NATIONAL ASSEMBLY

**QUESTION FOR WRITTEN REPLY**

# QUESTION NO. 535

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## INTERNAL QUESTION PAPER 10 OF 2019

**535. Mr J J McGluwa (DA) to ask the Minister of Home Affairs:**

1. Whether his department has any monitoring systems in place to detect computer system crashes and/or failure; if not, why not; if so, will he furnish Mr J J McGluwa with a list including (a) where, (b) when and (c) what were the causes of each crash;
2. What are the remedial actions that his department is taking to address the ongoing failure of its system? NW1529E

**REPLY:**

1. The Department does not experience system crash/failure, but sometimes system unavailability due to certain causes like infrastructure issues, e.g power and network outages caused by various instances like cable theft/damages.

The Department has built in monitoring system that system experts use daily for monitoring utilization, queues, databases, and network infrastructure availability. The Department intends to implement Enterprise Operating Centre (EOC) which will fully monitor all departmental critical systems.

1. There have been initiatives through State Information Technology Agency (SITA) for Uninterrupted Network and Departmental ongoing system upgrades and projects.

**END**