

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 18/06/2021 6:07 AM  
**To:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>  
**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** RE: FOR APPROVAL: Website update for funds are being spent quickly

Slight suggested amendments below

**From:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Sent:** Friday, 18 June 2021 3:56 PM  
**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>  
**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Subject:** FOR APPROVAL: Website update for funds are being spent quickly

OFFICIAL

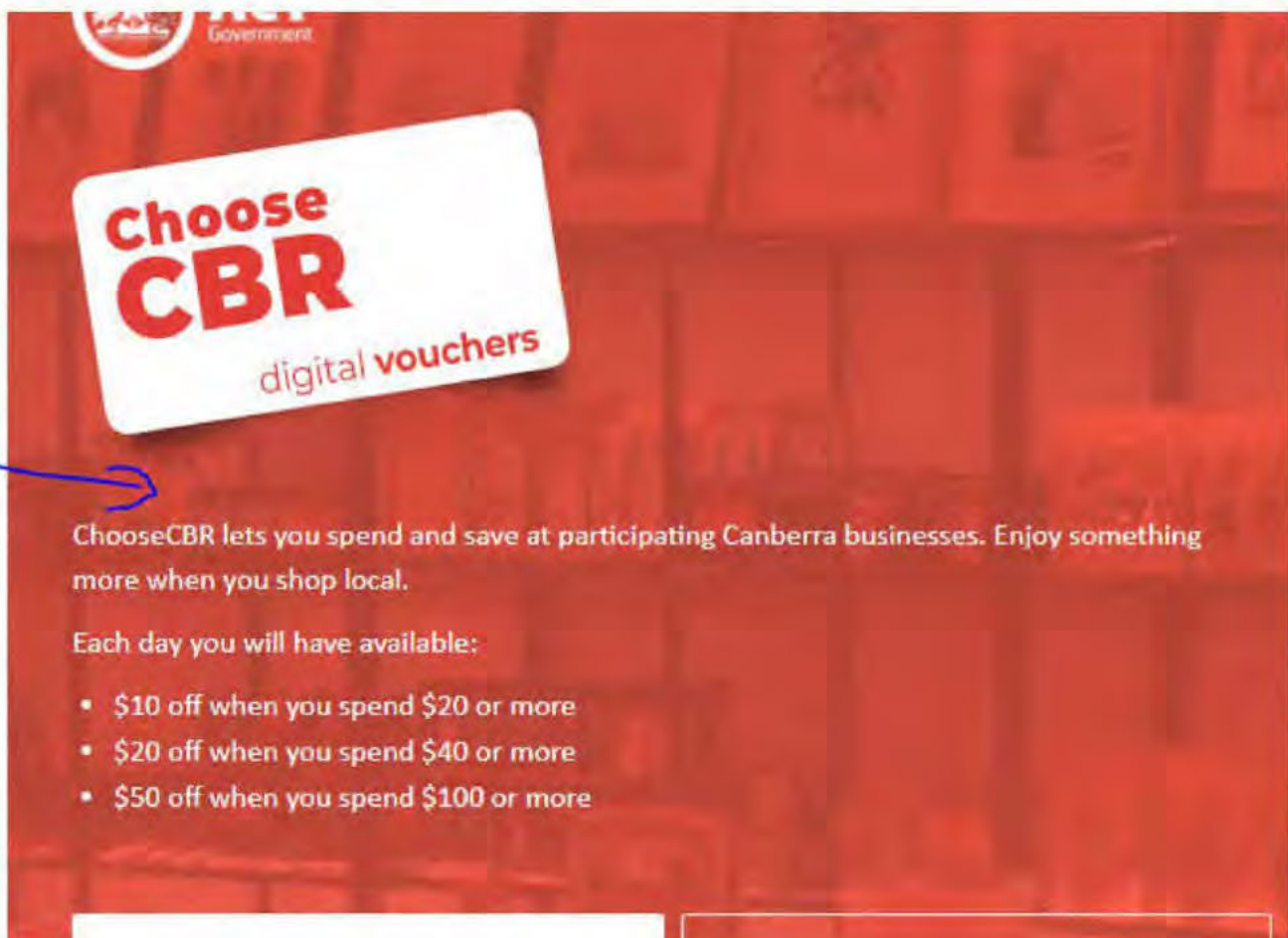
FOR APPROVAL

Thanks  
Karen

#### WEBSITE HOMEPAGE UPDATE

Vouchers are being spent quickly with local businesses.

When the \$2 million funding is reached further vouchers will not be able to be redeemed.



DISCOUNT PAGE (adding in sentence in yellow)

[counter] Xx out of \$2million has been redeemed so far in the ChooseCBR program. Funds are being spent quickly. Once the funding limit has been reached, you will not be able to redeem any unused ChooseCBR discounts.

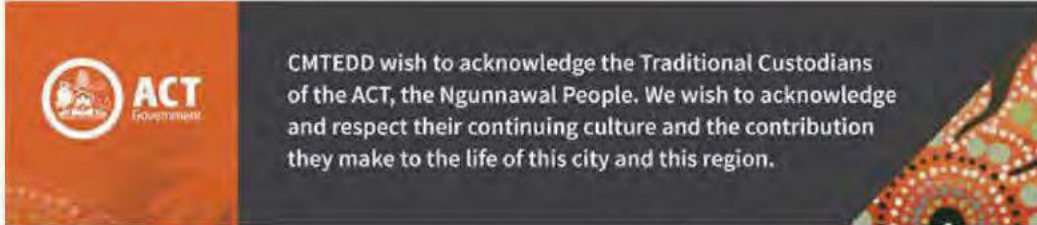
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

**Phone: 02 6205 2855 | Mobile: 0419 212 642**

Chief Minister Treasury and Economic Development Directorate |

**ACT Government**

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



Artwork: *Together*, 2019 (detail)  
by **Selina Walker**

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 17/06/2021 8:14 AM

**To:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>

**Subject:** Re: FW: URGENT: web text update

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Karen,

Text updated.

Kind regards,  
Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: <2.2@brainiumlabs.com.au>

On Thu, 17 Jun 2021 at 07:56, Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au> wrote:

**OFFICIAL**

Hi Tuan

Could you please make this change urgently to the text on the maintenance page. It may get some visitation today with the local paper publishing an advertising feature. Will visits to this page cause us any issues this morning while all the testing is going on?

Thanks

Karen

We are upgrading the ChooseCBR website. The site will be unavailable for a short time while this work is carried out. We apologise for any inconvenience, please check back soon.

Registered businesses and customers will be notified by email when the ChooseCBR program is due to restart.

If you're a business and have an enquiry relating to ChooseCBR, please call Access Canberra on 13 22 81 or contact us via the [online form](#).

Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

**Phone: 02 6205 2855 | Mobile: 0419 212 642**

Chief Minister Treasury and Economic Development Directorate |  
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-----

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 16/06/2021 12:53 PM

**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:** Re: Homepage text update

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

Message has been added now. Please check.

Kind regards,  
Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Wed, 16 Jun 2021 at 12:50, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Hi there

Could we please have the following added below the maintenance message as soon as possible at MO request?

“If you’re a business and have an enquiry relating to ChooseCBR, please call Access Canberra on 13 22 81 or contact us via the [online form](#).”

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**From:** "Stewart-Moore, Karen"

**Sent:** 18/06/2021 7:52 AM

**To:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

**Cc:** "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Brennan, Bernadette" <Bernadette.Brennan@act.gov.au>

**Subject:** RE: IMPORTANT: ChooseCBR voucher redemptions - Preview

OFFICIAL

Thanks Nick – I'll send you a separate note re arrangements for the weekend.

Bernie – can you schedule for 7.50pm and then I will get the text message at 8pm. – just so the email has arrived before the text.

Thanks

Karen

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>

**Sent:** Friday, 18 June 2021 5:50 PM

**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

**Cc:** Vujanic, Ana <Ana.Vujanic@act.gov.au>; Brennan, Bernadette <Bernadette.Brennan@act.gov.au>

**Subject:** RE: IMPORTANT: ChooseCBR voucher redemptions - Preview

Hi Karen

This is cleared. Thank you for all of your great work over the last couple of weeks – it is very much appreciated and it has been great working closely with you and the team.

Enjoy your weekend!

Kind regards

**Nick Argy**

**Adviser | Office of Tara Cheyne MLA**

Member for Ginninderra

Minister for the Arts

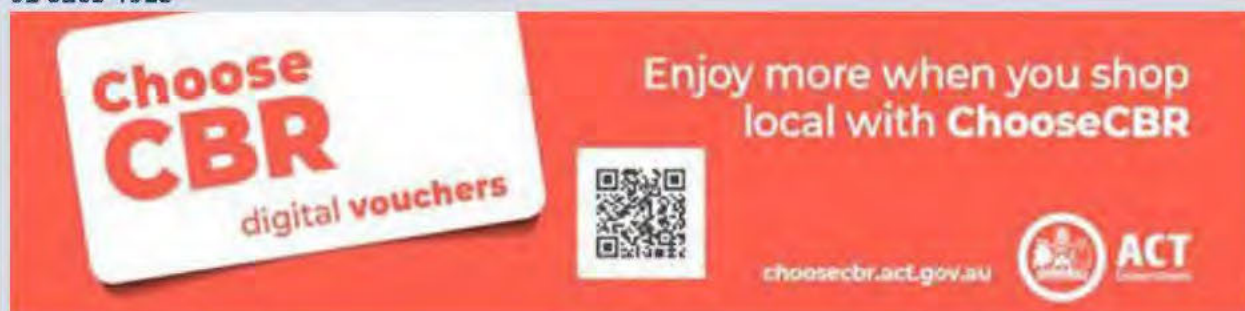
Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

02 6205 4018



The banner features a white voucher with the text "Choose CBR digital vouchers" on a red background. To the right, it says "Enjoy more when you shop local with ChooseCBR" above a QR code. At the bottom right, there is a website link "choosecbr.act.gov.au" and the ACT Government logo.

**From:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

**Sent:** Friday, 18 June 2021 5:45 PM

**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 15/06/2021 2:55 AM  
**To:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>  
**Cc:** "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

Thanks Kate. Additional to the highlighted, it would be useful to get a brief summary of the feedback received from businesses so far, particularly noting some of the commentary from customers that some had ordered extra perishable stock.

---

**From:** Starick, Kate <Kate.Starick@act.gov.au>  
**Sent:** Tuesday, 15 June 2021 12:53 PM  
**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>  
**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>  
**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

**OFFICIAL**

Hi Nick

Thank you, have sent out questions for response, and yes, OCDO are continuing their involvement. Our next meeting is scheduled for 2.30 this afternoon, or, if tests are still pending we have a back up scheduled for 4.30. We are meeting daily with AWS and the developer 4.30 daily there after.

Regards

Kate

**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

**Chief Minister, Treasury and Economic Development Directorate | ACT Government**

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I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Tuesday, 15 June 2021 12:34 PM  
**To:** Starick, Kate <Kate.Starick@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>  
**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>  
**Subject:** Item 1 for today's meeting - ChooseCBR update  
**Importance:** High

Hi Kareena and Kate

In this afternoon's regular briefing, the Minister would like advice on the following:

1. Updated advice on how many businesses have contacted the team to withdraw from the scheme (noting the number on Saturday was 4)
2. What are the top redeeming businesses (name and type)?
3. Does ED have a decision tree for possible outcomes of testing this week? If not, can work on this please start? We need to be clear on possible outcomes and decisions to be made before Friday morning.
4. Some detail on the transactions from 10pm 8 June to 7am 9 June:
  - a. How much was redeemed?

- b. Which businesses redeemed?
  - c. Has the audit been completed for this period?
  - d. If yes to c, what was the outcome?
5. Details as to what occurred technically on the evening of Tuesday 8 June which prompted the advice to allow voucher redemptions from 10pm.

Of course, please feel free to send through answers to these in advance of the meeting when available.

Please ensure OCDO continues to be involved in discussions between the team and the developer this week.

Separately, the office has sent through a calendar invite for additional meetings each day this week for further updates.

Kind regards

**Nick Argy**

**Adviser | Office of Tara Cheyne MLA**

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

**02 6205 4018**



The banner features a red background. On the left, a white digital voucher is shown at an angle with the text "Choose CBR digital vouchers" in red. To the right, the text "Enjoy more when you shop local with ChooseCBR" is written in white. Below this text is a QR code. At the bottom right, the website "choosecbr.act.gov.au" is listed next to the ACT Government logo, which includes the ACT coat of arms and the text "ACT Government".

**From:** "Starick, Kate"

**Sent:** 15/06/2021 2:53 AM

**To:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>

**Cc:** "Saunders, Joe" <Joe.Saunders@act.gov.au>

**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

OFFICIAL

Hi Nick

Thank you, have sent out questions for response, and yes, OCDO are continuing their involvement. Our next meeting is scheduled for 2.30 this afternoon, or, if tests are still pending we have a back up scheduled for 4.30. We are meeting daily with AWS and the developer 4.30 daily there after.

Regards

Kate

**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

**Chief Minister, Treasury and Economic Development Directorate | ACT Government**

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I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

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**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>

**Sent:** Tuesday, 15 June 2021 12:34 PM

**To:** Starick, Kate <Kate.Starick@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>

**Subject:** Item 1 for today's meeting - ChooseCBR update

**Importance:** High

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Of course, please feel free to send through answers to these in advance of the meeting when available.

Please ensure OCDO continues to be involved in discussions between the team and the developer this week.

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Kind regards

**Nick Argy**

**Adviser | Office of Tara Cheyne MLA**

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

**02 6205 4018**



**Choose  
CBR**  
digital vouchers

Enjoy more when you shop  
local with **ChooseCBR**



[choosecbr.act.gov.au](https://choosecbr.act.gov.au)



**From:** "Konti, Bettina" <Bettina.Konti@act.gov.au>

**Sent:** 15/06/2021 4:12 AM

**To:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>

**Cc:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>

**Subject:** Re: Item 1 for today's meeting - ChooseCBR update

Thanks Kate.

Get [Outlook for iOS](#)

**From:** Starick, Kate <Kate.Starick@act.gov.au>

**Sent:** Tuesday, June 15, 2021 2:10:07 PM

**To:** Murdoch, Max <Max.Murdoch@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>

**Cc:** Arthy, Kareena <Kareena.Arthy@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; CMTEDD, Economic Development DLO <EcoDevDLO@act.gov.au>

**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

**OFFICIAL**

Hi All,

Confirmed with MO – Kareena, Kathy, Jenny and I will be in the Minister's office, Bettina, Daniel, Max and Morgan – an invite will be sent for you to join via webex

Thanks

Kate

Kate Starick | Executive Group Manager

Economic Development

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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**From:** Murdoch, Max <Max.Murdoch@act.gov.au>

**Sent:** Tuesday, 15 June 2021 1:11 PM

**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>

**Cc:** Arthy, Kareena <Kareena.Arthy@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>

**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

**OFFICIAL**

Hiya – answers below. I thought the full list in response to 4b would be unwieldy, so I've provided a summary. The full list is copied the list at the bottom of this email for information (or inclusion, if preferred).

Cheers, Max

1. Updated advice on how many businesses have contacted the team to withdraw from the scheme (noting the number on Saturday was 4) - 5
2. **What are the top redeeming businesses (name and type)? – The following is by number of vouchers redeemed**

Daily Market City & Gungahlin (retail)

Hualong Supermarket (retail)

Deji Asian Supermarket (retail)

Chemist Warehouse Belconnen Markets (retail)

Panda Fresh Mart (retail)

Mani Asian Supermarket (retail)

Fresco Seafood (retail)

Chilada / VR Canberra (retail & entertainment – multiple businesses trading against a single ABN)

Gungahlin and Jamison Plaza Travel Associates (tourism)

Mega Convenience Store (retail)

3. Does ED have a decision tree for possible outcomes of testing this week? If not, can work on this please start? We need to be clear on possible outcomes and decisions to be made before Friday morning.
4. Some detail on the transactions from 10pm 8 June to 7am 9 June:
  - a. How much was redeemed? **\$1,690 (n=40)**
  - b. Which businesses redeemed? **18 businesses redeemed vouchers during this period. These were from a range of sectors including retail, hospitality and events/recreation.**
  - c. Has the audit been completed for this period? **The initial round of audit requests sought receipts from the businesses that redeemed the most vouchers prior to 9:15am (this is when the first voucher file was exported from the system)**
  - d. If yes to c, what was the outcome? **Receipts have been provided by all businesses. These are being reviewed.**
5. Details as to what occurred technically on the evening of Tuesday 8 June which prompted the advice to allow voucher redemptions from 10pm.

Businesses that redeemed vouchers prior to 7am

Number 1 Spicy Noodle

Gungahlin & Jamison Plaza Travel Associates

Mani asian supermarket

PappaRich Canberra

Subway Weston

Hualong Supermarket

The coffee club Tuggernong

Tasting China

B One Restaurant

Handy Seven

K Bar Karaoke

Oscar's Bakery Cafe

Event Corner

Merlin Mosaica

The Coffee Club Woden

Bidgee Golf Shop

Canberra Dragon Dance

Coffee Cafe

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Tuesday, 15 June 2021 12:49 PM

**To:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>

**Cc:** Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Subject:** RE: Item 1 for today's meeting - ChooseCBR update

**Importance:** High

**OFFICIAL**

Hi there

Yes... Max could you please work on 1, 2 and 4 with the ops team?

Dan I will be in contact re. 3 and 5... I am just scoffing sushi and then have a meeting at 1 which I will try to keep to 15 mins.

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

---

**From:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>

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**Cc:** Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Subject:** FW: Item 1 for today's meeting - ChooseCBR update

**Importance:** High

OFFICIAL

Hi Max, Morgan and Daniel

Please see below a list of information requested from MO.

Max, Morgan, are you able to provide a response to items 1, 2 and 4.

Daniel and Morgan are you able to assist with questions 3 and 5?

Whatever we can get by 2.30 would be great please.

Thanks

Kate

**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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**Cc:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>

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Kind regards

**Nick Argy**

**Adviser | Office of Tara Cheyne MLA**

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

**From:** "Konti, Bettina" <Bettina.Konti@act.gov.au>

**Sent:** 16/06/2021 2:04 PM

**To:** "2.2(a)(ii)"@amazon.com;"Starick, Kate" <Kate.Starick@act.gov.au>;"Campbell, Morgan" <Morgan.Campbell@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>;"Tankard, Greg" <Greg.Tankard@act.gov.au>;"Bensley, Nelson" <Nelson.Bensley@act.gov.au>;"2.2(a)(ii)"@amazon.com;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"2.2(a)(ii)"@amazon.com;"2.2(a)(ii)"@amazon.com;"Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Subject:** RE: Load test results

**OFFICIAL**

Hi all

Just confirming and communicating the decision we've taken tonight based on the advice below and the discussion we just had with Tuan on the phone.

We discussed the following options based on the performance test results observed this evening:

1. Seek to optimise the redeemed voucher list for businesses. We understand that this would require another couple of days of system changes, and further testing/performance testing to confirm the changes had the desired effect;
2. Release the system as is based on current performance as ascertained by the load test results of the previous 2 days. We understand this should achieve performance at a level of 8-15 voucher redemptions per second with the rest of the system functions operating as normal.
3. Make a change to the system for business redeemed vouchers, similar to what was done for the consumer redeemed voucher history list, by removing the list from the dashboard and creating a link. It is anticipated that this would improve the performance of the system towards the 60 per second load, as you saw in the load test tonight when this function was disabled.

We've taken the decision to go with option 3 as Tuan's advice is that the work for that is around ½ hour extra, could still achieve a 1pm decision from the Minister tomorrow about go live.

Tuan will proceed with making the change to create the list, do a quick test and then proceed immediately to production deployment tomorrow with the aim of achieving a 10-10:30am (Canberra time) start to production verification testing.

Tuan will message Morgan to let us know when the work commences tomorrow, and again when the system is ready for production testing.

We will keep in touch with this group throughout the day.

Thanks

Bettina

---

**From:** "2.2(a)(ii)"@amazon.com>

**Sent:** Wednesday, 16 June 2021 11:13 PM

**To:** Konti, Bettina <Bettina.Konti@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Bensley, Nelson <Nelson.Bensley@act.gov.au>; "2.2(a)(ii)"@amazon.com;"2.2(a)(ii)"@amazon.com;"Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; "2.2(a)(ii)"@amazon.com

2.2(a)(ii) @amazon.com>; 2.2(a)(ii) @amazon.com>

**Subject:** RE: Load test results

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hey Bettina,

To respond to those points:

1. Yes, the code redemptions from customers works fine at the levels we saw yesterday
2. It's not the voucher redemptions per se, rather the list of vouchers that the merchant has redeemed previously (that is on that same page) which is causing the performance issue. The actual redemption piece is running quite fast when you look at it in isolation
3. I believe we have the data in terms of understanding the challenges at this point – but the next steps need to be around Tuan making a recommendation to ACT gov in terms of how to remediate this

To frame out the two options you have at this point, I believe they look like this. Option 1 – you go live with it as is, and get performance similar to what we saw last night. It holds up to a reasonable level with some instability at peak loads. Option 2 – you have a discussion with Tuan about options to resolve or otherwise mitigate the performance issue we have found, and both performance and overall system stability can dramatically improve (depending on the specifics of the fix he recommends, I want to be very mindful about not putting words in his mouth here and let him lead you to a solution as he needs to be the one to deliver on it).

Does that help for context?

2.2(a)(ii)

Thoughts on our interaction? Provide feedback [here](#)

**From:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Sent:** Wednesday, 16 June 2021 11:04 PM

**To:** 2.2(a)(ii) @amazon.com>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Tankard, Greg <[Greg.Tankard@act.gov.au](mailto:Greg.Tankard@act.gov.au)>; Bensley, Nelson <[Nelson.Bensley@act.gov.au](mailto:Nelson.Bensley@act.gov.au)>; 2.2(a)(ii) @amazon.com>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 2.2(a)(ii) @amazon.com>; 2.2(a)(ii) @amazon.com>

**Subject:** RE: [EXTERNAL] Load test results

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

OFFICIAL

Hi 2.2(a)

Thanks for the information. Do we take it from this that:

1. Code redemption from customers works fine, and at the load levels we saw last night?
2. Voucher redemptions from businesses is where the current performance issues are, and that these get as slow as 10 secs per transaction at a load of 60 per second?

3. We consider there is more to investigate before being confident to take the next steps?

Bettina

**From:** 2.2(a)(ii) @amazon.com  
**Sent:** Wednesday, 16 June 2021 10:56 PM  
**To:** Starick, Kate <Kate.Starick@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Bensley, Nelson <Nelson.Bensley@act.gov.au>; 2.2(a)(ii) @amazon.com; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; 2.2(a)(ii) @amazon.com; 2.2(a)(ii) @amazon.com  
**Subject:** Load test results

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good evening everyone,

So there is good news, but with a “but” that will warrant some discussion. I’ll start with the low hanging fruit – adding the search function (that drives the map) made no noticeable difference to the overall performance, so I see no reason to consider disabling or modifying that function.

Now to the less than optimal result. We were able to run the redemptions at the same rate as the test last night (8-10 code redemptions per second). The code redemption activity itself was running dramatically faster while we were at this point, but the load we were seeing was around the list of vouchers redeemed by vendors that is also on that page. To validate that thinking, Tuan temporarily removed that from the test page, and the throughput of everything in the system jumped up dramatically, with calls to the redemption endpoint topping out at around 60 code redemptions per second (along with an increase in all of the user activity as well to really push things). Response times through this were relatively low until we got to the very top of that load, where we did see some failure of requests, but the average response times were still quite low (< 10 seconds). This indicates that the current performance challenges are directly caused by the list of redeemed vouchers on the merchant.

My suggestion at this point is that you have a discussion with Tuan about options for this – there is an opportunity to get some stability and performance out of the system here, but he can talk you through any relevant options in this space.

Happy to take questions if anyone has them.

2.2(a)(ii)



Thoughts on our interaction? Provide feedback [here](#)

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments

**From:** "Murdoch, Max"  
**Sent:** 17/06/2021 6:15 AM  
**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>  
**Subject:** RE: Manual redeems

OFFICIAL

Thanks – I'll remind the team to look out for it.

---


**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>  
**Sent:** Thursday, 17 June 2021 4:08 PM  
**To:** Murdoch, Max <Max.Murdoch@act.gov.au>  
**Subject:** Manual redeems

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Max,

Noticed a few manually redeemed ones - make sure you click "Redeemed" or else they don't get renewed properly. We've fixed up the ones that didn't have it ticked.

**Status \***

- Redeemed 
- Unused

Kind regards,  
Tuan.

---

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 09/06/2021 10:18 AM  
**To:** "Priest, Jenny" <jenny.priest@act.gov.au>  
**Cc:** "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>  
**Subject:** RE: Map and business list hosting

Thanks for getting this advice so promptly, Jenny and for your time on the phone just now.

---

**From:** Priest, Jenny <jenny.priest@act.gov.au>  
**Sent:** Wednesday, 9 June 2021 7:45 PM  
**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>  
**Subject:** FW: Map and business list hosting

OFFICIAL

Hi Nick

Consulted with Dan Bray on this one and advice is:

The business directory and map has been developed by the vendor in a different web content platform (Drupal) to our web content platform (Squiz), so it's not possible to move or copy the same web content from their environment to ours.

Technically, a separate list could be created in an existing ACTGOV website, but it would just be a static text list of businesses with no additional details, map, searchability or hyperlinks, so no real useful information a user can act on, so I'd advise against it.

Will give a call shortly to update on conversation with Tuan, who we had a good discussion with this evening around fixes. We've authorised Tuan to take the system down after 10.30pm to apply necessary fixes which may extend until the early hours if necessary.

Kind regards

Jenny

Jenny Priest  
Executive Branch Manager | Business and Innovation | Economic Development  
Ph 0434 363 654 or 02 6207 2070  
[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)  
W: [canberra.com.au](http://canberra.com.au)  
Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Constitution Place, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Wednesday, 9 June 2021 6:23 PM  
**To:** Priest, Jenny <jenny.priest@act.gov.au>

**Cc:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>

**Subject:** Map and business list hosting

Hi Jenny

Can ED please arrange for the list of participating businesses and map to be hosted on an in-house ACT Government website as a fail safe to link to if ChooseCBR is offline at any point?

As flagged by the Minister, I am available by phone this evening for updates.

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 18/06/2021 7:27 AM  
**To:** "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>  
**Cc:** "Priest, Jenny" <jenny.priest@act.gov.au>; "Paviour, Mark" <Mark.Paviour@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Polglase, David" <David.Polglase@act.gov.au>  
**Subject:** RE: Option for this evening - 1.5m  
**Attachments:** 8pm email and SMS NA tc.docx

Cleared as attached

---

**From:** Saunders, Joe <Joe.Saunders@act.gov.au>  
**Sent:** Friday, 18 June 2021 5:08 PM  
**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Cc:** Priest, Jenny <jenny.priest@act.gov.au>; Paviour, Mark <Mark.Paviour@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Polglase, David <David.Polglase@act.gov.au>  
**Subject:** RE: Option for this evening - 1.5m

Thanks Karen, just clearing through Tara at the moment.

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>  
**Sent:** Friday, 18 June 2021 4:51 PM  
**To:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Cc:** Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Paviour, Mark <[Mark.Paviour@act.gov.au](mailto:Mark.Paviour@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Polglase, David <[David.Polglase@act.gov.au](mailto:David.Polglase@act.gov.au)>  
**Subject:** Option for this evening - 1.5m

OFFICIAL

Hi Joe

As discussed:

Option for this evening given the 1.5 million may be reached later this evening and funds may be expended tomorrow.

**8pm – schedule text and EDM to business as amended below.**

**EMAIL TO BUSINESS – at \$1.5million**

Dear valued ChooseCBR business

ChooseCBR funds are beginning to run low. It is likely that the funding may be fully spent soon.

When the funding runs out, **vouchers will not be able to be redeemed**. This means as soon as \$2 million of vouchers are redeemed, the redeem function on your business dashboard will become unavailable.

Because it will not be possible to redeem these after the system closes off, it is important that any vouchers you have honoured are redeemed in the system. **If you have manually taken note of any codes from today and not yet processed them, please redeem these in the system as a matter of priority.** Vouchers not redeemed in the system when the \$2 million voucher cap is reached cannot be reimbursed.

You may wish to advise customers as they enter your business that funds are running low, particularly if they are likely to be paying for goods or services after consuming or using them. You can let them know that it is possible their voucher won't be able to be redeemed. We have also updated the voucher page for customers.

Again, as per the Terms and Conditions, please keep your proof of transactions, including total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

Thank you for your participation in the scheme.

Sincerely

The ChooseCBR team

**SMS FOR BUSINESSES – at \$1.5 million**

ChooseCBR funds beginning to run low. Likely expended **tomorrow**. Vouchers can't be redeemed once \$2m cap is reached. More information sent via email.

*(148 characters)*

Post close of program we carry on with the original plan.

Look forward to hearing your thoughts and any amended wording.

Thanks

Karen

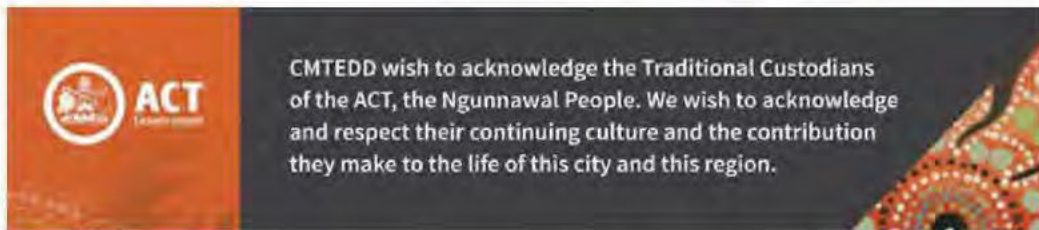
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

**Phone: 02 6205 2855 | Mobile: 0419 212 642**

Chief Minister Treasury and Economic Development Directorate |

**ACT Government**

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



Artwork: *Together*, 2019 (detail)  
by Selina Walker

Option for this evening given the 1.5 million may be reached later this evening and funds may be expended tomorrow.

**8pm – schedule text and EDM to business as amended below.**

**EMAIL TO BUSINESS – at \$1.5million8pm**

Dear valued ChooseCBR business

ChooseCBR funds are beginning to run low. It is likely that the funding may be fully spent soon. ~~Once \$2 million of vouchers have been redeemed~~~~When the funding runs out,~~ **vouchers will no longer be able to be redeemed.** ~~This means as soon as \$2 million of vouchers are redeemed, and~~ the redeem function on your business dashboard will become unavailable.

Because it will not be possible to redeem ~~these vouchers~~ after the ~~\$2 million is reached~~~~system closes off~~, it is important that any vouchers you have honoured are redeemed in the system. **If you have manually taken note of any codes from today and not yet processed them, please redeem these in the system as a matter of priority.** Vouchers not redeemed in the system when the \$2 million voucher cap is reached cannot be reimbursed.

You may wish to advise customers as they enter your business that funds are running low, particularly if they are likely to be paying for goods or services after consuming or using them. You can let them know that it is possible their voucher won't be able to be redeemed. We have also updated the voucher page for customers.

~~Again,~~ as per the Terms and Conditions, please keep ~~your~~ proof of transactions, including total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

Thank you for your participation in the scheme.

Sincerely  
The ChooseCBR team

**SMS FOR BUSINESSES – at \$1.5 million**

ChooseCBR funds beginning to run low. Likely expended **tomorrow**. Vouchers can't be redeemed once \$2m cap is reached. More information sent via email.

*(148 characters)*

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 09/06/2021 12:28 PM  
**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Cc:** "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>  
**Subject:** RE: Prioritising business traffic

Hi Morgan

Tomorrow morning is ok if we can set something up via Teams that works for Jenny too.

Nick

---

**From:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Sent:** Wednesday, 9 June 2021 10:26 PM  
**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>  
**Subject:** RE: Prioritising business traffic

OFFICIAL

Hi Nick

Thanks for that. Would you like to discuss the first point this evening? If so I'll loop Jenny in and we can discuss via Microsoft Teams if this suits you?

Cheers  
Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy  
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Wednesday, 9 June 2021 10:15 PM  
**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>  
**Subject:** RE: Prioritising business traffic

Hi Morgan

Thanks for getting back to me on these tonight.

*Prioritising Business Traffic*

- Please call me to discuss this advice

*Extending drawdown bar caching*

- Please request extension to 5 minutes tonight, with daily monitoring with the intention of reducing it as we get closer to the \$2m cap

*Mobile phone number format for joining consumers*

- Thanks and noted. OP has turned off replies so I can't go back to her but this change should resolve the confusion.

Nick

---

**From:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Sent:** Wednesday, 9 June 2021 9:50 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Saunders, Joe <Joe.Saunders@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

Subject: RE: Prioritising business traffic

## OFFICIAL

Hi Nick

Thanks for your time earlier as the vendor continues to identify solutions to stabilise ChooseCBR's performance.

Some outcomes on the issues we discussed as follows.

### *Prioritising Business Traffic*

Unfortunately this is not something ChooseCBR has been designed to do. It's first in, first served in terms of calls on the servers. There is no easy way (e.g. overnight) to prioritise voucher redemptions over other calls on the system. If we were to request this, the advice is that it would take a system re-design (estimated at one week of the vendor's communal work) to get it ready for testing. Sorry to report this news – I thought it a great idea.

### *Extending drawdown bar caching*

Currently, every time someone visits their dashboard, the system is called upon to calculate the remaining dollars in the pool. The vendor's plan is to change this so that the amount is cached every 30 seconds, meaning that it will calculate every thirty seconds and the user will see this result, rather than a new calculation each time it is visited. You asked whether it would assist to push out this timeframe. The advice back is that it would: any length of time assists, because it means fewer calls on the system to conduct this assessment. The drawback is that generally, the longer the timeframe the greater the discrepancy between the actual value of vouchers redeemed and what the user sees/the system actions. Specifically, in the latter case, as we approach the end of the \$2m, the system may honour vouchers beyond the pool. If it is 30 seconds, it's thirty seconds worth of vouchers (at this rate, a couple of hundred dollars). We think two minutes is a good compromise, but will take your advice on this.

### *Mobile phone number format for joining consumers*

You raised the issue that a user is confused in relation to the format in which they should enter their mobile phone number. The user sees this:

Mobile number \*

+61

Country code (e.g. +61)

I agree to the following:

By clicking 'I agree', you agree to the following:

I recall from the Trial that there was a question over whether the user should commence their mobile with "4", acknowledging the country code, or "04". We put measures in place so that both would work. The question of the "spaces" between groups of numbers has not arisen until now. I carried out some testing with an unregistered phone and can confirm that using spaces between groups will not work. I've requested that the vendor amend the "example" to remove spaces between the "x"s.

Happy to discuss any of the above.

Best  
Morgan

**From:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Sent:** Wednesday, 9 June 2021 9:11 PM  
**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Cc:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>  
**Subject:** Prioritising business traffic

Hi Morgan

Thanks for your call this evening.

Further to our conversation, grateful for changes tonight which would have the effect of prioritising business validation/redemption over consumer access during periods of high demand when we see intermittent outages.

As discussed, open to technical advice as to the best way to achieve this but consideration should be given to a dedicated server (1 of the 6) if that is possible.

Kind regards

**Nick Argy**

**Adviser | Office of Tara Cheyne MLA**

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

02 6205 4018



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[choosecbr.act.gov.au](http://choosecbr.act.gov.au)



**From:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Sent:** 09/06/2021 12:12 PM

**To:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>

**Cc:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

**Subject:** RE: Q & A

OFFICIAL

Hi Nick

**\$100k spent in less than 1 day, how is this possible?**

- More than 58,000 customers and 700+ businesses registered for ChooseCBR. With \$50 voucher the most used it would only take just over 2,000 transactions to reach the \$100,000 amount.
- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

Thanks Karen

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>

**Sent:** Wednesday, 9 June 2021 9:43 PM

**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

**Cc:** Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

**Subject:** RE: Q & A

Further to this, can we please get a line or two added in response to the "how 100k" question – noting the maths of 58,000+ customers, across 700+ businesses with the \$50 voucher being the most used and that this only requires slightly more than 2,000 transactions.

Nick

---

**From:** Argy, Nicholas

**Sent:** Wednesday, 9 June 2021 9:21 PM

**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

**Cc:** Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Polglase, David <David.Polglase@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

**Subject:** RE: Q & A

Hi Karen

Thanks for these lines. In addition to the ACT Gov Facebook account monitoring, responses need to be provided to businesses in reply to comments on posts (ABC Canberra screenshot attached as an example) in line with the approved lines given to media outlets this afternoon.

Thanks

Nick

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:51 PM

**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>

**Subject:** Q & A

OFFICIAL

Hi Nick and Ana

We've prepared some responses to some of the comments the Minister raised.

We'll keep an eye on Reddit along with our Facebook account which we've been monitoring today.

Unfortunately we don't have an account on Reddit to be able to respond directly but we can continue to provide responses.

Happy to discuss.

Thank you

Karen

#### **\$100k spent in less than 1 day, how is this possible?**

- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

#### **Larger businesses will get more benefit from the program because they have more staff**

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

**Phone: 02 6205 2855 | Mobile: 0419 212 642**

Chief Minister Treasury and Economic Development Directorate |

**ACT Government**

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



CMTEDD wish to acknowledge the Traditional Custodians of the ACT, the Ngunnawal People. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Artwork: *Together*, 2019 (detail)  
by Selina Walker

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 09/06/2021 11:39 AM

**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:** Re: Question( urgent) and next steps

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi team,

How does this sound: "Server infrastructure capacity issues due to extrwemeley high website traffic."

Kind regards,  
Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Wed, 9 Jun 2021 at 11:33, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Hi there

We need to explain to people (businesses, public) *why* the site has gone down (not that we put it in maintenance mode, but *why* we had performance issues).

In the short term, before we talk about next steps to get it up and resolve, can you provide us with some lines on this?

Best

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>  
**Sent:** 17/06/2021 3:41 PM  
**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Cc:** "Murdoch, Max" <Max.Murdoch@act.gov.au>  
**Subject:** Re: Redeem form for admins

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Negative, would need some more work. Otherwise, do it as you have been by adding a note in the messages section when editing a voucher.

Kind regards,  
Tuan.

--

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

On Thu, 17 Jun 2021 at 15:38, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Thanks... is there a way of identifying our manual redemptions vs. businesses redeeming themselves (i.e. in the back end, some sort of custom report we may need to pull at some point)?

Cheers

m

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

---

**From:** Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>  
**Sent:** Thursday, 17 June 2021 4:03 PM  
**To:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Subject:** Re: Redeem form for admins

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Might have to check with Morgan on that one - requires a bit of extra work.

Kind regards,

Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Thu, 17 Jun 2021 at 15:30, Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)> wrote:

**OFFICIAL**

AMAZING! Thank you

Any chance we could add the time/date field as well? We'll probably mark the vouchers as redeemed on Friday so we can distinguish vouchers honoured last week vs from tomorrow?

---

**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au) >

**Sent:** Thursday, 17 June 2021 3:56 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Redeem form for admins

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe

Hi team,

We've repurposed the load testing redeem form for you guys, so you can now manually redeem codes easier.

You'll find the link to it in the shortcuts.

Where the form asks for Merchant ID, 99% of the time it will be their email address, but if they have changed their email address it does not change their user ID. We've added the user ID (user name) to the Merchants report so you can check.



Kind regards,

Tuan.

—

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 18/06/2021 4:28 AM  
**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** RE: Request for call back

Sushi Place has offered her a refund now but still keen to know what happened

---

**From:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Sent:** Friday, 18 June 2021 2:24 PM  
**To:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Subject:** RE: Request for call back

OFFICIAL

That IS odd... I will call.

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy  
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Friday, 18 June 2021 2:15 PM  
**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Subject:** Request for call back

Hi Morgan

Can someone please contact this customer on **2.2(a)(ii)** regarding her experience trying to redeem a voucher at The Sushi Place to get to the bottom of what occurred with her code – whether it was a code provided last week to that/another business or another issue?

Thanks  
**Nick Argy**  
Adviser | Office of Tara Cheyne MLA

Member for Ginninderra  
Minister for the Arts  
Minister for Business and Better Regulation  
Minister for Human Rights  
Minister for Multicultural Affairs  
Assistant Minister for Economic Development

02 6205 4018



Choose  
**CBR**  
digital vouchers

Enjoy more when you shop  
local with **ChooseCBR**



choosecbr.act.gov.au



**From:** "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Sent:** 11/06/2021 5:52 AM  
**To:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Cc:** "Rogers, Tamerra" <Tamerra.Rogers@act.gov.au>  
**Subject:** RE: Respojnse line for customers

Great, thank you.

---

**From:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Sent:** Friday, 11 June 2021 3:47 PM  
**To:** Saunders, Joe <Joe.Saunders@act.gov.au>  
**Cc:** Rogers, Tamerra <Tamerra.Rogers@act.gov.au>  
**Subject:** Respojnse line for customers

OFFICIAL

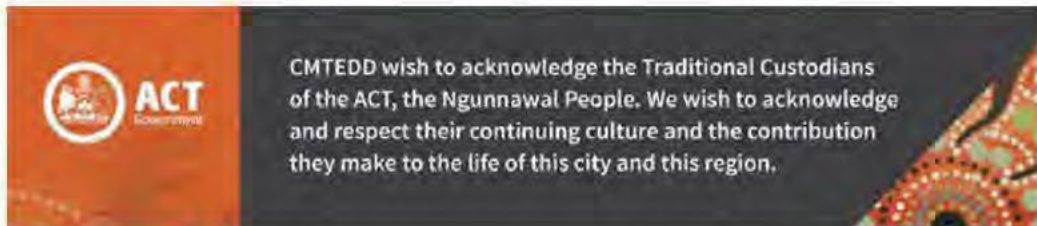
Hi Joe  
As discussed, suggested line:

We know that many businesses spent time and resources preparing for the ChooseCBR program. In the spirit of ChooseCBR, please don't let this pause in the program stop you from getting out this long weekend and choosing to support local business in any way you can.

Thanks

Karen

Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development  
**Phone: 02 6205 2855 | Mobile: 0419 212 642**  
Chief Minister Treasury and Economic Development Directorate |  
**ACT Government**  
Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



Artwork: *Together*, 2019 (detail)  
by Selina Walker

**From:** "Vujanic, Ana" <Ana.Vujanic@act.gov.au>  
**Sent:** 10/06/2021 1:17 AM  
**To:** "CMTEDDMedia" <CMTEDDMedia@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>  
**Cc:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Subject:** RE: RiotACT questions re ChooseCBR first day

Also just sorry if I have double-emailed anyone today – my phone is glitching and my emails seem to be delayed so just to be safe I've sent off extra emails to make sure we stay on top of ChooseCBR media interest.

Cheers,

A

---

**From:** Bunt, Jacquie <Jacquie.Bunt@act.gov.au> **On Behalf Of** CMTEDDMedia  
**Sent:** Thursday, 10 June 2021 11:15 AM  
**To:** Johnston, ClaireV <ClaireV.Johnston@act.gov.au>  
**Cc:** Vujanic, Ana <Ana.Vujanic@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Subject:** RE: RiotACT questions re ChooseCBR first day  
**Importance:** High

OFFICIAL

Hi Claire,

Ana (cc'd) has requested the following, please.

Please note the deadline of 1.30pm – let me know if you need anything!

Thanks,  
Jacquie

**Jacqueline Bunt**  
**Communications and Engagement**  
**Chief Minister, Treasury and Economic Development Directorate | ACT Government**  
Phone: 620 72205 | 24/7 CMTEDD Media Line: 0466 937 557 |  
Level 5, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>  
**Sent:** Thursday, 10 June 2021 11:13 AM  
**To:** CMTEDDMedia <[CMTEDDMedia@act.gov.au](mailto:CMTEDDMedia@act.gov.au)>  
**Subject:** Fwd: RiotACT questions re ChooseCBR first day

Morning,

Could we please, if possible, have a response to this by 1:30?

Cheers,

Ana

Get [Outlook for iOS](#)

---

**From:** Michael Weaver <[mweaver@region.com.au](mailto:mweaver@region.com.au)>

**Sent:** Thursday, June 10, 2021 9:40 am

**To:** Vujanic, Ana

**Subject:** RiotACT questions re ChooseCBR first day

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Ana,

We'd like to run a story on the first day of the ChooseCBR scheme and have a couple of questions. I can get figures on transactions off the website.

- Do you have figures on how many people tried to access the vouchers and couldn't?
- What's your response to some businesses being unable to process the vouchers?
- What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?
- Can people who were unable to claim a voucher yesterday do so retrospectively?
- What is being done to remedy the teething problems experienced yesterday?

Our deadline is by 2pm today if you can please. We can drop the response into the story after though.

Thanks,



**Michael Weaver**

**Journalist**

☎ [0413 044 796](tel:0413044796)

✉ [mweaver@region.com.au](mailto:mweaver@region.com.au)

🌐 [www.region.com.au](http://www.region.com.au)

---

**From:** "Konti, Bettina" <Bettina.Konti@act.gov.au>

**Sent:** 09/06/2021 8:43 PM

**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; <2.2(a)(ii)@amazon.com>

**Cc:** <2.2(a)(ii)@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; <2.2(a)(ii)@amazon.com>; <2.2(a)(ii)@amazon.com>; "Stinziani, Antony" <Antony.Stinziani@act.gov.au>; "Lundy, Alana" <Alana.Lundy@act.gov.au>

**Subject:** RE: Seeking your urgent assistance

**OFFICIAL**

Thank you Tuan and thanks so much to AWS for supporting us all for the ChooseCBR initiative.

I look forward to hearing the updates about how we are travelling through the day today.

Bettina

---

**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>

**Sent:** Thursday, 10 June 2021 2:39 AM

**To:** <2.2(a)(ii)@amazon.com>

**Cc:** Konti, Bettina <Bettina.Konti@act.gov.au>; <2.2(a)(ii)@amazon.com>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; <2.2(a)(ii)@amazon.com>; <2.2(a)(ii)@amazon.com>

**Subject:** Re: Seeking your urgent assistance

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi all,

We received a most helpful email from AWS tech support <2.2(a)(ii)> and with this information we were able to diagnose the bottlenecks we were experiencing (SQL queries coming from the application logic).

We've implemented some workarounds and along with various other tweaks believe we're in a good position for tomorrow. I believe for now, we can put any further assistance from AWS on hold and will be in touch should the situation change.

Wonderful support from the team at such short notice - many thanks.

Kind regards,

Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: <2.2(a)@brainiumlabs.com.au>

On Wed, 9 Jun 2021 at 21:24, <2.2(a)(ii)@amazon.com> wrote:

Tuan

Thanks for responding to my message 2.2(a) (SA), 2.2(c) (TAM) and myself will be on a call at 10. Below are the Chime details to log onto the call.

You have been invited to an online meeting, powered by Amazon Chime.

Click to join the meeting: <https://chime.aws/1696962861>

Meeting ID: 1696 96 2861

A headset is recommended or you may use your computer's microphone and speakers.

Call in using your phone:

Australia Toll-Free (1): [+61 1800 910 205](tel:+611800910205)

Meeting ID: 1696 96 2861

One-click Mobile Dial-in (Australia Toll-Free (1)): [+61 1800 910 205](tel:+611800910205), [1696962861#](tel:+6118009102051696962861)

Australia (1): [+61 2 8311 0237](tel:+61283110237)

International: <https://chime.aws/dialinnumbers/>

Dial-in attendees must enter \*7 to mute or unmute themselves.

To connect from an in-room video system, use one of the following Amazon Chime bridges:

SIP video system: [1696962861@meet.chime.in](tel:1696962861@meet.chime.in) or [meet.chime.in](tel:meet.chime.in)

H.323 system: 13.248.147.139 or 76.223.18.152

If prompted enter the Meeting PIN: [REDACTED]#

Download Amazon Chime at <https://aws.amazon.com/chime/download>

For information about creating an Amazon Chime account, see <https://aws.amazon.com/chime/getting-started>

2.2(a)(ii)



**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

**Sent:** Wednesday, June 9, 2021 9:13 PM

**To:** [2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)

**Cc:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; [2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com); Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; [2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com); [REDACTED]

[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>

AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:

- 12 EC2 instances c5n.2xlarge
- EBS with 5000 provisioned IOPS
- RDS Aurora MySQL single writer db.r5.16xlarge
- ElastiCache db.r5.16xlarge

- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

Our team is looking into fixes at the application code level but would appreciate guidance on if there are things we can tune with any of the AWS services, specifically / including Apache tuning and RDS MySQL tuning.

We were experiencing constant 504 gateway errors today which we alleviated to some extent by increasing service settings across the board (in conjunction with some initial code adjustments):

- Increased amount EC2 instances
- Upgraded ElastiCache instance type
- Offloaded more database tasks into ElastiCache
- Adjusted Apache settings:
  - Timeout 600
  - MaxKeepAliveRequests 700
  - MaxKeepAliveRequests 700

Horizontal database scaling is out of the question due to time sensitivity and risk of changing application code. We will increase RDS to a db.r5.24xlarge later tonight.

Are you able to see if our infrastructure is adequate based on the metrics being recorded by AWS? Any recommendations at all would be appreciated. Preferably quick fixes as we estimate the system will be "turned off" in 2 weeks.

// end ticket

Kind regards,

Tuan

On Wed, 9 Jun 2021 at 20:33, 2.2(a)(ii)@amazon.com> wrote:

Tuan

A few comments about opening a support call;

1) Make sure that you raise the case as critical.

2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.

3) Once you have the case started 2.2(a) (Technical Account Manager) and I are willing to get on a call with you.

Thanks

2.2(a)(ii)



From: 2.2(a)(ii)

Sent: Wednesday, June 9, 2021 8:45 PM

To: 'Konti, Bettina' <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@brainiumlabs.com.au; 2.2(a)(ii)@amazon.com>

Cc: Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance  
Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks  
2.2(a)(ii)



---

**From:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Sent:** Wednesday, June 9, 2021 8:25 PM

**To:** 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@brainiumlabs.com.au; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii)@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

**OFFICIAL**

Thanks so much 2.2(a) and AWS team  
Tuan – over to you for next steps please.  
Bettina

---

**From:** 2.2(a)(ii)@amazon.com>

**Sent:** Wednesday, 9 June 2021 8:23 PM

**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii)@brainiumlabs.com.au; 2.2(a)(ii)@amazon.com>; 2.2(a)(ii)@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii)@amazon.com>

**Subject:** Re: Seeking your urgent assistance

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Bettina, thanks and hopefully we can help to understand and resolve the issues.

As I mentioned, for us to engage we need a support ticket to be logged by the AWS account owner - can I please ask the team to provide:

- the AWS account number
- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)> wrote:

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

**OFFICIAL**

Hi **2.2(a)**

Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative.

Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BrainiumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

**Bettina Konti**

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

**OFFICIAL**

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. – **2.2(a)** <[@brainiumlabs.com.au](mailto:@brainiumlabs.com.au)>

Cheers

Morgan

**From:** Tuan Nguyen **2.2(a)** <[@brainiumlabs.com.au](mailto:@brainiumlabs.com.au)>

**Sent:** Wednesday, 9 June 2021 7:47 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,

Tuan.

On Wed, 9 Jun 2021, 7:11 pm Campbell, Morgan, <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it?

Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
- We're also keen for you to explore any other avenues this evening, especially after you've consulted your developers.

We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today. Tonight's our big shot!

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 10/06/2021 2:09 AM

**To:** "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>

**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>

**Subject:** Re: Seeking your urgent assistance

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi all,

We received a most helpful email from AWS tech support (2.2(a)(ii)) and with this information we were able to diagnose the bottlenecks we were experiencing (SQL queries coming from the application logic).

We've implemented some workarounds and along with various other tweaks believe we're in a good position for tomorrow. I believe for now, we can put any further assistance from AWS on hold and will be in touch should the situation change.

Wonderful support from the team at such short notice - many thanks.

Kind regards,  
Tuan.

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me: 2.2@brainiumlabs.com.au

On Wed, 9 Jun 2021 at 21:24, "2.2(a)(ii)" <2.2(a)(ii)@amazon.com> wrote:

Tuan

Thanks for responding to my message (2.2(a)(ii)) and myself will be on a call at 10. Below are the Chime details to log onto the call.

You have been invited to an online meeting, powered by Amazon Chime.

Click to join the meeting: <https://chime.aws/1696962861>

Meeting ID: 1696 96 2861

A headset is recommended or you may use your computer's microphone and speakers.

Call in using your phone:

Australia Toll-Free (1): [+61 1800 910 205](tel:+611800910205)

Meeting ID: 1696 96 2861

One-click Mobile Dial-in (Australia Toll-Free (1)): [+61 1800 910 205...1696962861#](tel:+611800910205...1696962861#)

Australia (1): [+61 2 8311 0237](tel:+61283110237)

International: <https://chime.aws/dialinnumbers/>

Dial-in attendees must enter \*7 to mute or unmute themselves.

To connect from an in-room video system, use one of the following Amazon Chime bridges:

SIP video system: [1696962861@meet.chime.in](mailto:1696962861@meet.chime.in) or [meet.chime.in](https://meet.chime.in)

H.323 system: 13.248.147.139 or 76.223.18.152

If prompted enter the Meeting PIN: [REDACTED]#

Download Amazon Chime at <https://aws.amazon.com/chime/download>

For information about creating an Amazon Chime account, see <https://aws.amazon.com/chime/getting-started>

2.2(a)(ii)



**From:** Tuan Nguyen <[2.2\(a\)\(ii\)@brainiumlabs.com.au](mailto:2.2(a)(ii)@brainiumlabs.com.au)>

**Sent:** Wednesday, June 9, 2021 9:13 PM

**To:** <[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)>

**Cc:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; <[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)>; Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate

<[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; <[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)>; [REDACTED]

<[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>

AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:

- 12 EC2 instances c5n.2xlarge
- EBS with 5000 provisioned IOPS
- RDS Aurora MySQL single writer db.r5.16xlarge
- ElastiCache db.r5.16xlarge
- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

Our team is looking into fixes at the application code level but would appreciate guidance on if there are things we can tune with any of the AWS services, specifically / including Apache tuning and RDS MySQL tuning.

We were experiencing constant 504 gateway errors today which we alleviated to some extent by increasing service settings across the board (in conjunction with some initial code adjustments):

- Increased amount EC2 instances
- Upgraded Elasticache instance type
- Offloaded more database tasks into Elasticache
- Adjusted Apache settings:
  - Timeout 600
  - MaxKeepAliveRequests 700
  - MaxKeepAliveRequests 700

Horizontal database scaling is out of the question due to time sensitivity and risk of changing application code. We will increase RDS to a db.r5.24xlarge later tonight.

Are you able to see if our infrastructure is adequate based on the metrics being recorded by AWS? Any recommendations at all would be appreciated. Preferably quick fixes as we estimate the system will be "turned off" in 2 weeks.

// end ticket

Kind regards,

Tuan

On Wed, 9 Jun 2021 at 20:33, 2.2(a)(ii) <[2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com)> wrote:


Tuan

A few comments about opening a support call:

- 1) Make sure that you raise the case as critical.
- 2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.
- 3) Once you have the case started 2.2(a) (Technical Account Manager) and I are willing to get on a call with you.

Thanks

2.2(a)(ii)



2.2(a)(ii)



---

**From:** 2.2(a)(ii)  
**Sent:** Wednesday, June 9, 2021 8:45 PM  
**To:** 'Konti, Bettina' <Bettina.Konti@act.gov.au >; 2.2(a)(ii) <@amazon.com >; 2.2(a)(ii) <@brainiumlabs.com.au >; 2.2(a)(ii) <@amazon.com >  
**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au >; Bray, Daniel <Daniel.Bray@act.gov.au >; Starick, Kate <Kate.Starick@act.gov.au >; Priest, Jenny <jenny.priest@act.gov.au >; 2.2(a)(ii) <@amazon.com >; 2.2(a)(ii) <@amazon.com >  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks

2.2(a)(ii)



---

**From:** Konti, Bettina <Bettina.Konti@act.gov.au >  
**Sent:** Wednesday, June 9, 2021 8:25 PM  
**To:** 2.2(a)(ii) <@amazon.com >; 2.2(a)(ii) <@brainiumlabs.com.au >; 2.2(a)(ii) <@amazon.com >; 2.2(a)(ii) <@amazon.com >  
**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au >; Bray, Daniel <Daniel.Bray@act.gov.au >; Starick, Kate <Kate.Starick@act.gov.au >; Priest, Jenny <jenny.priest@act.gov.au >; 2.2(a)(ii) <@amazon.com >  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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OFFICIAL

Thanks so much 2.2(a) and AWS team

Tuan – over to you for next steps please.

Bettina

**From:** 2.2(a)(ii) @amazon.com >  
**Sent:** Wednesday, 9 June 2021 8:23 PM  
**To:** Konti, Bettina <Bettina.Konti@act.gov.au>; 2.2(a)(ii) @brainiumlabs.com.au ; 2.2(a)(ii) @amazon.com >; 2.2(a)(ii) @amazon.com >  
**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; 2.2(a)(ii) @amazon.com >  
**Subject:** Re: Seeking your urgent assistance

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Hi Bettina, thanks and hopefully we can help to understand and resolve the issues.

As I mentioned, for us to engage we need a support ticket to be logged by the AWS account owner - can I please ask the team to provide:

- the AWS account number

- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

Account Executive

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <Bettina.Konti@act.gov.au> wrote:

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**OFFICIAL**

Hi 2.2(a)

Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative. Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

**SBettina Konti**

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

**OFFICIAL**

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au).

Cheers

Morgan

---

**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

**Sent:** Wednesday, 9 June 2021 7:47 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

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Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,  
Tuan.

On Wed, 9 Jun 2021, 7:11 pm Campbell, Morgan, <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

**OFFICIAL**

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it?

Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
- We're also keen for you to explore any other avenues this evening, especially after you've consulted your developers.

We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today. Tonight's our big shot!

Cheers

Morgan

**Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy**

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

**Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** 2.2(a)(ii) @amazon.com>  
**Sent:** 09/06/2021 12:41 PM  
**To:** "Tuan Nguyen" 2.2(a) @brainiumlabs.com.au>  
**Cc:** "2.2(a)(ii) @amazon.com>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; 2.2(a)(ii) @amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; 2.2(a)(ii) @amazon.com>  
**Subject:** Re: Seeking your urgent assistance

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Thanks Tuan.

---

**From:** Tuan Nguyen 2.2(a) @brainiumlabs.com.au>  
**Date:** Wednesday, 9 June 2021 at 10:40 pm  
**To:** '2.2(a)(ii) @amazon.com>  
**Cc:** 2.2(a)(ii) @amazon.com>, "Konti, Bettina" <Bettina.Konti@act.gov.au>, 2.2(a)(ii) @amazon.com>, "Campbell, Morgan" <Morgan.Campbell@act.gov.au>, "Bray, Daniel" <Daniel.Bray@act.gov.au>, "Starick, Kate" <Kate.Starick@act.gov.au>, "Priest, Jenny" <jenny.priest@act.gov.au>, '2.2(a)(ii) @amazon.com>  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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Hi 2.2(a)  
I have logged a new case as discussed: 8443243001

Kind regards,  
Tuan.

Director, Brainium Labs  
Phone: (08) 8985 1713 // M: 0410 997 202  
Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)  
Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)  
Email me: 2.2(a) @brainiumlabs.com.au

On Wed, 9 Jun 2021 at 21:19, 2.2(a)(ii) @amazon.com> wrote:

Hi Tuan,  
Thanks for logging the support case. I have change the severity from General guidance to Urgent.  
Can you please use the support console to jump on the chat ?

Regards,  
2.2(a)(ii)

---

**From:** Tuan Nguyen 2.2(a) @brainiumlabs.com.au>  
**Date:** Wednesday, 9 June 2021 at 9:13 pm  
**To:** '2.2(a)(ii) @amazon.com >  
**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>, '2.2(a)(ii) @amazon.com >,"

"Campbell, Morgan" <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>, "Bray, Daniel" <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>, "Starick, Kate" <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>, "Priest, Jenny" <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>, "2.2(a)(ii) [REDACTED]" <[2.2\(a\)\(ii\) \[REDACTED\]@amazon.com](mailto:2.2(a)(ii)[REDACTED]@amazon.com)>, "2.2(a)(ii) [REDACTED]" <[2.2\(a\)\(ii\) \[REDACTED\]@amazon.com](mailto:2.2(a)(ii)[REDACTED]@amazon.com)>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>

AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:

- 12 EC2 instances c5n.2xlarge
- EBS with 5000 provisioned IOPS
- RDS Aurora MySQL single writer db.r5.16xlarge
- Elasticache db.r5.16xlarge
- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

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- Increased amount EC2 instances
- Upgraded Elasticache instance type
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  - Timeout 600
  - MaxKeepAliveRequests 700
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Horizontal database scaling is out of the question due to time sensitivity and risk of changing application code. We will increase RDS to a db.r5.24xlarge later tonight.

Are you able to see if our infrastructure is adequate based on the metrics being recorded by AWS? Any recommendations at all would be appreciated. Preferably quick fixes as we estimate the system will be "turned off" in 2 weeks.

// end ticket

Kind regards,

Tuan

On Wed, 9 Jun 2021 at 20:33, "2.2(a)(ii) [REDACTED]" <[2.2\(a\)\(ii\) \[REDACTED\]@amazon.com](mailto:2.2(a)(ii)[REDACTED]@amazon.com)> wrote:

Tuan

A few comments about opening a support call;

1) Make sure that you raise the case as critical.

2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.

3) Once you have the case started **2.2(a)** (Technical Account Manager) and I are willing to get on a call with you.

Thanks

2.2(a)(ii)



**From:** 2.2(a)(ii)

**Sent:** Wednesday, June 9, 2021 8:45 PM

**To:** 'Konti, Bettina' <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii) <[redacted]@amazon.com>;

2.2(a)(ii) <[redacted]@brainiumlabs.com.au>; 2.2(a)(ii) <[redacted]@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) <[redacted]@amazon.com>;

2.2(a)(ii) <[redacted]@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks

2.2(a)(ii)



**From:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Sent:** Wednesday, June 9, 2021 8:25 PM

**To:** 2.2(a)(ii) <[redacted]@amazon.com>; 2.2(a)(ii) <[redacted]@brainiumlabs.com.au>; 2.2(a)(ii) <[redacted]@amazon.com>;

2.2(a)(ii) <[redacted]@amazon.com>; 2.2(a)(ii) <[redacted]@amazon.com>

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**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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OFFICIAL

Thanks so much 2.2(a) and AWS team

Tuan – over to you for next steps please.

Bettina

**From:** 2.2(a)(ii) <[redacted]@amazon.com>

**Sent:** Wednesday, 9 June 2021 8:23 PM

**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii) <[redacted]@brainiumlabs.com.au>; 2.2(a)(ii) <[redacted]@amazon.com>;

2.2(a)(ii) <[redacted]@amazon.com>; 2.2(a)(ii) <[redacted]@amazon.com>

Cc: Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) @amazon.com

**Subject:** Re: Seeking your urgent assistance

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Hi Bettina, thanks and hopefully we can help to understand and resolve the issues.

As I mentioned, for us to engage we need a support ticket to be logged by the AWS account owner - can I please ask the team to provide:

- the AWS account number
- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)> wrote:

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OFFICIAL

Hi 2.2(a)

Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative.

Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BrainiumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

SBettina Konti

Deputy Director General and Chief Digital Officer

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

OFFICIAL

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. - 2.2( [@brainiumlabs.com.au](mailto:@brainiumlabs.com.au)).

Cheers

Morgan

**From:** Tuan Nguyen <[2.2\(a\).@brainiumlabs.com.au](mailto:2.2(a).@brainiumlabs.com.au)>

**Sent:** Wednesday, 9 June 2021 7:47 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

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Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,

Tuan.

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**OFFICIAL**

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it?

Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
- We're also keen for you to explore any other avenues this evening, especially after you've consulted your developers.

We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today. Tonight's our big shot!

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Sent:** 09/06/2021 10:09 PM

**To:** "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>

"2.2(a)(ii)" <2.2(a)(ii)@amazon.com>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>

**Subject:** Re: Seeking your urgent assistance

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Hi 2.2(a),

I have logged a new case as discussed: 8443243001

Kind regards,

Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Wed, 9 Jun 2021 at 21:19, "2.2(a)(ii)" <2.2(a)(ii)@amazon.com> wrote:

Hi Tuan,

Thanks for logging the support case. I have change the severity from General guidance to Urgent.

Can you please use the support console to jump on the chat ?

Regards,

2.2(a)(ii)

---

**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au >

**Date:** Wednesday, 9 June 2021 at 9:13 pm

**To:** "2.2(a)(ii)" <2.2(a)(ii)@amazon.com >

**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au >, "2.2(a)(ii)" <2.2(a)(ii)@amazon.com >, "Campbell, Morgan" <Morgan.Campbell@act.gov.au >, "Bray, Daniel" <Daniel.Bray@act.gov.au >, "Starick, Kate" <Kate.Starick@act.gov.au >, "Priest, Jenny" <jenny.priest@act.gov.au >, "2.2(a)(ii)" <2.2(a)(ii)@amazon.com >, "2.2(a)(ii)" <2.2(a)(ii)@amazon.com >

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>  
AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:

- 12 EC2 instances c5n.2xlarge
- EBS with 5000 provisioned IOPS
- RDS Aurora MySQL single writer db.r5.16xlarge
- ElastiCache db.r5.16xlarge
- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

Our team is looking into fixes at the application code level but would appreciate guidance on if there are things we can tune with any of the AWS services, specifically / including Apache tuning and RDS MySQL tuning.

We were experiencing constant 504 gateway errors today which we alleviated to some extent by increasing service settings across the board (in conjunction with some initial code adjustments):

- Increased amount EC2 instances
- Upgraded ElastiCache instance type
- Offloaded more database tasks into ElastiCache
- Adjusted Apache settings:
  - Timeout 600
  - MaxKeepAliveRequests 700
  - MaxKeepAliveRequests 700

Horizontal database scaling is out of the question due to time sensitivity and risk of changing application code. We will increase RDS to a db.r5.24xlarge later tonight.

Are you able to see if our infrastructure is adequate based on the metrics being recorded by AWS? Any recommendations at all would be appreciated. Preferably quick fixes as we estimate the system will be "turned off" in 2 weeks.

// end ticket

Kind regards,

Tuan

On Wed, 9 Jun 2021 at 20:33, 2.2(a)(ii) <[REDACTED]@amazon.com> wrote:

Tuan

A few comments about opening a support call;

1) Make sure that you raise the case as critical.

2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.

3) Once you have the case started 2.2(a) (Technical Account Manager) and I am willing to get on a call with you.

Thanks

2.2(a)(ii)



---

**From:** 2.2(a)(ii) <[REDACTED]>

**Sent:** Wednesday, June 9, 2021 8:45 PM

**To:** 'Konti, Bettina' <Bettina.Konti@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>;

2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>;

Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>;

2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks

2.2(a)(ii)





**From:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>  
**Sent:** Wednesday, June 9, 2021 8:25 PM  
**To:** 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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**OFFICIAL**

Thanks so much 2.2(a) and AWS team

Tuan – over to you for next steps please.

Bettina

**From:** 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Sent:** Wednesday, 9 June 2021 8:23 PM  
**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Subject:** Re: Seeking your urgent assistance

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Hi Bettina, thanks and hopefully we can help to understand and resolve the issues.

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- the AWS account number

- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)

2.2(a)(ii)

Account Executive

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)> wrote:

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The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

**SBettina Konti**

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

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Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. — **2.2(a)** [@brainiumlabs.com.au](mailto:@brainiumlabs.com.au),

Cheers

Morgan

---

**From:** Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>  
**Sent:** Wednesday, 9 June 2021 7:47 PM  
**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>  
**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

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Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
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We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today. Tonight's our big shot!

Cheers

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Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "2.2(a)(ii)" <[REDACTED]@amazon.com>

**Sent:** 09/06/2021 11:54 AM

**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; "2.2(a)(ii)" <[REDACTED]@amazon.com>

**Subject:** RE: Seeking your urgent assistance

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Tuan

Thanks for responding to my message. [REDACTED] and myself will be on a call at 10. Below are the Chime details to log onto the call.

You have been invited to an online meeting, powered by Amazon Chime.

Click to join the meeting: <https://chime.aws/1696962861>

Meeting ID: 1696 96 2861

A headset is recommended or you may use your computer's microphone and speakers.

Call in using your phone:

Australia Toll-Free (1): [+61 1800 910 205](tel:+611800910205)

Meeting ID: 1696 96 2861

One-click Mobile Dial-in (Australia Toll-Free (1)): [+61 1800 910 205,,,1696962861#](tel:+6118009102051696962861)

Australia (1): [+61 2 8311 0237](tel:+61283110237)

International: <https://chime.aws/dialinnumbers/>

Dial-in attendees must enter \*7 to mute or unmute themselves.

To connect from an in-room video system, use one of the following Amazon Chime bridges:

SIP video system: [1696962861@meet.chime.in](mailto:1696962861@meet.chime.in) or [meet.chime.in](https://meet.chime.in)

H.323 system: 13.248.147.139 or 76.223.18.152

If prompted enter the Meeting PIN: [REDACTED]#

Download Amazon Chime at <https://aws.amazon.com/chime/download>

For information about creating an Amazon Chime account, see <https://aws.amazon.com/chime/getting-started>

2.2(a)(ii)



**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>

**Sent:** Wednesday, June 9, 2021 9:13 PM

**To:** "2.2(a)(ii)" <[REDACTED]@amazon.com>

Cc: Konti, Bettina <Bettina.Konti@act.gov.au>; Schumacher, 2.2(a)(ii) @amazon.com>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; 2.2(a)(ii) @amazon.com>; 2.2(a)(ii) @amazon.com>  
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Hi all,

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Case ID 8442988491

Copy of the ticket as below.

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AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

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- RDS Aurora MySQL single writer db.r5.16xlarge
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- Upgraded Elasticache instance type
- Offloaded more database tasks into Elasticache
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  - MaxKeepAliveRequests 700
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// end ticket

Kind regards,  
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On Wed, 9 Jun 2021 at 20:33, 2.2(a)(ii) <[REDACTED]@amazon.com> wrote:

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A few comments about opening a support call;

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Thanks

2.2(a)(ii)



**From:** 2.2(a)(ii)

**Sent:** Wednesday, June 9, 2021 8:45 PM

**To:** 'Konti, Bettina' <Bettina.Konti@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>;

2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>;

Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; [REDACTED]

2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

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**Sent:** Wednesday, June 9, 2021 8:25 PM

**To:** 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>

[\[REDACTED\]@amazon.com](#) >; [2.2\(a\)\(ii\)](#) <[\[REDACTED\]@amazon.com](#)>  
Cc: Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>;  
Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; [2.2\(a\)\(ii\)](#)  
[\[REDACTED\]@amazon.com](#) >  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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OFFICIAL

Thanks so much [2.2\(a\)](#) and AWS team  
Tuan – over to you for next steps please.  
Bettina

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**Sent:** Wednesday, 9 June 2021 8:23 PM  
**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; [2.2\(a\)](#) <[\[REDACTED\]@brainiumlabs.com.au](#)>; [2.2\(a\)\(ii\)](#)  
[\[REDACTED\]@amazon.com](#) >; [2.2\(a\)\(ii\)](#) <[\[REDACTED\]@amazon.com](#)>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>;  
Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; [2.2\(a\)\(ii\)](#)  
[\[REDACTED\]@amazon.com](#) >  
**Subject:** Re: Seeking your urgent assistance

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Hi Bettina, thanks and hopefully we can help to understand and resolve the issues.  
As I mentioned, for us to engage we need a support ticket to be logged by the AWS account owner - can I please ask the team to provide:

- the AWS account number
- the support ticket number (assuming the account has enterprise support this should probably be a sev3).

This should contain details of the issues being experienced and the services involved please.  
This will help with connecting to the right back end technical support.  
I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

[2.2\(a\)\(ii\)](#)

Account Executive

[2.2\(a\)\(ii\)](#)

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ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative. Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

**SBettina Konti**

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

**OFFICIAL**

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. – [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au).

Cheers

Morgan

---

**From:** Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>

**Sent:** Wednesday, 9 June 2021 7:47 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

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Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,

Tuan.

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**OFFICIAL**

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it?

Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
- We're also keen for you to explore any other avenues this evening, especially after you've consulted your developers.

We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today.

Tonight's our big shot!

Cheers

**Morgan**

**Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy**

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

**Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** 2.2(a)(ii) @amazon.com>  
**Sent:** 09/06/2021 11:49 AM  
**To:** "Tuan Nguyen" 2.2(a) @brainiumlabs.com.au; 2.2(a)(ii) @amazon.com>  
**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; 2.2(a)(ii) @amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; 2.2(a)(ii) @amazon.com>  
**Subject:** Re: Seeking your urgent assistance

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Hi Tuan,

Thanks for logging the support case. I have change the severity from General guidance to Urgent.

Can you please use the support console to jump on the chat ?

Regards,  
2.2(a)(ii)

---

**From:** Tuan Nguyen 2.2(a) @brainiumlabs.com.au>  
**Date:** Wednesday, 9 June 2021 at 9:13 pm  
**To:** "2.2(a)(ii) @amazon.com">  
**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>, "2.2(a)(ii) @amazon.com", "Campbell, Morgan" <Morgan.Campbell@act.gov.au>, "Bray, Daniel" <Daniel.Bray@act.gov.au>, "Starick, Kate" <Kate.Starick@act.gov.au>, "Priest, Jenny" <jenny.priest@act.gov.au>, "2.2(a)(ii) @amazon.com", "2.2(a)(ii) @amazon.com">  
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Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>  
AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:  
-12 EC2 instances c5n.2xlarge  
-- EBS with 5000 provisioned IOPS  
- RDS Aurora MySQL single writer db.r5.16xlarge  
- ElastiCache db.r5.16xlarge

- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

Our team is looking into fixes at the application code level but would appreciate guidance on if there are things we can tune with any of the AWS services, specifically / including Apache tuning and RDS MySQL tuning.

We were experiencing constant 504 gateway errors today which we alleviated to some extent by increasing service settings across the board (in conjunction with some initial code adjustments):

- Increased amount EC2 instances
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  - Timeout 600
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Kind regards,  
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- 1) Make sure that you raise the case as critical.
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Thanks  
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SBettina Konti

Deputy Director General and Chief Digital Officer

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

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Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
-----

**From:** "Tuan Nguyen" <[REDACTED]@brainiumlabs.com.au>

**Sent:** 09/06/2021 8:42 PM

**To:** [REDACTED]@amazon.com>

**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; [REDACTED]@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; [REDACTED]@amazon.com>; [REDACTED]

[REDACTED]@amazon.com>

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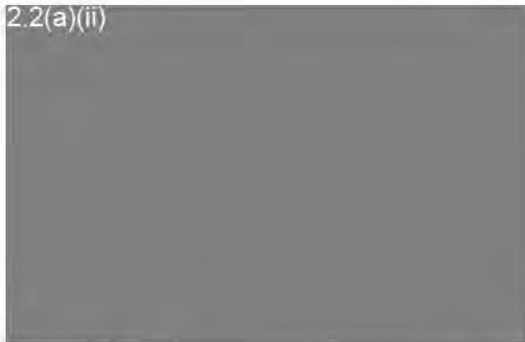
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Thanks

2.2(a)(ii)



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**Sent:** Wednesday, June 9, 2021 8:45 PM  
**To:** 'Konti, Bettina' <Bettina.Konti@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>;  
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Thanks

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**Sent:** Wednesday, June 9, 2021 8:25 PM  
**To:** 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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OFFICIAL

Thanks so much 2.2(a) and AWS team

Tuan – over to you for next steps please.

Bettina

---

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**Sent:** Wednesday, 9 June 2021 8:23 PM  
**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Subject:** Re: Seeking your urgent assistance

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- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

Account Executive

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)> wrote:

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**OFFICIAL**

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Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative. Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

**SBettina Konti**

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Sent:** Wednesday, 9 June 2021 7:58 PM  
**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>  
**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>  
**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

OFFICIAL

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. – [22\(a\)@brainiumlabs.com.au](mailto:22(a)@brainiumlabs.com.au).

Cheers

Morgan

**From:** Tuan Nguyen [22\(a\)@brainiumlabs.com.au](mailto:22(a)@brainiumlabs.com.au)  
**Sent:** Wednesday, 9 June 2021 7:47 PM  
**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>  
**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

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Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,  
Tuan.

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OFFICIAL

Hi Tuan

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Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.

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We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today. Tonight's our big shot!

Cheers

Morgan

**Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy**

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

**Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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**From:** '2.2(a)(ii)' <[REDACTED]@amazon.com>  
**Sent:** 09/06/2021 11:03 AM  
**To:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; 2.2(a) <[REDACTED]@brainiumlabs.com.au>  
2.2(a) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; [REDACTED] <[REDACTED]@amazon.com>  
**Subject:** RE: Seeking your urgent assistance

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Tuan

A few comments about opening a support call;

- 1) Make sure that you raise the case as critical.
- 2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.
- 3) Once you have the case started 2.2( (Technical Account Manager) and I are willing to get on a call with you.

Thanks

2.2(a)(ii)



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**From:** 2.2(a)(ii) <[REDACTED]>  
**Sent:** Wednesday, June 9, 2021 8:45 PM  
**To:** 'Konti, Bettina' <Bettina.Konti@act.gov.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>  
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**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by 2.2(a) we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks

2.2(a)(ii)



2.2(a)(ii)



**From:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>

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