

WEBFILING Downtime Incidents and Changes

1. WebFiling Service Downtime from June 2010 to end June 2015

Date	Duration	Service Downtime	System Issues / Planned Maintenance
2010			
17 th June	07:41 – 08:14 & 08:55 – 09:56	94 mins	System Issues
12 th July	20:55 – 21:25	30 mins	System Issues
6 th August	11:19 – 11:43	24 mins	System Issues
7 th September	04:24 – 04:34	10 mins	System Issues
2 nd November	22.53 – 00.39	106 mins	System Issues
2011			
27 th January	16.04 – 16.09	05 mins	System Issues
19 th February	11.15 – 12.45 13.45 – 14.49	90 mins 64 mins	System Issues
26 th February	18.30 - 18.43	13 mins	System Issues
2 nd March	22.36 – 23.24	48 mins	System Issues
17 th June	12.33 – 14.25 16.55 – 17.11	112 mins 16 mins	System Issues
25 th July	11.00 – 18.50	470 mins	System Issues
2012			
2 nd February	10.45 – 10.51 15.51 – 16.19	06 mins 28 mins	System Issues

Date	Duration	Service Downtime	System Issues / Planned Maintenance
20 th March	14.19 - 14.34	15 mins	System Issues
3 rd April	07.03-07.12	09 mins	System Issues
12 th April	11.05-11.16	11 mins	System Issues
25 th April	16.01-16.16	15 mins	System Issues
9 th May	11.23 -11.59	36 mins	System Issues
9 th May	09.56 -10.06	10 mins	System Issues
7 th June	16.56-17.21	25 mins	System Issues
15 th June	07.52-09.36 09.39-09.43	104 mins 04 mins	System Issues
18 th July	17.58-23:58	360 mins	System Issues
10th December	09:52-10:06	14 mins	System Issues
2013			
3rd January	9:42-09:55	13 mins	System Issues
14th January	14:43-14:49	6 mins	System Issues
17 th January	17:07-17:28	21mins	System Issues
8 th March	22:02 – 22:11	9 mins	System Issues
19 th March	11:31-11:46	15 mins	System Issues
28 th March	9:27 – 9:48	21 mins	System Issues
8 th April	15:06 – 15:10	4 mins	System Issues
18 th April	10:12 – 10:22	10 mins	System Issues

Date	Duration	Service Downtime	System Issues / Planned Maintenance
26 th April	11:59 – 12:07	8 mins	System Issues
15 th May	14:25 – 14:56	31 mins	System Issues
16 th May	13:00 13:15	15 mins	System Issues
19 th May	12:00 – 12:10	10 mins	System Issues
9 th August	10:57 – 11.23	26 mins	System Issues
23 rd August	22.20 - 24.00	150 mins	Planned Maintenance
24 th August	24.00 – 24.00	1440 mins	Planned Maintenance
25 th August	24.00 – 24.00	1440 mins	Planned Maintenance
26 th August	24.00 – 14.15	840 mins	Planned Maintenance
29 th August	15:15 – 15:25	10 mins	System Issues
30 th September	12.32 – 12.50	18 mins	System Issues
21 st November	19.10 – 20.28	70 mins	System Issues
	15.15 to 15.25	10 mins	System Issues
2014			
1 st May	16.06 to 16.22	16 mins	System Issues
1 st June	07:32 – 08:28 08:44 – 08:54	56 mins 10 mins	Planned Maintenance
2 nd July	13.43 – 13.53	10 mins	System Issues
16 th July	10.53 – 11.08	15 mins	System Issues
30 th July	11.10 – 11.21	11 mins	System Issues
17 th October	15:18 – 16:17	59 mins	System Issues
18 th October	10:20 – 10:50	30 mins	System Issues
22 nd November	08:00 – 08:46	36 mins	Planned Maintenance
2 nd December	09:55 – 11:06	71 mins	System Issues

Date	Duration	Service Downtime	System Issues / Planned Maintenance
3 rd December	17:59 – 18:03 18:04 – 18:12	12 mins	System Issues
2015			
22 nd January	09:39 – 10:15	34 mins	System Issues
4 th February	14:47 – 14:52	5mins	System Issues
18 th June	08:24 – 09:45	81 mins	System Issues

2. Changes applied to WebFiling

Changes to Customer services are applied to the services as part of a monthly release schedule unless there is a requirement for an emergency fix to be applied when the change is applied immediately. Information is only available since August 2014

The following table shows the number of changes applied to our Filing service each month from August 2014 until end of June 2015

Month	No of changes applied
August 2014	2
September 2014	1
October 2014	3
November 2014	1
December 2015	6
January 2015	1
February 2015	2
March 2015	0
April 2015	6
May 2015	1
June 2015	2