with Server and generator failed to kick in |
|  | JUNE 2015 | 03 | 3 Hours | Problem with server generator failed to kick in |
|  | JULY 2015 | 06 | The whole day | Back Office re-started the server |
|  | AUGUST 2015 | 02 | 3 Hours | Problem with server generator failed to kick in |