

ISSUE: ROTTNEST ISLAND AUTHORITY ONLINE BOOKING SYSTEM**Background**

- The Rottnest Island Authority (RIA) online booking portal was out of service between 1 July 2018 and 10 September 2018.
- The Office for Information Management (OIM) of the Department of Biodiversity, Conservation and Attractions worked with the software supplier Oracle Hospitality to address the underlying technical issues and restore full system functionality.
- Private Island accommodation providers Hotel Rottnest and Karma Lodge were not affected.
- During the period when the system was out of service, those wishing to book RIA accommodation had a range of booking options:
 - online booking of most Island accommodation inventory continued to be available through online travel agents Agoda, Booking.com and Expedia;
 - telephone booking enquiries for all accommodation types and locations on the Island were available 24 hours a day;
 - bookings could be made in-person at the RIA Fremantle E-Shed office and Rottnest Island Visitor Centre; and
 - RIA E-Shed office reception was open as required on Saturdays and Sundays, 8.30am-5.00pm while problems with the online system were resolved.

Current situation

- As of Monday, 10 September 2018, following a version upgrade, the booking system has been restored to full functionality with customers able to book all RIA accommodation online through the rotnnestisland.com website.
- Booking numbers and revenue performance during July, August and September were not adversely affected. RIA accommodation occupancy over the first quarter grew slightly from 50.8 per cent to 51.1 per cent.
- On Tuesday, 18 September 2018, RIA opened bookings for December 2019 accommodation. The online booking system experienced congestion due to the volume of hits at 8.30am. However, by the end of the day a total of 468 bookings had been taken from all sources compared with 414 bookings taken on the equivalent day the previous year.
- On Wednesday, 10 October 2018, RIA opened bookings for January 2020 accommodation. The online booking system did not function correctly on the day. Only 43 online bookings were received between 8.30am and 8.30pm out of a total of 957 bookings made in total. Other bookings were made over the counter at the RIA Reception at E Shed, Fremantle and by phone. However, the RIA phone system was intermittently unstable during the day which created some frustration for customers. The RIA extended opening hours of both the E Shed Reception and the Call Centre to 8.00pm to take bookings from customers who had been unable to do so earlier in the day. From 8.30am on Thursday 11 October, all systems were operating normally.