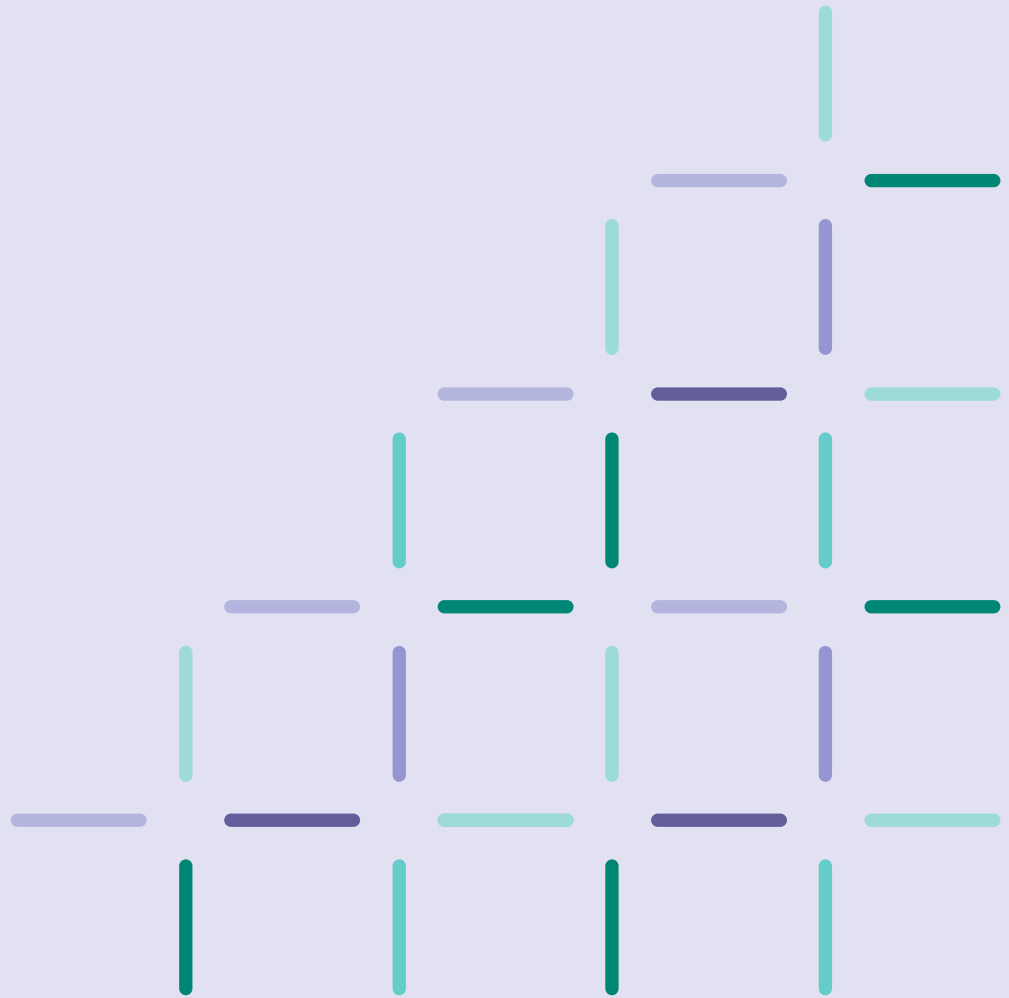




Australian Government

Australia's
**Digital ID
System**



December 2024

System Administrator Reduced Activity Period (RAP) 24 December 2024 – 1 January 2025 (inclusive)

**System Administrator
Australian Government Digital ID System (AGDIS)**

digitalidsystem.gov.au

The System Administrator is responsible for protecting the integrity and performance of the Australian Government Digital ID System (AGDIS). This includes operational support for the AGDIS Administrator Portal (the Administrator Portal).

All System Administrator staff will observe a complete shut down during a prescribed Reduced Activity Period (RAP) from 24 December 2024 to 1 January 2025 (inclusive).

This document specifies business continuity arrangements for the System Administrator during RAP, including preparation activities and appropriate escalation points.

Preparation

Communication with stakeholders

The System Administrator will notify all AGDIS entities of arrangements over the RAP and request they review and update their contacts as required.

The AGDIS.Administrator@servicesaustralia.gov.au mailbox will have an automatic reply:

The AGDIS.Administrator mailbox will not be monitored from Tuesday 24 December 2024 to Wednesday 1 January 2025 (inclusive).

If you are reporting an incident, please submit details via the AGDIS Administrator Portal. Any incidents submitted over this period will be investigated from Thursday 2 January 2025.

Please contact Jo Hadley on 0436 941 392 if you experience a critical issue requiring attention over this period.

Technical checks

Anticipatory checks will be undertaken on the Administrator Portal prior to RAP, to confirm any technical issues (for example, certificate expiry) that could adversely impact user access throughout RAP have been resolved.

Service	24 December 2024 – 1 January 2025 (inclusive)
System Administrator: <ul style="list-style-type: none"> Operational support (including incidents) Administrator Portal support 	<p>Office not staffed</p> <p>Primary contact for critical issues: Jo Hadley, Director, System Administrator on 0436 941 392</p> <p>Secondary contact for critical issues: Meg Espeleta, Assistant Director, System Administrator on 0436 924 091</p>
Identity Exchange	<p>Office not staffed</p> <p>Primary contact for critical issues: Luke Stasiuk, Director, Identity Exchange on 0405 107 500</p>
Australian Taxation Office (ATO) Relationship Authorisation Manager (RAM)	<p>Office not staffed</p> <p>Primary contact for critical issues: Jason Golick on 0487 221 700</p>
ATO myID	<p>Office not staffed</p> <p>Primary contact for critical issues: Jason Golick on 0487 221 700</p>

Urgent Escalations

Data Correlation Engine (DCE)	Frankie Braybon on 0439 959 670
Regulatory Information Management Software (RIMS)	Gurvinder Singh on 0412 605 609 Viranch Dammannagari on 0432 008 532 Tahseen Fatima on 0425 173 235 Tim Quinn on 0422 198 000
Cyber incidents impacting the Administrator Portal	Gurvinder Singh on 0412 605 609