

## **DOF/2022-0140 - Response**

I would therefore be grateful if you could supply me with the following information:

**1. An hourly breakdown of all applications received via the HR Connect website within the last week.**

While the number of applications is checked by HRConnect at times during an external recruitment competition, hourly numbers are not logged. At the times of checking, during the Staff Officer recruitment competition, the running total of applications submitted was 875 by the evening of 6 April 2022, 1,100 by the evening of 7 April 2022 and 4,045 at 12pm on 8 April 2022.

**2. The number of queries received by HR Connect in relation to IT issues experienced by applicants specifically related to this recruitment campaign.**

HRConnect does not hold details of general email and telephone queries for specific competitions, but for recruitment as a whole. A record of general queries is not logged as they are dealt with immediately on receipt. However, HRConnect does hold a record of complaints received. In relation to this specific Staff Officer competition, 14 complaints have been received.

**3. The number of hours?down time? caused by server issues in the last 12 month period.**

None. In the last 12 months, there has been no server downtime apart from agreed outages for routine patching. The error message that appeared on 8th April, when accessing the recruitment website, could have been triggered for a number of reasons. The server remained operational at all times.

**4. Full details of any contingency arrangements put in place in the event of your IT systems preventing candidates from submitting applications.**

There is a 'warm' standby system available for contingency in the event the system goes down. This is a copy of the live system that we can switch over to in the event of a system failure. This, however, wasn't the case on 8<sup>th</sup> April 2022. As a result of the issues encountered by applicants in relation to the Staff Officer competition, the deadline for submitting applications was extended.