

# CASE STUDY

# NSW RURAL FIRE SERVICE

## NSW RURAL FIRE SERVICE ACHIEVE SCALABILITY AND STABILITY

### ABOUT NSW RURAL FIRE SERVICE

The NSW Rural Fire Service is the world's largest volunteer fire service, with over 72,000 members providing fire and emergency relief across NSW. Australian lives depend on the assistance and information provided by the RFS, with thousands of NSW residents relying on the NSW RFS website for information about nearby fires and planned hazard reduction activities. Melbourne IT has been responsible for the building and managing of the NSW RFS website since September 2015.

### THE CHALLENGE

Over the weekend of 10th-12th February 2017, NSW experienced an extreme heat wave, with [statewide average temperatures of up to 44°C](#), and some regions reaching as high as 47.9°C. During this time, fire danger ratings were increased to 'catastrophic', and residents in rural NSW were placed on high alert.

### THE OUTCOME

The NSW RFS website performed perfectly during this period, having been designed and tested to withstand up to 20 million hits. The website remained as stable as ever, with an average response rate of 1.2 seconds.

Melbourne IT is proud to partner with the NSW Rural Fire Service on this essential, life-saving resource.



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