

Report Title: Change Request Details
Run Date and Time: 03-12-2025 14:35:15 Australian Eastern Daylight Time (New South Wales)
Run by: s. 22(1)(a)(ii)
Table name: change_request

Change Request

Number:	CHG0126806	Approval:	Approved
Requested by:	s. 22(1)(a)(ii)	Type:	Normal
Category:	Hardware	Scale:	Major
Affected system:	Passenger Analysis Clearance & Evaluation (PACE)	Status:	Implement
Configuration item:	s. 47E(d)	Assess stage:	
Environment:	E9 - Production	Expedited:	true
Priority:	1 - Critical	On hold:	false
Risk:	Extreme	Conflict status:	Conflict
Impact:	2 - Site/Department	Conflict last run:	01-12-2025 14:10:21
Parent:		Assignment group:	LDOS - Storage
		Assigned to:	s. 22(1)(a)(ii)
		External reference:	
		Vendor reference:	
		SecOps number:	

Title:
LEIDOS - E9 - Replace s. 47E(d) device at CBR airport
Description:
s. 47E(d) to be replaced by IBM technician onsite as current device is not responding and requires replacement.
On hold reason:

Planning

Reason:
Incident/Problem resolution
Justification:

- What is being done?
s. 47E(d) to be replaced by IBM technician onsite as current device is not responding and requires replacement.
- What is the business justification for this change?
PACE application is not working as designed and there is no replication/redundancy at CBR airport therefore Increasing risk of P1 across PACE network.
- What are the business consequences if this change is not implemented?
Increased risk of P1 across PACE network. and no redundancy at CBR airport.
- Are there any system dependencies? If so, what are they and how are they impacted?
No
- If the work is part of a project, describe how this work contributes to the project and attach an extract of the project plan.
N/A
- If an expedited change, why does this change need to be expedited and why wasn't it raised in time to meet lead time?
PACE application is not working as designed and there is no replication/redundancy at CBR airport therefore Increasing risk of P1 across PACE network.
Technician will be onsite at 2pm to start device replacement.

Implementation plan:

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under the Freedom of Information Act 1982

Implementation Steps:

- Sequential steps to be taken to implement the change.

Stop all s. 47E(d) services and shut down device.

Replace required HW

Restart s. 47E(d) Device and reconfigure devices as per IBM's instructions

Monitor Device and restart Applications.

Resourcing:

- Name of team/s actioning the work. LDOS - Midrange
- Name of Lead Tester. s. 22(1)(a)(ii)
- Name of Lead Releaser. s. 22(1)(a)(ii)
- Name of Lead Analyst. s. 22(1)(a)(ii)
- Any other resources needed. s. 22(1)(a)(ii)

Outages: No Outage applicable for this change as device is currently offline. This CHG is to restore service/replication.

- Start/End date and time of outage.
- Description of the outage and who will be impacted.
- Have impacted users been notified of the outage?
- What communication(s) will be used to notify users of the outage? i.e. email, maintenance page, outage notice on the intranet, etc..

Risk and impact analysis:

- What are the key risks of the change?

There is no risk in current state as device is offline.

- What will happen if the change is unsuccessful?

Application will remain in current state of no response.

Backout plan:

- A detailed list of sequential steps to be taken to backout the change.
 - o This must include the individuals performing the step and how long it will take. "Will be reverted to previous version" is not acceptable.
 - o i.e. Step 1 - work to be completed – who is performing this work – how long it will take them.

No backout plan. Work will roll forward until device is fixed.

Point of no return (PNR): There is no PNR

- At what point in the implementation list of steps is it too late to back out the change AND remain within the change window AND perform testing to ensure it was successful.
- i.e. if backout will take 10mins and 5mins to test, PNR time is 15mins before close of the window. If step 5 is 15mins before the close of the window, this is the PNR step.

Test plan:

Pre-Deployment Test Plan:

- A detailed list of sequential steps to be taken to test the change prior to implementation.

N/A - this is install of new hardware.

- Where the change has been tested.

N/A - this is install of new hardware.

- A detailed report on the testing results. The results need to be attached to the change or location of testing provided.

Note: Please add the lower environment change numbers related to this change under 'change requests' TAB at the bottom of this change.

Please refer to 'KB0018579 - Change Management - How to Link Records' on how to link additional change and incident records.

N/A - this is install of new hardware.

- If testing is not possible, a detailed explanation advising why it is not possible is required.

N/A - this is install of new hardware. Replacing current device which is non responsive.

- Testing for ECABs is required, unless the consequences of testing is outweighed by the benefits of more rapid implementation. If this is the case, a detailed explanation advising how the expedited implementation outweighs the value of testing.

N/A - this is install of new hardware. Replacing current device which is non responsive.

Post-Implementation Test Plan

- A detailed list of sequential steps to be taken to test the change after implementation. The following aspects must be tested:

- o Technical testing – how the technical components will be tested.

Monitor Storage device and test application connections once HW is replaced.

- o Business testing – how business components will be tested.

N/A - device will be online and monitoring of device health will resume.

- o Regression testing – how dependant systems will be tested, and how testing will occur to ensure systems have not regressed in functionality.

N/A - device will be online and monitoring of device health will resume.

Testing accepted:

false

Schedule

Planned start date: 01-12-2025 14:00:00

Planned end date: 03-12-2025 17:00:00

Outside maintenance schedule: false

Outage required: false

Outage start date:

Outage end date:

Actual start date:

Actual end date:

CAB delegate:

CAB date:

Conflicts

Notes

Watch list:

Work notes list:

Additional comments:

Work notes:

01-12-2025 16:00:00 - s. 22(1)(a)(ii) (Work notes)
Node 1 Battery replaced and all systems up and running ... Monitoring

01-12-2025 14:08:32 - s. 22(1)(a)(ii) (Work notes)
This change will be approved as OOC and will be table at Tuesdays CAB to be represented

01-12-2025 14:06:11 - s. 22(1)(a)(ii) (Work notes)
Overriding Matt Jones (AS) approval for expediting as he has specifically provided approval in the attached email for this

01-12-2025 13:46:19 - s. 22(1)(a)(ii) (Work notes)
requested Release Management to review

01-12-2025 13:45:27 - s. 22(1)(a)(ii) (Work notes)
requested cyber to review

01-12-2025 13:42:24 - s. 22(1)(a)(ii) (Work notes)
change reviewed
Exempt from Freeze? RM to review- • Hardware changes due to failed components.

Closure Information

Close code:

Close sub-code:

Close notes:

Related List Title: Conflict List

Table name: s. 47E(d)

Query Condition: Change = s. 47E(d)

Sort Order: None

1 Conflicts					
Affected CI	Impacted Service	Type	Schedule	Conflicting change	Last checked
		Not In Maintenance Window	E9 - Mon, Wed, Sat and Sun		03-12-2025 16:10:08

Related List Title: CIs Affected List

Table name: s. 47E(d)

Query Condition: Task = s. 47E(d)

Sort Order: None

1 CIs Affected

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under the Freedom of Information Act 1982

Configuration Item	Class	Discovery State	Discovery Last Updated
s. 47E(d)	Storage Area Network		

Related List Title: Impacted CIs List

Table name: s. 47E(d)

Query Condition: Task = s. 47E(d)

Sort Order: None

1 Impacted CIs

Configuration Item	Managed by (user)	Owned by	Approval group	Location	Operational status	Manually added
Passenger Analysis Clearance & Evaluation (PACE)					Operational	true

Related List Title: Approval List

Table name: s. 47E(d)

Query Condition: Approval for = s. 47E(d)

Sort Order: State in ascending order

67 Approvals

▲ State	Approver	Assignment group	Comments	Created
Approved	s. 22(1)(a)(ii)	Cyber Security Approvers		01-12-2025 13:42:43
Approved	s. 22(1)(a)(ii)	ABF Change Management		01-12-2025 13:42:43

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▲ State	Approver	Assignment group	Comments	Created
Approved	s. 22(1)(a)(ii)	Enterprise Architecture - Technical Approvers	01-12-2025 13:45:40 - s. 22(1)(a)(ii) s. 22(1)(a)(ii) (Comments) reply from: s. 22(1)(a)(ii) @HOM EAFFAIRS.GOV.AU OFFICIAL Ref s. 47E(d) s. 47E(d) OFFICIAL Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information. Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988. Unsolicited commercial emails MUST NOT be sent to the originator of this email.	01-12-2025 13:42:41
Approved	s. 22(1)(a)(ii)	Change Advisory Board		01-12-2025 14:06:32
Approved	s. 22(1)(a)(ii)	Mainframe Operations		01-12-2025 13:42:39

▲ State	Approver	Assignment group	Comments	Created
Approved	Matt JONES		01-12-2025 15:36:16 - Matt JONES (Comments) reply from: s. 22(1)(a)(ii) @HOMEAFF AIRS.GOV.AU OFFICIAL Ref.s. 47E(d) s. 47E(d) OFFICIAL Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information. Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988. Unsolicited commercial emails MUST NOT be sent to the originator of this email.	01-12-2025 13:48:34
Approved	s. 22(1)(a)(ii)	Change Management		01-12-2025 13:32:58
Approved	s. 22(1)(a)(ii)	LDOS - Change Management		01-12-2025 13:42:43
Approved	s. 22(1)(a)(ii)	Release Management		01-12-2025 13:42:40
No Longer Required	s. 22(1)(a)(ii)	Change Management		01-12-2025 13:32:59

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No Longer Required	s. 22(1)(a)(ii)	Release Management		01-12-2025 13:42:40
No Longer Required	s. 22(1)(a)(ii)	Mainframe Operations		01-12-2025 13:42:39
No Longer Required	s. 22(1)(a)(ii)	Mainframe Operations		01-12-2025 13:42:39
No Longer Required	s. 22(1)(a)(ii)	ABF Change Management		01-12-2025 13:42:38
No Longer Required	s. 22(1)(a)(ii)	Change Advisory Board		01-12-2025 14:06:32
No Longer Required	s. 22(1)(a)(ii)	Mainframe Operations		01-12-2025 13:42:39
No Longer Required	s. 22(1)(a)(ii)	Change Advisory Board		01-12-2025 14:06:32
No Longer Required	s. 22(1)(a)(ii)	Cyber Security Approvers		01-12-2025 13:42:42
No Longer Required	s. 22(1)(a)(ii)	Change Management		01-12-2025 13:32:59
No Longer Required	s. 22(1)(a)(ii)	Cyber Security Approvers		01-12-2025 13:42:41
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No Longer Required	s. 22(1)(a)(ii)	ABF Change Management		01-12-2025 13:42:38

Related List Title: Change Task List

Table name: s. 47E(d)

Query Condition: Change request = s. 47E(d) AND Task type != Security Assessment

Sort Order: Number in ascending order

2 Change Tasks

▲ Number	Title	Type	Status	Planned start date	Planned end date	Assignment group	Assigned to	Order
s. 47E(d)	LDOS FC - Deployment Task - Restart of services & Healthcheck	Implementation	Open	01-12-2025 14:00:00	03-12-2025 17:00:00	LDOS - Midrange	s. 22(1)(a)(ii)	
s. 47E(d)	LDOS FC - Deployment Task - Configure and Health check of storage device.	Implementation	Open	01-12-2025 14:00:00	03-12-2025 17:00:00	LDOS - Storage	s. 22(1)(a)(ii)	

Related List Title: Assessment Instance List

Table name: s. 47E(d)

Query Condition: Task = s. 47E(d)

Sort Order: Number in ascending order

1 Assessment Instances

▲ Number	State	Assigned to	Taken on
s. 47E(d)	Complete	s. 22(1)(a)(ii)	01-12-2025 12:25:30

Related List Title: Security Incident List

Table name: s. 47E(d)

Query Condition: Change request = s. 47E(d) AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS (s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (zzViewers - Enhancement Board Review, DCMA Test, zzViewers - Bus Apps > Owner > ICTSMB, Major Incident SMS, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, BCM Contributors, zzViewers - Vendor > VOC, zzEditors - Vendor > Leidos, zzEditors - Vendor > IBM, [...]) AND Change request = s. 47E(d) AND Task type != Security Assessment

Sort Order: Number in ascending order

None

Report Title: Incident Details

Run Date and Time: 03-12-2025 13:42:34 Australian Eastern Daylight Time (New South Wales)

Run by: s. 22(1)(a)(ii)

Table name: s. 47E(d)

Incident

Number:	INC0461201	Status:	Resolved
Caller:	s. 22(1)(a)(ii)	On hold reason:	
On behalf of:	s. 22(1)(a)(ii)	Next update:	
Channel:	Phone	Next action:	
Category:	IT Service Degraded Performance	Impact:	1 - Enterprise
Subcategory:		Urgency:	1 - Critical
Affected system:	Passenger Analysis Clearance & Evaluation (PACE)	Priority:	1 - Critical
Affected CI:		Vendor reference:	
Environment:	E9 - Production	External reference:	
		Assignment group:	Passengers
		Assigned to:	

Title:

PACE - Nationwide Outage

Description:

Sydney International Airport Arrivals - SGA - Counter - 30/11/25 - all PACE Systems down – xxExternalTicketxx

Login ID: s. 22(1)(a)(ii)

Login Domain: s. 47E(d)

Name: s. 22(1)(a)(ii)

Email: s. 22(1)(a)(ii) @ABF.GOV.AU

Location:

Phone: s. 22(1)(a)(ii)

Working from Home Number:

Desktop:

Operating System:

KB Reference:

==== Call Reason ====

All PACE systems down

==== Agent Actions Performed ====

Verified user by AGS

User advises the entire pace system is down, displaying error message "The following database error occurred, trigger failed"

1. Airport: Synd International Arrivals & departures

2. Kiosk ID: e.g. s. 47E(d) or Gate ID: e.g. s. 47E(d) Counter 51 to 72, "anything in relation to pace, gates, pace machines)

Kiosk ID can be found on the inside of the side door to the kiosk and can be determined by Port ID.

3. Description of Fault: User advises the whole pace system smartgates are down

4. Are there any error messages when you touch the Kiosk screen or Gate Face? The following database error occurred, trigger failed"

5. How many Kiosks or Gates are unavailable? All

6. Has the kiosk or Gate been rebooted? Yes

7. Have you tried the troubleshooting steps? Yes

8. Time and date of fault (local time). 12PM Sydney time

9. When is the Next Flight Schedule and how many flights/expected passengers? This is for minor/medium airports Now

10. Is the airport currently in peak traveller period? Yes

11. If not currently at peak period, how long before it reaches peak period/busy? Busy now

12. Does the current incident have a business impact? Major

13. Does the incident have to be escalated and MIM contacted? Yes MIM contacted

If Yes – what is the justification? (duty manager)

14. Site Contact Name/Number: (Duty Manager name and phone number): s. 22(1)(a)(ii), s. 22(1)(a)(ii)

Location (Note if they're from an Offshore Post): Sydney International Airport

Business area: As above

Is the user from a resolver group; Which group: No

Number of users impacted (eg. 10 out of 20 users): Thousands

Operating System (Win 11 or Win 10): PACE

System Impacted: PACE

Detailed description of error/fault (screenshot if possible):

What is the system used for: Processing passengers

What does this stop the user from doing: Processing passengers in and out

What is the potential business impact?: Major

Is there a workaround or alternative system or solution that can be used (eg. another system or paper workaround): No

Contact number: s. 22(1)(a)(ii)

Alternate contact number (eg. mobile numbers, contact of a colleague with the same issue, etc.): Duty Manager

Notes

Watch list: s. 22(1)(a)(ii)

Work notes list:

Additional comments:

Work notes:

01-12-2025 09:54:23 - s. 22(1)(a)(ii) (Work notes)

PIR sent to resolvers for input – Monday 1/12/2025 at 09:52am

30-11-2025 20:41:20 - System (Work notes)

Problem PRB0051696 is created for this Incident

30-11-2025 20:41:08 - s. 22(1)(a)(ii) (Work notes)

08:40 - ABF reported no further issues - resolving incident

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

30-11-2025 20:30:56 - s. 22(1)(a)(ii) (Work notes)

ABF calling Syd, Mel and Bne prior to resotation

30-11-2025 20:28:52 - s. 22(1)(a)(ii) (Work notes)

The central is working fine - there was one issue at midday with Tablespace being full and space was added, since then health check is good
Health checks were good 30 minutes ago

30-11-2025 13:52:09 - s. 22(1)(a)(ii) (Work notes)

13:20 SRT call notes:

Replication is now perfect everywhere bar Canberra - they have no flights for today

Failed s. 47E(d) in Canberra will be replaced ASAP tomorrow morning; Passengers will work with DCIS to allow the IBM technician access to replace this equipment

Leidos will be monitoring the database with multiple health checks until the failed s. 47E(d) in Canberra is replaced

30-11-2025 13:31:52 - s. 22(1)(a)(ii) (Work notes)

13:23 - LDOS checking the replication state which looks good - hard for us to tell about the local servers

13:30 - Passengers advised more importantly, if replication is going again it means the DB is playing nice.

30-11-2025 13:19:54 - s. 22(1)(a)(ii) (Work notes)

13: 19 - Replication is fine everywhere - except for Canberra

which isn't listed above

30-11-2025 13:19:09 - s. 22(1)(a)(ii) (Work notes)

13:18 - if there is enough disk space - can Airports start using Automated Clearances again?

We'll need to turn off replication to s. 47E(d) Issue shouldn't repeat so long as PACE isn't collecting records to send there.

13:18 - LDOS advise replication looks better

DRW	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
CNS	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
BNE	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
SYD	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
MEL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
ADL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	5

PER	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
AVV	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
OOL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6

9 rows selected.

30-11-2025 13:13:00 - s. 22(1)(a)(ii) (Work notes)

13:12 - space added, it should fix the issue - let me check in few mins

30-11-2025 13:06:21 - s. 22(1)(a)(ii) (Work notes)

13:05 - Leidos are currently adding space

30-11-2025 12:57:48 - s. 22(1)(a)(ii) (Work notes)

12:57 - Traveller ops advise passengers are currently processed manually - using papers cards and manual face to passport check - full BCP in place

30-11-2025 12:51:34 - s. 22(1)(a)(ii) (Work notes)

12:51 - s. 47E(d) is dead. s. 47E(d) should be fine once LDOS clears space and reorganizes the table.

30-11-2025 12:49:44 - s. 22(1)(a)(ii) (Work notes)

12:47 - Yeah, there's a bunch of replication data queued up because the DB in s. 47E(d) has died.

12:48 - LDOS It's been dead for more than a week

12:49 - the s. 47E(d) over there died. It's with IBM for repair, s. 47E(d)

30-11-2025 12:47:45 - s. 22(1)(a)(ii) (Work notes)

12:47 - tablespace issue - Leidos looking into it

ORA-1653: unable to extend table s. 47E(d) by 51200 in tablespace REPLICATION_DATA_LGE

30-11-2025 12:46:11 - s. 22(1)(a)(ii) (Work notes)

12:44 - Leidos advised they are checking the logs - normally we don't touch the server except reboot

30-11-2025 12:41:56 - s. 22(1)(a)(ii) (Work notes)

12:40 - passengers advise We may not need a reboot, but clear the REPL Cyclic resolve table and perform a Re-org

30-11-2025 12:37:58 - s. 22(1)(a)(ii) (Work notes)

12:37 - Leidos checking now - general health is ok - but need to look into the issue it triggered

30-11-2025 12:37:15 - s. 22(1)(a)(ii) (Work notes)

s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii)

Pace central DB has exhausted it's disk space, likely due to replication data buildup for Canberra.

Please turn off s. 47E(d)

And Clear the replication backlog for canberra (you'll find a partition out of space.)

s. 47E(d) will likely need to be restarted

30-11-2025 12:22:33 - s. 22(1)(a)(ii) (Work notes)

Reassigning post escalation

30-11-2025 12:22:05 - s. 22(1)(a)(ii) (Work notes)

Reassigning post escalation

30-11-2025 12:21:58 - s. 22(1)(a)(ii) (Work notes)

Proposed as a Major Incident as one of the Major Incident Rules has matched: Major Incident from P1 / P2

30-11-2025 12:21:49 - s. 22(1)(a)(ii) (Work notes)

Multiple airports nationwide have reported issues with PACE causing issues with passenger processing at Arrivals, Departures and Primary Line causing significant queueing and delays. ABF have resorted to manually processing passengers.

30-11-2025 12:18:06 - s. 22(1)(a)(ii) (Work notes)

12:12 - MIM advised of nationwide PACE outage

12:15 - MIM contacted passengers and Leidos on call - techs will come online and begin investigations

30-11-2025 12:13:04 - s. 22(1)(a)(ii) (Work notes)

Hi Pssengers team, assigning to you

30-11-2025 12:12:28 - s. 22(1)(a)(ii) (Work notes)

Incident created from Interaction IMS1555604

Actions taken:

Released by Department of Home Affairs
under the *Freedom of Information Act 1982*

30-11-2025 20:43:38 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 20:41:51 - s. 22(1)(a)(ii) (Actions taken)
KA68NW attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
Resolved

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

30-11-2025 13:49:43 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 13:48:05 - s. 22(1)(a)(ii) (Actions taken)
BM85WB attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
Update

Following the space added to the database Traveller operations has confirmed that all airports bar Canberra are able to utilise PACE to process passengers as per normal. Canberra airport has failed IT equipment which will be replaced open of business Monday morning, they have no flights scheduled today. The Incident will be placed in monitoring until 21:00 tonight.
NU 21:00 30/11

30-11-2025 13:24:43 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 13:22:55 - s. 22(1)(a)(ii) (Actions taken)
BM85WB attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
Update

Leidos technicians have added space to the database, technical teams are currently confirming whether this has resolved the issue.
NU 13:52 30/11

30-11-2025 12:54:33 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 12:52:47 - s. 22(1)(a)(ii) (Actions taken)
BM85WB attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
Update

Technical teams have discovered the root cause is the PACE central database exhausting its disk space. Technicians are currently discussing solutions to clear the database backlog.
NU 13:22 30/11

30-11-2025 12:26:37 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 12:24:50 - s. 22(1)(a)(ii) (Actions taken)
BM85WB attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
New
Multiple airports nationwide have reported a database error with PACE impacting passenger processing at Arrivals, Departures and Primary Line causing queueing and delays. The ABF have resorted to manual processing. Passengers and Leidos have been engaged to begin initial investigations.
NU 12:54 30/11

Related Records

Problem:	PRB0051696	Change Request:
Parent Incident:		Caused by Change:

Resolution Information

Knowledge:	false	Resolved by:	s. 22(1)(a)(ii)
Resolution code:	Resolved - Permanent	Resolved:	30-11-2025 20:41:08
		External vendor resolved date:	

Resolution notes:

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

Cascade resolve:

true

Major Incident

Major incident state:

Proposed

Proposed by:	s. 22(1)(a)(ii)	Proposed:	30-11-2025 12:21:58
Promoted by:		Promoted:	
PIR Required:	true		

Business impact:

Probable cause:

Post Incident Report

PIR Status:	On Hold	PIR author:	
Actual Downtime:		PIR Contributors:	
Created:	30-11-2025 12:12:28	Incident Escalated:	
Incident placed into Monitoring:		Change Request:	
Impact start:		Resolved:	30-11-2025 20:41:08
Caused by Change:		Resolver Group/s:	

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under the Freedom of Information Act 1982

Related Problem/Known Error:

Affected Systems / Services / Owners:

Affected Users:

Business impact PIR:

Method of Detection:

Geographic Location:

Summary:

Remedial actions:

Root Cause Findings:

Was Root Cause identified during the incident? If so please provide detail.:

Is the resolution temporary or permanent?:

Has the issue occurred before? Are there any noticeable trends or Patterns?:

What is the likelihood of this issue re-occurring?:

What stakeholders need to be engaged for Root Cause Analysis?:

Continual Service Improvements Identified (Process/Technical/Business):

Proposed By

Description

Responsible

Status

Timeline:

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under the *Freedom of Information Act 1982*

Date and Time

Activity
<dd Mmm yyyy>

Always Delete Empty rows.

This is an End to End timeline of all Events undertaken from Open to Resolved which includes:

Who was engaged and what steps were performed as part of investigations?What specific action was taken to restore services?Key changes of state with regards to the business impact or status of the incident?Key information as relates to client communicationsRepeat the above if the incident spans over multiple days.

Related List Title: Task SLA List
Table name: s. 47E(d)
Query Condition: Task = INC0461201
Sort Order: None

13 Task SLAs

Task	SLA definition	Target	Stage	Active	Has breached	Business elapsed time	Business pause duration	Business elapsed percentage	Start time	Stop time	Original breach time	Pause duration
INC0461201	DHA: P1 INC Resolution (Degraded)	Resolution	Paused	true	true	8 Hours 18 Minutes		276.99	30-11-2025 12:22:33		30-11-2025 15:22:33	
INC0461201	DHA: P1 INC Resolution (Expected)	Resolution	Paused	true	true	8 Hours 18 Minutes		415.49	30-11-2025 12:22:33		30-11-2025 14:22:33	
INC0461201	DHA: P3 & P4 INC Response (Expected)	Response	Completed	false	false	0 Seconds		0	30-11-2025 12:13:04	30-11-2025 12:52:18	01-12-2025 08:30:00	44 Seconds
INC0461201	DHA: P3 INC Resolution (Minimum)	Resolution	Paused	true	false	0 Seconds		0	30-11-2025 12:13:04		05-12-2025 18:00:00	
INC0461201	DHA: P3 & P4 INC Response (Minimum)	Response	Completed	false	false	0 Seconds		0	30-11-2025 12:13:04	30-11-2025 12:52:18	01-12-2025 08:40:00	44 Seconds
INC0461201	Unisys: P3 & P4 INC Handoff	Response	Completed	false	false	0 Seconds		0	30-11-2025 12:12:28	30-11-2025 12:13:04	01-12-2025 08:20:00	

Task	SLA definition	Target	Stage	Active	Has breached	Business elapsed time	Business pause duration	Business elapsed percentage	Start time	Stop time	Original breach time	Pause duration
INC0461201	Unisys: Post Incident Report	Resolution	Paused	true	false	0 Seconds		0	30-11-2025 20:41:08		05-12-2025 10:00:00	
INC0461201	DHA: P3 INC Resolution (Expected)	Resolution	Paused	true	false	0 Seconds		0	30-11-2025 12:13:04		01-12-2025 18:00:00	
INC0461201	Unisys: P4 INC Resolution (5 Day)	Resolution	Paused	true	false	0 Seconds		0	30-11-2025 12:12:28		05-12-2025 20:00:00	
INC0461201	Unisys: P4 INC Resolution (10 Day)	Resolution	Paused	true	false	0 Seconds		0	30-11-2025 12:12:28		12-12-2025 20:00:00	
INC0461201	DHA: P1 & P2 INC Response (Degraded)	Response	Completed	false	false	29 Minutes		99.17	30-11-2025 12:22:33	30-11-2025 12:52:18	30-11-2025 12:52:33	
INC0461201	DHA: P1 & P2 INC Response (Expected)	Response	Completed	false	true	29 Minutes		198.33	30-11-2025 12:22:33	30-11-2025 12:52:18	30-11-2025 12:37:33	
INC0461201	Unisys: P1 & P2 INC Handoff	Response	Completed	false	false	44 Seconds		7.33	30-11-2025 12:21:49	30-11-2025 12:22:33	30-11-2025 12:31:49	

Related List Title: Impacted CIs List

Table name: s. 47E(d)

Query Condition: Task = INC0461201

Sort Order: None

Configuration Item	Managed by (user)	Owned by	Approval group	Location	Operational status	Manually added
Passenger Analysis Clearance & Evaluation (PACE)					Operational	true

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1 Impacted CIs

Related List Title: Incident List

Table name: s. 47E(d)

Query Condition: Parent Incident = s. 47E(d) AND Task type != Security Assessment

Sort Order: Number in descending order

6 Incidents

▼ Number	Opened	Title	Caller	Priority	Status	Category	Assignment group	Assigned to	Updated	Updated by
INC0461224	30-11-2025 13:22:49	AMS Portal - Unable to send/create Alerts	s. 22(1)(a)(ii)	3 - Moderate	Resolved	IT Service Unavailable/ Outage	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:11	s. 22(1)(a)(ii)
INC0461218	30-11-2025 12:58:02	Adelaide - SGA - All Gates including PACE - 30/11/25 - all PACE Systems down - xxExternalTicketxx	s. 22(1)(a)(ii)	3 - Moderate	Resolved	IT Service Unavailable/ Outage	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:09	s. 22(1)(a)(ii)
INC0461215	30-11-2025 12:55:34	PACE - 'The following database error occurred'	s. 22(1)(a)(ii)	4 - Low	Resolved	IT Service Unavailable/ Outage	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:08	s. 22(1)(a)(ii)
INC0461212	30-11-2025 12:52:24	PERTH - SGA - All Gates including PACE - 30/11/25 - all PACE Systems down - xxExternalTicketxx	s. 22(1)(a)(ii)	3 - Moderate	Resolved	IT Service Unavailable/ Outage	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:11	s. 22(1)(a)(ii)

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▼ Number	Opened	Title	Caller	Priority	Status	Category	Assignment group	Assigned to	Updated	Updated by
INC0461207	30-11-2025 12:26:48	Cairns International Airport - SGD - All systems - 30/11/25 - All PACE Systems down	s. 22(1)(a)(ii)	3 - Moderate	Resolved	IT Service Degraded Performance	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:09	s. 22(1)(a)(ii)
INC0461204	30-11-2025 12:20:40	BNE - SGD - ALL GATES - 30/11/2025 - Error Database triggered failed Code ORA-20010 - #478376	s. 22(1)(a)(ii)	3 - Moderate	Resolved	IT Service Unavailable/ Outage	UIS - Service Desk P1/P2 Child		30-11-2025 20:41:10	s. 22(1)(a)(ii)

Related List Title: Interaction List

Table name: s. 47E(d)

Query Condition: Sys ID in s. 47E(d)

Sort Order: Number in ascending order

2 Interactions

▲ Number	Opened	Title	Caller	VIP	Status	Contact Type	Assigned to	Updated	Updated by	Assignment Group
IMS1555604	30-11-2025 12:07:00	Sydney International Airport Arrivals and Departures - SGA - Counter - 30/11/25 - all PACE Systems down - xxExternalTicketxx	s. 22(1)(a)(ii)	false	Closed Complete	Phone		30-11-2025 12:12:28	s. 22(1)(a)(ii)	UIS - Service Desk
IMS1555610	30-11-2025 12:45:45	PACE - 'The following database error occurred'	s. 22(1)(a)(ii)	false	Closed Complete	Phone		30-11-2025 12:55:37	s. 22(1)(a)(ii)	UIS - Service Desk

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Related List Title: SMS List
Table name: s. 47E(d)
Query Condition: Parent = INC0461201 AND Task type != Security Assessment
Sort Order: Number in ascending order

5 SMSs

▲ Number	Parent	Phone number	Message	Next update	Status	Opened
SMS0404075	INC0461201		P1 - INC0461201 Passenger Analysis Clearance & Evaluation (PACE) New Multiple airports nationwide have reported a database error with PACE impacting passenger processing at Arrivals, Departures and Primary Line causing queueing and delays. The ABF have resorted to manual processing. Passengers and Leidos have been engaged to begin initial investigations. NU 12:54 30/11	30-11-2025 12:54:00	Queued	30-11-2025 12:24:56
SMS0404318	INC0461201		P1 - INC0461201 Passenger Analysis Clearance & Evaluation (PACE) Update Technical teams have discovered the root cause is the PACE central database exhausting it's disk space. Technicians are currently discussing solutions to clear the database backlog. NU 13:22 30/11	30-11-2025 13:22:00	Queued	30-11-2025 12:52:52

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▲ Number	Parent	Phone number	Message	Next update	Status	Opened
SMS0404561	INC0461201		P1 - INC0461201 Passenger Analysis Clearance & Evaluation (PACE) Update Leidos technicians have added space to the database, technical teams are currently confirming whether this has resolved the issue. NU 13:52 30/11	30-11-2025 13:52:00	Queued	30-11-2025 13:23:00
SMS0404804	INC0461201		P1 - INC0461201 Passenger Analysis Clearance & Evaluation (PACE) Update Following the space added to the database Traveller operations has confirmed that all airports bar Canberra are able to utilise PACE to process passengers as per normal. Canberra airport has failed IT equipment which will be replaced open of business Monday morning, they have no flights scheduled today. The Incident will be placed in monitoring until 21:00 tonight. NU 21:00 30/11	30-11-2025 21:00:00	Queued	30-11-2025 13:48:10

▲ Number	Parent	Phone number	Message	Next update	Status	Opened
SMS0405047	INC0461201		P1 - INC0461201 Passenger Analysis Clearance & Evaluation (PACE) Resolved Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continuing monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.	30-11-2025 21:11:00	Queued	30-11-2025 20:41:56

Related List Title: Security Incident List

Table name: s. 47E(d)

Query Condition: Parent = INC0461201 AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (zzViewers - Enhancement Board Review, DCMA Test, zzViewers - Bus Apps > Owner > ICTSMB, Major Incident SMS, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, BCM Contributors, zzViewers - Vendor > VOC, zzEditors - Vendor > Leidos, zzEditors - Vendor > IBM, [...]) AND Parent = INC0461201 AND Task type != Security Assessment

Sort Order: Number in ascending order

Related List Title: Security Incident List

Table name: s. 47E(d)

Query Condition: Incident = INC0461201 AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (zzViewers - Enhancement Board Review, DCMA Test, zzViewers - Bus Apps > Owner > ICTSMB, Major Incident SMS, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, BCM Contributors, zzViewers - Vendor > VOC, zzEditors - Vendor > Leidos, zzEditors - Vendor > IBM, [...]) AND Incident = INC0461201 AND Task type != Security Assessment

Sort Order: Number in ascending order

Released by Department of Home Affairs
under the Freedom of Information Act 1982

From: Unisys Major Incident & Problem
To: s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) FAS Digital Delivery Services Exec Support; FAS Enterprise Technology Services Exec Support; FAS Strategy, Digital and Data Exec Support; ICT Problem Management; very Management; Jakub BARTKOWIAK; s. 22(1)(a)(ii) s. 22(1)(a)(ii)
s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) Matthew HAY; Radi KOVACEVIC s. 22(1)(a)(ii)
s. 22(1)(a)(ii) s. 22(1)(a)(ii)s. 22(1)(a)(ii)s. 22(1)(a)(ii) s. 22(1)(a)(ii)s. 22(1)(a)(ii)s. 22(1)(a)(ii)
s. 22(1)(a)(ii)Unisys Major Incident s. 22(1)(a)(ii)s. 22(1)(a)(ii)

Subject: Start of Day [SEC=OFFICIAL]
Date: Monday, 1 December 2025 7:39:45 AM

OFFICIAL

Hi Matthew, Radi and Jakub,

High Priority Incidents:

—

PACE - Nationwide outage

At approximately 12:12, Major Incident Management (MIM) were notified of a nationwide Passenger Analysis Clearance & Evaluation (PACE) outage, which caused the Australian Border Force (ABF) to revert to manual processing. This resulted in significant queuing and delays in passenger clearance. Technicians from Leidos and Passengers were engaged to commence initial investigations.

During the investigation, it was identified that the PACE Central database had exhausted its disk space, likely due to replication data build-up in Canberra. Further analysis revealed that the replication issue was caused by failed ICT equipment in Canberra, which is currently awaiting repair by IBM. At approximately 13:12, Leidos confirmed that additional disk space had been allocated to the database. As a result, all airports except Canberra reported they were able to resume using PACE for passenger processing and the incident was placed into monitoring until 21:00 to confirm system stability. The failed equipment in Canberra is scheduled to be replaced at the start of business on Monday morning. Canberra Airport has no flights scheduled today. Leidos will continue monitoring the database health until the equipment is replaced to ensure no further issues occur.

Following the monitoring period, ABF confirmed that no further issues were observed at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved at 20:45.

Regards,

s. 22(1)(a)(ii)

OFFICIAL

—

Teams SRT Chat for associated incident investigation INC0461201

INC0461201- PACE - Nationwide outage Chat Shared

Meet now 19

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) and s. 22(1)(a)(ii) to the chat.

s. 22(1)(a)(ii) changed the group name to INC0461201- PACE - Nationwide outage.

s. 22(1)(a)(ii) Sunday 12:35 pm

Hi all, starting up this chat for INC0461201

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) and 3 others to the chat and shared all chat history.

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 12:35 pm

hi

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 12:36 pm

How are the initial investigations going for this one?

s. 22(1)(a)(ii) Sunday 12:36 pm

s. 22(1)(a)(ii) hope s. 22(1)(a)(ii) called you. She reckons its to do with canberra local server, and check replication and clear logs?

s. 22(1)(a)(ii) Sunday 12:37 pm

I am cchecking now - geneeral health is ok - but need to look into the issue it triggered

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) and s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 12:37 pm

s. 22(1)(a)(ii)

Pace central DB has exhausted it's disk space, likely due to replication data buildup for Canberra.

Please turn off s. 47E(d)

And Clear the replication backlog for canberra (you'll find a partition out of space.)

s. 47E(d) will likely need to be restarted

Apologies guys, my connection is patchy, making my way to where I can get a better one.

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

s. 22(1)(a)(ii) added Matt JONES to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 12:40 pm

Apologies I'm dumping a bunch of stuff here before my laptop battery runs out.

INC0461201 - PACE - Nationwide outage Chat Shared

Meet now

s. 22(1)(a)(ii) knows more on the details of PACE replication than I do.

s. 22(1)(a)(ii) We may not need a reboot, but clear the REPL Cyclic resolve table and perform a Re-org

s. 22(1)(a)(ii) Sunday 12:41 pm
Once we figured out, we also need to check why local pace servers were not used to continue processing.

s. 22(1)(a)(ii) Sunday 12:43 pm
Is there anything anyone wants clarification on before I run off to find power?

s. 22(1)(a)(ii) Sunday 12:44 pm
I am checking the logs - normally we don't touch the server except reboot
pls give me some time
tablespace issue - I am looking into it

s. 47E(d) unable to extend table s. 47E(d) in tablespace REPLICATION_DATA_LGE

s. 22(1)(a)(ii) Sunday 12:47 pm
Yeah, there's a bunch of replication data queued up because the DB in s. 47E(d) has died.

s. 22(1)(a)(ii) Sunday 12:48 pm
its been dead for more than week

Matt JONES Sunday 12:48 pm
s. 22(1)(a)(ii) any idea how long the replication has been down?

s. 22(1)(a)(ii) Sunday 12:49 pm
Matt JONES Over a week, the s. 47E(d) over there died. It's with IBM for repair, but there aren't any spare parts because of how old these things are.

s. 22(1)(a)(ii) Sunday 12:50 pm
I can see more than an hour of replication delay currently.

Matt JONES Sunday 12:50 pm
ok we can sort out the issues later. Fastest way to resolution please people and to work around the fact CBR is dead

s. 22(1)(a)(ii) Sunday 12:51 pm
s. 47E(d) is dead. s. 47E(d) should be fine once s. 22(1)(a) clears space and reorganizes the table.

s. 22(1)(a)(ii) Sunday 12:52 pm
Let us know if you have any issues s. 22(1)(a)(ii)

s. 22(1)(a)(ii) Sunday 12:57 pm
Currently passengers are processed manually - using papers cards and manual face to passport check - full BCP in place

s. 22(1)(a)(ii) Sunday 12:58 pm
Hi Team - apologies for the delay in joining

INC0461201- PACE - Nationwide outage

Chat

Shared

+

Meet now

19

S. 22(1)(a)(ii)

Sunday 12:58 pm

S. 22(1)(a)(ii)

S. 22(1)(a)(ii)

Sunday 12:59 pm

S. 22(1)(a)(ii)

is there a call? or what are we waiting on?

S. 22(1)(a)(ii)

Sunday 1:00 pm

S. 22(1)(a)(ii)

Currently waiting on S. 22(1)(a)(ii) from Leidos, S. 22(1)(a)(ii) advised them on steps required (clearing space and reorganising the table)

👍 🗨️

S. 22(1)(a)(ii)

Sunday 1:00 pm Edited

S. 22(1)(a)(ii)

is trying to clear up space. ABF deputies and BAC asked for ETA.

S. 22(1)(a)(ii)

Sunday 1:01 pm

S. 22(1)(a)(ii)

any updates?

S. 22(1)(a)(ii)

Sunday 1:05 pm

S. 22(1)(a)(ii)

adding space

S. 22(1)(a)(ii)

Sunday 1:06 pm

S. 22(1)(a)(ii)

Thanks

S. 22(1)(a)(ii)

Sunday 1:12 pm

S. 22(1)(a)(ii)

space added

👍 🗨️

it should fix the issue - let me check in few mins

S. 22(1)(a)(ii)

Sunday 1:12 pm

S. 22(1)(a)(ii)

do we need to restart anything?

MJ

Matt JONES

Sunday 1:14 pm

MJ

if this restarts the replication can we chat about what next? We cannot have this occur during peak season

👍 🗨️

S. 22(1)(a)(ii)

Sunday 1:15 pm

S. 22(1)(a)(ii)

Once we have confirmed the PACE issues have resolved I'll start a call to discuss next steps

👍 🗨️

S. 22(1)(a)(ii)

Sunday 1:18 pm

S. 22(1)(a)(ii)

if there is enough disk space - can Airports start using Automated Clearances again?

S. 22(1)(a)(ii)

Sunday 1:18 pm

S. 22(1)(a)(ii)

30/11/2025 1:14 pm

S. 22(1)(a)(ii)

if this restarts the replication can we chat about what next? We cannot have this occur during peak season

👍 🗨️

We'll need to turn off replication to Fairbairn, Issue shouldn't repeat so long as PACE isn't collecting records to send there.

S. 22(1)(a)(ii)

Sunday 1:18 pm

Released by Department of Home Affairs
under the Freedom of Information Act 1982

s. 22(1)(a)(ii) Sunday 1:18 pm

s. 22(1)(a)(ii) replication looks better

	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
DRW		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
CNS		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
BNE		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
SYD		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
MEL		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
ADL		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	5
PER		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
AVV		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
OOL		30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6

9 rows selected.

s. 22(1)(a)(ii) Sunday 1:19 pm

s. 22(1)(a)(ii) Replication is fine everywhere - except for Canberra

Edited

which isn't listed above

s. 22(1)(a)(ii) Sunday 1:20 pm

s. 22(1)(a)(ii) Canberra is FBN -it not there

s. 22(1)(a)(ii) Sunday 1:20 pm

s. 22(1)(a)(ii) can we please have a call?

Matt JONES Sunday 1:20 pm

s. 22(1)(a)(ii) - we will need an estimated ETA for service restoration for the ABF. I realise this may be difficult, but could you please estimate ?

s. 22(1)(a)(ii) 30/11/2025 1:20 pm

can we please have a call?

yes please

 Sunday 1:20 pm s. 22(1)(a)(ii) started a meeting.

s. 22(1)(a)(ii) Sunday 1:21 pm

s. 22(1)(a)(ii) give me a min

 Sunday 1:22 pm s. 22(1)(a)(ii) started recording.

s. 22(1)(a)(ii) Sunday 1:23 pm

s. 22(1)(a)(ii) I am checking the replication state which looks good - hard for us to tell about the local servers

s. 22(1)(a)(ii) Sunday 1:30 pm

s. 22(1)(a)(ii) More importantly, if replication is going again it means the DB is playing nice.

s. 22(1)(a)(ii) Sunday 1:38 pm

s. 22(1)(a)(ii) Thanks all!

s. 22(1)(a)(ii)

INC0461201- PACE - Nationwide outage Chat Shared +

Meet now 19

s. 22(1)(a)(ii) Sunday 8:20 pm Edited
s. 22(1)(a)(ii) Hi **Everyone**, how is PACE looking now following the monitoring period? 🧑‍🚒

s. 22(1)(a)(ii) Sunday 8:24 pm
s. 22(1)(a)(ii) Hi, I did health check 30 mins back all good and PACE Replication is also good
 Oracle + PACE

s. 22(1)(a)(ii) Sunday 8:24 pm
s. 22(1)(a)(ii) yep all except CBR correct?
 but that has no business impact to the P!
 P1
 in BAMS everything is still green
 let me call ABF and get them to confirm restoration of services prior to resolution

s. 22(1)(a)(ii) Sunday 8:27 pm
s. 22(1)(a)(ii) The central is working fine - there was one issue at midday with Tablespace being full and space was added, since then health check is good

s. 22(1)(a)(ii) Sunday 8:27 pm
s. 22(1)(a)(ii) Hi **s. 22(1)(a)(ii)**

s. 22(1)(a)(ii) Sunday 8:28 pm
s. 22(1)(a)(ii) s calling sites **s. 22(1)(a)(ii)**

s. 22(1)(a)(ii) Sunday 8:28 pm
s. 22(1)(a)(ii) ok

s. 22(1)(a)(ii) Sunday 8:28 pm
s. 22(1)(a)(ii) she will report back and ill update the chat
 👍 🧑‍🚒

s. 22(1)(a)(ii) Sunday 8:30 pm
s. 22(1)(a)(ii) I have asked her to call Syd Mel Bne only. I think that's enough.
 👍 2 🧑‍🚒

Edited
s. 22(1)(a)(ii) She will report back on and we can close the incident if all good- Hope Leidos monitoring continue until we replace the cbr parts. Please call me on mobile (phone book) anytime if you need me.
 👍 2 🧑‍🚒

s. 22(1)(a)(ii) Sunday 8:35 pm
s. 22(1)(a)(ii) Next Comms - Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continuing monitoring throughout the week until the **s. 47E(d)** hardware is replaced in Canberra. Incident resolved.
 👍 2 🧑‍🚒

👤 **s. 22(1)(a)(ii)** added **s. 22(1)(a)(ii)** and 2 others to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 8:40 pm

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) and 2 others to the chat and shared all chat history.

s. 22(1)(a)(ii) Sunday 8:40 pm

BM s. 22(1)(a) reported back - few minor issues right after table space added - but nothing since and no further issues.

Im resolving this P1 and thanks all for your hard work

Monday

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

s. 22(1)(a)(ii) added s. 22(1)(a)(ii) to the chat and shared all chat history.

Today

Notes have been created in this chat.

Released by Department of Home Affairs
under the *Freedom of Information Act 1982*

From: S. 47F(1)
To: s. 22(1)(a)(ii) s. 22(1)(a)(ii) S. 47F(1) ; s. 22(1)(a)(ii) ; s. 22(1)(a)(ii) ; s. 22(1)(a)(ii)
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]
Date: Monday, 1 December 2025 4:30:24 PM
Attachments: [image002.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.jpg](#)

Hi s. 22(1)(a)(ii) and team,

Hope you all are doing well! In case you're not aware, the machine has been fixed and up running. Thanks to our engineers and all involved. We will hold the spare parts for the next few days for monitoring.

Please let us know if you have any questions.

Best Regards,

S. 47F(1)

Delivery Partner Executive

IBM Systems

Technology Lifecycle Services (TLS)

S. 47F(1) 28 Sydney Avenue , Forrest, ACT, Australia, 2603

Mobile: S. 47F(1)

Email: S. 47F(1) @ibm.com

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Sent: Monday, December 1, 2025 12:51 PM

To: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii)

s. 47F(1) @ibm.com>; s. 22(1)(a)(ii)

@HOMEAFFAIRS.GOV.AU>; s. 47F(1) @ibm.com>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi s. 22(1)(a)(ii)

I've given s. 47F(1) the site contact detail (Home Affairs DCIS personnel) who is doing the

escorting.

DCIS requested to have IBM on site by 1:30pm due to signing in process that takes a bit of time. This is to ideally start the work at right on 2:00pm.

Regards,

s. 22(1)(a)(ii)

Technology Specialist – Data Networks

Future Compute – Leidos Australia

Department of Home Affairs

P: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)



OFFICIAL

From: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Sent: Monday, 1 December 2025 12:40 PM

To: s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com); s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU); s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU); s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com); s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au); s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU); s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)

Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi All,

Contact for CBR airport is s. 22(1)(a)(ii) – that is the duty manager.

They have been informed that the target time is 2pm today.

Regards

s. 22(1)(a)(ii)

A/g Director | Traveller Systems Section
Traveller, Cargo and Trade Systems Branch | Digital Delivery Services Division
M: s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) @ibm.com>
Sent: Monday, 1 December 2025 12:17 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 47F(1) @ibm.com>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

These are the Engineers will be onsite

s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)

Kind regards,

s. 47F(1)
System Services Representative - SSR
Technology Lifecycle Services

28 Sydney Ave
Forrest ACT 2603
Australia
Canberra



Mobile: s. 47F(1)
e-mail: s. 47F(1) @ibm.com

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Monday, 1 December 2025 12:12 PM

To: S. 47F(1) [redacted]@ibm.com>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au>; S. 47F(1) [redacted]@ibm.com>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

So.. all 4 of these IBM Engineers will be attending?

Thanks.

Regards,

S. 22(1)(a)(ii) [redacted]
Technology Specialist – Data Networks
Future Compute – Leidos Australia
Department of Home Affairs
P: S. 22(1)(a)(ii) [redacted]
E: S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au



OFFICIAL

From: S. 47F(1) [redacted]@ibm.com>
Sent: Monday, 1 December 2025 12:09 PM
To: S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au>; S. 47F(1) [redacted]@ibm.com>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>
Cc: S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>
Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi S. 22(1)(a)(ii) [redacted]

Per our discussion can you add the below IBM Engineers into the change please.

NAME	NUMBER
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)

Also, the below IBM Engineers for Team meeting.

s. 47F(1)	s. 47F(1) @au1.ibm.com
s. 47F(1)	s. 47F(1) @au1.ibm.com
s. 47F(1)	s. 47F(1) @ibm.com

Kind regards,

s. 47F(1)
System Services Representative - SSR
Technology Lifecycle Services

28 Sydney Ave
Forrest ACT 2603
Australia
Canberra



Mobile: s. 47F(1)
e-mail: s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)

From: s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Sent: Monday, 1 December 2025 11:39 AM
To: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Cc: s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi s. 22(1)(a)(ii)

We will raise an emergency change to get the following technicians onsite:

NAME	NUMBER
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)

What time will they be able to be onsite so we can raise the change accordingly?

Kind regards

s. 22(1)(a)(ii)

Senior Midrange Support Engineer
Department of Home Affairs
Email: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)



OFFICIAL

From: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Sent: Monday, 1 December 2025 10:15 AM
To: s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Good Morning All,

Given the outage that occurred yesterday – there is an increased focus from the Executive to get this actioned urgently.

I have been informed that as this is located at the airport – ABF should be able to escort the required technicians to install this hardware.

Can I please be updated as to what the outcome is from the internal meeting? I am being asked to provide regular updates to the Executive as to the status of this.

Regards

s. 22(1)(a)(ii)

A/g Director | Traveller Systems Section

Traveller, Cargo and Trade Systems Branch | Digital Delivery Services Division

M: s. 22(1)(a)(ii)

OFFICIAL

From: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Sent: Monday, 1 December 2025 9:15 AM
To: s. 47F(1) <[s.47F\(1\)@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 47F(1) <[s.47F\(1\)@ibm.com](mailto:s.47F(1)@ibm.com)>; s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Cc: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi,

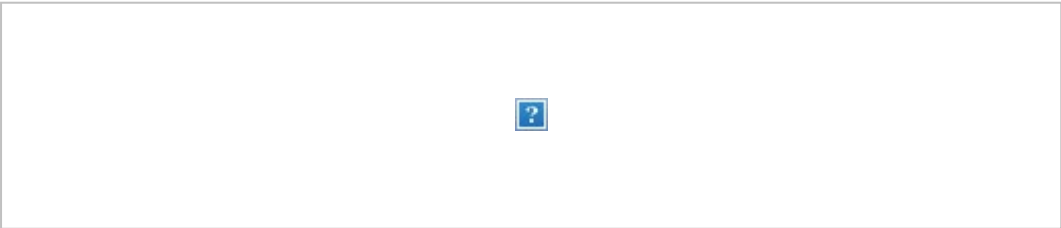
I will get a change raised for this HW replacement and get the DARF document attached to the change ...

We have an internal meeting today and we will discuss this, and I will provide dates for DC access.

Kind regards

s. 22(1)(a)(ii)

Senior Midrange Support Engineer
Department of Home Affairs
Email: s. 22(1)(a)(ii)@homeaffairs.gov.au



OFFICIAL

From: s. 47F(1)@ibm.com>
Sent: Friday, 28 November 2025 7:19 PM
To: s. 47F(1)@ibm.com>; s. 22(1)(a)(ii)@homeaffairs.gov.au>;
s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)@homeaffairs.gov.au>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi team,

Please note: We don't have access to the data center and key safe access to the rack
hence we need to be escorted at all times.

Please add bellow IBM engineers in to access record for flexibility reasons.

NAME	NUMBER
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)
s. 47F(1)	s. 47F(1)

Kind regards,

s. 47F(1)
Systems Support Services - SSR
Technology Lifecycle Services

28 Sydney Ave
Forrest ACT 2603
Australia
Canberra



Mobile: s. 47F(1)
e-mail: s. 47F(1) [@ibm.com](mailto:s. 47F(1)@ibm.com)

From: s. 47F(1) [@ibm.com](mailto:s. 47F(1)@ibm.com)>
Sent: Friday, November 28, 2025 5:27:04 PM
To: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Cc: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au)>; s. 47F(1) [@ibm.com](mailto:s. 47F(1)@ibm.com)>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi ^{s. 22(1)(a)(ii)} and team,

I've also copied ^{s. 47F(1)} our assigned engineer who will fix the case here. Would appreciate your prompt action to guide us from whom we can get site access on this, as we are ready from our side.

Thanks,
Regards,
s. 47F(1)

From: s. 47F(1) [@ibm.com](mailto:s. 47F(1)@ibm.com)>
Sent: Friday, November 28, 2025 5:14:37 PM
To: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Cc: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au)>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi all,

Me again, my apologies!
The latest update is the parts have arrived in Canberra and our engineer is waiting to get access granted.

Thank you!

Best Regards,

S. 47F(1)

Delivery Partner Executive

IBM Systems

Technology Lifecycle Services (TLS)

S. 47F(1) 28 Sydney Avenue , Forrest, ACT, Australia, 2603

Mobile: S. 47F(1)

Email: S. 47F(1) [@ibm.com](mailto:S. 47F(1)@ibm.com)

From: S. 47F(1) [@ibm.com](mailto:S. 47F(1)@ibm.com)>

Sent: Friday, November 28, 2025 4:59 PM

To: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S. 22(1)(a)(ii)@homeaffairs.gov.au)>; S. 22(1)(a)(ii)

[@HOMEAFFAIRS.GOV.AU](mailto:S. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; S. 22(1)(a)(ii)

S. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:S. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; S. 22(1)(a)(ii)

S. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:S. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>

Cc: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S. 22(1)(a)(ii)@homeaffairs.gov.au)>

Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi all,

My apologies. Further to my email below, the ETA is 12 pm on the 2nd of Dec and our engineer should be on site at the same time.

Like I mentioned, I am in check with them and will keep you updated if there is any change.

Thanks all!

Best Regards,

S. 47F(1)

Delivery Partner Executive

IBM Systems

Technology Lifecycle Services (TLS)

S. 47F(1) 28 Sydney Avenue , Forrest, ACT, Australia, 2603

Mobile: S. 47F(1)

Email: S. 47F(1) [@ibm.com](mailto:S. 47F(1)@ibm.com)

From: S. 47F(1) @ibm.com>
Sent: Friday, November 28, 2025 4:58 PM
To: S. 22(1)(a)(ii) @homeaffairs.gov.au>; S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: S. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi S. 22(1)(a)(ii)

Thanks for your inquiry.

The ETA for those parts are currently set for 2/12. I am in check with our team to get any latest update as well.

Regards,
S. 47F(1)

Best Regards,

S. 47F(1)
Delivery Partner Executive

IBM Systems

Technology Lifecycle Services (TLS)

S. 47F(1) 28 Sydney Avenue , Forrest, ACT, Australia, 2603
Mobile: S. 47F(1)
Email: S. 47F(1) @ibm.com

From: S. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Friday, November 28, 2025 3:34 PM
To: S. 47F(1) @ibm.com>; S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi s. 47F(1)

Do you an update on the parts?

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager
Traveller Systems
Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division
Chief Operating Officer Group
Department of Home Affairs
Belconnen ACT 2617
M: s. 22(1)(a)(ii)
email: s. 22(1)(a)(ii)@homeaffairs.gov.au

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) @ibm.com>
Sent: Tuesday, 25 November 2025 11:54 AM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Thanks s. 22(1)(a)(ii)

We will order the parts asap and keep you updated.

Regards,
s. 47F(1)

From: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Tuesday, November 25, 2025 11:37:59 AM
To: s. 47F(1) @ibm.com>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:HOMEAFFAIRS.GOV.AU)>
Cc: s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au)>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi s. 47F(1)

Please see below Delegate approval.

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)
Change & Release Manager
Traveller Systems
Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division
Chief Operating Officer Group
Department of Home Affairs
Belconnen ACT 2617
M: s. 22(1)(a)(ii)
email: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au)

s. 22(1)(a)(ii)

OFFICIAL

From: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au)>
Sent: Tuesday, 25 November 2025 11:33 AM
To: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au)>
Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Approved.

Thanks s. 22(1)(a)(ii)

Regards

s. 22(1)(a)(ii)

A/g Director | Traveller Systems Section

Traveller, Cargo and Trade Systems Branch | Digital Delivery Services Division

M: s. 22(1)(a)(ii)

OFFICIAL

From: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>

Sent: Tuesday, 25 November 2025 11:31 AM

To: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>

Subject: FW: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

s. 22(1)(a)(ii)

For your approval.

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager

Traveller Systems

Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division

Chief Operating Officer Group

Department of Home Affairs

Belconnen ACT 2617

M: s. 22(1)(a)(ii)

email: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) <[s.47F\(1\)@ibm.com](mailto:s.47F(1)@ibm.com)>

Sent: Tuesday, 25 November 2025 11:01 AM

To: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 47F(1)

s. 47F(1) <[s.47F\(1\)@au1.ibm.com](mailto:s.47F(1)@au1.ibm.com)>; s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>;

Released by Department of Home Affairs
under the Freedom of Information Act 1982

S. 47F(1) [redacted]@ibm.com>
Cc: S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi [redacted] s. 22(1)(a)(ii)

Please see our estimated pricing attached for your approval.
Once approved, we will order the parts, etc straight away.

Best Regards,

S. 47F(1) [redacted]
Delivery Partner Executive

IBM Systems

Technology Lifecycle Services (TLS)

S. 47F(1) [redacted] 28 Sydney Avenue , Forrest, ACT, Australia, 2603
Mobile: S. 47F(1) [redacted]
Email: S. 47F(1) [redacted]@ibm.com

From: S. 22(1)(a)(ii) [redacted]@homeaffairs.gov.au>
Sent: Tuesday, November 25, 2025 10:04 AM
To: S. 47F(1) [redacted]@au1.ibm.com>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 47F(1) [redacted]@ibm.com>
Cc: S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) [redacted]
S. 22(1)(a)(ii) [redacted]@HOMEAFFAIRS.GOV.AU>; S. 47F(1) [redacted]@ibm.com>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi S. 47F(1) [redacted]

Thank you for the prompt response.

Please let me know when you have an ETA as we are nervous of the impact to PACE
Central the longer the server is unable to start new processes or write to disk.

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager
Traveller Systems
Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division
Chief Operating Officer Group
Department of Home Affairs
Belconnen ACT 2617
M: s. 22(1)(a)(ii)
email: s. 22(1)(a)(ii)@homeaffairs.gov.au

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) @au1.ibm.com>
Sent: Tuesday, 25 November 2025 9:44 AM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 47F(1) @ibm.com>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 47F(1) @ibm.com>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

We are working on this and hope to have the reply to you today or tomorrow.

We've also checked availability of parts that might be needed and can confirm that they are currently available in Australia.

Thanks, s. 47F(1)

s. 47F(1)

Delivery Partner Executive
IBM Technology Lifecycle Services
s. 47F(1)@au1.ibm.com
s. 47F(1)
s. 47F(1)

From: @homeaffairs.gov.au>
Date: Monday, 24 November 2025 at 13:18
To: s. 47F(1) @au1.ibm.com>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 47F(1)

s. 47F(1) @ibm.com>

Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>,

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

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OFFICIAL

[Report Suspicious](#)

Afternoon All,

Is there an update I can provide on this issue? I understand the sanitised logs were provided to Leidos on Friday afternoon?

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager

Traveller Systems

Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division

Chief Operating Officer Group

Department of Home Affairs

Belconnen ACT 2617

M: s. 22(1)(a)(ii)

email: s. 22(1)(a)(ii) @homeaffairs.gov.au

s. 22(1)(a)(ii)

OFFICIAL

From: s. 22(1)(a)(ii)

Sent: Wednesday, 19 November 2025 12:35 PM

To: s. 47F(1) @au1.ibm.com>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 47F(1) @ibm.com>

Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU> s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Subject: RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

OFFICIAL

Hi s. 22(1)(a)(ii)

s. 47E(d) refers.

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager
Traveller Systems
Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division
Chief Operating Officer Group
Department of Home Affairs
Belconnen ACT 2617
M: s. 22(1)(a)(ii)
email: s. 22(1)(a)(ii)@homeaffairs.gov.au

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) <s. 22(1)(a)(ii)@au1.ibm.com>
Sent: Tuesday, 18 November 2025 12:30 PM
To: s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@homeaffairs.gov.au>; s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 47F(1) <s. 47F(1)@ibm.com>
Cc: s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) <s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

Thank you, yes can you please issue a quote request for this. If it helps, I have a copy of a Quote Request Response from June last year for similar work at Sydney Airport.

Let me know if this would help and I can encrypt it then send it to you.

Thanks, s. 47F(1)

s. 47F(1)
Delivery Partner Executive
IBM Technology Lifecycle Services
s. 47F(1) <s. 47F(1)@au1.ibm.com>
s. 47F(1)
s. 47F(1)

From: s. 22(1)(a)(ii) <[REDACTED]@homeaffairs.gov.au>
Date: Tuesday, 18 November 2025 at 11:58
To: s. 47F(1) <[REDACTED]@au1.ibm.com>, s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@ibm.com>
Cc: s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

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Thanks s. 47F(1)

Approvals will be myself and s. 22(1)(a)(ii) Director Traveller Systems.

Do you need a request lodged in Connected Services?

Regards

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Change & Release Manager
Traveller Systems
Traveller, Cargo and Trade Systems Branch, Digital Delivery Services Division
Chief Operating Officer Group
Department of Home Affairs
Belconnen ACT 2617
M: s. 22(1)(a)(ii)
email s. 22(1)(a)(ii) <[REDACTED]@homeaffairs.gov.au>

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) <[REDACTED]@au1.ibm.com>
Sent: Tuesday, 18 November 2025 11:54 AM
To: s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@homeaffairs.gov.au>, s. 47F(1) <[REDACTED]@ibm.com>
Cc: s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>, s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>
Subject: Re: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi s. 22(1)(a)(ii)

I have been in touch with someone who worked on the last cases, and he gave me these names. Hope it helps.

s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)> is the Director of "Traveler Systems"
He probably needs to provide the final sign off, but i think i was working with

s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
PACE team member ,

s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Change & Release Manager
Traveller Systems Platforms

Regards,

s. 47F(1)
Delivery Partner Executive
IBM Technology Lifecycle Services
s. 47F(1) <[s.47F\(1\)@au1.ibm.com](mailto:s.47F(1)@au1.ibm.com)>
s. 47F(1)
s. 47F(1)

From: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Date: Tuesday, 18 November 2025 at 11:37
To: s. 47F(1) <[s.47F\(1\)@au1.ibm.com](mailto:s.47F(1)@au1.ibm.com)>, s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>, s. 47F(1) <[s.47F\(1\)@ibm.com](mailto:s.47F(1)@ibm.com)>
Cc: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>, s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>, s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

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Hi s. 47F(1)

Thank you for reaching out and prompt response.

I have included s. 22(1)(a)(ii) on this email chain to provide approval.

Below you mention Work order or Purchase Order – We have an incident which has been raised in the Department system to capture this. Would this suffice as a

reference? Or is there a specific process which has been followed previously for this to be invoiced to the Department?

Kind regards,

s. 22(1)(a)(ii) **Leidos Australia**
Senior Service Delivery Manager, HA Future Compute
Civil Digital Modernisation

s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au)
s. 22(1)(a)(ii)

OFFICIAL

s. 22(1)(a)(ii)

AU - OFFICIAL

From: s. 47F(1) [@au1.ibm.com](mailto:au1.ibm.com)>
Sent: Tuesday, 18 November 2025 11:24 AM
To: s. 47F(1) [@au.leidos.com](mailto:au.leidos.com)>
Cc: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:homeaffairs.gov.au); s. 47F(1) [@ibm.com](mailto:ibm.com)>
Subject: EXTERNAL: FW: Contact for Airport SEV1 call [SEC=OFFICIAL]

Hi s. 47F(1)

I am a DPE at IBM Technology Lifecycle Services and work with the Home Affairs account.

We have a high severity service call that's been placed on a s. 47E(d) storage device at Canberra Airport. There is no maintenance contract on these machines due to their age but we have serviced batteries etc, in the past under a Time and Materials arrangement.

To allow us to work on this case, we need some kind of work order or purchase order from Home Affairs or Leidos. I have one of our technical specialists looking at the case to try to come up with an estimate for the time needed to go on site and any parts that we may require.

I'm reaching out to you to see if you know how we can get approval from Home Affairs for the service and charges.

If you have any questions, please let me know.

Thanks & Regards,

s. 22(1)(a)(ii)

Delivery Partner Executive
IBM Technology Lifecycle Services
s. 47F(1) @au1.ibm.com

s. 47F(1)

s. 47F(1)

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Date: Tuesday, 18 November 2025 at 11:00

To: s. 47F(1) @ibm.com>

Cc: s. 47F(1) @au1.ibm.com>

Subject: [EXTERNAL] RE: Contact for Airport SEV1 call [SEC=OFFICIAL]

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[Report Suspicious](#)

Hi s. 47F(1)

s. 47F(1) is the Leidos senior delivery exec for the account

s. 47F(1) @au.leidos.com

s. 47F(1)

s. 47F(1) is the Account Technical lead

s. 47F(1) @au.leidos.com

s. 47F(1)

s. 47F(1)

Kind Regards

s. 22(1)(a)(ii)

Project Manager |

Major Capability Division | Technology and Major Capability Group

Department of Home Affairs

s. 22(1)(a)(ii)

OFFICIAL

From: s. 47F(1) @ibm.com>

Sent: Tuesday, 18 November 2025 10:54 AM

To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Cc: s. 47F(1) @au1.ibm.com>

Subject: Contact for Airport SEV1 call

HI s. 22(1)(a)(ii)

As discussed - we have had a Severity 1 call for Canberra Airport - the hardware is a s. 47E(d)

If you have a contact in Leidos who looks after or knows anything about this - we can schedule for someone to go and look at the issue. There is only a T&M engagement on this kit.

Regards

s. 47F(1)

Client Availability Leader

IBM Technology Lifecycle Services

s. 47F(1)

s. 47F(1) [@ibm.com](mailto:s.47F(1)@ibm.com)

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Meeting in INC0461201- PACE - Nationwide outage-20251130_132205-Meeting Recording

30 November 2025, 02:22am

16m 12s

● s. 22(1)(a)(ii) started transcription

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 0:04

So s. 22(1)(a)(ii) and Matt, the seaside is working fine right now in Sydney, Prime Alliance, arrival Gates and departure smart gates. She's going to check the B side now. I'll ask. I'll advise Melbourne as well.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 0:05

Play song.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 0:19

OK. Thank you.

MJ Matt JONES 0:21

Yeah. Thanks s. 22(1)(a)(ii)

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 0:26

Because everywhere else's replication is perfect.
Except this family.

MJ Matt JONES 0:33

Thank you. Yeah.

So I had a quick chat with s. 22(1)(a)(ii) earlier and he he suggested that.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 0:45

Hmm.

MJ Matt JONES 0:48

The reason we didn't revert to s. 47E(d) is because the database was still up, just wasn't replicating stuff.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 0:56

I I think so because technically they're the the solution. May think everything is up and yeah.

MJ **Matt JONES** 0:56

He's on, yeah.

Yes.

Hi.

Yeah. So we'll get get light off to look at the trigger points.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 1:05

Yeah.

And we and we can't manually. Yeah, 'cause, I'm curious as to whether, if they were monitoring the database at all 'cause, they would have seen it starting to fill up.

MJ **Matt JONES** 1:13

Yeah.

Yep, first question which follows on from the previous conversation we had with them a couple of months ago.

At which they assured us that they would actually fix their monitoring.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 1:26

And then the other thing is, is can we manually force over to paste local?

MJ **Matt JONES** 1:31

Yeah.

We did that for Brisbane when we were having issues with the the flapping switch.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 1:39

Yeah.

MJ **Matt JONES** 1:41

Last November.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 1:43

That was the 8th of it was the 8th and 9th of November. It was my first week in the job. I remember it.

MJ Matt JONES 1:47

Yeah. Yeah. Do you remember the flapping switch?

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 1:50

All right. Yes, it's forever imprinted on my brain.

MJ Matt JONES 1:51

Yeah, we forced pace to run locally in Brisbane through a config change.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:01

OK.

MJ Matt JONES 2:02

I think s. 22(1)(a)(ii) knows the magic words will.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:04

Oh.

But s. 22(1)(a) knows BCS he doesn't know pace.

MJ Matt JONES 2:10

OK, might not have been s. 22(1)(a)(ii) Somebody knows the magic words.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:14

OK so.

MJ Matt JONES 2:15

But we can we can pick them up during the week.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:18

So.

Have you turned off? Sorry, fatty and apologies. I'm saying your name incorrectly, so apologies. Have we turned off that replication to Canberra now just to see if that frees up everything.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:39

Hi we don't have any mechanism to do it because that server is down.
So we we don't do it individually at that layer.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 2:57

OK. Well, s. 22(1)(a)(ii) did put in steps asking for that to be turned off specifically 'cause. We would have been able to do it in the past.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:06

Me.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:07

OK.

MJ Matt JONES 3:09

Yes.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:09

Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:13

OK, let me have a look at it because the replication task is OK, I'll have a look, yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:19

Yeah. 'cause, s. 22(1)(a)(ii) I know s. 22(1)(a)(ii) Like it's it's it's been offline for almost 2 weeks and they've finally got to part in like late Friday.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:28

OK.

Sure.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:31

But I just need to make sure that I can at least restore everything else in Canberra doesn't have any flights happening today, so whatever we need to do to kind of put the rest of the country back online.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:38

Yeah.

Right. OK.

I'll have a look into. I'll have a look into the document and I'll come back here.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:54

Thanks father.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:55

Melbourne, Melbourne is also OK right now, so it's working Melbourne.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:55

Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 3:58

So primary line as well, OK.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 4:00

Yeah, that's what they saw from here. But but I think, but I think there will be few reference because like not from the BCA side for the manual one because of the replication delays for the purchase probably.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 4:03

All right.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 4:05

Yeah.

s. 22(1)(a)(ii) 4:08
Yeah.

s. 22(1)(a)(ii) 4:08
Yeah.

s. 22(1)(a)(ii) 4:10
Yeah.

MJ **Matt JONES** 4:15
Yeah, there might be a lag. Hey. Yep, Yep.

s. 22(1)(a)(ii) 4:16
Yeah.

s. 22(1)(a)(ii) 4:22
Or whether we just push everyone onto local just for it to kinda. Well local's only got 2 hours worth of data stored at any one point in time.

MJ **Matt JONES** 4:28
Yeah, it might, yeah.
It might be a little daggy for a little while until we sort of catch up, and I think it's probably best just to leave to minimise the number of changes.
But we'll get a steer as we go.

s. 22(1)(a)(ii) 4:47
So the parts have arrived, right, s. 22(1)(a)(ii) ?

s. 22(1)(a)(ii) 4:51
Yeah, so the s. 47E(d) hundreds have arrived. It was late Friday, like 5:30 that they were asking to how they go about getting access. So that's my next step is to get someone access to somewhere wherever these are, to get them to.

s. 22(1)(a)(ii) 4:54

Yeah.

Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 5:08

Install the replacement part.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 5:12

Yeah.

MJ Matt JONES 6:52

Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 7:10

So the replication on all the other sites look like it's spiked, but seems to come back on or OK except for Canberra.

So I'm hoping, s. 22(1)(a)(ii), that minimisation of any delays would be OK.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 8:11

Cool. So do we. Do we still need to do anything or it's everything or good right now or application is going into its database playing nice. OK yeah, great.

MJ Matt JONES 8:21

Yeah.

So I guess what I'm worried about is how much time does this bias? Because all we've done is add space. We haven't actually addressed the root cause.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 8:36

Can.

Well, that's probably going to be a s. 22(1)(a)(ii) question as to how much space has been added.

MJ Matt JONES 8:45

Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 8:49

And then.

We'll have to organise first thing in the morning because I can't replicate back to Canberra until I get the new part in.

s. 22(1)(a)(ii) 8:53
Huh.

MJ **Matt JONES** 8:54
Yeah.

s. 22(1)(a)(ii) 8:55
Yeah, we.

MJ **Matt JONES** 8:59
Yeah.

s. 22(1)(a)(ii) 8:59
Yeah.

s. 22(1)(a)(ii) 9:00
Yeah. So camera is down itself, so it can go there anything.

s. 22(1)(a)(ii) 9:02
Play song.

s. 22(1)(a)(ii) 9:05
But, but how many? How? How much space has been added? Can we actually get this running until can price fixed?

s. 22(1)(a)(ii) 9:13
Yeah, it should be because we put a Max. So let me look at my.

Where it is, where is my commands. OK so we added.

s. 47E(d) auto extend to next s. 47E(d) because that's Max we could do, we could go with the the limit of the architecture and we have enough space in in itself in the in the in the server.

s. 22(1)(a)(ii) 9:40
OK.

s. 22(1)(a)(ii) 9:46
So I don't think we should have an issue in next, you know few days or if that's what we are looking at at this point.

s. 22(1)(a)(ii) 9:56
OK.

MJ **Matt JONES** 9:58
Yeah, s. 22(1)(a)(ii) Can we make sure we've got someone monitoring this over the next few days until we can get the work done in Canberra?

s. 22(1)(a)(ii) 10:07
Sure. Yep. OK. We will do it. Yep.

MJ **Matt JONES** 10:12
Yeah, right. Yeah.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 10:14
So we will run some health health cheques, you know, that's probably the best thing we can do on a daily basis, yeah.

MJ **Matt JONES** 10:19
Yeah.
Yeah, I think I'd like that couple of times a day. So we can start to turn from media election well before we have an outage. It's already hit the media. Senate estimates is on Tuesday.

s. 22(1)(a)(ii) 10:24
Yeah.
Absolutely.
OK.

MJ Matt JONES 10:34

This is it could be.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 10:35

And and also the Airport Association is meeting. I heard tomorrow.

MJ Matt JONES 10:40

Yeah. So for talking you, please brief up your management line up to s. 22(1)(a)(ii) and s. 22(1)(a)(ii).
I'll be having a difficult conversation with both of them tomorrow.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 10:44

Yeah.

Yeah.

I'll I'll pass that message definitely. Yeah, sure.

MJ Matt JONES 10:54

Thank you.

It.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 10:58

Good or good?

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 11:00

s. 22(1)(a)(ii)

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 11:01

Yep.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 11:02

I'm going to need to get so as follow on steps out of this, I'm going to need to work with whoever I need, whoever can provide access to IBM resources to get them to swap out wherever that's s. 47E(d) is.

Like first scene tomorrow morning. So whoever's there, we're going to have to book it in. So it happens tomorrow. Sooner rather than later, because IBM have got the kit.

Good to go. So they can at least put that replacement s. 47E(d) in and we power it up, see where we land with that.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 11:25

Yeah.

Mm-hmm.

Mm-hmm.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 11:42

So that's going to be the next step before we even start looking as to turning on replication to camber and ever, however long that takes.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 11:51

Yep, sure thing. So that's just gonna be open of business tomorrow morning.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 11:55

Yeah, yeah, all these. I can make a call to DCIS or whoever that needs to escort them in. I've got IB Ms contact details of the people to do it.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 11:56

OK.

MJ **Matt JONES** 11:57

Yeah.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 12:09

OK, excellent. s. 22(1)(a)(ii) should be coming in at around 7:00 AM tomorrow, so it should be online. I don't believe so. I think their core business hours are 8 till 4.

s. 22(1)(a)(i) s. 22(1)(a)(ii) 12:15

OK. Does DCIS start the early?

MJ **Matt JONES** 12:16

OK.

s. 22(1)(a)(ii) 12:22
OK, so 801.

MJ **Matt JONES** 12:24
It's OK, 8:00's OK. Yep.

s. 22(1)(a)(ii) 12:24
I don't want, OK.

MJ **Matt JONES** 12:28
All right, so we've got some monitoring in place for the next little while. s. 22(1)(a)(ii) going to brief up through the Lidos line. s. 22(1)(a)(ii), you've got some work to do with s. 22(1)(a)(ii) tomorrow.

s. 22(1)(a)(ii) 12:29
Yeah.
Yeah.

MJ **Matt JONES** 12:44
I think that's all we can do at the moment, unless anyone's got any other ideas.

s. 22(1)(a)(ii) 12:48
Probably I think, Matt, I think there should be a few. Please request explain we come so probably maybe set up some information on that, yeah.

MJ **Matt JONES** 12:57
Yep.
Yeah, yeah, I've already had a text exchange with s. 22(1)(a)(ii) and we'll we'll deal with Lighthouse management in due course.
And.

s. 22(1)(a)(ii) 13:12
Do we need to provide additional talking points and percent estimates on Tuesday?

MJ **Matt JONES** 13:17

We'll just need just do it as an e-mail, I think, s. 22(1)(a)(ii)

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 13:22
OK.

MJ **Matt JONES** 13:24

Yeah, root cause IT issues due to space.

More space was added.

Yeah, due to failed equipment in Canberra blah blah blah. Yeah, it may or may not get get a Guernsey, but we'll see.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 13:35
Yeah.

OK.

Yeah, it may because I don't want it to. OK. All right, if if the airports seem to have been going back, I know there's going to be a backlog in pushing people through the systems.

MJ **Matt JONES** 13:49

Yeah, that's right.

Call the last.

Yeah.

OK.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 14:01
Yeah.

MJ **Matt JONES** 14:01

Yeah. What's s. 22(1)(a)(ii)? What's your your sense for putting into a monitoring period given it, it was AP1 and we've added space. I don't want to call call it resolve too quickly.

s. 22(1)(a)(ii) **s. 22(1)(a)(ii)** 14:09
Can we?

Can we go till because we don't want to go till 4:24 because we don't want to go till until that cross parts has been replaced. Because that's that's too much. At least by end of today like probably 9:00 PM or 8:00 PM today. Is that OK?

s. 22(1)(a)(ii) 14:13
No.

MJ Matt JONES 14:21
Yeah.

Yeah, yeah. Placed in monitoring till 9:00 tonight. Then please, s. 22(1)(a)(ii).

s. 22(1)(a)(ii) 14:30
Yeah. And also, s. 22(1)(a)(ii), can you, s. 22(1)(a)(ii) can you also put that in the thing that the vendor or if you want to put latest, I don't know, ICT is monitoring or something the the database sites.

s. 22(1)(a)(ii) 14:31
Absolutely.

MJ Matt JONES 14:39
Yeah.
Yeah, model trains in place. Yeah, yeah, monitoring.

s. 22(1)(a)(ii) 14:43
Yep, sure thing.

s. 22(1)(a)(ii) 14:46
There will be a few activity probably will come up. I think that's my team probably will do because all the moments which were marked on cards we may have to do post movement.

MJ Matt JONES 14:59
OK. Yeah.

s. 22(1)(a)(ii) 15:01
Yeah.

s. 22(1)(a)(ii) 15:02
Yeah, which I usually might. Yeah. My my team will do that fine.

MJ Matt JONES 15:06
OK.

s. 22(1)(a)(ii) 15:11
Yeah.

MJ Matt JONES 15:11
On BCS.

s. 22(1)(a)(ii) 15:12
OK.

MJ Matt JONES 15:15
OK.

s. 22(1)(a)(ii) 15:15
And the another one and half years, Matt minimum.

s. 22(1)(a)(ii) 15:19
None.
Why s. 22(1)(a)(ii) talking about it? It's gonna be happening sooner than later.

MJ Matt JONES 15:21
All right.
Why? I'll go confidence. I'll go confidence.

s. 22(1)(a)(ii) 15:29
One person's got confidence. Yes. OK, cool.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 15:31
Yeah.

MJ **Matt JONES** 15:33
I'm I'm I'm paid to be confident.
All right. s. 22(1)(a)(ii). Do you need anything else from us?

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 15:41
No, I'm. I'm good. Thanks. I'll, I'll. I'll do my part and I'll. I'll pass that message to my management.

MJ **Matt JONES** 15:45
Yeah.
Please. Thank you. Yeah, and I'll get frankly soon.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 15:51
And we'll also look into what what happened leading up to this also you know, we should have should have alerts, yeah.

MJ **Matt JONES** 15:56
Yeah. Yeah, that's right. That that's important to know. Yeah. Yeah, that's important.
Thank you.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 16:02
No worries.

MJ **Matt JONES** 16:03
All right.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 16:05
OK, thank you. Thanks everyone.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 16:05
OK.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 16:06
Thank you. Bye bye.

s. 22(1)(a)(ii) s. 22(1)(a)(ii) 16:06
Thank you. All right, bye.

 **Matt JONES** 16:07
Thanks everybody.
Cheers bye.

● s. 22(1)(a)(ii) stopped transcription

Post Incident Report

Incident Title:	PACE - Nationwide Airport Outage affecting passenger processing		
Incident No:	INC0461201	External Reference Number:	Click or tap here to enter text.
Incident Priority:	P1	PIR Author:	s. 22(1)(a)(ii) - Major Incident Management (MIM)
Actual Downtime	1 hour and 12 minutes	PIR Input:	s. 22(1)(a)(ii) - Leidos s. 22(1)(a)(ii) - Passengers s. 22(1)(a)(ii) - ITSM Service Integration
Incident Created:	30-11-2025 12:12:28	Incident Escalated:	30-11-2025 12:21:49
Incident placed into Monitoring:	30-11-2025 13:48:05	Incident Resolved:	30-11-2025 20:41:12
Caused by Change:	N/A	Resolving Change	N/A
Related Problem/Known Error	PRB0051696	Resolving Group:	Leidos (LDOS Midrange) Passengers

Executive Summary

Affected Systems / Services / Owners	Passenger Analysis Clearance & Evaluation (PACE) Smartgate Arrivals Smartgate Departures Belinda Conn (Business) and Matt Jones (Technical)
Affected Users	All Passengers with scheduled international flights during the 1 hour 12-minute period of disruption and, all ABF staff attempting to process passengers at international airports nationwide.
Business Impact	The PACE outage resulted in a nationwide system outage at International Airports affecting Travellers and ABF airport staff where, both the primary method of automated processing via Arrival and Departure Smartgates along with the workaround option of processing passengers manually at the primary lines were unavailable. This resulted in significant queuing at major airports and unwanted nationwide media attention. With the above-mentioned methods of processing passengers being unavailable, ABF reverted to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.
Method of Detection	Reported by users.
Geographic Location	Nationwide.

Released by Department of Home Affairs
under the Freedom of Information Act 1982

Summary ("Resolution Notes Field")

At approximately 12:12 on the 30th of November 2025, Major Incident Management (MIM) was advised of a nationwide Passenger Analysis Clearance & Evaluation (PACE) outage, which caused the Australian Border Force (ABF) to revert to business continuity arrangements in efforts to process passengers with both the primary and secondary methods of processing being unavailable. This resulted in significant queuing and delays in passenger clearance. Shortly after, technicians from Leidos and Passengers were engaged to commence initial investigations, and the incident was declared a Priority 1 at 12:21.

MIM engaged Leidos at 12:16. Leidos L2 Service Desk had already identified an alert within monitoring systems and engaged Leidos technician to begin investigations.

During the investigation, it was identified that the PACE Central database (DB) had exhausted its table space allocation, likely due to replication data build-up on the Central server. Further analysis revealed that the replication issue was caused by failed s. 47E(d) Storage ICT equipment at Canberra Airport, s. 47E(d), ACT which is currently awaiting repair by IBM.

From there, at approximately 13:12, Leidos confirmed that additional space was allocated to the s. 47E(d) table that had exhausted its limit and as a result, all airports bar Canberra reported they were able to resume using PACE for passenger processing.

Given Canberra had no more flights scheduled on the day and that all other airports were reporting a return to service, a decision was made between MIM and relevant ABF and IT stakeholders to place the incident in monitoring until 21:00 to ensure no further issues were reported.

Following the aforementioned monitoring period, the ABF confirmed that no further issues were observed at airports nationwide and the Priority 1 incident was resolved at 20:41.

Please note: Post resolution, Leidos continued monitoring the database health until the root cause of the disruption being failed s. 47E(d) ICT equipment in Canberra was replaced the following day, Monday the 1st of December 2025 under authorised change - CHG0126806.

Remedial Actions ("Resolution Notes Field")

Increased tablespace size REPLICATION_DATA_LGE for the exhausted s. 47E(d) table s. 47E(d).

Root Cause Findings (Partial)

Exhausted PACE Central DB table space: s. 47E(d) - due to failed s. 47E(d) Storage ICT hardware.

Post Resolution Investigation / Analysis / Findings**Was Root Cause identified during the incident? If so please provide detail.**

Yes, exhausted PACE Central DB table space: s. 47E(d) - due to failed s. 47E(d) Storage ICT hardware.

Due to failed storage hardware in Canberra airport, site replication was not occurring for the site. PACE Central holds all the data in a central site, which is where the PACE Central DB table space is held. Every site adds to this table space – Canberra airport data in the table grew too large for other sites to add their replication data, which caused the issue. This caused replication data to be stored in this table space until the Canberra airport site was restored, and the replication process was able to empty the backlog.

Replication could not be turned off for Canberra airport as the PACE local server was inaccessible due to the failed s. 47E(d) storage device. Once the device was replaced on Monday 1st December 2025, replication was no longer needed to be switched off as replication was back online for this site/device.

Is the resolution temporary or permanent?	Restoration solution was temporary; however, the permanent solution was implemented the following day with replacement of the failed s. 47E(d) Storage ICT hardware under authorised change: s. 47E(d)												
Has the issue occurred before? Are there any noticeable trends or Patterns?	Failed s. 47E(d) Storage ICT hardware at other Airport has occurred previously however, no indicator of such an issue presenting at Canberra Airport previously.												
What is the likelihood of this issue re-occurring?	Possible - the s. 47E(d) storage devices are s. 47E(d) should a replacement be required. This likelihood can be reduced with enhanced monitoring. The Border Clearance Solution (BCS) project is currently underway and will be the replacement for PACE. At this stage PACE currently scheduled for decommissioning in FY27/28.												
What stakeholders need to be engaged for Root Cause Analysis?	No further action required - Root Cause analysis and implementation of permanent fix was completed on Monday 1 st December 2025.												
Continual Service Improvements Identified (Process/Technical/Business)	Have any service improvement activities been identified or implemented? If so, please list the assignment group proposing, provide a description, assignment group responsible and status - Open/Closed												
	<table><tr><th>Proposed By</th><th>Description</th><th>Responsible</th><th>Status</th></tr><tr><td>(Passengers Team - ICT (Traveller Systems section</td><td>Event Management - Implement enhanced PACE application monitoring. Status - Change raised for implementing in December 2025</td><td>Leidos</td><td>In Progress</td></tr><tr><td>Leidos</td><td>Business Continuity Management (BCP) - Review for any possible BCP enhancements for PACE Application</td><td>ABF / Business Continuity Management</td><td>Recommendation</td></tr></table>	Proposed By	Description	Responsible	Status	(Passengers Team - ICT (Traveller Systems section	Event Management - Implement enhanced PACE application monitoring. Status - Change raised for implementing in December 2025	Leidos	In Progress	Leidos	Business Continuity Management (BCP) - Review for any possible BCP enhancements for PACE Application	ABF / Business Continuity Management	Recommendation
	Proposed By	Description	Responsible	Status									
	(Passengers Team - ICT (Traveller Systems section	Event Management - Implement enhanced PACE application monitoring. Status - Change raised for implementing in December 2025	Leidos	In Progress									
Leidos	Business Continuity Management (BCP) - Review for any possible BCP enhancements for PACE Application	ABF / Business Continuity Management	Recommendation										

Incident Timeline

Date and Time	Activity
30 th of November 2025	12:07 - ABF contacted Service Desk advising that PACE was unavailable since 12:00PM 12:12 - Incident raised as Priority 3 by the Service Desk and Major Incident Management team (MIM) notified. 12:15 - MIM contacted Passengers and Leidos. 12:21 - Incident raised as Priority 1. 12:37 - Passengers: Pace central Database (DB) has exhausted its table space, likely due to replication data buildup for Canberra. 12:37 - Leidos checking now - general health is ok - but need to investigate the issue it triggered. 12:40 - Passengers: We may not need a reboot but clear the Read-Eval-Print-Loop (REPL) Cyclic resolve table and perform a re-organise. 12:44 - Leidos advised they are checking the logs - normally we don't touch the server except reboot. 12:47 - Tablespace issue - Leidos looking into it. 12:47 - Passengers: there's a bunch of replication data queued up because the DB in Fairbairn has died. 12:48 - Leidos: It's been dead for more than a week.

12:49 - Passengers: the ^{s. 47E(d)} over there died. It's with IBM for repair, ^{s. 47E(d)}
^{s. 47E(d)}

12:51 - Passengers: ^{s. 47E(d)} is dead. ^{s. 47E(d)} should be fine once Leidos clears space and reorganises the table.

12:57 - Traveller Operations: advise passengers are currently processed manually - using papers cards and manual face to passport check - full Business Continuity Plan (BCP) in place.

13:05 - Leidos are currently increasing tablespace size.

13:12 - Leidos: size increased, it should fix the issue - let me check in few minutes.

13:18 - Passengers: We'll need to turn off replication to ^{s. 47E(d)}, Issue shouldn't repeat so long as PACE isn't collecting records to send there.

13:18 - Leidos: advise replication looks better.

13: 19 - Passengers: Replication is fine everywhere - except for Canberra.

13:23 - Leidos: checking the replication state which looks good - hard for us to talk about the local servers.

13:30 - Passengers: more importantly, if replication is going again, it means the DB is working as intended.

13:48 - Incident placed into monitoring until 21:00.

- Service Restoration Team (SRT) call notes:

Replication is now perfect everywhere bar Canberra - they have no flights for today.

Failed ^{s. 47E(d)} in Canberra will be replaced ASAP tomorrow morning; Passengers will work with Data Centre Infrastructure Services (DCIS) to allow the IBM technician access to replace this equipment.

Leidos will be monitoring the database with multiple health checks until the failed ^{s. 47E(d)} in Canberra is replaced.

20:28 - Leidos: The central is working fine - there was one issue at midday with Tablespace being full and space was added, since then health check is good. Health checks were good 30 minutes ago.

20:30 - ABF calling Sydney, Melbourne and Brisbane prior to restoration.

20:41 - No further issues reported. **Priority 1** incident resolved.

Report Title: Incident Details
Run Date and Time: 09-12-2025 14:25:08 Australian Eastern Daylight Time (New South Wales)
Run by: s. 22(1)(a)(ii)
Table name: s. 47E(d)

Incident			
Number:	INC0461201	Status:	Closed
Caller:	s. 22(1)(a)(ii)	On hold reason:	
On behalf of:	s. 22(1)(a)(ii)	Next update:	
Channel:	Phone	Next action:	
Category:	IT Service Degraded Performance	Impact:	1 - Enterprise
Subcategory:		Urgency:	1 - Critical
Affected system:	Passenger Analysis Clearance & Evaluation (PACE)	Priority:	1 - Critical
Affected CI:		Vendor reference:	
Environment:	E9 - Production	External reference:	
		Assignment group:	Passengers
		Assigned to:	
Title:			
PACE - Nationwide Airport Outage Affecting Passenger Processing			
Description:			

PACE - Nationwide Airport Outage Affecting Passenger Processing

Login ID: s. 22(1)(a)(ii)

Login Domain: s. 47E(d)

Name: s. 22(1)(a)(ii)

Email: s. 22(1)(a)(ii) @ABF.GOV.AU

Location:

Phone s. 22(1)(a)(ii)

Working from Home Number:

Desktop:

Operating System:

KB Reference:

==== Call Reason ====

User advises the entire pace system is down, displaying error message "The following database error occurred, trigger failed"

==== Agent Actions Performed ====

Verified user by AGS

Collected Smartgate and MIM core questions.

1. Airport: Syd International Arrivals & departures
2. Kiosk ID: e.g. s. 47E(d) or Gate ID: e.g. s. 47E(d) Counter 51 to 72, "anything in relation to pace, gates, pace machines)
Kiosk ID can be found on the inside of the side door to the kiosk and can be determined by Port ID.
3. Description of Fault: User advises the whole PACE system and Smartgates are down
4. Are there any error messages when you touch the Kiosk screen or Gate Face? "The following database error occurred, trigger failed"
5. How many Kiosks or Gates are unavailable? All
6. Has the kiosk or Gate been rebooted? Yes
7. Have you tried the troubleshooting steps? Yes
8. Time and date of fault (local time). 12PM Sydney time
9. When is the Next Flight Schedule and how many flights/expected passengers? Now
10. Is the airport currently in peak traveller period? Yes
11. If not currently at peak period, how long before it reaches peak period/busy? Airport is in peak traveller period.
12. Does the current incident have a business impact? Major delays to passenger processing
13. Does the incident have to be escalated and MIM contacted? Yes MIM contacted
If Yes – what is the justification? (duty manager) All gates down - airport relying on BCP.
14. Site Contact Name/Number: (Duty Manager name and phone number): s. 22(1)(a)(ii), s. 22(1)(a)(ii)

Location (Note if they're from an Offshore Post): Sydney International Airport

Business area: Passenger processing

Is the user from a resolver group; Which group: No

Number of users impacted (eg. 10 out of 20 users): Thousands of passengers

Operating System (Win 11 or Win 10): Win 11

System Impacted: PACE

Detailed description of error/fault (screenshot if possible): "The following database error occurred, trigger failed"

What is the system used for: Processing passengers

What does this stop the user from doing: Processing passengers in and out

What is the potential business impact?: Major delays to passenger processing

Is there a workaround or alternative system or solution that can be used (eg. another system or paper workaround): No

Contact number: s. 22(1)(a)(ii)

Alternate contact number (eg. mobile numbers, contact of a colleague with the same issue, etc.): Duty Manager s. 22(1)(a)(ii)

Notes

Watch list: s. 22(1)(a)(ii)

Work notes list:

Additional comments:

Work notes:

09-12-2025 14:22:45 - s. 22(1)(a)(ii) (Work notes)
PIR finalised and distributed 09/12/2025 at 2:18pm

01-12-2025 09:54:23 - s. 22(1)(a)(ii) (Work notes)
PIR sent to resolvers for input – Monday 1/12/2025 at 09:52am

30-11-2025 20:41:20 - System (Work notes)
Problem PRB0051696 is created for this Incident

30-11-2025 20:41:08 - s. 22(1)(a)(ii) (Work notes)
08:40 - ABF reported no further issues - resolving incident

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continuing monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

30-11-2025 20:30:56 - s. 22(1)(a)(ii) (Work notes)
ABF calling Syd, Mel and Bne prior to resotration

30-11-2025 20:28:52 - s. 22(1)(a)(ii) (Work notes)
The central is working fine - there was one issue at midday with Tablespace being full and space was added, since then health check is good
Health checks were good 30 minutes ago

30-11-2025 13:52:09 - s. 22(1)(a)(ii) (Work notes)
13:20 SRT call notes:
Replication is now perfect everywhere bar Canberra - they have no flights for today
Failed s. 47E(d) in Canberra will be replaced ASAP tomorrow morning; Passengers will work with DCIS to allow the IBM technician access to replace this equipment
Leidos will be monitoring the database with multiple health checks until the failed s. 47E(d) in Canberra is replaced

30-11-2025 13:31:52 - s. 22(1)(a)(ii) (Work notes)
13:23 - LDOS checking the replication state which looks good - hard for us to tell about the local servers
13:30 - Passengers advised more importantly, if replication is going again it means the DB is playing nice.

30-11-2025 13:19:54 - s. 22(1)(a)(ii) (Work notes)
13: 19 - Replication is fine everywhere - except for Canberra

which isn't listed above

30-11-2025 13:19:09 - s. 22(1)(a)(ii) (Work notes)
13:18 - if there is enough disk space - can Airports start using Automated Clearances again?
We'll need to turn off replication to s. 47E(d) Issue shouldn't repeat so long as PACE isn't collecting records to send there.
13:18 - LDOS advise replication looks better

DRW	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
CNS	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
BNE	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
SYD	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
MEL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7

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ADL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	5
PER	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6
AVV	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	7
OOL	s. 47E(d)	30/11/2025 13:18:00	30/11/2025 13:18:01	1	0	6

9 rows selected.

30-11-2025 13:13:00 - s. 22(1)(a)(ii) (Work notes)

13:12 - space added, it should fix the issue - let me check in few mins

30-11-2025 13:06:21 - s. 22(1)(a)(ii) (Work notes)

13:05 - Leidos are currently adding space

30-11-2025 12:57:48 - s. 22(1)(a)(ii) (Work notes)

12:57 - Traveller ops advise passengers are currently processed manually - using papers cards and manual face to passport check - full BCP in place

30-11-2025 12:51:34 - s. 22(1)(a)(ii) (Work notes)

12:51 - s. 47E(d) is dead. s. 47E(d) should be fine once LDOS clears space and reorganizes the table.

30-11-2025 12:49:44 - s. 22(1)(a)(ii) (Work notes)

12:47 - Yeah, there's a bunch of replication data queued up because the DB in Fairbairn has died.

12:48 - LDOS It's been dead for more than a week

12:49 - the s. 47E(d) over there died. It's with IBM for repair, s. 47E(d)

30-11-2025 12:47:45 - s. 22(1)(a)(ii) (Work notes)

12:47 - tablespace issue - Leidos looking into it

ORA-1653: unable to extend table s. 47E(d) by 51200 in tablespace REPLICATION_DATA_LGE

30-11-2025 12:46:11 - s. 22(1)(a)(ii) (Work notes)

12:44 - Leidos advised they are checking the logs - normally we don't touch the server except reboot

30-11-2025 12:41:56 - s. 22(1)(a)(ii) (Work notes)

12:40 - passengers advise We may not need a reboot, but clear the REPL Cyclic resolve table and perform a Re-org

30-11-2025 12:37:58 - s. 22(1)(a)(ii) (Work notes)

12:37 - Leidos checking now - general health is ok - but need to look into the issue it triggered

30-11-2025 12:37:15 - s. 22(1)(a)(ii) (Work notes)

@s. 22(1)(a)(ii) @s. 22(1)(a)(ii) @s. 22(1)(a)(ii)

Pace central DB has exhausted it's disk space, likely due to replication data buildup for Canberra.

Please turn off s. 47E(d)

And Clear the replication backlog for canberra (you'll find a partition out of space.)

s. 47E(d) will likely need to be restarted

30-11-2025 12:22:33 - s. 22(1)(a)(ii) (Work notes)

Reassigning post escalation

30-11-2025 12:22:05 - s. 22(1)(a)(ii) (Work notes)

Reassigning post escalation

30-11-2025 12:21:58 - s. 22(1)(a)(ii) (Work notes)

Proposed as a Major Incident as one of the Major Incident Rules has matched: Major Incident from P1 / P2

30-11-2025 12:21:49 - s. 22(1)(a)(ii) (Work notes)

Multiple airports nationwide have reported issues with PACE causing issues with passenger processing at Arrivals, Departures and Primary Line causing significant queueing and delays. ABF have resorted to manually processing passengers.

30-11-2025 12:18:06 - s. 22(1)(a)(ii) (Work notes)

12:12 - MIM advised of nationwide PACE outage

12:15 - MIM contacted passengers and Leidos on call - techs will come online and begin investigations

30-11-2025 12:13:04 - s. 22(1)(a)(ii) (Work notes)

Hi Pssengers team, assigning to you

30-11-2025 12:12:28 - s. 22(1)(a)(ii) (Work notes)

Incident created from Interaction IMS1555604

Actions taken:

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30-11-2025 20:43:38 - System (Actions taken)

100.0% of 242 SMS messages queued successfully

Successful: 242

Unsuccessful: 0

30-11-2025 20:41:51 - s. 22(1)(a)(ii) (Actions taken)

KA68NW attempted SMS via SNS to 'Major Incident SMS'

P1 - INC0461201

Passenger Analysis Clearance & Evaluation (PACE)

Resolved

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

30-11-2025 13:49:43 - System (Actions taken)

100.0% of 242 SMS messages queued successfully

Successful: 242

Unsuccessful: 0

30-11-2025 13:48:05 - s. 22(1)(a)(ii) (Actions taken)

BM85WB attempted SMS via SNS to 'Major Incident SMS'

P1 - INC0461201

Passenger Analysis Clearance & Evaluation (PACE)

Update

Following the space added to the database Traveller operations has confirmed that all airports bar Canberra are able to utilise PACE to process passengers as per normal. Canberra airport has failed IT equipment which will be replaced open of business Monday morning, they have no flights scheduled today. The Incident will be placed in monitoring until 21:00 tonight.

NU 21:00 30/11

30-11-2025 13:24:43 - System (Actions taken)

100.0% of 242 SMS messages queued successfully

Successful: 242

Unsuccessful: 0

30-11-2025 13:22:55 - s. 22(1)(a)(ii) (Actions taken)

BM85WB attempted SMS via SNS to 'Major Incident SMS'

P1 - INC0461201

Passenger Analysis Clearance & Evaluation (PACE)

Update

Leidos technicians have added space to the database, technical teams are currently confirming whether this has resolved the issue.

NU 13:52 30/11

30-11-2025 12:54:33 - System (Actions taken)

100.0% of 242 SMS messages queued successfully

Successful: 242

Unsuccessful: 0

30-11-2025 12:52:47 - s. 22(1)(a)(ii) (Actions taken)

BM85WB attempted SMS via SNS to 'Major Incident SMS'

P1 - INC0461201

Passenger Analysis Clearance & Evaluation (PACE)

Update

Technical teams have discovered the root cause is the PACE central database exhausting its disk space. Technicians are currently discussing solutions to clear the database backlog.

NU 13:22 30/11

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30-11-2025 12:26:37 - System (Actions taken)
100.0% of 242 SMS messages queued successfully
Successful: 242
Unsuccessful: 0

30-11-2025 12:24:50 - s. 22(1)(a)(ii) (Actions taken)
BM85WB attempted SMS via SNS to 'Major Incident SMS'
P1 - INC0461201
Passenger Analysis Clearance & Evaluation (PACE)
New
Multiple airports nationwide have reported a database error with PACE impacting passenger processing at Arrivals, Departures and Primary Line causing queueing and delays. The ABF have resorted to manual processing. Passengers and Leidos have been engaged to begin initial investigations.
NU 12:54 30/11

Related Records

Problem:	PRB0051696	Change Request:	CHG0126806
Parent Incident:		Caused by Change:	

Resolution Information

Knowledge:	false	Resolved by:	s. 22(1)(a)(ii)
Resolution code:	Resolved - Permanent	Resolved:	30-11-2025 20:41:08
		External vendor resolved date:	

Resolution notes:

Summary: At approximately 12:12, Major Incident Management (MIM) were notified of a nationwide Passenger Analysis Clearance & Evaluation (PACE) outage, which caused the Australian Border Force (ABF) to revert to manual processing. This resulted in significant queuing and delays in passenger clearance. Technicians from Leidos and Passengers were engaged to commence initial investigations.

Resolution: During the investigation, it was identified that the PACE Central database had exhausted its disk space, likely due to replication data build-up in Canberra. Further analysis revealed that the replication issue was caused by failed ICT equipment in Canberra, which is currently awaiting repair by IBM. At approximately 13:12, Leidos confirmed that additional disk space had been allocated to the database. As a result, all airports except Canberra reported they were able to resume using PACE for passenger processing and the incident was placed into monitoring until 21:00 to confirm system stability. The failed equipment in Canberra is scheduled to be replaced at the start of business on Monday morning. Canberra Airport has no flights scheduled today. Leidos will continue monitoring the database health until the equipment is replaced to ensure no further issues occur. Following the monitoring period, ABF confirmed that no further issues were observed at airports nationwide. Leidos will continue monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved at 20:45.

Cascade resolve:

true

Major Incident

Major incident state:

Proposed

Proposed by:	s. 22(1)(a)(ii)	Proposed:	30-11-2025 12:21:58
Promoted by:		Promoted:	
PIR Required:	true		

Business impact:

Probable cause:

Post Incident Report

PIR Status:	Complete	PIR author:	s. 22(1)(a)(ii)
Actual Downtime:	1 hour and 12 minutes	PIR Contributors:	s. 22(1)(a)(ii) - Leidos
Created:	30-11-2025 12:12:28		s. 22(1)(a)(ii) - Passengers
Incident placed into Monitoring:	30-11-2025 13:48:05		s. 22(1)(a)(ii) - ITSM Service Integration
Impact start:	30-11-2025 12:12:28	Incident Escalated:	30-11-2025 12:21:49
Caused by Change:		Change Request:	CHG0126806
Related Problem/Known Error:	PRB0051696	Resolved:	30-11-2025 20:41:08
		Resolver Group/s:	

Affected Systems / Services / Owners:

Passenger Analysis Clearance & Evaluation (PACE)
Smartgate Arrivals
Smartgate Departures
Belinda Conn (Business) and Matt Jones (Technical)

Affected Users:

All Passengers with scheduled international flights during the 1 hour 12-minute period of disruption and, all ABF staff attempting to process passengers at international airports nationwide.

Business impact PIR:

The PACE outage resulted in a nationwide system outage at International Airports affecting Travellers and ABF airport staff where, both the primary method of automated processing via Arrival and Departure Smartgates along with the workaround option of processing passengers manually at the primary lines were unavailable. This resulted in significant queuing at major airports and unwanted nationwide media attention.

With the above-mentioned methods of processing passengers being unavailable, ABF reverted to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.

Method of Detection:

Reported by users.

Geographic Location:

Nationwide

Summary:

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At approximately 12:12 on the 30th of November 2025, Major Incident Management (MIM) was advised of a nationwide Passenger Analysis Clearance & Evaluation (PACE) outage, which caused the Australian Border Force (ABF) to revert to business continuity arrangements in efforts to process passengers with both the primary and secondary methods of processing being unavailable. This resulted in significant queuing and delays in passenger clearance. Shortly after, technicians from Leidos and Passengers were engaged to commence initial investigations, and the incident was declared a Priority 1 at 12:21.

MIM engaged Leidos at 12:16. Leidos L2 Service Desk had already identified an alert within monitoring systems and engaged Leidos technician to begin investigations.

During the investigation, it was identified that the PACE Central database (DB) had exhausted its table space allocation, likely due to replication data build-up on the Central server. Further analysis revealed that the replication issue was caused by failed §. 47E(d) Storage ICT equipment at Canberra Airport, §. 47E(d), ACT which is currently awaiting repair by IBM.

From there, at approximately 13:12, Leidos confirmed that additional space was allocated to the PACE Central DB table that had exhausted its limit and as a result, all airports bar Canberra reported they were able to resume using PACE for passenger processing.

Given Canberra had no more flights scheduled on the day and that all other airports were reporting a return to service, a decision was made between MIM and relevant ABF and IT stakeholders to place the incident in monitoring until 21:00 to ensure no further issues were reported.

Following the aforementioned monitoring period, the ABF confirmed that no further issues were observed at airports nationwide and the Priority 1 incident was resolved at 20:41.

Please note: Post resolution, Leidos continued monitoring the database health until the root cause of the disruption being failed §. 47E(d) ICT equipment in Canberra was replaced the following day, Monday the 1st of December 2025 under authorised change - CHG0126806.

Remedial actions:

Increased tablespace size REPLICATION_DATA_LGE for the exhausted PACE Central DB table §. 47E(d)

Root Cause Findings:

Exhausted PACE Central DB table space: §. 47E(d) - due to failed §. 47E(d) Storage ICT hardware.

Was Root Cause identified during the incident? If so please provide detail.:

Yes, exhausted PACE Central DB table space: §. 47E(d) - due to failed §. 47E(d) Storage ICT hardware.

Due to failed storage hardware in Canberra airport, site replication was not occurring for the site. PACE Central holds all the data in a central site, which is where the PACE Central DB table space is held. Every site adds to this table space – Canberra airport data in the table grew too large for other sites to add their replication data, which caused the issue. This caused replication data to be stored in this table space until the Canberra airport site was restored, and the replication process was able to empty the backlog.

Replication could not be turned off for Canberra airport as the PACE local server was inaccessible due to the failed §. 47E(d) storage device. Once the device was replaced on Monday 1st December 2025, replication was no longer needed to be switched off as replication was back online for this site/device.

Is the resolution temporary or permanent?:

Restoration solution was temporary; however, the permanent solution was implemented the following day with replacement of the failed §. 47E(d) Storage ICT hardware under authorised change: CHG0126806.

Has the issue occurred before? Are there any noticeable trends or Patterns?:

Failed §. 47E(d) Storage ICT hardware at other Airport has occurred previously however, no indicator of such an issue presenting at Canberra Airport previously.

What is the likelihood of this issue re-occurring?:

Possible - the §. 47E(d) storage devices are §. 47E(d) not readily stocked should a replacement be required. This likelihood can be reduced with enhanced monitoring. The Border Clearance Solution (BCS) project is currently underway and will be the replacement for PACE. At this stage PACE currently scheduled for decommissioning in FY27/28.

What stakeholders need to be engaged for Root Cause Analysis?:

No further action required - Root Cause analysis and implementation of permanent fix was completed on Monday 1st December 2025.

Continual Service Improvements Identified (Process/Technical/Business):

Proposed By

Description

Responsible

Status

(Passengers Team - ICT (Traveller Systems section

Event Management - Implement enhanced PACE application monitoring.

Status - Change raised for implementing in December 2025

Leidos

In Progress

Leidos

Business Continuity Management (BCP) - Review for any possible BCP enhancements for PACE Application

ABF / Business Continuity Management

Recommendation

Timeline:

Date and Time

Activity

30th of November 2025

12:07 - ABF contacted Service Desk advising that PACE was unavailable since 12:00PM

12:12 - Incident raised as Priority 3 by the Service Desk and Major Incident Management team (MIM) notified.

12:15 - MIM contacted Passengers and Leidos.

12:21 - Incident raised as Priority 1.

12:37 - Passengers: Pace central Database (DB) has exhausted its table space, likely due to replication data buildup for Canberra.

12:37 - Leidos checking now - general health is ok - but need to investigate the issue it triggered.

12:40 - Passengers: We may not need a reboot but clear the Read-Eval-Print-Loop (REPL) Cyclic resolve table and perform a re-organise.

12:44 - Leidos advised they are checking the logs - normally we don't touch the server except reboot.

12:47 - Tablespace issue - Leidos looking into it.

12:47 - Passengers: there's a bunch of replication data queued up because the DB in **s. 47E(d)** has died.12:48 - Leidos: It's been dead for more than a week.12:49 - Passengers: the **s. 47E(d)** over there died. It's with IBM for repair, but there aren't any spare parts because of how old these things are.

12:51 - Passengers: **s. 47E(d)** is dead. **s. 47E(d)** should be fine once Leidos clears space and reorganises the table.

12:57 - Traveller Operations: advise passengers are currently processed manually - using papers cards and manual face to passport check - full Business Continuity Plan (BCP) in place.

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13:05 - Leidos are currently increasing tablespace size.

13:12 - Leidos: size increased, it should fix the issue - let me check in few minutes.

13:18 - Passengers: We'll need to turn off replication to s. 47E(d), Issue shouldn't repeat so long as PACE isn't collecting records to send there.13:18 - Leidos: advise replication looks better.

13: 19 - Passengers: Replication is fine everywhere - except for Canberra.

13:23 - Leidos: checking the replication state which looks good - hard for us to talk about the local servers.13:30 - Passengers: more importantly, if replication is going again, it means the DB is working as intended.

13:48 - Incident placed into monitoring until 21:00.

- Service Restoration Team (SRT) call notes:Replication is now perfect everywhere bar Canberra - they have no flights for today.Failed s. 47E(d) in Canberra will be replaced ASAP tomorrow morning; Passengers will work with Data Centre Infrastructure Services (DCIS) to allow the IBM technician access to replace this equipment.Leidos will be monitoring the database with multiple health checks until the failed s. 47E(d) in Canberra is replaced.

20:28 - Leidos: The central is working fine - there was one issue at midday with Tablespace being full and space was added, since then health check is good. Health checks were good 30 minutes ago.

20:30 - ABF calling Sydney, Melbourne and Brisbane prior to restoration.

20:41 - No further issues reported. Priority 1 incident resolved.

Related List Title: Task SLA List

Table name: s. 47E(d)

Query Condition: Task = INC0461201

Sort Order: None

13 Task SLAs

SLA definition	Target	Stage	Active	Has breached	Business elapsed time	Business pause duration	Business elapsed percentage	Start time	Stop time	Original breach time	Pause duration
DHA: P1 INC Resolution (Degraded)		Completed	false	true	8 Hours 18 Minutes	8 Days 17 Hours 41 Minutes	276.99	30-11-2025 12:22:33	09-12-2025 14:22:45	30-11-2025 15:22:33	8 Days 17 Hours 41 Minutes
DHA: P1 INC Resolution (Expected)		Completed	false	true	8 Hours 18 Minutes	8 Days 17 Hours 41 Minutes	415.49	30-11-2025 12:22:33	09-12-2025 14:22:45	30-11-2025 14:22:33	8 Days 17 Hours 41 Minutes
DHA: P3 & P4 INC Response (Expected)		Completed	false	false	0 Seconds		0	30-11-2025 12:13:04	30-11-2025 12:52:18	01-12-2025 08:30:00	44 Seconds
DHA: P3 INC Resolution (Minimum)		Completed	false	false	0 Seconds	2 Days 18 Hours 22 Minutes	0	30-11-2025 12:13:04	09-12-2025 14:22:45	05-12-2025 18:00:00	6 Days 2 Hours

SLA definition	Target	Stage	Active	Has breached	Business elapsed time	Business pause duration	Business elapsed percentage	Start time	Stop time	Original breach time	Pause duration
DHA: P3 & P4 INC Response (Minimum)		Completed	false	false	0 Seconds		0	30-11-2025 12:13:04	30-11-2025 12:52:18	01-12-2025 08:40:00	44 Seconds
Unisys: P3 & P4 INC Handoff		Completed	false	false	0 Seconds		0	30-11-2025 12:12:28	30-11-2025 12:13:04	01-12-2025 08:20:00	
Unisys: Post Incident Report		Completed	false	false	0 Seconds	3 Days 6 Hours 22 Minutes	0	30-11-2025 20:41:08	09-12-2025 14:22:45	05-12-2025 10:00:00	8 Days 17 Hours 38 Minutes
DHA: P3 INC Resolution (Expected)		Completed	false	false	0 Seconds	2 Days 18 Hours 22 Minutes	0	30-11-2025 12:13:04	09-12-2025 14:22:45	01-12-2025 18:00:00	9 Days 2 Hours
Unisys: P4 INC Resolution (5 Day)		Completed	false	false	0 Seconds	3 Days 6 Hours 22 Minutes	0	30-11-2025 12:12:28	09-12-2025 14:22:45	05-12-2025 20:00:00	9 Days 2 Hours 9 Minutes
Unisys: P4 INC Resolution (10 Day)		Completed	false	false	0 Seconds	3 Days 6 Hours 22 Minutes	0	30-11-2025 12:12:28	09-12-2025 14:22:45	12-12-2025 20:00:00	9 Days 2 Hours 9 Minutes
DHA: P1 & P2 INC Response (Degraded)		Completed	false	false	29 Minutes		99.17	30-11-2025 12:22:33	30-11-2025 12:52:18	30-11-2025 12:52:33	
DHA: P1 & P2 INC Response (Expected)		Completed	false	true	29 Minutes		198.33	30-11-2025 12:22:33	30-11-2025 12:52:18	30-11-2025 12:37:33	
Unisys: P1 & P2 INC Handoff		Completed	false	false	44 Seconds		7.33	30-11-2025 12:21:49	30-11-2025 12:22:33	30-11-2025 12:31:49	

Related List Title: Impacted CIs List

Table name: s. 47E(d)

Query Condition: Task = INC0461201

Sort Order: None

1 Impacted CIs

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Configuration Item	Managed by (user)	Owned by	Approval group	Location	Operational status	Manually added
Passenger Analysis Clearance & Evaluation (PACE)					Operational	true

Related List Title: Incident List

Table name: s. 47E(d)

Query Condition: Parent Incident = INC0461201 AND Task type != Security Assessment

Sort Order: Opened in descending order

6 Incidents

Number	▼ Opened	Title	Caller	Priority	Status	Category	Assignment group	Assigned to	Updated	Updated by	Affected system
INC0461224	30-11-2025 13:22:49	AMS Portal - Unable to send/create Alerts	s. 22(1)(a)(ii)	3 - Moderate	Closed	IT Service Unavailable /Outage	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:10	system	Alerts Management System (AMS)
INC0461218	30-11-2025 12:58:02	Adelaide - SGA - All Gates including PACE - 30/11/25 - all PACE Systems down - xxExternal Ticketxx	s. 22(1)(a)(ii)	3 - Moderate	Closed	IT Service Unavailable /Outage	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:04	system	Passenger Analysis Clearance & Evaluation (PACE)
INC0461215	30-11-2025 12:55:34	PACE - 'The following database error occurred'	s. 22(1)(a)(ii)	4 - Low	Closed	IT Service Unavailable /Outage	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:01	system	Passenger Analysis Clearance & Evaluation (PACE)
INC0461212	30-11-2025 12:52:24	PERTH - SGA - All Gates including PACE - 30/11/25 - all PACE Systems down - xxExternal Ticketxx	s. 22(1)(a)(ii)	3 - Moderate	Closed	IT Service Unavailable /Outage	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:12	system	Passenger Analysis Clearance & Evaluation (PACE)

Number	▼ Opened	Title	Caller	Priority	Status	Category	Assignme nt group	Assigned t o	Updated	Updated b y	Affected s ystem
INC0461207	30-11-2025 12:26:48	Cairns International Airport - SGD - All systems - 30/11/25 - All PACE Systems down	s. 22(1)(a)(i)	3 - Moderate	Closed	IT Service Degraded Performance	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:06	system	Passenger Analysis Clearance & Evaluation (PACE)
INC0461204	30-11-2025 12:20:40	BNE - SGD - ALL GATES - 30/11/2025 - Error Database triggered failed Code	s. 22(1)(a)(i)	3 - Moderate	Closed	IT Service Unavailable /Outage	UIS - Service Desk P1/P2 Child		03-12-2025 21:00:08	system	Smartgate Departures

Related List Title: Interaction List

Table name:

s. 47E(d)

Query Condition: Sys ID in d514ebc55061fe94d038f8ebcc42a87c, ad3bd709c9a9ba948bbf0e416bc9d0f0

Sort Order: Opened in descending order

2 Interactions

Number	▼ Opened	Title	Caller	VIP	Status	Contact Typ e	Assigned to	Updated	Updated by	Assignment Group
IMS1555610	30-11-2025 12:45:45	PACE - 'The following database error occurred'	s. 22(1)(a)(i)	false	Closed Complete	Phone		30-11-2025 12:55:37	s. 47E(d)	UIS - Service Desk
IMS1555604	30-11-2025 12:07:00	Sydney International Airport Arrivals and Departures - SGA - Counter - 30/11/25 - all PACE Systems down - xxExternalTicketxx	s. 22(1)(a)(i)	false	Closed Complete	Phone		30-11-2025 12:12:28	s. 47E(d)	UIS - Service Desk

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Related List Title: Security Incident List

Table name: s. 47E(d)

Query Condition: Parent = INC0461201 AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (ITIL Users, Major Incident SMS, Incidents MAJOR, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, Major Incident EMAIL, Problem Management, Knowledge Managers, ICT VIP Support, ServiceNow Technical Governance Forum, [...]) AND Parent = INC0461201 AND Task type != Security Assessment

Sort Order: Number in ascending order

None

Related List Title: Security Incident List

Table name: s. 47E(d)

Query Condition: Incident = INC0461201 AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (ITIL Users, Major Incident SMS, Incidents MAJOR, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, Major Incident EMAIL, Problem Management, Knowledge Managers, ICT VIP Support, ServiceNow Technical Governance Forum, [...]) AND Incident = INC0461201 AND Task type != Security Assessment

Sort Order: Number in ascending order

None

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Report Title: Problem Details
Run Date and Time: 09-12-2025 14:50:26 Australian Eastern Daylight Time (New South Wales)
Run by: s. 22(1)(a)(ii)
Table name: problem

Problem			
Number:	PRB0051696	Status:	Resolved
Source record:	INC0461201	Resolution code:	Fix Applied
Category:	IT Service Unavailable/Outage	Duplicate of:	
Subcategory:		Workaround applied:	true
Affected system:	Passenger Analysis Clearance & Evaluation (PACE)	Impact:	1 - Enterprise
Affected system Business criticality:	1 - most critical	Urgency:	1 - Critical
Affected CI:	s. 47E(d)	Priority:	1 - Critical
Known error:	false	Assignment group:	Problem Management
		Assigned to:	s. 22(1)(a)(ii)
Problem statement:			
PACE - Nationwide outage			
Description:			

What was the issue? : Nationwide outage to Passenger Analysis Clearance & Evaluation (PACE)

What was the Business Impact? : The PACE outage resulted in a nationwide system outage at International Airports affecting travellers and ABF airport staff where, both the primary method of automated processing via Arrival and Departure Smartgates along with the workaround option of processing passengers manually at the primary lines were unavailable. This resulted in significant queuing at major airports and unwanted nationwide media attention.

With the above-mentioned methods of processing passengers being unavailable, ABF reverted to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.

What is the risk and likelihood of recurrence? : Root cause (hardware failure) was identified during resolution of INC0461201. Resolver groups also noting the likelihood of this issue re-occurring is "Possible – the s. 47E(d) storage devices are s. 47E(d) and not readily stocked should a replacement be required. This likelihood can be reduced with enhanced monitoring. The Border Clearance Solution (BCS) project is currently underway and will be the replacement for PACE. At this stage PACE currently scheduled for decommissioning in FY27/28."

What were the Symptoms and what action was taken to restore service? : User advises the entire PACE system is down, displaying error message "The following database error occurred, trigger failed". The service restoration activity has been copied from the attached Post Incident Report (PIR):

"During the investigation, it was identified that the PACE Central database (DB) had exhausted its table space allocation, likely due to replication data build-up on the Central server. Further analysis revealed that the replication issue was caused by failed s. 47E(d) Storage ICT equipment at Fairbairn, which is currently awaiting repair by IBM.

From there, at approximately 13:12, Leidos confirmed that additional space was allocated to the PACE Central DB table that had exhausted its limit and as a result, all airports bar Canberra reported they were able to resume using PACE for passenger processing. "

Full details, please see the attached PIR.

What Sites are impacted? : All international airports nationwide

Are there any Workarounds? : Australian Border Force reverting to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.

Incident Numbers?: INC0461201

Problem has Task with risk acceptance:

false

Notes

Work notes list:

Work notes:

09-12-2025 12:32:50 - s. 22(1)(a)(ii) (Work notes)
Finalising problem record details

04-12-2025 10:58:47 - s. 22(1)(a)(ii) (Work notes)
UPDATE:

1. To address root cause: CHG0126806: LEIDOS - E9 - Replace s. 47E(d) device at CBR airport – change window: 1-3/12/2025 -change status: implementation/change now in monitoring

2. To reduce risk/likelihood of re-occurrence: CHG0126795: LEIDOS - E9 - Update monitoring configuration for PACE – Change window: 1-19/12/2025

CURRENT IMPACT: Nil

NEXT STEPS:

3. Attach Post Incident Report when available
4. Monitor above changes for successful implementation.

04-12-2025 10:43:02 - s. 22(1)(a)(ii) (Work notes)
finalising problem record details.

04-12-2025 09:20:41 - s. 22(1)(a)(ii) (Work notes)
UPDATE: DRAFT PIR notes as below:

Was Root Cause identified during the incident? - Yes, exhausted table space: s. 47E(d) - due to failed s. 47E(d) Storage ICT hardware.

Due to failed storage hardware in CBR airport s. 47E(d) site replication was not occurring for the s. 47E(d) site. PACE Central holds all the data in a central site, which is where the tablespace is held. Every site adds to this table space – s. 47E(d) data in the table grew too large for other sites to add their replication data, which caused the issue. This caused replication data to be stored in this tablespace until s. 47E(d) site is restored and replication process is able to empty the backlog.

Replication could not be turned off for s. 47E(d) as the PACE local server was inaccessible due to failed s. 47E(d) storage device. Which once device is replaced, replication no longer needed to be switched off as replication will be back online for this site/device.

Solution is temporary.

Device s. 47E(d) replacement work to be done under: CHG0126806

Enhanced monitoring to be created under: CHG0126795

NEXT STEPS:

1. Complete details in problem record
2. Attach Post Incident Report when available
3. Attach changes

03-12-2025 10:12:19 - s. 22(1)(a)(ii) (Work notes)
Resolution notes from related incident, INC0461201 copied below:

Following the monitoring period, ABF have confirmed no further issues have been seen at airports nationwide. Leidos will continuing monitoring throughout the week until the s. 47E(d) hardware is replaced in Canberra. Incident resolved.

Next Steps:

1. Work notes of 30-11-2025 13:52:10 in incident INC0461201 read: Failed s. 47E(d) in Canberra will be replaced ASAP tomorrow morning; Passengers will work with DCIS to allow the IBM technician access to replace this equipment Leidos will be monitoring the database with multiple health checks until the failed s. 47E(d) in Canberra is replaced

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2. Confirm if s. 47E(d) has now been replaced
3. Complete details in problem record
4. Attach Post Incident Report when available
5. Create task for Leidos to track s. 47E(d) replacement hardware (located in Canberra) if required

30-11-2025 20:41:19 - System (Work notes)
Problem created from Incident INC0461201

Analysis Information

Primary Known Error article:

Workaround:

Australian Border Force reverting to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.

Cause notes:

It was identified that the PACE Central database (DB) had exhausted its table space allocation, likely due to replication data build-up on the Central server. Further analysis revealed that the replication issue was caused by failed s. 47E(d) Storage ICT equipment at s. 47E(d) (Canberra Airport) which was resolved 1/12/2025 via attached change, CHG0126806

Proposed Solution:

Replace failed s. 47E(d) Storage hardware via attached change, CHG0126806As the failed hardware is s. 47E(d) and not readily stocked should a replacement be required, to reduce the risk and likelihood of recurrence, enhanced monitoring is being implemented during the period 1-19/12/2025 under Change, CHG0126795. In addition, the Border Clearance Solution (BCS) project is currently underway and will be the replacement for PACE. At this stage PACE currently scheduled for decommissioning in FY27/28.

Resolution Information

Resolved by: s. 22(1)(a)(ii) Resolved: 09-12-2025 14:36:20

Fix notes:

Nationwide outage to Passenger Analysis Clearance & Evaluation (PACE) resulting in both the primary method of automated processing via Arrival and Departure Smartgates, along with the workaround option of processing passengers manually at the primary lines being unavailable. This resulted in significant queuing at major airports and the Australian Border Force reverting to Business Continuity Management arrangements using paper cards and manual face to passport checks in efforts to alleviate delays to a point.

Root cause was identified as failed storage hardware s. 47E(d) which triggered the exhaustion of table space within the PACE Central database. The failed hardware was replaced on 1/12/2025 under authorised change, CHG0126806. As the failed hardware is s. 47E(d) and not readily stocked should a replacement be required, to reduce the risk and likelihood of recurrence, enhanced monitoring is being implemented during the period 1-19/12/2025 under Change, CHG0126795. In addition, the Border Clearance Solution (BCS) project is currently underway and will be the replacement for PACE. At this stage PACE currently scheduled for decommissioning in FY27/28.

Other Information

Opened by:		Opened:	30-11-2025 20:41:19
Confirmed by:	s. 22(1)(a)(ii)	Confirmed:	04-12-2025 09:25:42
Fix by:	s. 22(1)(a)(ii)	Fix:	09-12-2025 14:36:16
Closed by:		Closed:	
Workaround communicated by:		Workaround communicated:	
Fix communicated by:		Fix communicated:	

Close notes:

Related List Title: Incident List
Table name: s. 47E(d)
Query Condition: Problem = PRB0051696 AND Task type != Security Assessment
Sort Order: Opened in descending order

1 Incidents

Number	▼ Opened	Title	Caller	Priority	Status	Category	Assignment group	Assigned to	Updated	Updated by
INC0461201	30-11-2025 12:12:28	PACE - Nationwide Airport Outage Affecting Passenger Processing	s. 22(1)(a)(i) [redacted]	1 - Critical	Closed	IT Service Degraded Performance	Passengers		09-12-2025 14:22:45	s. 47E(d)

Related List Title: CIs Affected List
Table name: s. 47E(d)
Query Condition: Task = PRB0051696
Sort Order: None

1 CIs Affected

Configuration Item	Class	Support group	Owned by	Applied	Applied date	Manual proposed change	Updated
s. 47E(d)	Virtual Machine HyperVisor			false		false	09-12-2025 14:35:59

Related List Title: M2m Change Requests Problems List
Table name: s. 47E(d)
Query Condition: Problem = PRB0051696
Sort Order: None

2 M2m Change Requests Problems

Related Change Request
CHG0126795
CHG0126806

Related List Title:

Security Incident List

Table name:

s. 47E(d)

Query Condition:

Problem = PRB0051696 AND Enforce restriction = false .or. Enforce restriction is empty OR Enforce restriction = true AND Allowed members CONTAINS s. 22(1)(a)(ii) .or. Allowed groups CONTAINS (ITIL Users, Major Incident SMS, Incidents MAJOR, zzViewers - Vendor > UIS, SMIF Dashboard - Viewers, Major Incident EMAIL, Problem Management, Knowledge Managers, ICT VIP Support, ServiceNow Technical Governance Forum, [...]) AND Problem = PRB0051696 AND Task type != Security Assessment

Sort Order:

Number in ascending order

None

Post Incident Report

Incident Title:	Passenger Analysis Clearance & Evaluation (PACE) - Degraded Performance		
Incident No:	INC0323705	External Reference Number:	Company + Reference #
Incident Priority:	P1	PIR Author:	s. 22(1)(a)(ii) – Major Incident Manager
Actual Downtime	13 Hours, 22 Minutes (Intermittently)	PIR Input:	Kyndryl - s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) Traveller Systems – s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) ITSM Service Integration - s. 22(1)(a)(ii) s. 22(1)(a)(ii)
Incident Created:	09-11-2024 21:21:56	Incident Escalated:	09-11-2024 22:21:26
Incident placed into Monitoring:	10-11-2024 14:23:02	Incident Resolved:	11-11-2024 10:58:30
Caused by Change:	N/A	Resolving Change	CHG0107787 - RESTROSPECTIVE - Reboot of PACE Central s. 47E(d) (did not resolve)
Related Problem/Known Error	PRB0051526	Resolving Group:	Kyndryl

Executive Summary

Affected Systems / Services / Owners	Passenger Analysis Clearance & Evaluation (PACE) Smartgate Arrivals Smartgate Departures Belinda Conn (Business) Matt Jones (Technical)
Affected Users	Australian Border Force (ABF)
Business Impact	Multiple airports nationwide have reported issues with PACE causing issues with passenger processing at Arrivals, Departures and Primary Line causing queueing and delays. ABF Manual processing of passengers was enacted as necessary. During the periods where PACE was degraded, Smartgate Departures would face a total outage requiring the ABF to rely solely on manual processing. Arrivals Smartgates would

	experience a short freeze that could cancel the processing of the current passenger. Airport Duty Managers advised this meant some passengers would take up to 4 attempts to get through the Smartgates. Similar freezes would occur on the Primary Line delaying manual processing being conducted by ABF personal.
Method of Detection	Reported by users
Geographic Location	All airports Australia wide
Summary ("Resolution Notes Field")	At approximately 21:30 09/11 AEDT, MIM was notified that Melbourne Airport was experiencing intermittent PACE degrades which were impacting on Arrivals and Departures Smartgates as well as the Primary Line modules, causing queuing and passenger processing delays. This was then shortly confirmed to be affecting all airports nationwide. This was effectively a reoccurrence of the recent P1 – INC0323222 where the trigger event was the same however, the business impact experienced was different. Following on from initial investigations it was determined to do a reboot of PACE central, which was carried out between 11:15 - 11:30 with the go ahead of all operating airports. Following this Airports continued to see some degradation of services up until 01:24 10/11, when all airports confirmed systems had been restored and the incident was placed into extended monitoring. During the monitoring period Kyndryl and Border Clearance Solution (BCS) technical teams saw further timeout issues on the PACE servers. It was decided to reboot PACE Central and failover to Node 2 as well as the BCS Services, which was completed by 04:14. Following the restart and failover to Node 2 an error had appeared for the first time on the s. 47E(d) s. 47E(d). Airports reported some small degrades at the start of the morning peak however systems seemed to stabilise until 08:00 when Multiple airports reported intermittent periods where Departure gates would stop working, and Arrival gates and Primary Line Modules would receive timeouts delaying passenger processing. Multiple teams were again engaged to assist with investigations. Several teams worked to point Gold Coast Arrivals Gates airport towards its local PACE server as a possible work around to ongoing problems at central. A test flight was successfully processed just after 15:00 10/11. Kyndryl and Data Centre Infrastructure Services (DCIS) attended Eastern Creek Data Centre (ECDC) at 13:44 to perform a physical health check of the PACE central database and related systems. From 10:50 10/11, PACE and the Smartgates and Primary Lines that are dependent on PACE had remained stable and there was no further impacts or delays on passenger processing nation-wide. During continued investigations, Kyndryl advised that a node in the s. 47E(d) that manages the non-prod servers had had a failed Dual In-line Memory Module (DIMM). The failure had occurred on Thursday 7th Nov 2024 at 09:28 AM and there had been no initial reports of business impact that day. Upon further investigations of the logs, Kyndryl could see cache errors consistently appearing every 3 minutes right after 15:15 on the 8th Nov 2024 but passenger processing continued to work as expected all Friday afternoon until Saturday night 9/11/2024 at 10:23 PM where airports began experiencing varying levels of impact and at this point the node had been down for two days. The DIMM was replaced by an IBM hardware technician at approximately 10:52 on the 10/11/2024, this has resulted in no further issues being reported by all affected airports. Incident was placed into extended monitoring until 11:00 AEDT 11/11. Following the extended monitoring period, there was no further reports of the intermittent degrades that had been affecting Arrivals Smartgates, Departures Smartgates and Primary Line machines at all Airports. Incident Resolved.

Remedial Actions (“Resolution Notes Field”?)	- Replacement of the failed DIMM at s. 47E(d) - Disabling of the s. 47E(d) by disabling the corresponding s. 47E(d) SAN Switch Port
Root Cause Findings (Partial)	Investigations are ongoing however our initial findings indicate that there was a communication issue between the s. 47E(d) MDS SAN fabric Switch (Storage) & SAN Volume Controller (SVC) Port which was intermittently impacting communications from the PACE CENTRAL Application and s. 47E(d) Database s. 47E(d)

Post Resolution Investigation / Analysis / Findings

Was Root Cause identified during the incident? If so please provide detail.	Not during the incident, however investigations are currently ongoing. Our findings indicate that there was a communication issue between the s. 47E(d) MDS SAN fabric Switch (Storage) & SAN Volume Controller (SVC) Port which was intermittently impacting communications from the PACE CENTRAL Application and s. 47E(d) Database. s. 47E(d)
Is the resolution temporary or permanent?	Permanent
Has the issue occurred before? Are there any noticeable trends or Patterns?	Yes, on the 08/11. Please refer P1 INC0323222
What is the likelihood of this issue re-occurring?	It is unlikely that the Port issue will reoccur, however regarding PACE performance this may reoccur as this is hosted on s. 47E(d). s. 47E(d)

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What stakeholders need to be engaged for Root Cause Analysis?	Kyndryl, Traveller, Passengers (PACE Technical Support), IBM, Cisco, CaPM (TOSB), BCS Team			
Continual Service Improvements Identified (Process/Technical/Business)	Have any service improvement activities been identified or implemented? If so please list the assignment group proposing, provide a description, assignment group responsible and status – Open/Closed			
	Proposed By	Description	Responsible	Status
	Kyndryl	Engage IBM to identify why no error was received at the Storage layer	Kyndryl	Work in Progress (WIP)
	Kyndryl	Engage s. 47E(d) why no Port error was received at the storage layer	Kyndryl	WIP
	Kyndryl	Check cabling/patching between ports at s. 47E(d)	Kyndryl	WIP
	Kyndryl	Workshop with departmental Capacity and Traveller technical SME's to discuss Business continuity posture for future events.	Kyndryl	Closed
	Kyndryl	Investigate regular system restarts on PACE CENTRAL to improve stability	Kyndryl	WIP
	TOSB	Investigating procedure to get technical teams access to s. 47E(d)	TOSB	Closed
	Unisys MIM	Review of the SRT process including chat improvements and key action registers	Unisys MIM	WIP
	Unisys MIM	ITSM suggested Unisys MIM review resourcing for WHS issues that may present in a long running incident.	Unisys MIM	Closed
ABF	Confirm that Departure Gates can be pointed to PACE local rather than PACE Central	Traveller	WIP	
Incident Timeline				
Date and Time	Activity			
09 th November 2024	21:21 - Incident created 21:27 - Kyndryl SDM engaged by Kyndryl Operations team advising of red heartbeats displaying on PACE BAM. 21:30 - MIM Contacted by IT Support Service Desk (SD) 21:31 - MIM contacted Melbourne Arrivals, Processing is back to normal. MIM relayed contact to update if anything changes 21:35 - MIM contacted Sydney who confirmed no issues			

21:36 - MIM contacted Brisbane who confirmed no issues
21:37 - Attempted call to Passengers on-call, No answer
21:38 - Travellers notified, Advised Melbourne Arrivals manager confirmed processing is back to normal for now
21:40 - Attempted call to Passengers on-call, No answer
21:50 - MIM contacted Melbourne Arrivals manager, Passenger processing is slow. Performing SOP to restart devices
21:58 - Kyndryl advised everything looking good so far on our end.
21:59 - Passengers on-call contacted MIM
22:05 - SD advised Brisbane and Perth are now affected
22:08 - MIM confirming with Brisbane, No issues seen
22:10 - MIM contact Perth who had been having issues but are currently not processing passengers so cannot test at this time
22:21 - Multiple airports nationwide have reported issues with PACE causing issues with passenger processing at Arrivals, Departures and Primary Line causing queueing and delays as well as ABF manually processing passengers.
22:21 - Incident escalated to **Priority 1**
22:30 - Technology Operations & Support Branch (TOSB) asked can we actually just manually fail over to locals?
22:35 - Passengers replied we can fail over to local by bringing down central and keeping it down, but that's the only way we can affect the local failover.
22:38 - Teams discussed doing reboot of Central.
22:42 - Passengers advised their personal hunch is that it's actually a problem with the underlying discs that the s. 47E(d) database on Central is running on
22:43 - Pace Central reboot will be performed by Kyndryl
22:44 - Travellers are communicating reboot to all airports
23:05 - Site contacted to notify PACE reboot
Syd - ok to be completed in 25mins
Melbourne - ok to be completed in 25mins
Perth - would prefer midnight but ok for whenever is needed
Brisbane - ok to be completed in 25mins
Adelaide - no impact next flight 0455 10/11
23:06 - Current planned PACE Central reboot for 11:20 AEDT
23:15 - All sites communicated of reboot to Central and have approved
23:15 - PACE Central being rebooted
23:27 - s. 47E(d) Database is back online as well as Business Activity Monitor (BAM)
23:27 - Test queries have started coming back in and running much faster now
23:28 - Passengers suggested if this is a single point of failure, common sense says the PACE Central s. 47E(d) Database has corrupted somehow. It is then solved by rebooting and the stored procedures and tables are available again to client calls after the server reboot. This is the first time for this to happen within a day or two. The frequency indicates an escalation in corruption. s. 47E(d) is a Virtual machine these days. It might pay to look into replacing the underlying disks. We've had similar issues with the Departures Databases when their underlying hardware started to fail.
23:31 - Prior to this incident Kyndryl monitoring could see servers responding quick, the databases responding quickly, everything's responding quickly.
23:36 - Kyndryl requesting details in regard to what path Passenger's would follow to be running test queries against the database to see that it's running slow.
23:41 - Melbourne Arrivals Duty manager reported they are still experiencing degraded processing
23:41 - Passengers requested Kyndryl to perform health check on PDBS. Kyndryl found no issues.
23:44 - Melbourne reported kiosks are taking more than expected time to process.
23:48 - Kyndryl requesting investigation into restarting BCS, as BCS talks to PACE but might be beneficial to restart BCS.
23:49 - Passengers advised analysing PACE would show issues with BCS
23:50 - If issues reoccurs, CIO advised they would want to restart both BCS and PACE
23:57 - Melbourne Arrivals reporting passenger processing has returned to normal

10th November 2024

23:58 - Brisbane updated that control room reboot seems to have worked and no reported issues from the first passenger through

00:01 - Passengers can see at 16:32 it looks like Perth was the first to have the issue in the logs

00:57 - Sydney airport is now Closed

Brisbane has reported no further issues

Perth has reported no further issues

Melbourne reporting passenger processing still degraded with a wait of about 1min to pull passenger card information from PACE

00:59 - MIM advised Passengers of passenger processing still degraded with a wait of about 1min to pull passenger card information from PACE

01:05 - Passengers calling Melbourne Arrivals

01:24 - Following reboot to PACE Central, all airports have reported passenger process has now returned to normal. Incident will be placed into monitoring till 11:00 AEDT on the 11/11/2024, Any change of state in this period a further SMS will be distributed.

03:00 - During the monitoring period Kyndryl and Passengers have seen further timeout issues on the PACE servers, A decision to reboot BCS services and PACE Central again is currently begin performed .

03:15 - MIM contacted all airports:

Syd, Brisbane , Perth no answer (Closed)

Melbourne just begun departures process, Advised a 5min outage is ok

03:45 - Melbourne BCS restarted

03:50 - Melbourne completed

03:57 - Starting Brisbane and Gold Coast

04:00 - Perth requested 04:10

04:04 - Brisbane and Gold Coast completed

04:08 - PACE central rebooted again

04:10 - Perth BCS rebooted

04:14 - PERTH BCS backup

04:14 - PACE Central reboot and fail over to Node 2 has been completed

04:17 - Brisbane line 2 is up.

04:17 - Reboot on BCS Cairns is now beginning

04:18 - Darwin BCS reboot completed

04:22 - Sydney BCS reboot has begun

04:27 - Sydney backup

04:30 - BCS central line 1, restart begun

04:33 - Melbourne reporting departure processing issues still post reboots

04:35 - BCS central line 1, Completed

05:00 - MIM called All open airports (Melbourne, Sydney and Perth) who reported passenger processing is as expected, Teams will meet at 05:45. Incident back into monitoring state.

05:45 - MIM called Sydney, Perth and Melbourne

-Sydney had some issues at outwards when first opening but over 10 minutes gates seemed to catch up, hadn't tested inwards.

-Perth they only reported some gates had individual issues requiring a reboot but otherwise processing was going fine both inwards and outwards.

-Melbourne still seeing issues both inwards and outwards, PACE freezing with passengers sometimes needing 4 tries to get through arrivals gates

06:15 - MIM called Sydney, Melbourne

-Sydney inwards has since opened and has reported all processing is processing as expected, no issues

-Melbourne After just we last spoke it seems to have stabilised, only one freeze just 1 minutes ago rather than the constant freezes they had been experiencing, so processing is now flowing at a much better rate. Will call me back in 20 minutes with another update.

06:35 - Spoke to Melbourne Duty Manager again, No issues at either inwards or outwards since we last spoke, processing at expected speeds.

06:40 - Incident will be placed into monitoring till 11:00 AEDT on the 11/11/2024, Any

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change of state in this period a further SMS will be distributed.

08:44 - All Airports nationally have continued to see intermittent issues with PACE. When the issue arises Departure gates face an almost full outage, while Arrivals Smart gates and the Arrivals Primary Line faces multiple timeouts causing passenger processing to be delayed for a period prior to recovering. Multiple teams are currently investigating.

08:58 - Called Traveller Director, will get technician online.

09:00 - Called Kyndryl SRM

08:59 - Voice SRT started.

09:19 - MQ History shows brief slow-down of GET processing from the queue at 09:01. The queue seems to have been processed by 09:11 (note 5 minute granularity).

09:47 - S. 47E(d) CPU usage is high but the PACE processes does not seem use much CPU

09:57 - MIM called Cyber Security Operation Centre (CSOC), asked to confirm no new scans etc on PACE or any ECDC related systems etc. Cyber Analyst was not aware of any but will check back till past Friday and let MIM know.

10:03 - Kyndryl confirm no issues on the Local Area Network at S. 47E(d)

10:05 - Kyndryl to get a network dump on connections to PACE Central.

10:09 - BCS can see for Sydney arrivals in the last 10 minutes an 80% success rate (which is low). Can visually see the timeouts example: 10/11/2024 10:06:23 S. 47E(d)

S. 47E(d) Read timed out

10:17 - BCS states that it appears very slow to get a connection to the PACE central S. 47E(d) database. Supposed to connect in a few milliseconds. But it takes over 20 seconds now.

This can impact all applications using PACE central database using the connection pool.

What is the limit of the total connection allowed? What is the total active connection now?

I think DBA can tell.

10:18 - Kyndryl S. 47E(d) DBA was engaged to join Departmental SRT as he was on the active Kyndryl technical bridge

10:25 - BCS advises that the heart beating is just a dummy query of the PACE central database from every local server. The red on hearting beating on the PACE monitor is a sign of slow response from PACE central database.

Both arrival Smart Gate and departure eGate also sent a lot queries to PACE central database. When PACE central database response is slow, it impacts all.

10:25 - Kyndryl S. 47E(d) DBA joined the SRT

10:26 - Queue depth was checked 10 minutes ago, all cleared with no backlog.

10:31 - Kyndryl DBA advised to earlier question, Total connects are 458 out of 2205.

10:40 - Vision box updated that since 10:20 AM- 10:40 AM no timeouts seen. In Sydney, Melbourne and Brisbane

10:41 - Kyndryl have identified a warning in one of the S. 47E(d) logs which refers to access connectivity degradation within S. 47E(d). Storage Array Network (SAN) however is not showing any errors, we have engaged expert advice and have a tech bridge up and running. Updates will be provided as soon as they are available.

10:45 - DIMM replacement completed at S. 47E(d) by IBM Hardware Technician

10:54 - Vision box advised started seeing timeouts at Brisbane.

10:54 - MIM see similar issues reported on the BAM from 10:44.

10:56 - Kyndryl disabled S. 47E(d) SAN SVC Port S. 47E(d) by disabling the corresponding S. 47E(d) SAN Switch Port

11:22 - Kyndryl have advised they have looked into the SAN storage connected to the S. 47E(d) that has the storage degradation log and have found no issues or errors from the SAN perspective. They are continuing to engage expert advice for further investigations.

11:30 - BCS requested Kyndryl to investigate if there was any high CPU usage on the SAN

11:35 - VB can see since 10:50 AM It's been stable in Melbourne, Sydney and Brisbane. Timeouts were seen for about 2 min at 11:13 at all these sites

11:49 - Kyndryl want to begin shutdown the DR environment in the Midrange space, Also want to disable switch port disabled as its displaying errors, Still has 12 paths available

11:53 - Kyndryl getting a technician to do a physical health check at S. 47E(d)

S. 47E(d)

13:05 - DR work has been completed.

13:05 - Data Centre Infrastructure Services (DCIS) person on-route to S. 47E(d)

13:42 - MMD have copied files. Beginning to restart the s. 47E(d) JVM

13:43 - Vision Box advised no failovers seen since 11:13 AEDT. Will continue to monitor logs for instances

13:43 - Departmental Midrange Middleware team restarted the Line 1 s. 47E(d) s. 47E(d) to face BCS to Local PACE server for Gold Coast Airport

13:44 - Departmental Midrange Middleware team restarted the Line 2 s. 47E(d) s. 47E(d) to face BCS to Local PACE server for Gold Coast Airport

13:44 - PACE local Line 1 has pick up the connection and processing, Checking Line 2

13:44 - Kyndryl s. 47E(d) access sorted, DCIS en route to get key safe access sorted

13:55 - All previous affected Airports are reporting all Smart gate, Kiosk and Primary lines have remained stable and processing as expected for a few hours

14:03 - Second restart of Line 2 s. 47E(d) has been completed by Departmental Midrange Middleware team to face BCS to Local PACE server for Gold Coast Airport

14:03 - BCS in Gold Coast (OOL) is now explicitly pointing to PACE local

14:40 - Kyndryl Investigating logs and providing the logs to IBM, Time outs last occurred at on 10/11/2024 at 11:18 AEDT. Kyndryl advises SVCS are storage devices that manage the non-prod servers at s. 47E(d) A dim module on the s. 47E(d) had failed on 7th Nov 2024 at 09:28 AM at this time there was no reported business impact on the 7th of November, which was Thursday, there was a non-production s. 47E(d) went offline. This happens quite regularly where you have a node having an issue because there's multiple levels of redundancy built in at s. 47E(d) so should be no production impact.

Kyndryl could see cache errors consistently appeared every 3 minutes right after 3:15 in the afternoon, on the 7th Nov 2024 but passenger processing continued to work all Friday afternoon 8/11/2024 till Saturday night 9/11/2024 10:23 PM This node has been down for two days

Following this the DIMM module got replaced by IBM hardware technician that occurred at approximately 10:52 on the 10/11/2024. Following this there was no delay messages have occurred since.

Awaiting action to be completed

- Obtain IBM logs IBM, Engage test labs to recreate issue
- Investigations into why the node that's went offline. as well as why the built in redundancy's didn't work

15:18 - Gold Coast reporting no issues with arrivals gates when directed to local server

15:19 - Following successful implementation of the alternate solution to fail over to local, technical teams Discussion around other airports and Primary lines being prepped if degradation re-occurs

15:50 - Incident was again placed into an extended monitoring until 11:00 11/11 to ensure ongoing stability to PACE and its depend systems prior to resolution.

11th November 2024

10:56 - Following the extended monitoring period, there have been no further reports of the intermittent degrades that had been affecting Arrivals Smart gates, Departures Smart gates and Primary Line machines at all Airports.

ABF and Technical teams agree that this incident is considered resolved

10:58 - **P1** Incident resolved

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Post Incident Report

Incident Title:	Passenger Analysis Clearance & Evaluation (PACE) - PACE Central Down Affecting all Airports		
Incident No:	INC0323222	External Reference Number:	Company + Reference #
Incident Priority:	P1	PIR Author:	s. 22(1)(a)(ii) – Major Incident Manager (MIM)
Actual Downtime	1 hours, 55 minutes	PIR Input:	Kyndryl – s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) Traveller Systems – s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii) ITSM Service Integration – s. 22(1)(a)(ii) s. 22(1)(a)(ii)
Incident Created:	08-11-2024 09:15:46	Incident Escalated:	08-11-2024 09:41:01
Incident placed into Monitoring:	08-11-2024 12:30:18	Incident Resolved:	08-11-2024 21:20:41
Caused by Change:	N/A	Resolving Change	CHG0107787 - RESTROSPECTIVE - Reboot of PACE Central s. 47E(d)
Related Problem/Known Error	PRB0051526	Resolving Group:	Kyndryl

Executive Summary

Affected Systems / Services / Owners	Passenger Analysis Clearance & Evaluation (PACE) Smartgate Arrivals Smartgate Departures Belinda Conn (Business) Matt Jones (Technical)
Affected Users	Australian Border Force (ABF)
Business Impact	Sydney, Melbourne, Brisbane, Perth and Adelaide Airports experienced issues with PACE causing significant delays for passenger processing via Arrival and Departure Smartgates nationwide which resulted in media attention. Manual processing was enacted as necessary across impacted Airports.
Method of Detection	Reported by users

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Geographic Location	All airports Australia wide
Summary ("Resolution Notes Field")	At 09:15 MIM were notified of an outage to PACE currently impacting ABF passenger processing at Sydney International Airport. Following this, similar reports from Melbourne, Brisbane, Perth and Adelaide Airports were received. This incident was causing significant delays for passenger processing via Arrival and Departures Smartgates nationwide which resulted in media attention. Manual processing was enacted as necessary across impacted Airports. Passenger technicians advised they were unable to contact PACE Central as expected. Following this, multiple technicians from Kyndryl, Optus, VisionBox, Traveller and TOSB were engaged in Service Restoration Team chats and direct calls. It was agreed for PACE central to be restarted which was completed by 10:15. At approximately 10:30 Airports reported all Arrivals, Departures and Primary Line appliances were now working, but with slower processing then expected however, after 20 minutes airports again reported a degraded state with queueing and delays now occurring again nationwide. At 11:10 following the PACE Central reboot, all Airports reported all appliances were operating as expected. MIM placed the incident into monitoring until 21:30 to confirm system stability through multiple peak periods while technical teams continued to meet to try and confirm root cause. Throughout the monitoring period, all Departure Smartgates, Arrival Smartgates and Primary Lines machines at all airports continued to work and process passengers as expected. Incident was resolved at 21:20.
Remedial Actions ("Resolution Notes Field")	Reboot of PACE Central Database (Node1) performed under CHG0107787
Root Cause Findings (Partial)	Investigations are ongoing however, Kyndryl initial findings indicate that there was a communication issue between the s. 47E(d) MDS SAN fabric Switch (Storage) & SAN Volume Controller (SVC) Port which was intermittently impacting communications from the PACE CENTRAL Application and s. 47E(d) Database s. 47E(d)

Post Resolution Investigation / Analysis / Findings

Was Root Cause identified during the incident? If so please provide detail.

Not during the incident, however investigations by Kyndryl are currently ongoing. Findings indicate that there was a communication issue between the s. 47E(d) SAN fabric Switch (Storage) & SAN Volume Controller (SVC) Port which was intermittently impacting communications from the PACE CENTRAL Application and s. 47E(d) Database.

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s. 47E(d)

Is the resolution temporary or permanent?

Temporary

Has the issue occurred before? Are there any noticeable trends or Patterns?

No

What is the likelihood of this issue re-occurring?

Likely, similar issue occurred the following day (see INC0323705)

What stakeholders need to be engaged for Root Cause Analysis?

Kyndryl, Traveller, Passengers (PACE Technical Support), IBM, Cisco, CaPM (TOSB), BCS Team

Continual Service Improvements Identified (Process/Technical/Business)

Have any service improvement activities been identified or implemented? If so please list the assignment group proposing, provide a description, assignment group responsible and status – Open/Closed

Proposed By	Description	Responsible	Status
Kyndryl	Engage IBM to identify why no error was received at the Storage layer	Kyndryl	Work in Progress (WIP)
Kyndryl	Engage s. 47E(d) why no Port error was received at the storage layer	Kyndryl	WIP
Kyndryl	Check cabling/patching between ports at s. 47E(d)	Kyndryl	WIP
Kyndryl	Workshop with departmental Capacity and Traveller technical	Kyndryl	Closed

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	SME's to discuss Business continuity posture for future events.		
Kyndryl	Investigate regular system restarts on PACE CENTRAL to improve stability	Kyndryl	WIP
TOSB	Investigating procedure to get technical teams access to s. 47E(d)	TOSB	Closed
Unisys MIM	Review of the SRT process including chat improvements and key action registers	Unisys MIM	WIP
Unisys MIM	ITSM suggested Unisys MIM review resourcing for WHS issues that may present in a long running incident.	Unisys MIM	Closed
ABF	Confirm that Departure Gates can be pointed to PACE local rather than PACE Central	Traveller	WIP

Incident Timeline

Date and Time	Activity
08 th November 2024	08:55 - Logs showed issue started at Melbourne and Sydney international airports 09:08 - Logs show failovers started at all airports 09:21 - Service Desk (SD) called Passengers 09:25 - SD contacted MIM in regards to PACE delays at Sydney airport 09:40 - Traveller Operations advised that All Smart Gates are unavailable at Brisbane (Inwards and Outwards) Perth and Sydney are experiencing issues with Outwards as well 09:41 - MIM escalated to a Priority 1 incident 09:43 - Passengers advised of PACE Central being down, Departure gates should fall back to local - checking with Gen 3 09:43 - Queue lengths are complaining s. 47E(d) 09:48 - MIM started a Service restoration Team (SRT). 09:51 - VBOX can see multiple No Expected Movement Records (EMR's) from both Arrivals and Departures 09:52 - Kyndryl advise PACE Central was not down and was accessible, however multiple red heartbeats displaying for all airports. 09:54 - Traveller Operations advised Brisbane reported departures now processing, probably pace local. Gen 3 is NOT 09:55 - Passengers advised should failover to Local - trying to force it too as it is not. 09:56 - Kyndryl advised to restart the Database Processes instead of restarting PACE Central due to multiple critical systems which will be affected by that. 09:56 - Kyndryl advised they were restarting the s. 47E(d) Database on the Central Server 09:57 - Kyndryl doing final checks before restarting the s. 47E(d) Database/ PACE Central 10:04 - Requests from higher ups and Traveller Operations to restart the database now. Red Heartbeats are taking a lot of time to respond. 10:06 - Kyndryl completing restart of PACE Central now, ETA 10-20 minutes. A lot of systems rely on PACE (PDBS, AMS) – MIM to notify ABOC of restarts occurring. 10:15 - All gates at Sydney are currently disabled, other airports also attempting gates with no luck 10:15 - Kyndryl restarts of s. 47E(d) Database/ PACE Central have been complete. Teams completing checks now 10:17 - Media attention started to be seen across multiple platforms

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10:21 - Traveller Operations noted of reports are that manual processing is also failing.
10:21 - Primary Line Machines are logging off intermittently at Sydney - asking VBOX member onsite to logoff and try again
10:24 - Primary Line Machines are better following the restart at Sydney airport.
10:26 - Sydney are manually stamping as Local is not working, queues are growing.
10:29 - Kyndryl restarted PACE Central, still very slow and not working
10:29 - Optus were engaged to check anything on their end and advised 'No errors or discards however utilisation on that interface has gone from 1Mbps to 25Mbps in the last 29 minutes'
10:27 - New error reported to the SD 'NULL object reference @ line 61 in function of _process message of object pfc_n_cst_error' at Adelaide control room
10:33 - Gold coast normal - Sydney Departures looking better with no EMR's - potentially replication from the restart
10:35 - Travellers now going through Sydney Arrival gates successfully. EMR Queues slowly going down
10:36 - EMR queue dropped from 4800 to 2800 in the past three minutes.
10:37 - Traveller Operations checking with Brisbane Airport to see how processing is going there.
10:37 - Brisbane Departure gates are processing ok. Heartbeats have returned to a healthy status.
10:39 - All gates in Sydney are now being used to process passengers
10:41 - Border Clearance Solution (BCS) logs show arrivals gates processing
10:42 - VBOX advised Melbourne are now processing fine - backlog of passengers have gone through, EMR queue dropped to 800
10:54 - Melbourne Assessment Call timeouts, Cairns having the same timeout errors as well as Brisbane now
10:55 - PACE starts failing nationwide again
10:56 - Red Heartbeats have returned on the Business Activity Monitor (BAM)
11:07 - Brisbane Airport still receiving System Unavailable Errors. Works for 3 minutes then a minute of timeouts. Passenger technicians have asked Kyndryl to run a few test queries.
11:14 - EMR queue looking normal
11:16 - Passengers asking a Kyndryl Database Admin (DBA) to check a few things
11:27 - Kyndryl restarting ^{s. 47E(d)} to give ICT Capacity Management (ICAPM) some resources to use to assist
11:31 - Sydney departures gates logs are showing processing, Traveller Operations reaching out to other airports to check on ground
11:36 - VBOX advised Brisbane, Melbourne, Sydney logs are showing all good in Departures since 11:11
11:38 - Optus health checks completed at ^{s. 47E(d)} and ^{s. 47E(d)}
^{s. 47E(d)} including source and destination IP's provided with no issues
11:39 - PACE optimisation connections were reset on the ^{s. 47E(d)}, connections started to reform immediately which is expected behaviour
11:41 - Optus advised connections were forming and not reset, connections look healthy at all airports from Optus point of view
11:45 - Sydney and Melbourne confirmed operational
11:54 - Brisbane and Adelaide confirmed arrivals operational
11:56 - Gold Coast confirmed all Arrivals, Departures and Primary Line Machines are following though as per normal
12:02 - Positive reports now on arrivals as well from Sydney, Brisbane, Melbourne, Gold coast, Adelaide. Waiting for Perth.
12:10 - Duty supervisor advised Brisbane not operational, Calling Brisbane to check as conflicting reports
12:15 - Duty manager advised Brisbane is flowing correctly
12:30 - With agreement from Business and technical teams, MIM placed the **Priority 1** incident into monitoring.
13:30 - Kyndryl working through data and getting technicians to go through it, no CPU or Memory capacity issues
Technology, Operations and Support Branch (TOSB – Secure Gateway Services (SGS),

Midrange Middleware (MMD) cannot see anything of note except for the drops.
13:45 - Optus have a task group now - Working through the timeline and checking for events on the network side.

14:30 - SRT Action Items

-Kyndryl to provide the data for the Local Area Network (LAN in S. 47E(d) and PACE Central as well as Database issues:

Kyndryl getting all the data and they have been in Contact with TOSB – Will update at 15:30.

- ABF Traveller Operations to provide update on Airports status and any further issues if they have arose:

Melbourne, Sydney and Brisbane All working as expected since – no issues with PACE Central

- BCS Technicians to provide any further information from the logs and the lifecycle of the incident. *PACE Data is not available – cannot connect – All the notes they get states that. Nothing else noted*

-Optus anything further from the task group investigations

Digging between S. 47E(d) and S. 47E(d) from 0845 - 0915. No Events – no Changes in Traffic – continued investigations

14:55 - Teams believe something is preventing messages being consumed - teams still looking for root cause

15:05 - Resolvers advised PACE heart beating red warning displayed on PACE monitor suggests the PACE central server is not responding promptly - the normal response time from PACE central – a dummy query and a dummy alert matching processing, is usually under one second. But this morning, during the P1, the PACE heart beating response time is over one minute. This information may assist Kyndryl in identifying the stored procedures that were dropped.

21:20 - Traveller Operations advised no further issues have been reported since the incident was placed into monitoring.

21:20 - MIM resolved the **Priority 1** incident.