

From: s 47E(d)
To: s 22(1)
Cc: s 47E(d) s 22(1) s 22(1)
Subject: OCF Errors
Date: Thursday, 8 December 2022 12:27:00 PM

Hi s 22(1)

We have received a report that over the last two days, claimants have had OCF data entry issues. Some users have been unable to save or submit their forms.

There has been a report that a caller also indicated that after continuous wait after submitting it comes as saying please check personal details but when they check everything is filled.

I have tested and though slow, it is saving the data that is entered.

Can you please investigate?

s 22(1)

eFEG Helpdesk Operator

Systems Team | Fair Entitlements Guarantee
Employee Entitlement Safeguards & Policy
Australian Government Department of Employment and Workplace Relations

s 22(1)

dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Document 2

End of Day Escalations

Status	Sent Date	Issue	With	Comments
Sent	8/12/2022	OCF - claim submission errors reported	IR APPs	Issue being driven by server. Impacted by low memory. OCF Server restart performed