

# Health Report

## NZ COVID Tracer app roadmap update

<b>Date due to MO:</b>	30 October 2020	<b>Action required by:</b>	N/A
<b>Security level:</b>	IN CONFIDENCE	<b>Health Report number:</b>	20201889
<b>To:</b>	Hon Chris Hipkins, Minister of Health		

### Contact for telephone discussion

Name	Position	Telephone
<b>Shayne Hunter</b>	Deputy Director-General, Data and Digital	s 9(2)(a)
<b>Darren Douglass</b>	Group Manager Digital Strategy and Investment, Data and Digital	s 9(2)(a)

### Action for Private Secretaries

**Return** the signed report to the Ministry of Health.

**Date dispatched to MO:**

# NZ COVID Tracer Roadmap Update

## Purpose of report

This report provides an update on Release 5 of the NZ COVID Tracer app, including information on the deployment of the Bluetooth-enabled Google and Apple Exposure Notification Framework (ENF). s 9(2)(c) [REDACTED], and provides an update on other requested app changes that have been made or are planned.

## Summary

- You received a roadmap for development of the NZ COVID Tracer app on 25 September (Health Report 20201730). This Health Report provides an update on the dates for the next release of the app and of subsequent releases, s 9(2)(c) [REDACTED]
- The next release of the app is a major release as it requires significant changes to the software to comply with ENF requirements.
- It was planned to deliver the next release across two go-live dates. The first (release 5.0) would establish the technical pre-requisites for ENF, improve the user sign-in process and provide enhanced information to app users. The second (release 5.1) would deliver ENF s 9(2)(c) [REDACTED]

### Release 5.0

- Technical challenges related to the user sign-in process and an under-estimate of the scope of the development effort required to comply with ENF requirements means release 5.0 will be delayed from 29 October to 19 November. A pre-release pilot with public service volunteers is planned for one week from 11 November to ensure that testing is representative of the broad range of mobile phones that have the app installed.

### Release 5.1

- Learnings from other countries using ENF have indicated that a staged deployment strategy is prudent to ensure the generation of notifications, integration of these with the app and advice to the app user is robust. If it is not robust this could impact negatively on the contact tracing process or user confidence in the app. The recent ENF deployment in England experienced 'phantom' notifications that advised people to self-isolate even when they had not been near a confirmed case or in close contact.
- As a result of what we have learnt, we plan to deliver release 5.1 in three steps rather than as a single go-live.
  - On **12 November**, a proof of concept app integrated with the technology that generates notifications will be deployed to a small group of public service volunteers.
  - On **23 November**, the NZ COVID Tracer app will be deployed to a wider group of already recruited public service volunteers to ensure testing covers a broad range of devices.

- On **10 December**, subject to the results from the initial deployment to public service volunteers, release 5.1 of the app will be released to the public.
- Operational changes for contact tracing as a result of the use of ENF are significant and we have established a team to work with the Public Health Units on the implementation.
- In a previous Health Report on 25 September we advised that deployment of ENF would require a decision from the Government. We are now seeking your agreement to the staged deployment of ENF in release 5.1.

*Deferred*

- To minimise the delays to releases 5.0 and 5.1, the delivery of s 9(2)(c) [REDACTED]
- We have considered carefully the options to avoid deferral but this is not possible without further delaying release 5.0 and 5.1.

s 9(2)(c)

*Communications related to the addition of the Bluetooth functionality*

- Communications are being developed to support the rollout of Bluetooth-enabled ENF. The Ministry is working with DPMC on the messaging and approach, and DPMC will lead the campaign activity. It is recommended that communications do not start until after 23 November to ensure adequate testing has been undertaken before setting expectations.
- Key messages will focus on the continued importance of understanding where people have been and who they've been near in the event this information is needed for contact tracing. The campaign will explain the value of the Bluetooth functionality and emphasise the need to continue QR code scanning in conjunction with using the Bluetooth ENF function to enhance the effectiveness of contact tracing. Secondary messaging will note that Bluetooth tracing is only as effective as the number of people using it, and that it is not a complete solution or replacement for QR scanning.
- The all-of-government response team is considering barriers to use of the Bluetooth functionality and ways to combat misinformation about how it might be used (for example, people who are concerned about the privacy of their personal information or who fear it will be used in ways they have not authorised).

*Changes requested by the Minister or Minister's office – Completed*

- Releases 4 and 4.2 in September provided the following functions:
  - the ability for app users to add their NHI numbers so this information is available if they go to a testing facility
  - the ability to customise messaging in contact alerts
  - retention of the app's diary to 60 days so more data is available if needed for contact tracing during longer investigation windows
  - the ability to allow app users to request a callback if they receive a contact alert.

*Changes being investigated and/or planned*

- A map of testing locations in the app. This is likely to be delivered in two phases with the first phase being a simple list along with a link to Healthline to help people find a testing location.
- Flashlight activation in the app when scanning QR codes in low light. This is included in the list of additional functions to be prioritised in a future release.

## Recommendations

We recommend you:

- a) **Note** the delay to the next release of the NZ COVID Tracer app.
- b) **Agree** to the staged deployment of the Google-Apple Exposure Notification Framework in NZ COVID Tracer commencing 23 November 2020.  Yes  No
- c) **Agree** that communication about Bluetooth functionality does not start prior to 23 November or until testing has been completed.  Yes  No
- d) **Note** that the NZ COVID Tracer app will enable the receipt of test results when the electronic ordering solution is being rolled out nationally.



Shayne Hunter  
Deputy Director-General  
**Data and Digital**



Hon Chris Hipkins  
**Minister of Health** for COVID-19 Response  
Date: 20/11/2020

I want to see some very sound comms messages before any announcement is made. Privacy will be a key concern here. People need to have confidence they will own their own data and this will not be a "big brother" experience.