

Post Incident Review (PIR)

Date: 25/08/2021

Ref: DC-25644

Title: CIQ Incident - Outage for Check-In QLD API

Author	Nathan Bines
Authority	Service Management – Qld Online
Organisation	Smart Service QLD – QLD Online Services (QOL)
Version	0.2 Consultation DRAFT
Version date	25/08/21

DRAFT

Release details

Document owner	Iris Taylor (MGR. Service Performance - QOL)		
Status	<input type="checkbox"/> Working draft	<input checked="" type="checkbox"/> Consultation Draft	<input type="checkbox"/> Endorsed
Release date			
Approved by			

Release History

Version	Date	Author	Description of change
0.1	25/08/21	Nathan Bines	Initial Draft
0.2	26/08/21	Ula Fitisemanu	Consultation Draft

Contact for enquiries

Name	Service Management Team		
Phone	07	<input type="text" value="73(2)"/>	
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Terms and abbreviations

Term	Meaning
SM	Service Management - Area within QOL
QOL	Queensland Online
DIS	Data & Information Services – Area within Queensland Customer and Digital Group
SSQ	Smart Service Queensland

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DRAFT RELEASE

1 Executive Summary

Item	Details
Date and time incident occurred	23/08/2021 – 13:11pm
Date and time incident recorded	23/08/2021 – 13:39pm
Date and time incident resolved	23/08/21 – 14:57 pm
Incident Duration	46 min
Date and time Communications sent	23/08/2021 – 13:50pm – Outage Comms 23/08/2021 – 14:57 Resolved Comms
Incident Manager(s)	Chris Randall
Incident status	Resolved
Main service(s) affected	Check-in QLD
Number of users impacted	All QLD Public
Planned or Unplanned Outage	Unplanned
Business or service owner	Nathan Bines – Director, Insights and Analytics
JIRA Incident Ticket:	DC-25644

2 Purpose

The purpose of this document is to detail the cause, effect and resolution of an unplanned outage, service interruption or other incident that has taken place.

The document is to be used to better understand the incident and mitigate the risk of a similar incident in the future.

3 Audience

Smart Service QLD ELT (as required)

Queensland Online Management Team

Insight & Analytics Team (as required)

4 Incident overview

21/08/21

Date / Time	Actions
23/8/21 13:34 PM	Monitoring triggered for Check in Qld Prod Verification Check In script, recovered within 1 minute
23/08/21 13:39 PM	Monitoring triggered for Check in Qld Prod Verification Check In script. NOTE – from DIS side the reporting migration was attempted at 13:20 but failed. It appears that while this was executing there may have been a 1-minute outage at 13:20
23/8/21 13:40 pm	Contact made with Director DIS, immediate triage confirmed Check in's failing, and extremely high levels of errors on the Check In API
23/8/21 13:45 pm	DIS escalated to ACT Health via phone and email, while continuing internal troubleshooting
23/8/21 13:50 pm	Comms sent - Service Outage: Check In Qld App (Production)
23/8/21 14:02 pm	ACT Health identified root cause
23/8/21 14:14 pm	ACT Health advised that they had applied the fix
23/8/21 14:15 pm	DIS were able to confirm that check-ins were again being received in the database, however error rates remained high, and the database was returning errors related to request counts reaching limits
23/8/21 14:18 pm	DIS requested CITEC to scale up the check in database, to handle the excessive amounts of requests
23/8/21 14:28 pm	Check in errors started to drop significantly
23/8/21 14:37 pm	Check in errors returned to pre-incident levels
23/8/21 14:57 pm	'Resolved' comms sent

5 Services affected

Check-In QLD API

6 Incident details

6.1 Incident Analysis

This section provides information about the incident and the steps taken to resolve it. *Please note:* The primary focus is to restore services as quickly as possible followed by a detailed analysis to ensure the incident will not reoccur.

	Details
What caused the Incident?	A change was made to the check in database that deleted permissions required for the application to write check in data to the database. From that point, all attempted check in's failed
Why did it happen?	Human Error. A developer in the DIS team made unintended changes to the production database
Why did testing or monitoring detect or miss the fault?	Monitoring detected the fault immediately.
What caused or minimised the delays in fixing?	The issue was resolved quickly. The primary cause of any delays was identifying the particular change that caused the issue, as the developer was not aware they had made the change.
Services, customers, and locations affected	Check-In QLD services; QLD Public; all QLD locations
Systems or groups impacted?	N/A
Description of impacts	During the 35-minute outage and (potentially the first 15 minutes of service degradation) - no members of the public could check in using the application. Businesses were required to revert to the Business Continuity Plan of manually collecting check in data via another method.

6 Problem Management

No.	Root Cause	Workaround in Place?	Problem Ticket #	Owner
	<p>The issue was cause by an analyst making an unintended change to the production database. Due to a range of compounding factors DIS made 2 contributing decisions:</p> <ol style="list-style-type: none"> 1. Migrate reporting for CIQ to the production database as a short-term solution to the failure of 			

	<p>the reporting database replication, which at that point had been unrecoverable for 4 days.</p> <p>2. Allow low risk changes to be implemented straight against the production environment where they related to reporting only, to allow DIS to provide services in acceptable timeframe with limited capacity and conflicting priorities.</p> <p>Best practice in both system design and business process would not allow for an analyst to make untested or unintended changes to the production database, or for reporting to be developed on the database in the first place. This is the root cause of the issue and is actively being addressed through an ongoing change to uplift maturity DIS processes, and the adoption of an entirely new data and reporting architecture for CiQ, both initiatives which were in progress before the incident. ** See recommendations</p> <p>The reason these changed had not been made earlier are varied and explained in more detail in the recommendations.</p>			
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7 Incident recommendations

No.	Recommendation	Owner	When	Status	Action Taken
1	<p>Implement a new data and analytics architecture to entirely segregate the analytics environment from the application server.</p> <p>CTPI 49 Sch 4</p> <p>CTPI 49 Sch 4</p> <p>CTPI 49 Sch 4</p>	DIS	30 Sep 2021	In Progress	Project kicked off to implement production CiQ data service on 25 August 2021. This is a 6-week initiative with an intended go live within 4 weeks

	<p>CTPI 49 Sch 4</p>				
<p>2</p>	<p>Reconsider the suitability of the current application design for the current scale and criticality of the service it supports.</p> <p>CTPI 49 Sch 4</p> <p>CTPI 49 Sch 4</p> <p>CTPI 49 Sch 4</p>				
<p>3</p>	<p>Consider the strategic approach to the ongoing funding and resourcing model for DiS</p> <p>The limited opportunity to invest capital into building DIS beyond a cost recovery business has contributed to DIS being in a position where an incident of this nature became a higher risk than acceptable. To continue to support the existing products and services DIS requires further organisational support for resourcing and funding outside cost recovered activities.</p> <ol style="list-style-type: none"> Over the past 12 months DIS have taken on responsibility for several business-critical workloads including the CiQ application, that were outside the traditional scope of a data analytics team 	<p>QGCDG ELT</p>			

	<ol style="list-style-type: none"> 2. While additional operational staff have been added to supplement the analysts working in these projects, DIS as a business unit was not setup with the resourcing profile and funds for a truly operational managed services business, as opposed to an analytics unit. 3. For example, DIS have limited adoption of ITIL and DevOps practices. These capabilities require a team to have a minimum scale to be able to fill the various roles and responsibilities, as well as dedicated, funded resources to build out and maintain the business processes and systems, and actively manage the team to follow these practices. 4. Without these resources DIS analysts have been left to manage both the increasing ongoing demands of operational work and the overhead of filling other roles in a traditional DevOps environment. 5. While DIS have shown the capability to rapidly adapt and support these additional services, the excessive demands on key team resources over the last 12 months have resulted in in further de-prioritisation of process and procedure to allow delivery of services within increasingly tight timeframes. 6. DIS have also been unable to invest in enterprise grade toolsets and applications that facilitate the effective operation of both a data platform and managed services. 				
<p>4</p>	<p>Implement better change management and CI/CD practices in DIS</p> <p>In conjunction with the re-architecture of the data service, DIS are taking the opportunity to embed a true CI/CD process into the CiQ data solution, as a first step in adopting these practices more generally.</p> <p>While this recommendation is largely supplementary and ultimately reliant on #2 for its success, in the short term DIS can introduce further structure and controls to the way the team operates.</p>	<p>DIS</p>	<p>30 Sep 2021</p>	<p>In Progress</p>	<p>Project kicked off to implement production CiQ data service on 25 August 2021. This is a 6-week initiative with an intended go live within 4 weeks</p>

Donna Lawrence

From: Donna Lawrence
Sent: Thursday, 26 August 2021 1:11 PM
To: Paul X O'Driscoll; Phil Nickerson
Cc: Ronnie-Louise Murray (SSQ); Leisha X Myers; Andrew Spina; QGCDG
Subject: RE: Holding lines for CIQ matter
Attachments: HIB Check In Qld Outage 26 August 2021 v1.0.docx

Categories: Donna

Hi All – here is the finalised HIB.

Kind regards
Donna

Donna Lawrence

A/Principal Advisor | Office of the Deputy Director-General – Services Delivery and Operations
Queensland Government Customer and Digital Group | Department of Communities, Housing and Digital Economy
Level 14 | 140 Creek Street | Brisbane
ph 07 73(2) [redacted] email [redacted] 73(2) [redacted] chde.qld.gov.au

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From: Andrew Spina <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 12:29 PM
To: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>; Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>; Donna Lawrence <[redacted]@chde.qld.gov.au>
Subject: RE:Holding lines for CIQ matter

Paul, Key points below will be in the HIB which is on its way:

Period of disruption:

- Check in errors were picked up by automated monitoring from 8:45 until 8:59.

Cause of the outage:

- The issue appears to be related to the scaling of the check in App database to normal capacity in Microsoft Azure. This is a manually triggered action that is a common activity on the Microsoft Azure Platform. It is designed to have no noticeable downtime (less than 4 seconds). The Microsoft Azure platform is scaled up and down regularly to meet peaks in demand and then to return to normal operations and has never created a problem in the past.
- The reason for the change in this case was to return the database to its normal operating capacity. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back to normal capacity this morning to its usual state. This process completed at 8:48 am, and returned an error that the database had been “unavailable

for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 2s".

- This does not account for the subsequent 14 minutes of outage however.
- An incident has been raised with Microsoft for investigation, and ACT health have also been contacted to investigate.

What we have done to fix the issue (and how long did it take to resolve):

- The issue resolved itself. The Microsoft Azure service was scaled back up manually, but this happened a couple of minutes after resolution of the issue.

What are we doing to avoid a reoccurrence:

- Microsoft to report on the cause of the outage and advice on future issues.
- The server capacity will not be scaled again unless absolutely necessary.
- The server is now in an overprovisioned state to allow capacity for contact tracing and reporting.
- If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence.
- A new reporting database has also been in development to remove capacity demand being placed on the production Check in App database by the many requests for reporting and dashboard reports.

Any relationship (or not) with the other outages in CIQ experienced lately

- No relationship to other outages.

Andrew Spina

a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
ph 07 ⁷³⁽²⁾ email ⁷³⁽²⁾ chde.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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From: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>
Sent: Thursday, 26 August 2021 11:28 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@martservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>
Subject: RE: Holding lines for CIQ matter

Thanks Phil – we still don't have the background on what the issue was etc. Andrew – are you able to provide asap?

Thanks,
Paul

Paul O'Driscoll
Director
Office of the Director-General

Department of Communities, Housing and Digital Economy

P: 07 73(2) M: 49 Sch 4 E: communities.qld.gov.au

From: Phil Nickerson <73(2) chde.qld.gov.au>

Sent: Thursday, 26 August 2021 11:26 AM

To: Paul X O'Driscoll <communities.qld.gov.au>

Cc: Andrew Spina <chde.qld.gov.au>; Ronnie-Louise Murray (SSQ)

<smartservice.qld.gov.au>; Leisha X Myers <communities.qld.gov.au>

Subject: Holding lines for CIQ matter

Paul,

Just seeking Clare's approval please for the attached holding lines regarding this morning's brief CIQ outage.

Cheers

Phil



Phil Nickerson

A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
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Government

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Thank you.

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RTI Release

HOT ISSUES BRIEFING NOTE

Topic: Unplanned Check In Qld app outage on 26 August 2021

- Communities
 Housing
 Digital Economy
 Arts
 Strategy, Policy & Engagement
 Corporate Services

Personal information contained in this brief is intended for ministerial briefing purposes and is to be handled in accordance with the information privacy principles under the Information Privacy Act 2009 (QLD). Confidential information should be shaded

SUGGESTED RESPONSE	
<ul style="list-style-type: none"> At 8:45am on Thursday 26 August, the Check In Qld app experienced a minor performance issue. App users were unable to check in for a brief 14-minute period. The issue was quickly resolved. 	

GENERAL INFORMATION	
Incident / Issue	Unplanned Check In Qld (CIQ) app outage on 26 August 2021.
Date of Incident	26 August 2021 Location Statewide
Electorate	N/A

DESCRIPTION	
Summary of Incident / Issue:	
<ul style="list-style-type: none"> CIQ app users were unable to check in. Check in errors were picked up by automated monitoring from 8:45am until 8:59am. The issue appears to be related to scaling of the CIQ database to normal capacity in Microsoft Azure. This is a manually triggered action that is a common activity on the Microsoft Azure Platform. It is designed to have no noticeable downtime (less than 4 seconds). The reason for the change in this case was to return the database to its normal operating capacity. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back to normal capacity this morning to its usual state. The Microsoft Azure platform is scaled up and down regularly to meet peaks in demand and then to return to normal operations and has never created a problem in the past. 	
Action in response to the incident and any further actions to be taken:	
<ul style="list-style-type: none"> An incident has been raised with Microsoft for investigation, and ACT have also been contacted. The server will not be scaled again unless absolutely necessary, and if so will be done out of hours. Contact tracers were made aware of the outage and will consider it and the use of alternative data sources in the event potential exposure sites are identified during this period. The server is now in an overprovisioned state to allow capacity for contact tracing and reporting. If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after-hours will avoid a recurrence. A new reporting database is in development to remove capacity demand being placed on the production CIQ database by the many requests for reporting and dashboard reports. As the outage was quickly resolved, the website was not updated with messaging however, Contact Centre staff were advised and provided with messaging for response to customers and/or businesses calling via 134COVID or 13QGOV. Technical teams supporting the app are working with Microsoft to mitigate the likelihood of this issue reoccurring. 	
Any additional background information if relevant / applicable:	
<ul style="list-style-type: none"> There is no relationship between this outage and the other outage earlier in the week. 	

STAKEHOLDER INVOLVEMENT	
Areas:	QGCDG
External:	Queensland Health has been advised
Internal:	No



HIB CONTACT			
Officer, Position:	Ronnie Murray, A/General Manager	Phone	49 Sch 4
Approved by:	Andrew Spina, A/CCDO		
Date approved:	26/08/2021		

RTI Release

Release

Donna Lawrence

From: Andrew Spina
Sent: Thursday, 26 August 2021 1:01 PM
To: Donna Lawrence
Subject: HIB Check In Qld Outage 26 August 2021 v0.2
Attachments: HIB Check In Qld Outage 26 August 2021 v0.2.docx

Small changes

RTI Release

Donna Lawrence

From: Donna Lawrence
Sent: Thursday, 26 August 2021 12:53 PM
To: Andrew Spina
Cc: Ronnie-Louise Murray (SSQ); QGCDG
Subject: RE: Holding lines for CIQ matter
Attachments: HIB Check In Qld Outage 26 August 2021 v0.2.docx

Categories: Donna

Hi Andrew – updated HIB attached.

Kind regards
Donna

Donna Lawrence

A/Principal Advisor | Office of the Deputy Director-General – Services Delivery and Operations
Queensland Government Customer and Digital Group | Department of Communities, Housing and Digital Economy
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Office of the Director-General

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Sent: Thursday, 26 August 2021 11:26 AM

To: Paul X O'Driscoll <communities.qld.gov.au>

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Cheers

Phil



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mob 49 Sch 4 | **email** chde.qld.gov.au
www.chde.qld.gov.au

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RTI Release

Donna Lawrence

From: Everett Bamba <[redacted]73(2)smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 12:11 PM
To: QGCDG
Cc: Ronnie-Louise Murray (SSQ); Andrew Vonhoff; SM SSQ Correspondence
Subject: HIB - Check In Qld Outage 26 August 2021
Attachments: HIB Check In Qld Outage 26 August 2021.docx

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Donna

Hi Donna

Please find attached the GM endorsed HIB concerning the CIQ app issues encountered this morning.

Kind regards

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
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Andrew Spina

From: Donna Hamer
Sent: Thursday, 26 August 2021 11:52 AM
To: Andrew Spina
Cc: Nathan Bines; Dallas Stower
Subject: FW: HIB Required ASAP - CIQ outage this morning

Andrew

As discussed, this is the raw info for the HIB. SSQ are coordinating the final HIB Will discuss with Nathan how we can put in place a more formal change/service management process as well to assist the team in managing the volume of requests, prioritisation etc. We are progressing with the productionisation of the reporting solution which will reduce the risk to the production backend of the CIQ solution. ETA of around 4 weeks to have that in place. POC went well.

Thanks
Donna

From: Nathan Bines <[redacted]73(2)[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:23 AM
To: Donna Hamer <[redacted]@chde.qld.gov.au>; Dallas Stower <[redacted]@chde.qld.gov.au>
Subject: FW: HIB Required ASAP - CIQ outage this morning

FYI – will be in the HIB.

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb^{49 Sch 4} [redacted] email [redacted]@chde.qld.gov.au

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[Chat with me in Teams](#)

From: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:22 AM
To: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick (SSQ) <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Thanks All. I'll input this into the HIB and escalate shortly.

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy

GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 73(2) [redacted] email [redacted] smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Nathan Bines [redacted] chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:19 AM
To: Simon Kapernick <[redacted] smartservice.qld.gov.au>; Andrew Vonhoff
<[redacted] smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted] smartservice.qld.gov.au>; Ronnie Murray
<[redacted] smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

was in the middle of an email myself:

- Period of disruption

Check in errors were picked up by automated monitoring from 8:45 until 8:59.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in

- Cause of the outage

This appears to be related to the scaling down of the check in database in Azure. this is a manually triggered action that is supposed to cause no noticeable downtime (less than 4 seconds), and is done regularly on QDAP databases without issue.

The reason for this change was to return the database to its normal operating tier. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back down this morning to its usual state. The scale down completed at 8:48, and returned an error that the database had been "unavailable for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 2s".

This does not account for the subsequent 14 minutes of outage however. An incident has been raised with Microsoft for investigation, and ACT health have also been contacted.

What we have done to fix the issue (and how long did it take to resolve)

The issue appeared to resolve itself. The server was scaled back up manually, but this happened a couple of minutes after resolution of the issue. No further changes will be made to the server tier until the new reporting system is operational.

- What are we doing to avoid a reoccurrence

Seeking advice from Microsoft on the cause of the outage and advice on future issues. The server will not be scaled again unless absolutely necessary, and if so will be done out of hours. The server is overprovisioned to allow capacity for contact tracing and reporting. If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence. Moving to the new data and reporting architecture will reduce risk

- Any relationship (or not) with the other outages in CIQ experienced lately

No relationship to other outages.

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mobile: 49 Sch 4 | email: 73(2) chde.qld.gov.au

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Chat with me in Teams

From: Simon Kapernick <73(2) smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:45 AM
To: Andrew Vonhoff <73(2) smartservice.qld.gov.au>; Nathan Bines <73(2) chde.qld.gov.au>
Cc: SM SSQ Correspondence <73(2) smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) <73(2) smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Not much is known at this point. What I do know is below.

- Period of disruption

0845 to 0900 = 16 minutes.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in. Users got a timeout error or hung screen.

- Cause of the outage

TBD: Nathan is working on this.

- What we have done to fix the issue (and how long did it take to resolve)

TBD: Nathan is working on this.

- What are we doing to avoid a reoccurrence

TBD: Nathan is working on this.

- Any relationship (or not) with the other outages in CIQ experienced lately

TBD: Nathan is working on this.

Simon Kapernick
smartservice QUEENSLAND
m: [redacted] 49 Sch 4

From: Andrew Vonhoff <[redacted] 73(2) smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:27 AM
To: Nathan Bines <[redacted] hde.qld.gov.au>; Simon Kapernick <[redacted] smartservice.qld.gov.au>
Cc: SM SSO Correspondence <[redacted] smartservice.qld.gov.au>; Ronnie Murray <[redacted] smartservice.qld.gov.au>
Subject: HIB Required ASAP - CIQ outage this morning

Andrew has requested a HIB asap for the outage this morning. The information required:

- Period of disruption
- Impacts on customers (e.g. ability of a customer/business check-in)
- Cause of the outage
- What we have done to fix the issue (and how long did it take to resolve)
- What are we doing to avoid a reoccurrence
- Any relationship (or not) with the other outages in CIQ experienced lately

Corro Team - can you get the HIB template up and running and ready to put the information into.

Let me know if there are any issues.

Thanks

Andrew Vonhoff

Manager, Governance & Change | Smart Service Queensland

Queensland Government Customer and Digital Group

Department of Communities, Housing and Digital Economy

Level 5 | 310 Ann Street | Brisbane

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email [redacted] 73(2) smartservice.qld.gov.au

www.qld.gov.au | www.hpw.qld.gov.au

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Thank you.

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Donna Lawrence

From: Ronnie Murray
Sent: Thursday, 26 August 2021 11:02 AM
To: Simon Kapernick
Subject: RE: HIB Required ASAP - CIQ outage this morning

TA

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph [49 Sch 4](tel:49 Sch 4) | email [73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)
www.qld.gov.au | www.hpw.qld.gov.au

From: Simon Kapernick <[73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)>
Sent: Thursday, 26 August 2021 11:02 AM
To: Ronnie Murray <[73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Looks good.

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4](tel:49 Sch 4)

From: Ronnie Murray <[73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)>
Sent: Thursday, 26 August 2021 10:58 AM
To: Simon Kapernick <[73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)>
Subject: FW: HIB Required ASAP - CIQ outage this morning

Simon, I've added one line re website messaging – can you please review and let me know if all correct ?

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph [49 Sch 4](tel:49 Sch 4) | email [73\(2\)@smartservice.qld.gov.au](mailto:73(2)@smartservice.qld.gov.au)
www.qld.gov.au | www.hpw.qld.gov.au



Queensland
Government

From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:50 AM
To: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Cc: Leisha X Myers <[redacted]@communities.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Ronnie,

Here are the reworked lines from the weekend with the information you have provided. Once you and Simon are happy with this or have made amendments, I'll progress to Andrew and the ODG.

Cheers

Phil

Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob 49 Sch 4 [redacted] | **email** [redacted]@chde.qld.gov.au
www.chde.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:28 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Subject: Re: HIB Required ASAP - CIQ outage this morning

Brilliant thanks!

Ronnie Murray
A/Executive Director
Smart Service Queensland

On 26 Aug 2021, at 10:28 am, Phil Nickerson <[redacted]@chde.qld.gov.au> wrote:

Ronnie,

Thanks for that. I'll send you some reconfigured lines shortly. Confirming DPC (Kirsten Roos) is aware. I also flagged this (and the resolution), with the Minister's Senior Media Advisor Deb Turner.

Cheers

Phil

<image001.png>
Phil Nickerson

A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
m 07 49 Sch 4 | email [redacted]@chde.qld.gov.au
www.chde.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:26 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Subject: Fwd: HIB Required ASAP - CIQ outage this morning

Hi Phil, lots of additional information below for you to draw from. When we spoke earlier did you say DPC are aware? Andrew S just wanted to confirm.

Ronnie Murray
A/Executive Director
Smart Service Queensland

Begin forwarded message:

From: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Date: 26 August 2021 at 10:21:36 am AEST
To: Nathan Bines <[redacted]@chde.qld.gov.au>, Simon Kapernick <[redacted]@smartservice.qld.gov.au>, Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>, Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Thanks All. I'll input this into the HIB and escalate shortly.

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
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www.qld.gov.au | www.hpw.qld.gov.au

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From: Nathan Bines <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:19 AM
To: Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

was in the middle of an email myself:

- Period of disruption

Check in errors were picked up by automated monitoring from 8:45 until 8:59.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in

- Cause of the outage

This appears to be related to the scaling down of the check in database in Azure. this is a manually triggered action that is supposed to cause no noticeable downtime (less than 4 seconds), and is done regularly on QDAP databases without issue.

The reason for this change was to return the database to its normal operating tier. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back down this morning to its usual state. The scale down completed at 8:48, and returned an error that the database had been "unavailable for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 2s".

This does not account for the subsequent 14 minutes of outage however. An incident has been raised with Microsoft for investigation, and ACT health have also been contacted.

What we have done to fix the issue (and how long did it take to resolve)

The issue appeared to resolve itself. The server was scaled back up manually, but this happened a couple of minutes after resolution of the issue. No further changes will be made to the server tier until the new reporting system is operational.

- What are we doing to avoid a reoccurrence

Seeking advice from Microsoft on the cause of the outage and advice on future issues. The server will not be scaled again unless absolutely necessary, and if so will be done out of hours. The server is overprovisioned to allow capacity for contact tracing and reporting. If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence. Moving to the new data and reporting architecture will reduce risk

- Any relationship (or not) with the other outages in CIQ experienced lately

No relationship to other outages.

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group

Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb 49 Sch 4 **email** 73(2) chde.qld.gov.au

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<image004.jpg>

Chat with me in Teams

From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Sent: Thursday, 26 August 2021 9:45 AM

To: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@chde.qld.gov.au>

Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>

Subject: RE: HIB Required ASAP - CIQ outage this morning

Not much is known at this point. What I do know is below.

- Period of disruption

0845 to 0900 = 16 minutes.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in. Users got a timeout error or hung screen.

- Cause of the outage

TBD: Nathan is working on this.

- What we have done to fix the issue (and how long did it take to resolve)

TBD: Nathan is working on this.

- What are we doing to avoid a reoccurrence

TBD: Nathan is working on this.

- Any relationship (or not) with the other outages in CIQ experienced lately

TBD: Nathan is working on this.

Simon Kapernick
smartservice QUEENSLAND

m: [redacted] 49 Sch 4

From: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:27 AM
To: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence [redacted]@smartservice.qld.gov.au; Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: HIB Required ASAP - CIQ outage this morning

Andrew has requested a HIB asap for the outage this morning. The information required:

- Period of disruption
- Impacts on customers (e.g. ability of a customer/business check-in)
- Cause of the outage
- What we have done to fix the issue (and how long did it take to resolve)
- What are we doing to avoid a reoccurrence
- Any relationship (or not) with the other outages in CIQ experienced lately

Corro Team - can you get the HIB template up and running and ready to put the information into.

Let me know if there are any issues.

Thanks

Andrew Vonhoff

Manager, Governance & Change | Smart Service Queensland

Queensland Government Customer and Digital Group

Department of Communities, Housing and Digital Economy

Level 5 | 310 Ann Street | Brisbane

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Thank you.

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Donna Lawrence

From: Ronnie Murray
Sent: Thursday, 26 August 2021 11:59 AM
To: SM SSQ Correspondence
Cc: Andrew Vonhoff
Subject: RE: HIB Required ASAP - CIQ outage this morning
Attachments: HIB Check In Qld Outage 26 August 2021 v2.docx

Thanks again Everett- attached with small edits as we talked about – let's see how we go !

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
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www.qld.gov.au | www.hpw.qld.gov.au

From: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 11:46 AM
To: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Cc: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>; SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Subject: FW: HIB Required ASAP - CIQ outage this morning

Hi Ronnie

The extra info definitely helped to streamline the response.

Please let me know if you'd like further edits.

Kind regards

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
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ph 07 ⁷³⁽²⁾ [redacted] | email [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 11:15 AM
To: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>

Cc: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Thanks Everett, could we make a few changes to align with the previous HIB (from Sunday – attached) - a bit less technical and a bit more on BCP ? Apologies, I should have sent this through earlier as a bit of a template 😊

The other document that is attached may also help – these are the holding lines that will go to DG for today's incident .

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph [redacted] 49 Sch 4 | email [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

From: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 11:04 AM
To: Ronnie Murray <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>; SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Hi Ronnie and Andrew

Attached HIB for consideration and progression.

Kind regards

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 [redacted] 73(2) | email [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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From: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:22 AM
To: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Thanks All. I'll input this into the HIB and escalate shortly.

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 73(2) | email smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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From: Nathan Bines <chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:19 AM
To: Simon Kapernick <smartservice.qld.gov.au>; Andrew Vonhoff
<smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <smartservice.qld.gov.au>; Ronnie Murray
<smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

was in the middle of an email myself:

- Period of disruption

Check in errors were picked up by automated monitoring from 8:45 until 8:59.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in

- Cause of the outage

This appears to be related to the scaling down of the check in database in Azure. this is a manually triggered action that is supposed to cause no noticeable downtime (less than 4 seconds), and is done regularly on QDAP databases without issue.

The reason for this change was to return the database to its normal operating tier. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back down this morning to its usual state. The scale down completed at 8:48, and returned an error that the database had been "unavailable for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 25".

This does not account for the subsequent 14 minutes of outage however. An incident has been raised with Microsoft for investigation, and ACT health have also been contacted.

What we have done to fix the issue (and how long did it take to resolve)

The issue appeared to resolve itself. The server was scaled back up manually, but this happened a couple of minutes after resolution of the issue. No further changes will be made to the server tier until the new reporting system is operational.

- What are we doing to avoid a reoccurrence

Seeking advice from Microsoft on the cause of the outage and advice on future issues. The server will not be scaled again unless absolutely necessary, and if so will be done out of hours. The server is overprovisioned to allow capacity for contact tracing and reporting. If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence. Moving to the new data and reporting architecture will reduce risk

- Any relationship (or not) with the other outages in CIQ experienced lately

No relationship to other outages.

Nathan Bines

Director, Insights and Analytics | Data and Information Services

Queensland Customer and Digital Group

Department of Communities, Housing and Digital Economy

Level 8, 310 Ann Street | Brisbane

mb [redacted] | email [redacted] chde.qld.gov.au

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Chat with me in Teams

From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Sent: Thursday, 26 August 2021 9:45 AM

To: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@chde.qld.gov.au>

Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) <ronnie.murray@smartservice.qld.gov.au>

Subject: RE: HIB Required ASAP - CIQ outage this morning

Not much is known at this point. What I do know is below.

- Period of disruption

0845 to 0900 = 16 minutes.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in. Users got a timeout error or hung screen.

- Cause of the outage

TBD: Nathan is working on this.

- What we have done to fix the issue (and how long did it take to resolve)

TBD: Nathan is working on this.

- What are we doing to avoid a reoccurrence

TBD: Nathan is working on this.

- Any relationship (or not) with the other outages in CIQ experienced lately

TBD: Nathan is working on this.

Simon Kapernick
smartservice QUEENSLAND
m: [redacted] 49 Sch 4

From: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:27 AM
To: Nathan Bines <[redacted]@hde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray
<[redacted]@smartservice.qld.gov.au>
Subject: HIB Required ASAP - CIQ outage this morning

Andrew has requested a HIB asap for the outage this morning. The information required:

- Period of disruption
- Impacts on customers (e.g. ability of a customer/business check-in)
- Cause of the outage
- What we have done to fix the issue (and how long did it take to resolve)
- What are we doing to avoid a reoccurrence
- Any relationship (or not) with the other outages in CIQ experienced lately

Corro Team - can you get the HIB template up and running and ready to put the information into.

Let me know if there are any issues.

Thanks

Andrew Vonhoff

Manager, Governance & Change | Smart Service Queensland

Queensland Government Customer and Digital Group

Department of Communities, Housing and Digital Economy

Level 5 | 310 Ann Street | Brisbane

ph 07 [redacted] 73(2) | mob [redacted] 49 Sch 4

email 73(2) smartservice.qld.gov.au

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Thank you.

Donna Lawrence

From: Andrew Vonhoff
Sent: Thursday, 26 August 2021 9:48 AM
To: Simon Kapernick; Nathan Bines
Cc: SM SSQ Correspondence; Ronnie Murray
Subject: Re: HIB Required ASAP - CIQ outage this morning

Categories: Everett

Thanks Simon...more than we had before.

We will get things ready so when Nathan has determined the other info we can turn around the HIB quickly.

From: Simon Kapernick <[redacted]73(2)[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:45 AM
To: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@chde.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

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Simon Kapernick
smartservice QUEENSLAND

m: [redacted] 49 Sch 4

From: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>

Sent: Thursday, 26 August 2021 9:27 AM

To: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>

Subject: HIB Required ASAP - CIQ outage this morning

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- Impacts on customers (e.g. ability of a customer/business check-in)
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- Any relationship (or not) with the other outages in CIQ experienced lately

Corro Team - can you get the HIB template up and running and ready to put the information into.

Let me know if there are any issues.

Thanks

Andrew Vonhoff

Manager, Governance & Change | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann Street | Brisbane

ph 07 73(2) [redacted] | mob [redacted] 49 Sch 4

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Andrew Spina

From: Ronnie Murray <[redacted]73(2)[redacted]smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:38 AM
To: Simon Kapernick (SSQ); Andrew Spina; Nathan Bines
Subject: RE: CIQ outage duration.

Thanks Simon.

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
Level 49 Sch 4
ph [redacted] | **email** [redacted]smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

From: Simon Kapernick <[redacted]smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 9:37 AM
To: Ronnie Murray <[redacted]smartservice.qld.gov.au>; Andrew Spina <[redacted]chde.qld.gov.au>;
Nathan Bines <[redacted]chde.qld.gov.au>
Subject: CIQ outage duration.

Hi Ronnie & Andrew,

We do an automated check in as part of monitoring every minute and it appears to have been down for 16 minutes (0845 to 0900). No failures since 0900.

Cheers,

Simon.

Simon Kapernick

Director | Queensland Online
Smart Service Queensland | Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann St | BRISBANE QLD 4000
ph [redacted]49 Sch 4 | **email** [redacted]73(2)[redacted]smartservice.qld.gov.au
www.hpw.qld.gov.au
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and may be subject to a claim of legal privilege. If you have received this E-Mail in error, please notify the author and delete this message immediately.

RTI Release

Donna Lawrence

From: Paul X O'Driscoll <[redacted]73(2)communities.qld.gov.au>
Sent: Thursday, 26 August 2021 12:53 PM
To: Phil Nickerson; Andrew Spina
Cc: Ronnie-Louise Murray (SSQ); Leisha X Myers; Donna Lawrence
Subject: RE: Holding lines for CIQ matter

Thanks Phil - DG has approved

Thanks,
Paul

Paul O'Driscoll
Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
P: 07 [redacted]73(2) | M: [redacted]49 Sch 4 | E: [redacted]communities.qld.gov.au

From: Phil Nickerson <Phil.Nickerson@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 12:48 PM
To: Paul X O'Driscoll <Paul.O'Driscoll@communities.qld.gov.au>; Andrew Spina <andrew.spina@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <ronnie.murray@smartservice.qld.gov.au>; Leisha X Myers <Leisha.Myers@communities.qld.gov.au>; Donna Lawrence <Donna.Lawrence@chde.qld.gov.au>
Subject: RE: Holding lines for CIQ matter

Paul,

The updated as requested.

Cheers

Phil



Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob [redacted]49 Sch 4 | email [redacted]73(2)chde.qld.gov.au
www.chde.qld.gov.au

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From: Paul X O'Driscoll <[redacted]communities.qld.gov.au>
Sent: Thursday, 26 August 2021 12:35 PM
To: Andrew Spina <[redacted]chde.qld.gov.au>; Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) [redacted]73(2)smartservice.qld.gov.au>; Leisha X Myers

<[73(2)] communities.qld.gov.au>; Donna Lawrence <[redacted] chde.qld.gov.au>

Subject: RE: Holding lines for CIQ matter

Thanks Andrew. Phil – could you pls add these points in the holding lines doc under a heading titled “CONFIDENTIAL BACKGROUND – NOT FOR PUBLIC RELEASE” and then resend to me?

Thanks,
Paul

Paul O’Driscoll
Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
P: 07 [73(2)] | M: 49 Sch 4 [redacted] E: [redacted] communities.qld.gov.au

From: Andrew Spina <[redacted] chde.qld.gov.au>
Sent: Thursday, 26 August 2021 12:29 PM
To: Paul X O’Driscoll <[redacted] communities.qld.gov.au>; Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <[redacted] smartservice.qld.gov.au>; Leisha X Myers <[redacted] communities.qld.gov.au>; Donna Lawrence <[redacted] chde.qld.gov.au>
Subject: RE:Holding lines for CIQ matter

Paul, Key points below will be in the HIB which is on its way:

Period of disruption:

- Check in errors were picked up by automated monitoring from 8:45 until 8:59.

Cause of the outage:

- The issue appears to be related to the scaling of the check in App database to normal capacity in Microsoft Azure. This is a manually triggered action that is a common activity on the Microsoft Azure Platform. It is designed to have no noticeable downtime (less than 4 seconds). The Microsoft Azure platform is scaled up and down regularly to meet peaks in demand and then to return to normal operations and has never created a problem in the past.
- The reason for the change in this case was to return the database to its normal operating capacity. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back to normal capacity this morning to its usual state. This process completed at 8:48 am, and returned an error that the database had been “unavailable for a time period of less than 1 minute. The actual error message stated “The actual downtime is likely less than a minute – average is 2s”.
- This does not account for the subsequent 14 minutes of outage however.
- An incident has been raised with Microsoft for investigation, and ACT health have also been contacted to investigate.

What we have done to fix the issue (and how long did it take to resolve):

- The issue resolved itself. The Microsoft Azure service was scaled back up manually, but this happened a couple of minutes after resolution of the issue.

What are we doing to avoid a reoccurrence:

- Microsoft to report on the cause of the outage and advice on future issues.
- The server capacity will not be scaled again unless absolutely necessary.
- The server is now in an overprovisioned state to allow capacity for contact tracing and reporting.
- If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence.
- A new reporting database has also been in development to remove capacity demand being placed on the production Check in App database by the many requests for reporting and dashboard reports.

Any relationship (or not) with the other outages in CIQ experienced lately

- No relationship to other outages.

Andrew Spina

a/Chief Customer and Digital Officer
 Department of Communities, Housing and Digital Economy
 Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
 ph 07 ⁷³⁽²⁾ [redacted] email [redacted]@chde.qld.gov.au | www.hpw.qld.gov.au
 GPO Box 2457, BRISBANE QLD 4001

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From: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>
Sent: Thursday, 26 August 2021 11:28 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>
Subject: RE: Holding lines for CIQ matter

Thanks Phil – we still don't have the background on what the issue was etc. Andrew – are you able to provide asap?

Thanks,
 Paul

Paul O'Driscoll
 Director
 Office of the Director-General
 Department of Communities, Housing and Digital Economy
 P: 07 ⁷³⁽²⁾ [redacted] | M: ⁴⁹ Sch 4 [redacted] | E: [redacted]@communities.qld.gov.au

From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:26 AM
To: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ)

<73(2) [redacted]@smartservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>

Subject: Holding lines for CIQ matter

Paul,

Just seeking Clare's approval please for the attached holding lines regarding this morning's brief CIQ outage.

Cheers

Phil



Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob [redacted] 49 Sch 4 | email [redacted]@chde.qld.gov.au
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Thank you.

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Media Q&As

Check In Qld App Performance Issue

26 August 2021

Holding lines

At 8.45am on Thursday 26 August, the Check In Qld app experienced a minor performance issue.

Check in app users were unable to check in for a brief 14-minute period.

The issue was quickly resolved.

If required

How long did the performance issue last?

The issue was identified at 8.45am and fully resolved by 8.59m on Thursday 26 August.

How was the issue detected?

The issue was detected by monitoring.

Is there any relationship to other recent Check In Qld app outages?

No.

Did the issue affect all Check In Qld app users?

Yes.

Does that mean Check In Qld app users could not check in to locations at all?

No check ins were able to be registered during the brief 14-minute outage.

Were businesses and the public advised of the outage?

As the outage was quickly resolved the website was not updated with messaging however Contact Centre staff were advised of the outage and provided with the following message to respond to customers and/or businesses who may have contacted us via 134Covid or 13QGov:

“If you speak with venue operators/ visitors who’re having trouble using the app, please advise them to check in via alternative methods in accordance with paragraphs 13 & 14 of the CHO Restrictions on Businesses, Activities and Undertakings Direction”

Will there be any impact on contract tracing?

Contract tracers have been made aware of the outage and will consider this in the event exposure sites are identified during this time period.

Will the performance issue occur again?

Smart Service Queensland is working with Microsoft to mitigate the likelihood of the issue reoccurring.

Was there any breach of data security?

No.

What is the benefit of the Check In Qld app?

The Check in Qld App has played a pivotal role in keeping Queenslanders safe by allowing contract tracers to more effectively assess the movements of people with COVID-19 while they were infectious and determine who in the community may have been “close contacts.”

How successful has the Check In Qld app been?

The Check In Qld app was launched in February 2021. Since then it has been downloaded more than 4.75 million times and used on 335 million occasions at almost 194,000 businesses and locations across the State.

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Period of disruption:

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Author	Phil Nickerson	
Approved		
Title	Name	Date
A/GM SSQ	Ronnie Murray	26 August 2021
A/CCDO QGCDG	Andrew Spina	26 August 2021
DG	Clare O'Connor	26 August 2021

RTI Release

Donna Lawrence

From: Ronnie Murray
Sent: Thursday, 26 August 2021 12:40 PM
To: Paul X O'Driscoll
Cc: Andrew Spina; Phil Nickerson; Leisha X Myers; Donna Lawrence
Subject: Re: Holding lines for CIQ matter

You're a legend thanks!

Ronnie Murray
A/Executive Director
Smart Service Queensland

On 26 Aug 2021, at 12:35 pm, Paul X O'Driscoll <[redacted]73(2)@communities.qld.gov.au> wrote:

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Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
P: 07 73(2) [redacted] M: [redacted] 49 Sch 4 E: [redacted]@communities.qld.gov.au

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Andrew Spina

a/Chief Customer and Digital Officer

Department of Communities, Housing and Digital Economy

Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000

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GPO Box 2457, BRISBANE QLD 4001

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From: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>

Sent: Thursday, 26 August 2021 11:28 AM

To: Phil Nickerson <[redacted]@chde.qld.gov.au>

Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ)

73(2) smartservice.qld.gov.au>; Leisha X Myers <73(2) communities.qld.gov.au>
Subject: RE: Holding lines for CIQ matter

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Paul

Paul O'Driscoll
Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
P: 07 49 Sch 4 M: 49 Sch 4 E: communities.qld.gov.au

From: Phil Nickerson <chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:26 AM
To: Paul X O'Driscoll <Paul.O'Driscoll@communities.qld.gov.au>
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Cheers

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<image001.png>
Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob 49 Sch 4 email chde.qld.gov.au
www.chde.qld.gov.au

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Thank you.

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RTI Release

Donna Lawrence

From: Andrew Spina
Sent: Thursday, 26 August 2021 12:24 PM
To: Donna Lawrence
Subject: FW: Urgent: CIQ please check

Andrew Spina

a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
ph 07 ⁷³⁽²⁾ [redacted] email ⁷³⁽²⁾ [redacted] chde.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Andrew Spina
Sent: Thursday, 26 August 2021 12:19 PM
To: Donna Hamer <[redacted]@chde.qld.gov.au>; Nathan Bines (DSIT) <[redacted]@dsiti.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Dallas Stower <[redacted]@chde.qld.gov.au>
Subject: Urgent: CIQ please check

Please check if correct.

Period of disruption:

- Check in errors were picked up by automated monitoring from 8:45 until 8:59.

Cause of the outage:

- The issue appears to be related to the scaling of the check in App database to normal capacity in Microsoft Azure. This is a manually triggered action that is a common activity on the Microsoft Azure Platform. It is designed to have no noticeable downtime (less than 4 seconds). The Microsoft Azure platform is scaled up and down regularly to meet peaks in demand and then to return to normal operations and has never created a problem in the past.
- The reason for the change in this case was to return the database to its normal operating capacity. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back to normal capacity this morning to its usual state. This process completed at 8:48 am, and returned an error that the database had been "unavailable for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 2s".
- This does not account for the subsequent 14 minutes of outage however.
- An incident has been raised with Microsoft for investigation, and ACT health have also been contacted to investigate.

What we have done to fix the issue (and how long did it take to resolve):

- The issue resolved itself. The Microsoft Azure service was scaled back up manually, but this happened a couple of minutes after resolution of the issue.

What are we doing to avoid a reoccurrence:

- Microsoft to report on the cause of the outage and advice on future issues.
- The server capacity will not be scaled again unless absolutely necessary.
- The server is now in an overprovisioned state to allow capacity for contact tracing and reporting.
- If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence.
- A new reporting database has also been in development to remove capacity demand being placed on the production Check in App database by the many requests for reporting and dashboard reports.

Any relationship (or not) with the other outages in CIQ experienced lately

- No relationship to other outages.

RTI Release

- The issue resolved itself. The Microsoft Azure service was scaled back up manually, but this happened a couple of minutes after resolution of the issue.

What are we doing to avoid a reoccurrence:

- Microsoft to report on the cause of the outage and advice on future issues.
- The server capacity will not be scaled again unless absolutely necessary.
- The server is now in an overprovisioned state to allow capacity for contact tracing and reporting.
- If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence.
- A new reporting database has also been in development to remove capacity demand being placed on the production Check in App database by the many requests for reporting and dashboard reports.

Any relationship (or not) with the other outages in CIQ experienced lately

- No relationship to other outages.

Andrew Spina

a/Chief Customer and Digital Officer
 Department of Communities, Housing and Digital Economy
 Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
 ph 07 [redacted] email [redacted]@chde.qld.gov.au | www.hpw.qld.gov.au
 GPO Box 2457, BRISBANE QLD 4001

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From: Paul X O'Driscoll [redacted]@communities.qld.gov.au
Sent: Thursday, 26 August 2021 11:28 AM
To: Phil Nickerson [redacted]@chde.qld.gov.au
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Leisha X Myers [redacted]@communities.qld.gov.au
Subject: RE: Holding lines for CIQ matter

Thanks Phil – we still don't have the background on what the issue was etc. Andrew – are you able to provide asap?

Thanks,
 Paul

Paul O'Driscoll
 Director
 Office of the Director-General
 Department of Communities, Housing and Digital Economy
 P: 07 73(2) [redacted] M: 49 Sch 4 [redacted] | E: [redacted]@communities.qld.gov.au

From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:26 AM
To: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ)

73(2) smartservice.qld.gov.au>; Leisha X Myers < communities.qld.gov.au>

Subject: Holding lines for CIQ matter

Paul,

Just seeking Clare's approval please for the attached holding lines regarding this morning's brief CIQ outage.

Cheers

Phil



Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob 49 Sch 4 | email chde.qld.gov.au
www.chde.qld.gov.au

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Thank you.

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Andrew Spina

From: Andrew Spina
Sent: Thursday, 26 August 2021 11:47 AM
To: Paul X O'Driscoll; Phil Nickerson
Cc: Ronnie-Louise Murray (SSQ); Leisha X Myers
Subject: RE: Holding lines for CIQ matter

They are being put into a HIB, but ill send through dot points in advance.

Andrew Spina

a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
ph 07 [redacted] **email** [redacted]@hde.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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From: Paul X O'Driscoll <[redacted]@communities.qld.gov.au>
Sent: Thursday, 26 August 2021 11:28 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Andrew Spina <[redacted]@chde.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>
Subject: RE: Holding lines for CIQ matter

Thanks Phil – we still don't have the background on what the issue was etc. Andrew – are you able to provide asap?

Thanks,
Paul

Paul O'Driscoll
Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
P: 07 [redacted] | M: 49 Sch 4 [redacted] | E: [redacted]@communities.qld.gov.au

From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:26 AM
To: Paul X O'Driscoll <Paul.O'Driscoll@communities.qld.gov.au>
Cc: Andrew Spina <[redacted]@hde.qld.gov.au>; Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>; Leisha X Myers <[redacted]@communities.qld.gov.au>
Subject: Holding lines for CIQ matter

Paul,

Just seeking Clare's approval please for the attached holding lines regarding this morning's brief CIQ outage.

Cheers

Phil



Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob 49 Sch 4 | email 73(2) chde.qld.gov.au
www.chde.qld.gov.au

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Thank you.

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Andrew Spina

From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 11:26 AM
To: Phil Nickerson; Andrew Spina
Subject: RE: Holding lines for approval for CIQ matter

Thanks again Phil , HIB is in progress and should be finalised shortly.

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph [redacted] Sch 4 | **email** [redacted] 73(2)@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au



Queensland
Government

From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:23 AM
To: Andrew Spina <[redacted]@chde.qld.gov.au>
Cc: Ronnie Murray <Ronnie.Murray@smartservice.qld.gov.au>
Subject: RE: Holding lines for approval for CIQ matter

Thanks Andrew. I'll get them off to Paul now and copy you in.

Cheers

Phil

Phil Nickerson

A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob [redacted] Sch 4 | **email** [redacted] 73(2)@chde.qld.gov.au
www.chde.qld.gov.au

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From: Andrew Spina <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 11:23 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>
Subject: Re: Holding lines for approval for CIQ matter

Approved

Andrew Spina

Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place| 140 Creek Street| BRISBANE QLD 4000
ph 07 73(2) email 73(2) chde.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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From: Phil Nickerson <[redacted]@chde.qld.gov.au>
Sent: Thursday, August 26, 2021 11:16:19 AM
To: Andrew Spina <[redacted]@chde.qld.gov.au>
Cc: Ronnie-Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>
Subject: Holding lines for approval for CIQ matter

Andrew,

Please find attached some reconfigured holding lines addressing this morning's brief CIQ outage for approval. Confirming Ronnie has inputted and signed off on these.

Cheers

Phil



Phil Nickerson
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob 49 Sch 4 [redacted] email [redacted]@chde.qld.gov.au
www.chde.qld.gov.au

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RTI Release

Media Q&As

Check In Qld App Performance Issue

26 August 2021

Holding lines

At 8.45am on Thursday 26 August, the Check In Qld app experienced a minor performance issue.

Check in app users were unable to check in for a brief 14-minute period.

The issue was quickly resolved.

If required

How long did the performance issue last?

The issue was identified at 8.45am and fully resolved by 8.59m on Thursday 26 August.

How was the issue detected?

The issue was detected by monitoring.

Is there any relationship to other recent Check In Qld app outages?

No.

Did the issue affect all Check In Qld app users?

Yes.

Does that mean Check In Qld app users could not check in to locations at all?

No check ins were able to be registered during the brief 14-minute outage.

Were businesses and the public advised of the outage?

As the outage was quickly resolved the website was not updated with messaging however Contact Centre staff were advised of the outage and provided with the following message to respond to customers and/or businesses who may have contacted us via 134Covid or 13QGov:

“If you speak with venue operators/ visitors who’re having trouble using the app, please advise them to check in via alternative methods in accordance with paragraphs 13 & 14 of the CHO Restrictions on Businesses, Activities and Undertakings Direction”

Will there be any impact on contract tracing?

Contract tracers have been made aware of the outage and will consider this in the event exposure sites are identified during this time period.

Will the performance issue occur again?

Smart Service Queensland is working with Microsoft to mitigate the likelihood of the issue reoccurring.

Was there any breach of data security?

No.

What is the benefit of the Check In Qld app?

The Check in Qld App has played a pivotal role in keeping Queenslanders safe by allowing contract tracers to more effectively assess the movements of people with COVID-19 while they were infectious and determine who in the community may have been “close contacts.”

How successful has the Check In Qld app been?

The Check In Qld app was launched in February 2021. Since then it has been downloaded more than 4.75 million times and used on 335 million occasions at almost 194,000 businesses and locations across the State.

Author	Phil Nickerson	
Approved		
Title	Name	Date
A/GM SSQ	Ronnie Murray	26 August 2021
A/CCDO QGCDG	Andrew Spina	26 August 2021
DG	Clare O'Connor	26 August 2021

DRAFT
 RELEASE

Donna Lawrence

From: Ronnie Murray
Sent: Thursday, 26 August 2021 11:05 AM
To: [redacted] chde.qld.gov.au
Subject: FW: HIB Required ASAP - CIQ outage this morning
Attachments: Holding Lines - CIQ matter 26.08.21.docx

Thanks Phil, Simona and I have reviewed. I've just added a line to advise that we did not update the website (due to quick resolution) however we did provide advice to the contact centre to assist with calls .

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph ^{49 Sch 4} [redacted] **email** ⁷³⁽²⁾ [redacted] smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

From: Ronnie Murray
Sent: Thursday, 26 August 2021 10:58 AM
To: Simon Kapernick <[redacted] smartservice.qld.gov.au>
Subject: FW: HIB Required ASAP - CIQ outage this morning

Simon, I've added one line re website messaging -- can you please review and let me know if all correct ?

Kind regards, Ronnie

Ronnie Murray

A/General Manager Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph ^{49 Sch 4} [redacted] **email** [redacted] smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

From: Phil Nickerson <[redacted] chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:50 AM
To: Ronnie Murray <[redacted] smartservice.qld.gov.au>
Cc: Leisha X Myers <⁷³⁽²⁾[redacted] communities.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Ronnie,

Here are the reworked lines from the weekend with the information you have provided. Once you and Simon are happy with this or have made amendments, I'll progress to Andrew and the ODG.



Cheers

Phil

Queensland
Government

Phil Nickerson

A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob [redacted] | email [redacted]@chde.qld.gov.au
www.chde.qld.gov.au

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From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:28 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Subject: Re: HIB Required ASAP - CIQ outage this morning

Brilliant thanks!

Ronnie Murray
A/Executive Director
Smart Service Queensland

On 26 Aug 2021, at 10:28 am, Phil Nickerson <[redacted]@chde.qld.gov.au> wrote:

Ronnie,

Thanks for that. I'll send you some reconfigured lines shortly. Confirming DPC (Kirsten Roos) is aware. I also flagged this (and the resolution), with the Minister's Senior Media Advisor Deb Turner.

Cheers

Phil

<image001.png>

Phil Nickerson

A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
mob [redacted] | email [redacted]@chde.qld.gov.au
www.chde.qld.gov.au

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From: Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Sent: Thursday, 26 August 2021 10:26 AM
To: Phil Nickerson <[redacted]@chde.qld.gov.au>
Subject: Fwd: HIB Required ASAP - CIQ outage this morning

Hi Phil, lots of additional information below for you to draw from. When we spoke earlier did you say DPC are aware? Andrew S just wanted to confirm.

Ronnie Murray
A/Executive Director
Smart Service Queensland

Begin forwarded message:

From: SM SSQ Correspondence <[redacted]73(2)[redacted]@smartservice.qld.gov.au>
Date: 26 August 2021 at 10:21:36 am AEST
To: Nathan Bines <[redacted]@chde.qld.gov.au>, Simon Kapernick <[redacted]@smartservice.qld.gov.au>, Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>, Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

Thanks All. I'll input this into the HIB and escalate shortly.

Everett Bamba

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 [redacted]73(2)[redacted] **email** [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

From: Nathan Bines <[redacted]@chde.qld.gov.au>
Sent: Thursday, 26 August 2021 10:19 AM
To: Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>
Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>
Subject: RE: HIB Required ASAP - CIQ outage this morning

was in the middle of an email myself:

- Period of disruption

Check in errors were picked up by automated monitoring from 8:45 until 8:59.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in

- Cause of the outage

This appears to be related to the scaling down of the check in database in Azure. this is a manually triggered action that is supposed to cause no noticeable downtime (less than 4 seconds), and is done regularly on QDAP databases without issue.

The reason for this change was to return the database to its normal operating tier. With the outage earlier in the week the database was scaled up to clear the backlog of traffic. It was left at that state for a few days to ensure the application was stable, and then scaled back down this morning to its usual state. The scale down completed at 8:48, and returned an error that the database had been "unavailable for a time period of less than 1 minute. The actual error message stated "The actual downtime is likely less than a minute – average is 2s".

This does not account for the subsequent 14 minutes of outage however. An incident has been raised with Microsoft for investigation, and ACT health have also been contacted.

What we have done to fix the issue (and how long did it take to resolve)

The issue appeared to resolve itself. The server was scaled back up manually, but this happened a couple of minutes after resolution of the issue. No further changes will be made to the server tier until the new reporting system is operational.

- What are we doing to avoid a reoccurrence

Seeking advice from Microsoft on the cause of the outage and advice on future issues. The server will not be scaled again unless absolutely necessary, and if so will be done out of hours. The server is overprovisioned to allow capacity for contact tracing and reporting. If the scaling incident was the cause of the issue, then reducing scaling events and limiting to after hours will avoid a recurrence. Moving to the new data and reporting architecture will reduce risk

- Any relationship (or not) with the other outages in CIQ experienced lately

No relationship to other outages

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb49 Sch 4 | email73(2) hde.qld.gov.au

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<image004.jpg>

Chat with me in Teams

From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Sent: Thursday, 26 August 2021 9:45 AM

To: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@hde.qld.gov.au>

Cc: SM SSQ Correspondence <[redacted]73(2)@smartservice.qld.gov.au>; Ronnie-

Louise Murray (SSQ) <[redacted]@smartservice.qld.gov.au>

Subject: RE: HIB Required ASAP - CIQ outage this morning

Not much is known at this point. What I do know is below.

- Period of disruption

0845 to 0900 = 16 minutes.

- Impacts on customers (e.g. ability of a customer/business check-in)

Unable to check in. Users got a timeout error or hung screen.

- Cause of the outage

TBD: Nathan is working on this.

- What we have done to fix the issue (and how long did it take to resolve)

TBD: Nathan is working on this.

- What are we doing to avoid a reoccurrence

TBD: Nathan is working on this.

- Any relationship (or not) with the other outages in CIQ experienced lately

TBD: Nathan is working on this.

Simon Kapernick
smartservice QUEENSLAND
m: [redacted] 49 Sch 4

From: Andrew Vonhoff <[redacted]@smartservice.qld.gov.au>

Sent: Thursday, 26 August 2021 9:27 AM

To: Nathan Bines <[redacted]@chde.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Cc: SM SSQ Correspondence <[redacted]@smartservice.qld.gov.au>; Ronnie Murray <[redacted]@smartservice.qld.gov.au>

Subject: HIB Required ASAP - CIQ outage this morning

Andrew has requested a HIB asap for the outage this morning. The information required:

- Period of disruption
- Impacts on customers (e.g. ability of a customer/business check-in)
- Cause of the outage
- What we have done to fix the issue (and how long did it take to resolve)
- What are we doing to avoid a reoccurrence
- Any relationship (or not) with the other outages in CIQ experienced lately

Corro Team - can you get the HIB template up and running and ready to put the information into.

Let me know if there are any issues.

Thanks

Andrew Vonhoff

Manager, Governance & Change | Smart Service Queensland

Queensland Government Customer and Digital Group

Department of Communities, Housing and Digital Economy

Level 5 | 310 Ann Street | Brisbane

ph 07 73(2) | mob 49 Sch 4
email 73(2)@martservice.qld.gov.au

www.qld.gov.au | www.hpw.qld.gov.au

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Andrew Spina

From: Keep, Katrina (Health) <[redacted]73(2)[redacted]act.gov.au>
Sent: Sunday, 28 February 2021 9:05 PM
To: Craig Newell; John Duggan
Cc: Chris Fechner; Simon Kapernick (SSQ); Andrew Spina
Subject: RE: Re:

Hi Craig

We haven't heard anything yet either.

Katrina

From: Craig Newell <[redacted]73(2)[redacted]smartservice.qld.gov.au>
Sent: Sunday, 28 February 2021 3:10 PM
To: [redacted]49 Sch 4 <[redacted]49 Sch 4[redacted]google.com>; Keep, Katrina (Health) <[redacted]act.gov.au>
Cc: Chris Fechner (HPW) <[redacted]hpw.qld.gov.au>; Simon Kapernick <[redacted]smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]hpw.qld.gov.au>
Subject: RE: Re:

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Not sure John. Katrina

Craig Newell
Smart Service Queensland
mb [redacted]73(2)[redacted]

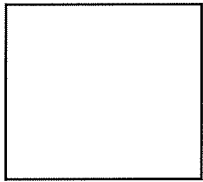
From: [redacted]49 Sch 4 <[redacted]google.com>
Sent: Sunday, 28 February 2021 2:07 PM
To: Craig Newell <[redacted]73(2)[redacted]smartservice.qld.gov.au>
Cc: Chris Fechner (HPW) <[redacted]hpw.qld.gov.au>; Simon Kapernick <[redacted]smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]hpw.qld.gov.au>
Subject: Re:

Hi Craig

No one has contacted me so far - do you know whether Katrina and team have had a response yet?

Kind Regards

[redacted]49 Sch 4
Queensland Public Sector, Google Cloud
Level 34, 1 Eagle Street, Brisbane, QLD 4000
E: [redacted]49 Sch 4 <[redacted]google.com> T: [redacted]49 Sch 4



On Sun, Feb 28, 2021 at 1:25 PM Craig Newell <[redacted]73(2)[redacted]@smartservice.qld.gov.au> wrote:

Great thanks for update John. We are meeting at 2pm to discuss issues. Appreciate not in your control but ..any advice/eta by then would be great.

Craig Newell
General Manager
Smart Service Queensland
Mobile: [redacted]49 Sch 4

On 28 Feb 2021, at 13:23, [redacted]49 Sch 4[redacted]@google.com> wrote:

I have managed to make contact with the US team leadership, they told me I have all the right people involved

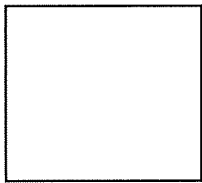
One of the key people [redacted]49 Sch 4[redacted] which may have been a cause for the delay, I've asked for another contact in her absence

I have been contacted by another automatic escalation process informing someone will contact me very shortly

Will be in touch again once I have something new

Kind Regards

[redacted]
Queensland Public Sector, Google Cloud
Level 34, 1 Eagle Street, Brisbane, QLD 4000
E: [redacted]49 Sch 4[redacted]@google.com T: [redacted]49 Sch 4[redacted]



On Sun, Feb 28, 2021 at 1:16 PM Craig Newell <[redacted]@smartservice.qld.gov.au> wrote:

Thanks!

Craig Newell
General Manager
Smart Service Queensland
Mobile: [redacted]49 Sch 4

On 28 Feb 2021, at 13:12, Chris Fechner <[redacted]@hpw.qld.gov.au> wrote:

Thanks John

Get [Outlook for iOS](#)

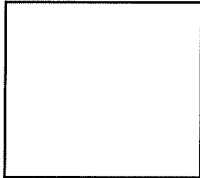
From: [redacted] 49 Sch 4 [redacted]@google.com>
Sent: Sunday, February 28, 2021 2:06:40 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>
Cc: Chris Fechner <[redacted]@hpw.qld.gov.au>; Simon Kapernick (SSQ) <[redacted]@smartservice.qld.gov.au>; Andrew Spina <[redacted]@hpw.qld.gov.au>
Subject: Re:

Hi Chris and Craig

I've spoken to my local leadership and have been advised to follow a different escalation path, have just kicked that off.
Sorry we haven't resolved this before now, this is a different part of Google for me to find my way around
Will let you know once I get a response

Kind Regards

[redacted] 49 Sch 4
Queensland Public Sector, Google Cloud
Level 34, 1 Eagle Street, Brisbane, QLD 4000
E: [redacted]@google.com T: [redacted] 49 Sch 4



On Sun, Feb 28, 2021 at 12:23 PM Craig Newell <[redacted] 73(2)@smartservice.qld.gov.au> wrote:

Thanks John

Craig Newell
General Manager
Smart Service Queensland
Mobile: [redacted] 49 Sch 4

On 28 Feb 2021, at 12:11 [redacted] 49 Sch 4 [redacted]@google.com> wrote:

Hi Craig I've had no feedback. I rang the US leader twice and left VM.
Will call again now then will call management

On Sun, 28 Feb 2021, 11:22 am Craig Newell,
<49 Sch 4 <[redacted]>@smartservice.qld.gov.au> wrote:

Any update [redacted] Media has occurred and starting to get more
attention now.

Craig Newell
General Manager
Smart Service Queensland
Mobile: 49 Sch 4 <[redacted]>

On 28 Feb 2021, at 09:55, Craig Newell
<73(2) <[redacted]>@smartservice.qld.gov.au> wrote:

Great thanks John!

Craig Newell
General Manager
Smart Service Queensland
Mobile: 49 Sch 4 <[redacted]>

On 28 Feb 2021, at 09:43, 49 Sch 4 <[redacted]>
<49 Sch 4 <[redacted]>@google.com> wrote:

Hi Chris, the team I normally
correspond with on this are in India,
with their management in Singapore.
I've tried contacting them. Now I've
found the leader of the Android/Play
test team in west coast US. I've sent
her chat and email messages
explaining the situation, and asking
her to ring me. It's Saturday
afternoon in Palo Alto and I don't
know that teams working practices. I
also copied in my Google cloud ANZ
and JAPAC leadership. I'll keep trying
and will report back as soon as I get
something. Thanks for your patience

All the best

49 Sch 4 <[redacted]>

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RTI Release

Andrew Spina

From: Andrew Spina
Sent: Sunday, 28 February 2021 9:39 AM
To: Kate Coehn
Subject: Re: Urgent: Heads up: Check-in app issue

Its at 10.30. Thanks Kate.

Get [Outlook for Android](#)

From: Kate Coehn <[redacted]73(2)[redacted]health.qld.gov.au>
Sent: Sunday, February 28, 2021 9:15:47 AM
To: Andrew Spina <[redacted]hpw.qld.gov.au>; Mark Cridland <[redacted]premiers.qld.gov.au>
Cc: John Green <[redacted]health.qld.gov.au>
Subject: Re: Urgent: Heads up: Check-in app issue

Hi Andrew

Apologise I have only just seen your email, I have forwarded thru to our media area and also Jasmina but I may have been too late as I am not sure what time they were planning to do media today

Thanks

Kate

Get [Outlook for iOS](#)

From: Andrew Spina <[redacted]hpw.qld.gov.au>
Sent: Sunday, February 28, 2021 6:36:46 AM
To: Mark Cridland <[redacted]premiers.qld.gov.au>
Cc: Kate Coehn <[redacted]health.qld.gov.au>; John Green <[redacted]health.qld.gov.au>
Subject: Urgent: Heads up: Check-in app issue

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Hi Mark/Kate,

- An issue was encountered with the Check in Qld app today which was also affecting the ACT app.
- This has only recently been a problem and we became aware late yesterday.
- The app closes on users who are running an old version of Android. We estimate this to affect around 4 to 5% of users.
- Despite the issue, we registered 4,400 successful check-ins yesterday.
- Note: This issue is getting some adverse comments on the app store.
- Our response to these comments will be:
Hi XXXX: Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.
- The Act developers who manage the app have made the change to fix the app (apparently this was a small change).
- Our team in Qld have tonight tested the change and have given the go ahead for it to be updated by google on the app store.
- We cannot control the timing of the upload and it could take typically up to a day to process.

- Google have been made aware of the change in advance.

I understand the Media call is being made around 7.00 .

If we proceed with the media call, this issue may come up.

We can say that:

- As soon as we were aware of the issue we began working with the ACT development team and google to address the issue.
- Users can still be checked-in by the venue if there are any issues with their app.
- A fix has been made and will be available shortly.

Andrew

Andrew Spina

Deputy Director-General

Service Delivery and Operations|Queensland Government Customer and Digital Group|

Department of Communities, Housing and Digital Economy

Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000

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RTI Release

Everett Bamba

From: Chris Burns <[redacted]73(2)ministerial.qld.gov.au>
Sent: Sunday, 28 February 2021 7:41 AM
To: Craig Newell
Subject: RE: Urgent: Heads up: Check-in app issue (2)

Thanks Craig

From: Craig Newell <[redacted]smartservice.qld.gov.au>
Sent: Sunday, 28 February 2021 7:34 AM
To: Andrew Spina (HPW) <[redacted]hpw.qld.gov.au>; Chris Fechner (HPW) <[redacted]hpw.qld.gov.au>;
Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]hpw.qld.gov.au>
Subject: Re: Urgent: Heads up: Check-in app issue

All, We have now checked in with the Orion hotel (918 checkins yesterday), PA hotel and Pumpyard (biggest users to date) this morning.

All say that they have not experienced any problems or aware of ones from their customers and "it is working better than ever now most of their patrons are use to the app". This doesn't mean no issues just that few experiencing it or customer working around at these venues.

Craig Newell
General Manager
Smart Service Queensland
Mobile: [redacted]49 Sch 4

On 28 Feb 2021, at 06:50, Craig Newell <[redacted]smartservice.qld.gov.au> wrote:

Note these are only viable when searched.

User reviews

49 Sch 4 49 Sch 4



★ ★ ★ ★ February 25, 2021



Shuts down instantly as you open it It's a big steaming P. O. S WHY RELEASE AN APP BEFORE BETA TESTING

Queensland Government February 27, 2021

Hi [redacted] Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon. If you are unable to check-in please advise the venue staff and they can record your details for you.



★ ★ ★ ★ February 25, 2021



DOESNT WORK... Won't even open it just crashes

Queensland Government February 27, 2021

Hi 49 Sch 4 Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon. If you are unable to check-in please advise the venue staff and they can record your details for you.

Craig Newell

Smart Service Queensland

mb 49 Sch 4

From: Craig Newell

Sent: Sunday, 28 February 2021 6:01 AM

To: 'Andrew Spina' <[redacted]@hpw.qld.gov.au>; Chris Fechner (HPW)

<[redacted]@hpw.qld.gov.au>; Chris Burns <[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>

Subject: RE: Urgent: Heads up: Check-in app issue

We discussed this ChrisF. On app store it say 5.0 and up. Thinking was to adjust (would need 8.0 and up for current issue) this would be unreasonable.

Craig Newell

Smart Service Queensland

mb 49 Sch 4

From: Andrew Spina <[redacted]73(2)@hpw.qld.gov.au>

Sent: Sunday, 28 February 2021 5:48 AM

To: Chris Fechner (HPW) <[redacted]@hpw.qld.gov.au>; Chris Burns

<[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>

Cc: Craig Newell <[redacted]@smartservice.qld.gov.au>

Subject: RE: Urgent: Heads up: Check-in app issue

Version 8.0, 7.1, 7.0 and 6.0 users.

This was not an issue during our trials. It was also not an issue for ACT until just now.

It became an issue as a result of a change in order to accommodate compliance changes required by google.

Andrew

From: Chris Fechner <[redacted]73(2)[redacted]hpw.qld.gov.au>
Sent: Sunday, 28 February 2021 5:41 AM
To: Andrew Spina <[redacted]hpw.qld.gov.au>; Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]hpw.qld.gov.au>
Cc: Craig Newell <[redacted]smartservice.qld.gov.au>
Subject: Re: Urgent: Heads up: Check-in app issue

Hi Andrew,
How old is the version and is it still supported in the Google Play store?
Do we specify a minimum version on the store?

Thanks,
Chris

Get [Outlook for iOS](#)

From: Andrew Spina <[redacted]hpw.qld.gov.au>
Sent: Sunday, February 28, 2021 12:50:10 AM
To: Chris Fechner <[redacted]hpw.qld.gov.au>; Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]hpw.qld.gov.au>
Cc: Craig Newell <[redacted]smartservice.qld.gov.au>
Subject: Urgent: Heads up: Check-in app issue

Hi,

- An issue was encountered with the Check in Qld app today which was also affecting the ACT app.
- This has only occurred yesterday and today
- The app closes on users who are running an old version of Android. We estimate this to affect around 4 to 5% of users.
- Despite the issue, we registered 4,400 successful check-ins today.
- Note: This issue is getting some adverse comments on the app store.
- Our response to these comments will be:
Hi XXXX. Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.
- The Act developers who manage the app have made the change to fix the app (apparently this was a small change).
- Our team in Qld have tonight tested the change and have given the go ahead for it to be updated by google on the app store.
- We cannot control the timing of the upload and it could take typically up to a day to process.
- Google have been made aware of the change in advance.

I understand the Media call is being made around 7.00 tomorrow.

If we proceed with the media call, this issue may come up.

We can say that:

- As soon as we were aware of the issue we began working with the ACT development team and google to address the issue.
- Users can still be checked-in by the venue if there are any issues with their app.
- A fix has been made and will be available shortly.

I will be available tonight and will ring early tomorrow morning if I don't hear further from you.

Andrew

Andrew Spina

Deputy Director-General
 Service Delivery and Operations|Queensland Government Customer and Digital Group|
 Department of Communities, Housing and Digital Economy
 Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
 ph 07 73(2) email 73(2) hpw.qld.gov.au |www.hpw.qld.gov.au
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RTI Release

Andrew Spina

From: Andrew Spina
Sent: Sunday, 28 February 2021 7:30 AM
To: Clare O'Connor
Cc: Chris Fechner
Subject: Check-in app issue

Clare, holding lines which I have discussed with Chris Burns are:

- As soon as we were aware of the issue a fix has been developed and is being made available as an update.
- This issue is also affecting the ACT check-in app.
- Users can still be checked-in by the venue if there are any issues with their app.

Summary Dot points:

- An issue was encountered with the Check in Qld app today which was also affecting the ACT app.
- This has only recently been a problem and we became aware late yesterday.
- The app closes on users who are running an old version of Android. We estimate this to affect around 4 to 5% of users.
- Despite the issue, we registered 4,400 successful check-ins yesterday.
- Over 38k check-ins have occurred to date.
- Note: This issue is getting some adverse comments on the app store.
- Our response to these comments will be:
Hi XXXX: Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.
- Spoke to **Orion hotel** this morning and they did not observe issues yesterday. They said it is "working better than ever"
- The Act developers who manage the app have made the change to fix the app (apparently this was a small change).
- Our team in Qld last night tested the change and have given the go ahead for it to be updated by google on the app store.
- We cannot control the timing of the upload and it could take typically up to a day to process.
- Google have been made aware of the change in advance.

Andrew

Andrew Spina

Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place| 140 Creek Street| BRISBANE QLD 4000
ph 07 ⁷³⁽²⁾ **email** ⁷³⁽²⁾ hpw.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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Andrew Spina

From: Andrew Spina
Sent: Sunday, 28 February 2021 7:17 AM
To: Chris Burns
Subject: RE: Urgent: Heads up: Check-in app issue

Can we add the line below

From: Chris Burns <[redacted]73(2)[redacted]ministerial.qld.gov.au>
Sent: Sunday, 28 February 2021 6:05 AM
To: Andrew Spina <[redacted]hpw.qld.gov.au>
Subject: RE: Urgent: Heads up: Check-in app issue

These words OK?:

- As soon as we were aware of the issue a fix has been developed and is being made available as an update.
- This issue is also affecting the ACT check-in app.
- Users can still be checked-in by the venue if there are any issues with their app.

From: Andrew Spina <[redacted]73(2)[redacted]hpw.qld.gov.au>
Sent: Sunday, 28 February 2021 5:48 AM
To: Chris Fechner <[redacted]hpw.qld.gov.au>; Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]hpw.qld.gov.au>
Cc: Craig Newell <[redacted]smartservice.qld.gov.au>
Subject: RE: Urgent: Heads up: Check-in app issue

Version 8.0, 7.1, 7.0 and 6.0 users.

This was not an issue during our trials. It was also not an issue for ACT until just now.

It became an issue as a result of a change in order to accommodate compliance changes required by google.

Andrew

From: Chris Fechner <[redacted]hpw.qld.gov.au>
Sent: Sunday, 28 February 2021 5:41 AM
To: Andrew Spina <[redacted]hpw.qld.gov.au>; Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]hpw.qld.gov.au>
Cc: Craig Newell <[redacted]smartservice.qld.gov.au>
Subject: Re: Urgent: Heads up: Check-in app issue

Hi Andrew,
How old is the version and is it still supported in the Google Play store?
Do we specify a minimum version on the store?

Thanks,
Chris

Get Outlook for iOS

From: Andrew Spina <[redacted]73(2)[redacted]@hpw.qld.gov.au>

Sent: Sunday, February 28, 2021 12:50:10 AM

To: Chris Fechner <[redacted]@hpw.qld.gov.au>; Chris Burns <[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>

Cc: Craig Newell <[redacted]@smartservice.qld.gov.au>

Subject: Urgent: Heads up: Check-in app issue

Hi,

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- This has only occurred yesterday and today
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- Despite the issue, we registered 4,400 successful check-ins today.
- Note: This issue is getting some adverse comments on the app store.
- Our response to these comments will be:

Hi XXXX. Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.

- The Act developers who manage the app have made the change to fix the app (apparently this was a small change).
- Our team in Qld have tonight tested the change and have given the go ahead for it to be updated by google on the app store.
- We cannot control the timing of the upload and it could take typically up to a day to process.
- Google have been made aware of the change in advance.

I understand the Media call is being made around 7.00 tomorrow.

If we proceed with the media call, this issue may come up.

We can say that:

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Andrew

Andrew Spina

Deputy Director-General

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Department of Communities, Housing and Digital Economy
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Andrew Spina

From: Andrew Spina
Sent: Sunday, 28 February 2021 6:29 AM
To: Chris Burns
Subject: Re: Urgent: Heads up: Check-in app issue

Yep, that's OK.

Get [Outlook for Android](#)

From: Chris Burns <[redacted]@ministerial.qld.gov.au>

Sent: Sunday, February 28, 2021 6:04:36 AM

To: Andrew Spina <[redacted]@hpw.qld.gov.au>

Subject: RE: Urgent: Heads up: Check-in app issue

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RTI Release

Andrew Spina

From: Andrew Spina
Sent: Sunday, 28 February 2021 6:04 AM
To: Chris Burns
Subject: RE: Urgent: Heads up: Check-in app issue

YES

From: Chris Burns <[redacted]73(2)[redacted]ministerial.qld.gov.au>
Sent: Sunday, 28 February 2021 6:03 AM
To: Andrew Spina <[redacted]hpw.qld.gov.au>
Subject: RE: Urgent: Heads up: Check-in app issue

- Andrew can we say "A fix has been developed and is being made available as an update." ?

From: Andrew Spina <[redacted]hpw.qld.gov.au>
Sent: Sunday, 28 February 2021 5:48 AM
To: Chris Fechner <[redacted]hpw.qld.gov.au>; Chris Burns <[redacted]ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>
Cc: Craig Newell <[redacted]smartservice.qld.gov.au>
Subject: RE: Urgent: Heads up: Check-in app issue

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ph 07 [redacted]73(2)[redacted] | email [redacted]73(2)[redacted]@hpw.qld.gov.au |www.hpw.qld.gov.au

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Andrew Spina

From: Craig Newell <[redacted]@smartservice.qld.gov.au>
Sent: Sunday, 28 February 2021 6:01 AM
To: Andrew Spina; Chris Fechner; Chris Burns; Phil Nickerson
Subject: RE: Urgent: Heads up: Check-in app issue

We discussed this ChrisF. On app store it say 5.0 and up. Thinking was to adjust (would need 8.0 and up for current issue) this would be unreasonable.

Craig Newell

Smart Service Queensland

mb [redacted] 49 Sch 4

From: Andrew Spina <[redacted]@hpw.qld.gov.au>
Sent: Sunday, 28 February 2021 5:48 AM
To: Chris Fechner (HPW) <[redacted]@hpw.qld.gov.au>; Chris Burns <[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>
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From: Andrew Spina <[redacted]@hpw.qld.gov.au>
Sent: Sunday, February 28, 2021 12:50:10 AM
To: Chris Fechner <[redacted]@hpw.qld.gov.au>; Chris Burns <[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>

Cc: Craig Newell [73(2)] <[redacted]@martservice.qld.gov.au>

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RTI Release

Andrew Spina

From: Craig Newell <73(2)@smartservice.qld.gov.au>
Sent: Sunday, 28 February 2021 3:52 AM
To: Andrew Spina; Chris Fechner; Chris Burns; Phil Nickerson
Subject: RE: Urgent: Heads up: Check-in app issue

Morning, See below - bottom page 21. Positive but low key. No call to action - web or phone.

COMMERCIAL ERM AD 10/04/21 FEBRUARY 17, 2021
THE \$4.4 MILLION AGREEMENT
Life is hard and games for Queensland
Inspirational Lachlan Power who has
announced a fortnight playing series.
THE MESSIAH AAA 000

NEWS 21
Refugee
scammed
students
to fund IVF

SAF BIRCH
A 1972 LAKHAIK refugee and
immigrant turned into a
scam artist who convinced
a group of students to fund
his IVF treatment. The
scam artist, who has been
convicted of fraud, is now
in prison for 18 months.

Check-in pain no more as govt launches QR code app

SAF BIRCH
The govt has today
launched a new QR code
app to help people
check in for COVID-19
testing. The app will
allow people to scan a
QR code at a testing
centre and receive a
digital receipt. This will
help people to prove
they have been tested
and avoid the need for
paper receipts.

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places to
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Check-in pain no more as govt launches QR code

HAYDEN JOHNSON

LONG lines outside bars and restaurants caused by people filling out QR code details could be a thing of the past with today's launch of a new COVID-19 check-in app.

Check-In Qld, a state government-developed QR app, will be rolled out across Queensland today promising a faster entry into the state's hospitality venues.

After one use, the app will remember a person's details, saving time by removing the need to fill out forms at each venue in future.

Businesses also stand to benefit, with data sent directly to the government rather than having to be kept.

Premier Anastacia Palaszczuk said effective contact tracing remained "at the heart" of the state's health response.

"The new Check-In Qld app

is free, contactless, secure and convenient and I know it will be embraced by venues and people right across the state," she said. "It simplifies compliance with Public Health Directions for all hospitality venues, with patrons and customers able to self-check-in and have their information stored securely.

"Having a safe and consistent check-in app has been a top priority, as we embrace the

'new normal' of a COVID safer environment."

Ms Palaszczuk encouraged businesses to sign up but said it would not be mandatory.

Orion Hotel Springfield manager Doug Meagher said the new app saved time for staff and made venue entry smoother for customers.

"Rolling out this app is a massive step forward ... in maintaining a COVID-safe environment," he said.

The app is available on Google Play and the App Store.

Already 204 businesses have signed up, with 29,000 customers using the app to check in.

Health Minister Annastacia Palaszczuk said the app would play a crucial role in the state's contact tracing strategy.

Businesses outside the hospitality sector can also use the app voluntarily.

VI - BOMEDZ01HA

Craig Newell

Smart Service Queensland

mb [redacted] 49 Sch 4

From: Andrew Spina [redacted] 73(2) [redacted] hpw.qld.gov.au>

Sent: Saturday, 27 February 2021 11:50 PM

To: Chris Fechner (HPW) <[redacted] hpw.qld.gov.au>; Chris Burns <[redacted] ministerial.qld.gov.au>; Phil Nickerson <[redacted] hpw.qld.gov.au>

Cc: Craig Newell [redacted] smartservice.qld.gov.au>

Subject: Urgent: Heads up: Check-in app issue

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Thank you.

From: Craig Newell
To: Ryan Kerr; Kristine Tully; Simon Kapernick; Maja Ryan
Subject: FW: Urgent: Heads up: Check-in app issue
Date: Saturday, 27 February 2021 11:54:38 PM

FYI – we will go ahead as planned at this stage.

Craig Newell

Smart Service Queensland

mb ^{49 Sch 4}

From: Andrew Spina <[redacted]@hpw.qld.gov.au>

Sent: Saturday, 27 February 2021 11:50 PM

To: Chris Fechner (HPW) <[redacted]@hpw.qld.gov.au>; Chris Burns <[redacted]@ministerial.qld.gov.au>; Phil Nickerson <[redacted]@hpw.qld.gov.au>

Cc: Craig Newell <[redacted]@smartservice.qld.gov.au>

Subject: Urgent: Heads up: Check-in app issue

Hi,

- An issue was encountered with the Check in Qld app today which was also affecting the ACT app.
- This has only occurred yesterday and today
- The app closes on users who are running an old version of Android. We estimate this to affect around 4 to 5% of users.
- Despite the issue, we registered 4,400 successful check-ins today.
- Note: This issue is getting some adverse comments on the app store.
- Our response to these comments will be:
Hi XXXX. Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.
- The Act developers who manage the app have made the change to fix the app (apparently this was a small change).
- Our team in Qld have tonight tested the change and have given the go ahead for it to be updated by google on the app store.
- We cannot control the timing of the upload and it could take typically up to a day to process.
- Google have been made aware of the change in advance.

I understand the Media call is being made around 7.00 tomorrow.

If we proceed with the media call, this issue may come up.

We can say that:

- As soon as we were aware of the issue we began working with the ACT development team and google to address the issue.
- Users can still be checked-in by the venue if there are any issues with their app.
- A fix has been made and will be available shortly.

I will be available tonight and will ring early tomorrow morning if I don't hear further from you.

Andrew

Andrew Spina

Deputy Director-General

Service Delivery and Operations|Queensland Government Customer and Digital Group|

Department of Communities, Housing and Digital Economy

Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000

ph 07 ⁷³⁽²⁾ email [redacted]@hpw.qld.gov.au |www.hpw.qld.gov.au

GPO Box 2457, BRISBANE QLD 4001

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Thank you.

RTI Release

Andrew Spina

From: Craig Newell <[redacted]73(2)@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 11:53 PM
To: Campbell Garrett (SSQ); Nathan Bines (DSITI); Simon Kapernick (SSQ); Tony Cervetto (SSQ)
Cc: Nathan Bines (DSITI); Maja Ryan (SSQ); Kristine Tully; Mitchell Anderson; Andrew Spina
Subject: RE: Figures and suggested plan.

User reviews

[redacted] 49 Sch 4
★ February 25, 2021
Shuts down instantly as you open it it's a big steaming P.O. S WHY RELEASE AN APP BEFORE BETA TESTING

Queensland Government February 27, 2021

Hi [redacted] 49 Sch 4 thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon. If you are unable to check-in please advise the venue staff and they can record your details for you.

[redacted] M 49 Sch 4
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Craig Newell
Smart Service Queensland
mb [redacted] 49 Sch 4

From: Craig Newell
Sent: Saturday, 27 February 2021 11:49 PM
To: Campbell Garrett <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@dsiti.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Anthony Cervetto <[redacted]@smartservice.qld.gov.au>
Cc: Nathan Bines <[redacted]@dsiti.qld.gov.au>; Maja Ryan <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>; Mitchell Anderson <[redacted]@smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>
Subject: RE: Figures and suggested plan.
Importance: High

Anthony about to do this...slightly adjusted Campbell to get in word limit

Hi Liden/Martin. Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon.. If you are unable to check-in please advise the venue staff and they can record your details for you.

Craig Newell

Smart Service Queensland

mb^{49 Sch 4}

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To: Nathan Bines <[redacted]@dsiti.qld.gov.au>; Craig Newell <[redacted]@smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>

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Subject: RE: Figures and suggested plan.

Assuming there are no further edits, I'll get prepared to post these responses to any reviews where this issue has been raised. They'll be up posted within 20 minutes however Google has a lag between posting and publishing which could cause them to appear unanswered for some time.

Campbell Garrett

Digital Service Delivery Manager | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing, Digital Economy and the Arts

Ph 07⁷³⁽²⁾ [redacted] Mo^{49 Sch 4} [redacted] | Email [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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From: Nathan Bines <[redacted]@hpw.qld.gov.au>

Sent: Saturday, 27 February 2021 11:23 PM

To: Craig Newell <[redacted]@smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Cc: Nathan Bines <[redacted]@dsiti.qld.gov.au>; Campbell Garrett <[redacted]@martservice.qld.gov.au>; Maja Ryan <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>; Mitchell Anderson <[redacted]@smartservice.qld.gov.au>

Subject: RE: Figures and suggested plan.

Looks ok to me. Small suggestion below

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Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb^{49 Sch 4} email [redacted]@hpw.qld.gov.au
www.hpw.qld.gov.au

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 [Chat with me in Teams](#)

From: Craig Newell <[redacted]73(2)[redacted]@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 11:17 PM
To: Andrew Spina <[redacted]@hpw.qld.gov.au>; Simon Kapernick (SSQ) <[redacted]@smartservice.qld.gov.au>
Cc: Nathan Bines (DSITI) <[redacted]@dsiti.qld.gov.au>; Campbell Garrett (SSQ) <[redacted]@smartservice.qld.gov.au>; Maja Ryan (SSQ) <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>; Mitchell Anderson <[redacted]73(2)[redacted]@smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.
Importance: High

As discussed. Think we need to jump on these two reviews before morning...and jump on others as they come in. How does this sound?:

H [redacted]49 Sch 4 Thanks for taking the time to leave a review. Further testing identified that a small portion of users with Android 8.0 and some older versions are experiencing issues. Apologies for the inconvenience, a fix has been developed and will be available very soon. In the meantime, if you are unable to check-in please advise the venue staff and they can record your details for you. Please head to https://www.covid19.qld.gov.au/check-in-qld#_customer or call 134COVID (134 268) for further updates and support.

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Ric Turner

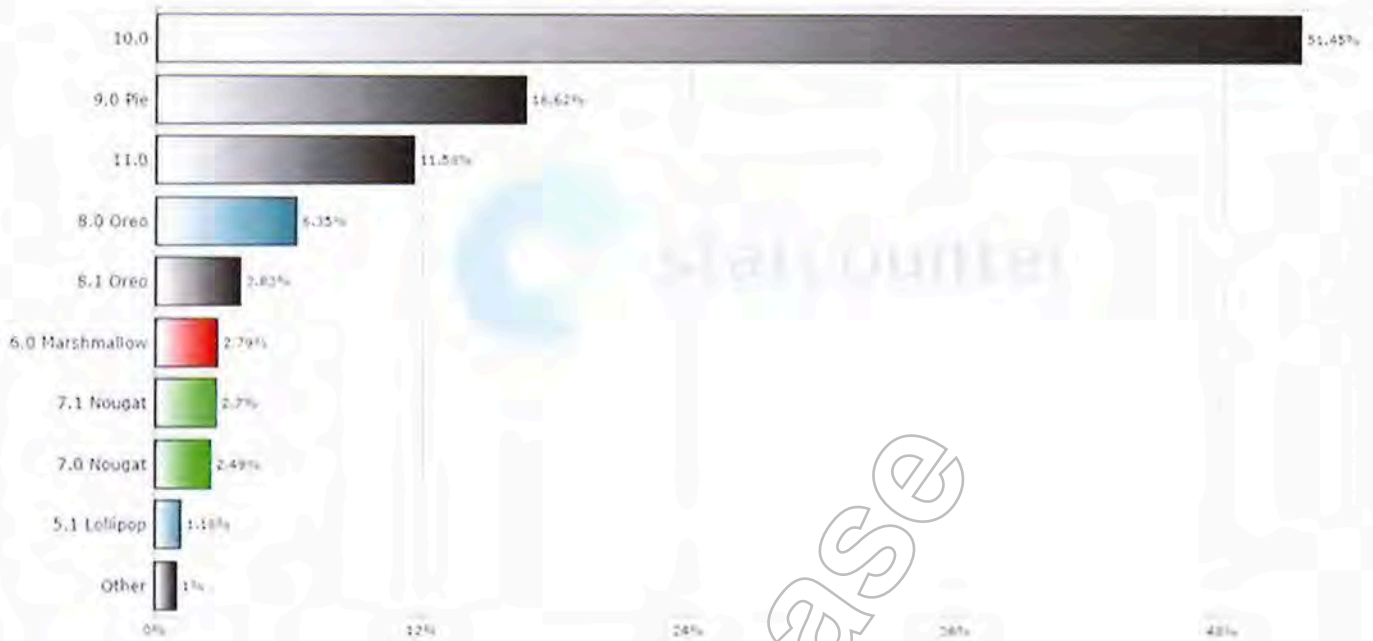
Craig Newell
Smart Service Queensland
mk [redacted]49 Sch 4

From: Craig Newell
Sent: Saturday, 27 February 2021 9:19 PM
To: Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>
Cc: Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@dsiti.qld.gov.au>
Subject: RE: Figures and suggested plan.

While waiting I have done some sums on extent of issue based on what we think we know. By below (previous chart included tablets this is phone only) 14.33 % of Android users are likely to be affected. Given Android are 45 % of smartphones this will represent approx. 6.4 % of our users.

Mobile Android Version Market Share Australia Jan - Feb 2021

Edit C



Save Chart Image (.png)

Download Data (.csv)

Embed HTML

id="mobile_android_version-AU-monthly-202101-202102" v

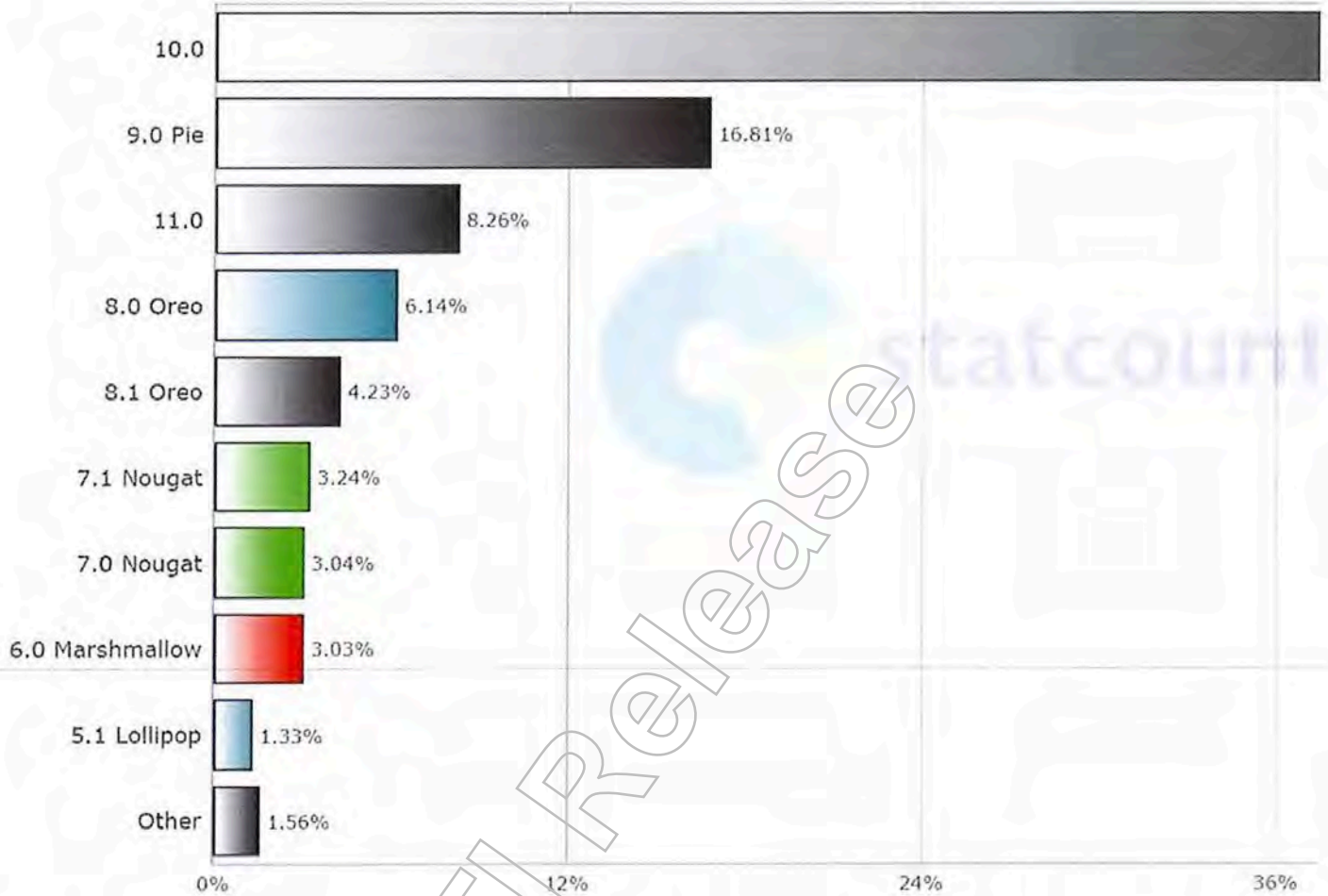
Craig Newell
Smart Service Queensland
mb [redacted]

From: Craig Newell
Sent: Saturday, 27 February 2021 8:55 PM
To: Andrew Spina (HPW) [redacted] <hpw.qld.gov.au>
Cc: Simon Kapernick <[redacted]> <smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.
Importance: High

Hi Andrew the latest is:

- This has been introduced in the latest upgrade – yes it has only just started to happen.
- App hard crashes on loading for Android 8.0, 7.1, 7.0, and 6.0 users (see below for % of android users)
- They are pretty confident that it is all users of the above versions
 - Nathan does not have Android version data in his logs to substantiate this.
- ETA from ACT is to have build done by 10 pm tonight.
- We will then test.
- Google are aware we have a update coming but have not confirmed turn around.

Mobile & Tablet Android Version Market Share Austr Jan 2021



Craig Newell
Smart Service Queensland
mk [redacted] 49 Sch 4

From: Craig Newell [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)
Sent: Saturday, 27 February 2021 8:13 PM
To: Simon Kapernick <[\[redacted\]@smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)>; Nikh Reddy [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)>
Cc: QOL Service Management [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)>; [redacted] [act.gov.au](mailto:[redacted]@act.gov.au); Jason Beaumont [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)>; Kristine Tully [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)>; Nathan Bines [redacted] [dsiti.qld.gov.au](mailto:[redacted]@dsiti.qld.gov.au)>; Andrew Spina (HPW) [redacted] [hpw.qld.gov.au](mailto:[redacted]@hpw.qld.gov.au)>
Subject: RE: Figures and suggested plan.
Importance: High

Thanks all. Appreciate the efforts going into resolving this asap.

Can we confirm:

- This has been introduced with the latest upgrade – so only just started to happen?
- What is the experience – just closes when opening app?
- Do we know if it is some or all users of these versions?

Nathan is going to see if in our stats we have check in coming in from any of these android versions.

[redacted] (google) is sussing out what would be the quickest turn around we could get – once we have tested and are right to go.

Craig Newell
Smart Service Queensland
m: [redacted]

From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 8:04 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>; Nikh Reddy <[redacted]@smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au>; [redacted]@act.gov.au; Jason Beaumont <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.

Nikh is available to test on iPhone. ACT will have the new version ready for testing around 2100 our time.

Latest figures from ACT:

- 11.8 % of **Android** users appear to be affected.
- Only Android v6 to v8 are affected.
- v5 appears to be OK.

This is my stat:

- Which is about 5% of all users based upon Australian distribution of phone OS's ([here](#))

Simon Kapernick
smartservice QUEENSLAND
m: [redacted]

From: Simon Kapernick
Sent: Saturday, 27 February 2021 7:28 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au>; 'Katrina.Keep@act.gov.au' <[redacted]@act.gov.au>
Subject: RE: Figures and suggested plan.

Update:

- QLD **not** yet released for review.
- ACT still hitting bug in QLD app. Will re-build and test tonight.
- Have given ACT the OK to release new app into store for review if passes ACT testing as not adding any new features.
- ACT need to check the version of their app they've put up for review to ensure same bug does not exist in that.

We have an option to rollback to v1.7.1 but this will be non-compliant with Google.

Simon Kapernick

smartservice QUEENSLAND

m: 49 Sch 4

From: Simon Kapernick

Sent: Saturday, 27 February 2021 7:15 PM

To: Craig Newell <[redacted]@smartservice.qld.gov.au>

Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au> [redacted] 73(2) <[redacted]@act.gov.au>

Subject: Figures and suggested plan.

Hi Craig,

Have done the following:

- Had a chat with Katrina got some stats for CBR and some mor background.
- Asked Oncall to keep an eye out (hourly check of emails) for confirmation email from Google that the revie wis done.

My suggested plan:

- Based upon CBR stats (about 84,000 per day, 2000 crashes inthelast 24 hours) the affected users is less than 2.5%, assuming each users tries two times then it's probalby more like 1.25%.
- We have 3 business days to approve registrations.
- We delay registrations until the bug is fixed. Increase MCT workforce in readiness to process the backlog.
- Keeping the affected user base to a minimum.
- Make sure anyone at the media release has androud v9 or newer or an iPhone.

Cheers,

Simon

Simon Kapernick

Director | Queensland Online

Smart Service Queensland | Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | BRISBANE QLD 4000

ph ^{49 Sch 4} | email ⁷³⁽²⁾ smartservice.qld.gov.au

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Thank you.

RTI Release

Andrew Spina

From: Andrew Spina
Sent: Saturday, 27 February 2021 11:50 PM
To: Chris Fechner; Chris Burns; Phil Nickerson
Cc: Craig Newell
Subject: Urgent: Heads up: Check-in app issue

Hi,

- An issue was encountered with the Check in Qld app today which was also affecting the ACT app.
- This has only occurred yesterday and today
- The app closes on users who are running an old version of Android. We estimate this to affect around 4 to 5% of users.
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We can say that:

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- Users can still be checked-in by the venue if there are any issues with their app.
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I will be available tonight and will ring early tomorrow morning if I don't hear further from you.

Andrew

Andrew Spina
Deputy Director-General

Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
ph 07 ⁷³⁽²⁾ | email ⁷³⁽²⁾ hpw.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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RTI Release

Andrew Spina

From: Andrew Spina
Sent: Saturday, 27 February 2021 11:46 PM
To: Campbell Garrett; Nathan Bines (DSITI); Craig Newell; Simon Kapernick (SSQ)
Cc: Nathan Bines (DSITI); Maja Ryan (SSQ); Kristine Tully; Mitchell Anderson
Subject: RE: Figures and suggested plan.

Thanks Campbell.

From: Campbell Garrett <[redacted]@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 11:44 PM
To: Nathan Bines (DSITI) <[redacted]@dsiti.qld.gov.au>; Craig Newell <[redacted]@smartservice.qld.gov.au>; Andrew Spina <[redacted]@hpw.qld.gov.au>; Simon Kapernick (SSQ) <[redacted]@smartservice.qld.gov.au>
Cc: Nathan Bines (DSITI) <[redacted]@dsiti.qld.gov.au>; Maja Ryan (SSQ) <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>; Mitchell Anderson <[redacted]@smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.

Assuming there are no further edits, I'll get prepared to post these responses to any reviews where this issue has been raised. They'll be up posted within 20 minutes however Google has a lag between posting and publishing which could cause them to appear unanswered for some time.

Campbell Garrett

Digital Service Delivery Manager | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing, Digital Economy and the Arts
Ph 07 73(2) [redacted] **Mob** 49 Sch 4 [redacted] | **Email** [redacted]@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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From: Nathan Bines <[redacted]@hpw.qld.gov.au>
Sent: Saturday, 27 February 2021 11:23 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>; Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>; Simon Kapernick <[redacted]@smartservice.qld.gov.au>
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Subject: RE: Figures and suggested plan.

Looks ok to me. Small suggestion below

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Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
mb [redacted] 49 Sch 4 email [redacted] hpw.qld.gov.au
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Chat with me in Teams



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User reviews




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DOESNT WORK...Won't even open it just crashes

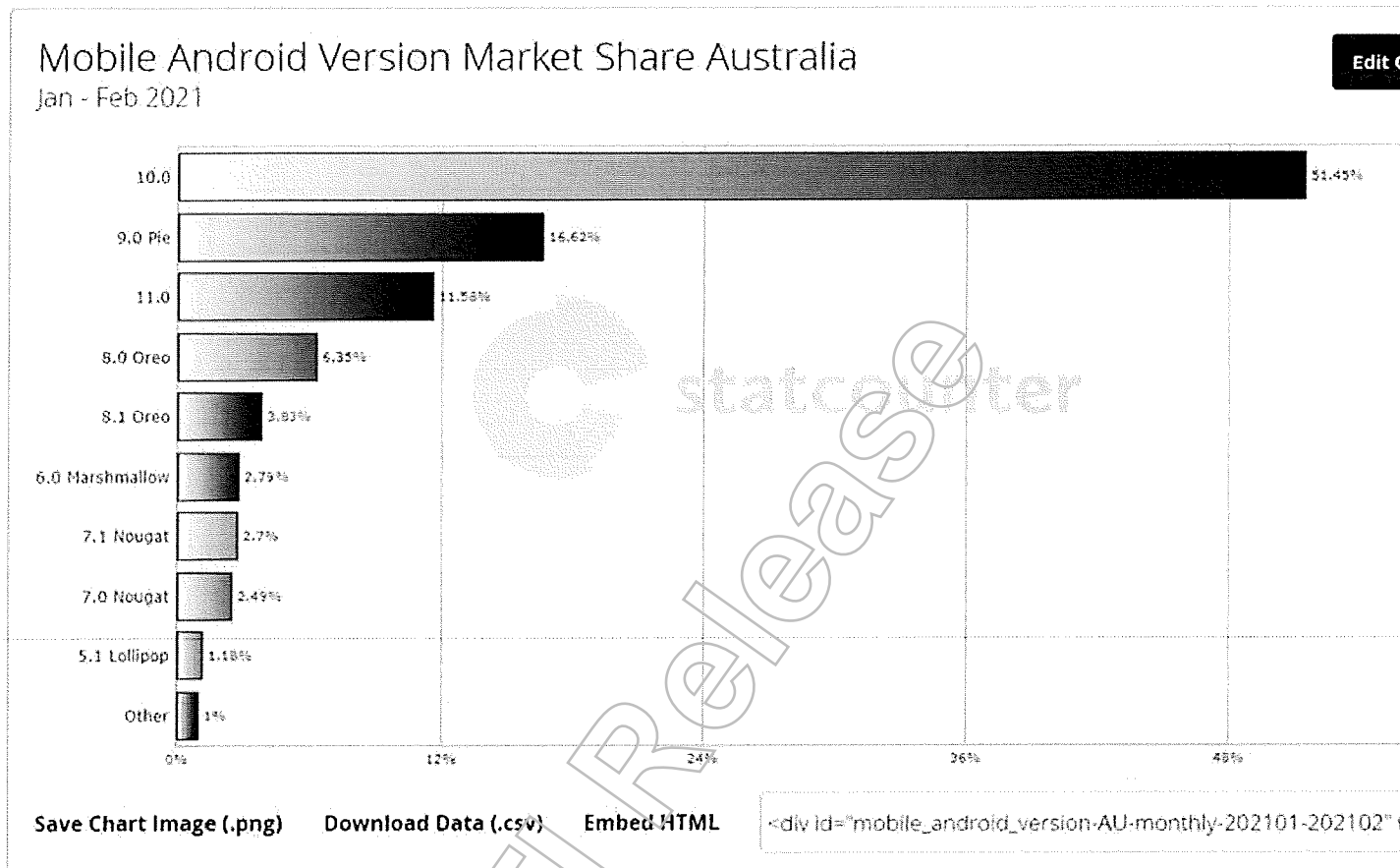
 Pin Turner  

Craig Newell
Smart Service Queensland
mb [redacted] 49 Sch 4

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Sent: Saturday, 27 February 2021 9:19 PM

To: Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>
Cc: Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@dsiti.qld.gov.au>
Subject: RE: Figures and suggested plan.

While waiting I have done some sums on extent of issue based on what we think we know. By below (previous chart included tablets this is phone only) 14.33 % of Android users are likely to be affected. Given Android are 45 % of smartphones this will represent approx. 6.4 % of our users.



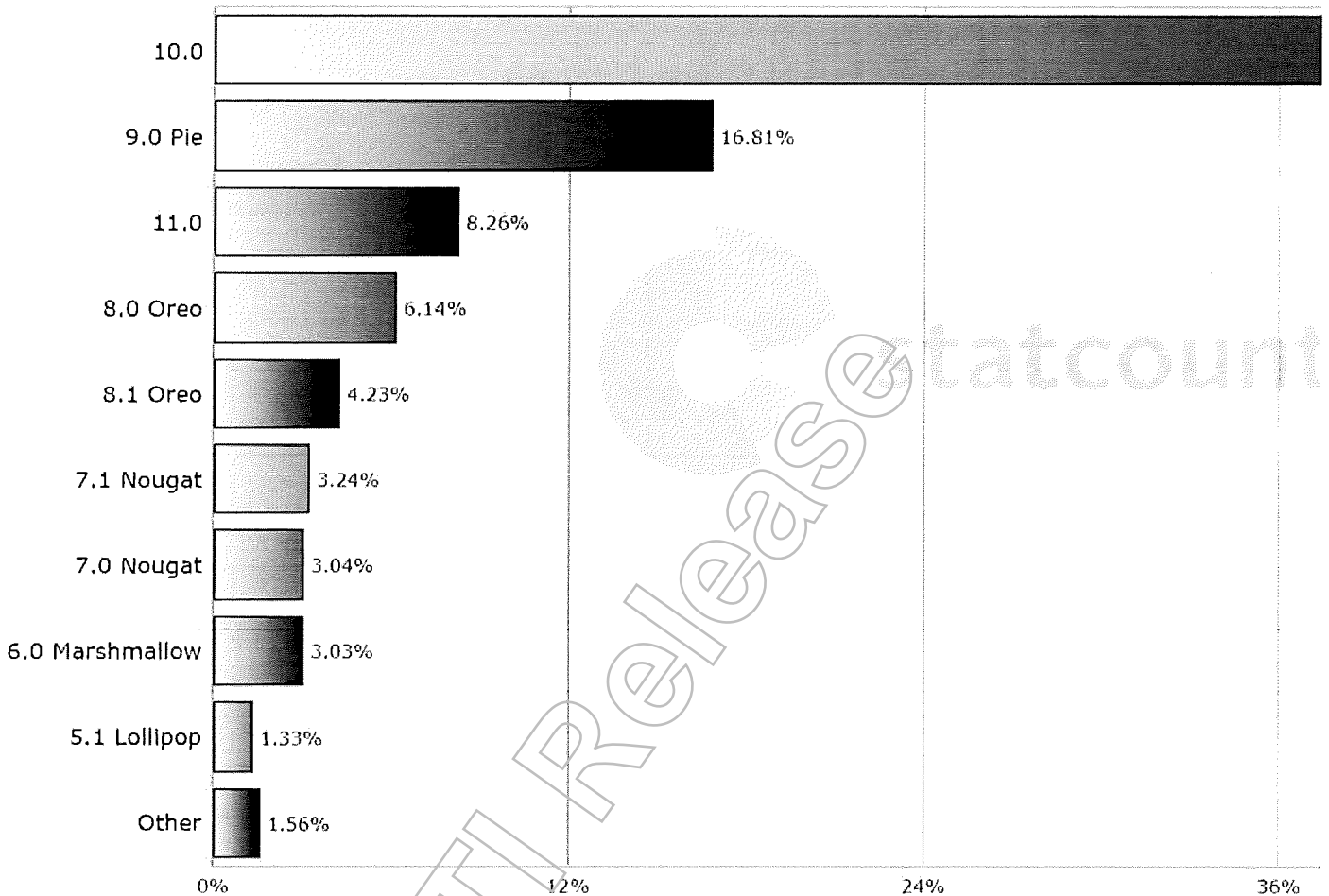
Craig Newell
Smart Service Queensland
mb [redacted] 49 Sch 4

From: Craig Newell
Sent: Saturday, 27 February 2021 8:55 PM
To: Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>
Cc: Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.
Importance: High

Hi Andrew the latest is:

- This has been introduced in the latest upgrade – yes it has only just started to happen.
- App hard crashes on loading for Android 8.0, 7.1, 7.0, and 6.0 users (see below for % of android users)
- They are pretty confident that it is all users of the above versions
 - Nathan does not have Android version data in his logs to substantiate this.
- ETA from ACT is to have build done by 10 pm tonight.
- We will then test.
- Google are aware we have a update coming but have not confirmed turn around.

Mobile & Tablet Android Version Market Share Austr Jan 2021



Craig Newell
Smart Service Queensland
mb [redacted] 49 Sch 4

From: Craig Newell <[redacted]@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 8:13 PM
To: Simon Kapernick <[redacted]@smartservice.qld.gov.au>; Nikh Reddy <[redacted]@smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au>; [redacted]@act.gov.au; Jason Beaumont <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>; Nathan Bines <[redacted]@isiti.qld.gov.au>; Andrew Spina (HPW) <[redacted]@hpw.qld.gov.au>
Subject: RE: Figures and suggested plan.
Importance: High

Thanks all. Appreciate the efforts going into resolving this asap.

Can we confirm:

- This has been introduced with the latest upgrade – so only just started to happen?
- What is the experience – just closes when opening app?
- Do we know if it is some or all users of these versions?

Nathan is going to see if in our stats we have check in coming in from any of these android versions.

John Duggan (google) is sussing out what would be the quickest turn around we could get – once we have tested and are right to go.

Craig Newell

Smart Service Queensland

m: 49 Sch 4

From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Sent: Saturday, 27 February 2021 8:04 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>; Nikh Reddy <[redacted]@smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au>; [redacted]@act.gov.au; Jason Beaumont <[redacted]@smartservice.qld.gov.au>; Kristine Tully <[redacted]@smartservice.qld.gov.au>
Subject: RE: Figures and suggested plan.

Nikh is available to test on iPhone. ACT will have the new version ready for testing around 2100 our time.

Latest figures from ACT:

- 11.8 % of **Android** users appear to be affected.
- Only Android v6 to v8 are affected.
- v5 appears to be OK.

This is my stat:

- Which is about 5% of all users based upon Australian distribution of phone OS's ([here](#))

Simon Kapernick

smartservice QUEENSLAND

m: 49 Sch 4

From: Simon Kapernick
Sent: Saturday, 27 February 2021 7:28 PM
To: Craig Newell <[redacted]@smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted]@smartservice.qld.gov.au>; [redacted]@act.gov.au
[redacted]@act.gov.au
Subject: RE: Figures and suggested plan.

Update:

- QLD **not** yet released for review.
- ACT still hitting bug in QLD app. Will re-build and test tonight.
- Have given ACT the OK to release new app into store for review if passes ACT testing as not adding any new features.
- ACT need to check the version of their app they've put up for review to ensure same bug does not exist in that.

We have an option to rollback to v1.7.1 but this will be non-compliant with Google.

Simon Kapernick
smartservice QUEENSLAND
m: [redacted] 49 Sch 4

From: Simon Kapernick
Sent: Saturday, 27 February 2021 7:15 PM
To: Craig Newell [redacted] smartservice.qld.gov.au>
Cc: QOL Service Management <[redacted] smartservice.qld.gov.au>; [redacted] act.gov.au
Subject: Figures and suggested plan.

Hi Craig,

Have done the following:

- Had a chat with Katrina got some stats for CBR and some mor background.
- Asked Oncall to keep an eye out (hourly check of emails) for confirmation email from Google that the revie wis done.

My suggested plan:

- Based upon CBR stats (about 84,000 per day, 2000 crashes inthelast 24 hours) the affected users is less than 2.5%, assuming each users tries two times then it's probalby more like 1.25%.
- We have 3 business days to approve registrations.
- We delay registrations until the bug is fixed. Increase MCT workforce in readiness to process the backlog.
- Keeping the affected user base to a minimum.
- Make sure anyone at the media release has androud v9 or newer or an iPhone.

Cheers,

Simon

Simon Kapernick

Director | Queensland Online

Smart Service Queensland | Department of Communities, Housing and Digital Economy

Level 4 | 310 Ann Street | BRISBANE QLD 4000

ph ^{49 Sch 4} [redacted] | email [redacted] [smartservice.qld.gov.au](mailto:[redacted]@smartservice.qld.gov.au)

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Thank you.

RTI RELEASED

Donna Lawrence

From: Andrew Spina <[redacted]@chde.qld.gov.au>
Sent: Tuesday, 24 August 2021 6:53 AM
To: Craig Newell
Subject: Re: CIQ New features.

Thanks Craig. I agree with raising the support for Nathan's team again.

Andrew Spina

Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
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GPO Box 2457, BRISBANE QLD 4001

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From: Craig Newell <[redacted]@smartservice.qld.gov.au>
Sent: Tuesday, August 24, 2021 6:46:23 AM
To: Andrew Spina <[redacted]@chde.qld.gov.au>
Subject: Fwd: CIQ New features.

Hi Andrew, I followed up re the offline synch and as to whether it could have prevented recent outages. Short answer is maybe. Think we can use it and its planned introduction (release after next) as a mitigation action for events such as this in the future.

A lesson for me (noting Nathan's re-architect comment below) is that I think we need to reset/review where we are at in backing DIS and their ability to sustain the growing systems/data needs and the support required of CIQ.

Offline synch, expanding business and checkins, vaccinations enhancements, and news and alerts just keep coming.

If we get a chance to chat with Dallas and Donna today we could revisit our earlier plans to ensure Nathan gets any extra support needed now and we also come up with renewed steps to keep maturing/growing his team in-line with this increasing demand.

I wonder with TOU on pause is their a chance for Donna and maybe others (Lisa?) to lean in to help as well?

Chat later today.

Craig Newell
Mobile: [redacted] ^{49 Sch 4}

Begin forwarded message:

From: Nathan Bines <[redacted]@chde.qld.gov.au>
Date: 23 August 2021 at 19:40:09 AEST
To: Craig Newell <[redacted]@smartservice.qld.gov.au>

Cc: Simon Kapernick <[redacted]@smartservice.qld.gov.au>

Subject: RE: CIQ New features.

Yeah me too! Waiting for more info from Microsoft and ACT at the moment.

Best info we have right now is its an extremely rare event that's unlikely to happen again, and most effective control is to escalate to ACT more quickly next time if we see a large number of errors, in parallel to our own troubleshooting, so they can reset the instance if needed.

The alternative option of a full re-architecture of the application is still a consideration in my opinion, and should be considered if we wanted to expand the use beyond check in's. A different design would provide true scalability and redundancy, and allow options such as allowing the backend to store failed check ins and re-send then to the database. not suggesting we raise this now but worth keeping in mind. It would raise many issues to consider.

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb [redacted] | email [redacted]@chde.qld.gov.au

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[Chat with me in Teams](#)

From: Craig Newell <[redacted]@smartservice.qld.gov.au>

Sent: Monday, 23 August 2021 7:20 PM

To: Nathan Bines <[redacted]@chde.qld.gov.au>

Cc: Simon Kapernick (SSQ) <[redacted]@smartservice.qld.gov.au>

Subject: Re: CIQ New features.

Thanks Nathan - yeah still don't get why Saturday's didn't behave similar.

Craig Newell

Mobile: [redacted]

On 23 Aug 2021, at 19:02, Nathan Bines <[redacted]@chde.qld.gov.au> wrote:

Yep todays outage would have had no impact on users with offline mode available, apart from those with older versions or who have disabled offline (you would think very few).

Saturday was an unusual one, as it all appeared to be online, it just couldn't process check in's that were sent to one particular server..

Offline would be a significant risk mitigation for any future outages in my opinion, not that we plan to have any more!

Nathan Bines

Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

mb [redacted] email [redacted] chde.qld.gov.au

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<image001.jpg>

Chat with me in Teams

From: Craig Newell <[redacted]@smartservice.qld.gov.au>

Sent: Monday, 23 August 2021 6:51 PM

To: Simon Kapernick (SSQ) [redacted]@smartservice.qld.gov.au>

Cc: Nathan Bines <[redacted]@chde.qld.gov.au>

Subject: Re: CIQ New features.

Thanks for this today Simon!

Know won't be in the next version but.....Was interested if we had offline sync would have the weekend and today's issue been seamless to customers/ business? Just think it may be helpful in some of our briefs today/tomorrow to say we are working on a capability that will reduce this and similar risks in the future? (Although I'm running 1.12 o did see the weekends issue but not today's?)

Thanks to you both for resolving these events - as we know not ideal but our success to date is thanks to you and your teams and it impacts could have been longer and worse without you both jumping on it. Thanks!

Craig Newell

Mobile: [redacted] 49 Sch 4

On 23 Aug 2021, at 15:20, Simon Kapernick

<[redacted]@smartservice.qld.gov.au> wrote:

Sorry. It's a bit obscure:

- Support for remote content in-app

We'll re-write that to:

- Support for in-app News and News Alert items.

News items just add a dot to the menu button. Alert items create that overlay at the bottom with the title of the alert.

The news or alerts don't initiate app notifications. The users need to open the app to see them.

Simon Kapernick
smartservice QUEENSLAND
m [redacted] 49 Sch 4

From: Andrew Spina <[redacted]@hde.qld.gov.au>
Sent: Monday, 23 August 2021 3:13 PM
To: Simon Kapernick <[redacted]@smartservice.qld.gov.au>;
Craig Newell <[redacted]@smartservice.qld.gov.au>
Subject: Re: CIQ New features.

What about the alert feature. Is it still there?

Andrew Spina

Deputy Director-General
Service Delivery and Operations|Queensland Government Customer
and Digital Group|
Department of Communities, Housing and Digital Economy
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GPO Box 2457, BRISBANE QLD 4001

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From: Simon Kapernick <[redacted]@smartservice.qld.gov.au>
Sent: Monday, August 23, 2021 2:39:56 PM
To: Andrew Spina <[redacted]@hde.qld.gov.au>; Craig Newell
<[redacted]@smartservice.qld.gov.au>
Subject: CIQ New features.

Hi Andrew,

New features. History deletion and offline sync (strikethrough) are
out. Should, hopefully have a new version in test without these
features today.

iOS release notes (for publishing)

- Support for offline check-in*
- New setting to turn off storing location history after check-in
- New flashlight/torch on in QR code scan screen
- Allow check in to recent or frequent locations again, without
requiring scanning
- Support for Service NSW QR code redirect to web form
- Support manual short code entry for partner jurisdiction
check-in

- New setting to hide personal information on home screen
- Improved security
- 'What's New' overlay on new version app launch
- Updated design assets for CBR app
- Support for remote content in-app
- Improve rendering accessibility font sizes on home screen (level 8 fonts)

Android release notes (for publishing)

- ~~Support for offline check-in*~~
- ~~New setting to turn off storing location history after check-in~~
- New flashlight/torch on in QR code scan screen
- Allow check in to recent or frequent locations again, without requiring scanning
- Support for Service NSW QR code redirect to web form
- Support manual short code entry for partner jurisdiction check-in
- New setting to hide personal information on home screen
- Improved security
- 'What's New' overlay on new version app launch
- Updated design assets for CBR app
- Support for remote content in-app
- Improved performance of camera start
- Overlap of "Create Business Profile" over button on certain Android devices
- Previous location scan displayed when using native camera

Cheers,
Simon.

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