



**Media Release
29 November 2017**

Racing Australia System Issues Apology and Update

Early on the afternoon of Tuesday, 28 November 2017, Racing Australia experienced a major failure in part of its core IT hardware which resulted in significant disruption to information available for Thoroughbred Racing Industry participants nationally.

This hardware fault was rectified which allowed a number of Racing Australia's systems to be recovered during the course of the afternoon, including Racing Australia's website.

However, it was identified that the initial fault caused a further issue with the Single National System database (used by Racing Australia, Principal Racing Authorities and Race Clubs nationally).

Racing Australia technicians, in conjunction with external support partners, worked on recovering the database but were unsuccessful. A full restore of the database was conducted overnight.

As the restore could not be completed prior to 7am today, a decision was made to move Racing Australia's primary database to our secondary Disaster Recovery site.

Last month Racing Australia commenced a program of progressively enhancing its Disaster Recovery site to reduce recovery time and ensure full functioning systems – following the issues experienced in the past 24 hours, this now takes on significantly more importance.

Racing Australia acknowledges and apologises for the substantial disruption experienced by the industry and remains committed to stabilising all systems as well as completing already commenced enhancements to its Disaster Recovery systems to ensure there is no repetition.