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**SITA SERVICES AFFECTED: MONDAY: 13 AUGUST 2018: 10:05 – 11H40
KNOCK ON EFFECT OF POWER OUTAGES**

**SITA STATEMENT FROM THE SITA CHIEF EXECUTIVE OFFICER:
DR. SETUMO MOHAPI**

Government department's service delivery was affected on Monday 13 August 2018 for 1hr35 minutes, as the SITA network was down from 10:05 – 11:40.

While services were restored, SITA is deeply concerned by these unprecedented network outages – noting especially that it has happened over the past two working days - when citizens require services from government.

The SITA Centurion site is a national key point that houses SITA's Network Operation Centre, and is at the heart of the government network.

The engineering report received today indicated that 1hr35 minute outage; is related to the first power outage that happened on Friday: 10 August 2018 in Centurion; due to the Eskom power failure. On Friday, the networks were down during the peak hours from 8:00 to 14:30.

This morning (Monday: 13 August 2018)) the Broadband Infracore (BBI) transmission equipment; inside the SITA Centurion Switching Centre which had been running on battery power since the power outage on Friday; was depleted. SITA engineers are currently investigating why the transmission system failed to switch back to the standard power grid; which would be the standard operating procedure.

SITA sincerely apologises to all government departments; and citizens for the inconvenience caused during this time. SITA also wants to assure government and the public; that we are determined to comprehensively investigate these two related - but unprecedented incidents - to ensure that government and citizens don't experience this situation in the future.

Directors: Mr ZD Nomvete (Chairman), Dr SJ Mohapi (Managing), Ms SH Chaba, Ms NN Ehrens, Ms NVB Magubane, Adv N Mahlangu, Dr VF Mahlati, Ms MP Matlala, Mr JS Mngomezulu, Mr WN Mudau, Ms RC Rasikhinya, Mr MT Sadik, Mr GA Victor.

Company Secretary: Mr TP Mongwe

Given the incident this morning SITA will be approaching the matter differently; and con-currently investigate both incidents as a single occurrence - to get behind the cause of the problem. While the investigation is being done; SITA will immediately work to improve all its incident recovery procedures – and take these two extraordinary incidences - as a new and real learning curve.

As more information on this matter becomes available; SITA will update all stakeholders. SITA fully recognises that government and the nation must have – and indeed deserve - answers that will give all stakeholders the comfort that the matter is resolved.”

ENDS

ISSUED BY: STATE INFORMATION TECHNOLOGY AGENCY: 13 AUGUST 2018

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