



Cafcass National Office  
3rd Floor  
21 Bloomsbury Street  
London  
WC1B 3HF

**Your ref: CAF 16-101**  
**Our ref: Gov/CAF 16-101**

Tel 0300 456 4000

2 August 2016

## Re: Freedom of Information Request

Thank you for your email of 21 July 2016. You made the following requests for information:

Please can you advise of ALL occurrences when the CAF/CASS email system was down and inoperable for sending and/or receiving emails from the CAF/CASS offices in Store Street, Manchester.

Information required is for a 12 month period from 16 July 2015 to 16 July 2016.

Please see below a list of incidents where one or more email ('Exchange') servers were unavailable, which resulted in emails being 'queued' until they could be sent/received when the service was restored.

These incidents did not necessarily affect all staff within the Manchester office on each occasion; Cafcass uses multiple servers so staff can be connected to different servers, only some of which may have been impacted during the incidents. However, the unavailability of one or more server is likely to have an adverse impact on the capacity of staff in the office.

Significant service disruption was experienced between 6 June 2016 and 5 July 2016; the issue was intermittent and the service was temporarily restored on many occasions within this timeframe. This issue was fully rectified on 5 July 2016.

Incident Opened Date	Incident Opened Time	Incident Resolved Date	Incident Resolved Time	Description
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Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive



21/10/2015	12:24	21/10/2015	13:01	Exchange unavailable to all users on one of the Exchange servers.
22/10/2015	08:45	22/10/2015	08:59	Exchange unavailable to all users on one of the Exchange servers.
23/10/2015	08:33	23/10/2015	09:01	Exchange unavailable to all users on one of the Exchange servers.
26/10/2015	09:27	26/10/2015	10:22	Exchange unavailable to all users on one of the Exchange servers.
27/10/2015	09:07	27/10/2015	10:11	Exchange unavailable to all users on one of the Exchange servers.
28/10/2015	09:50	28/10/2015	09:56	Exchange unavailable to all users on one of the Exchange servers.
30/10/2015	11:36	30/10/2015	12:10	Exchange unavailable to all users on one of the Exchange servers.
02/11/2015	10:23	02/11/2015	10:47	Exchange unavailable to all users on one of the Exchange servers.
03/11/2015	09:58	03/11/2015	10:38	Exchange unavailable to all users on one of the Exchange servers.
03/11/2015	14:05	03/11/2015	15:11	Exchange unavailable to all users on one of the Exchange servers.
23/11/2015	10:08	23/11/2015	10:51	Users unable to send/receive email.
04/01/2016	16:00	05/01/2016	12:46	Users unable to send emails to external webmail addresses. Logged with Vodafone. Issue affecting all gsi users sending external emails to internet domains. Resolved by Vodafone on 5th Jan, although some ISPs (e.g. AOL) took much longer to clear their DNS cache.
17/02/2016	08:24	17/02/2016	09:26	Users unable to send/receive email.
21/04/2016	11:49	21/04/2016	15:47	Delays sending external mail. Issue in Vodafone data centre caused by misconfigured firewall.
06/06/2016	07:57	18/06/2016	18:11	Master: multiple Exchange issues
09/06/2016	11:50	09/06/2016	13:15	Exchange down affecting some users.
10/06/2016	06:56	10/06/2016	09:37	An Exchange server down and rebooted, affecting some users.
10/06/2016	10:03	21/06/2016	10:12	Multiple users are experiencing performance issues in Outlook.
15/06/2016	09:15	15/06/2016	11:30	Connectivity lost to numerous services. Third party fibre break in the Reading area, requiring manual failover.



22/06/2016	11:50	22/06/2016	12:53	Multiple users disconnected from Exchange.
22/06/2016	15:35	23/06/2016	10:00	Multiple users disconnected from Exchange.
01/07/2016	10:58	05/07/2016	14:52	Issues connecting to Exchange.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

**Post**

Information Commissioner's Office  
Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

**Fax**

01625 524 510

**Tel**

0303 123 1113

**E-mail**

[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

[Governance@cafcass.gsi.gov.uk](mailto:Governance@cafcass.gsi.gov.uk)

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice  
Cafcass National Office, 3<sup>rd</sup> Floor, 21 Bloomsbury Street, London, WC1B 3HF