

Media Release

Date: 28th November 2022

States IT issues update

Numerous States of Guernsey IT systems will likely continue to have intermittent issues for much of this week, following a failure of air-conditioning systems in the main server room.

This failure caused the temperature to quickly rise, resulting in the server going into 'preservation mode' to ensure data was protected. While the forced shutdown successfully protected the server itself and **safeguarded all data held by the States of Guernsey**, it did cause significant performance issues across the States IT network.

Following a review of critical systems within health and social care and the blue lights services to ensure they remained operational, engineers worked over the weekend to prioritise restoring systems where our customers and service users would be most affected.

The system used by Social Security to make benefit payments, which was down over the weekend, has now been restored. This means benefit payments can be made as normal this week. Additionally, staff will now be able to assess wage slips submitted by customers who are waiting for an income support top up payment, which was delayed on Friday. This will be prioritised but any customer who finds themselves in financial hardship due to the delay can contact Income Support on 221000.

The Guernsey Border has worked overnight with freight agents to ensure the clearing of inbound and outbound freight. All affected freight companies were contacted directly.

Business continuity plans have been introduced for all services experiencing issues and email access has been restored for most States of Guernsey services and staff.

Currently unresolved issues

Gov.gg has just come back online and we are currently checking various services run through it, including payments.

Revenue Service's online services are down. Returns Creator, the system employers use for their monthly payroll, is also currently down. Revenue Service has contacted all employers directly on this issue.

Schools do not currently have internet or email access. This is being worked on as a priority and we hope to have a positive update shortly. Parents and carers have been advised about

this directly by their child's school with advice on how best to contact the school should they need to.

Flight and harbour information is unavailable online, and the boarding card system cannot clear anyone who has checked in online. Passengers are advised to leave extra time to pass through check-in and security.

Guernsey Tickets is currently unavailable, but tickets can be purchased from Beau Sejour or by phone or in person. Beau Sejour website is down and its café is currently closed due primarily to it not being possible to scan bar codes.

The Guernsey Registry website is unavailable. This impacts Guernsey Registry's ability to publish statutory notices. However, www.greg.gg, which is the online services portal used by businesses, is still running. Submissions can therefore still be made, and Guernsey Registry is able to register people and companies.

Guernsey Waste is currently unable to respond to enquiries from members of the public as it cannot currently access relevant information.

We will provide regular updates to the community as systems come back online.

Ends

Notes to Media

Issued by Joel de Woolfson
Joel.dewoolfson@gov.gg