



GOVERNMENT COMMUNICATIONS SECURITY BUREAU
TE TIRA TIAKI

Briefing Note: Update on Waikato DHB Ransomware Attack

Date 17 June 2021

To Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB

From S9(2)(k)

For your Information

For referral to Rt Hon Jacinda Ardern, Prime Minister
 Hon Nanaia Mahuta, Minister of Foreign Affairs
 Hon Poto Williams, Minister of Police
 Hon Kris Faafoi, Acting Minister for Emergency Management
 Hon Jan Tinetti, Minister of Internal Affairs
 Hon Dr David Clark, Minister for the Digital Economy and Communications

Action by Not applicable

Contacts for telephone discussion (if required)

Name	Position	Telephone	1 st Contact
S9(2)(k)		(work)	S9(2)(a), S9(2)(k) X
		(work)	X
		(a/h)	

Purpose

1. This briefing note gives Ministers an update on the Waikato District Health Board (WDHB) ransomware attack, and the actions underway to respond to the incident.

Background

2. On 18 May 2021 WDHB advised that it had suffered a ransomware incident. Ransomware has encrypted the majority of WDHB servers. The impact on some servers limits the ability of users to log into end-user devices, and some devices are also encrypted. Information stored on those servers and devices is inaccessible.
3. The incident has had major impacts on clinical services. WDHB has been working to manage these impacts, and to restore IT services, with support from the Ministry of Health, the National Cyber Security Centre (NCSC, a part of the GCSB), and a range of commercial providers.

4. S9(2)(c), S9(2)(k)

Waikato DHB is leading the local health response. The Ministry of Health is closely supporting the WDHB and is the lead agency from a National Security System perspective with support from the NCSC in terms of cyber security investigation and sector cyber resilience.

Impact on services

5. Six foundational IT systems were brought online on 09 June 2021.

- a. S9(2)(c), S9(2)(k)

- b.

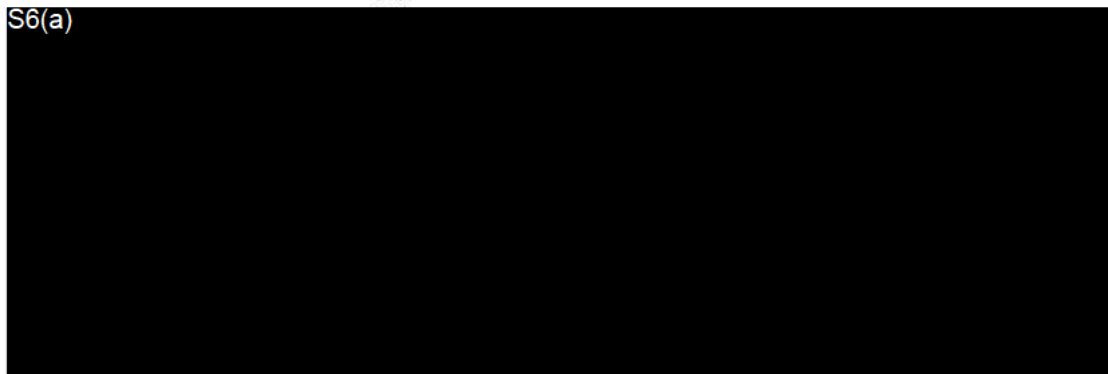
6. Large amounts of data that has been manually captured since the incident occurred on 18 May now need to be entered into relevant systems. It is anticipated that this will take up to four weeks to complete.
7. Elective and outpatient clinics are now at full-service levels, but as the DHB works to address the backlog caused by this incident, there will be an ongoing impact on services and staff.
8. National support is being provided to help facilitate discussions on service capacity, with a focus on managing those patients with the highest clinical need as a priority. This includes support from Te Aho Te Kahu (the Cancer Control Agency). Patients who had have been receiving radiation oncology treatment in Tauranga, Wellington and Auckland are all expected to be back in Waikato, receiving their treatment locally, by next week.

9. Contingency planning for other scenarios that will impact on service delivery is underway for any other concurrent events, such as a Covid-19 outbreak, which might occur.
10. An infection control outbreak, unrelated to the IT Outage, had been declared in the Neonatal Intensive Care Unit (NICU). The NICU unit has now been deep cleaned and reopened to new admissions on 15 June.

Cyber security incident investigation

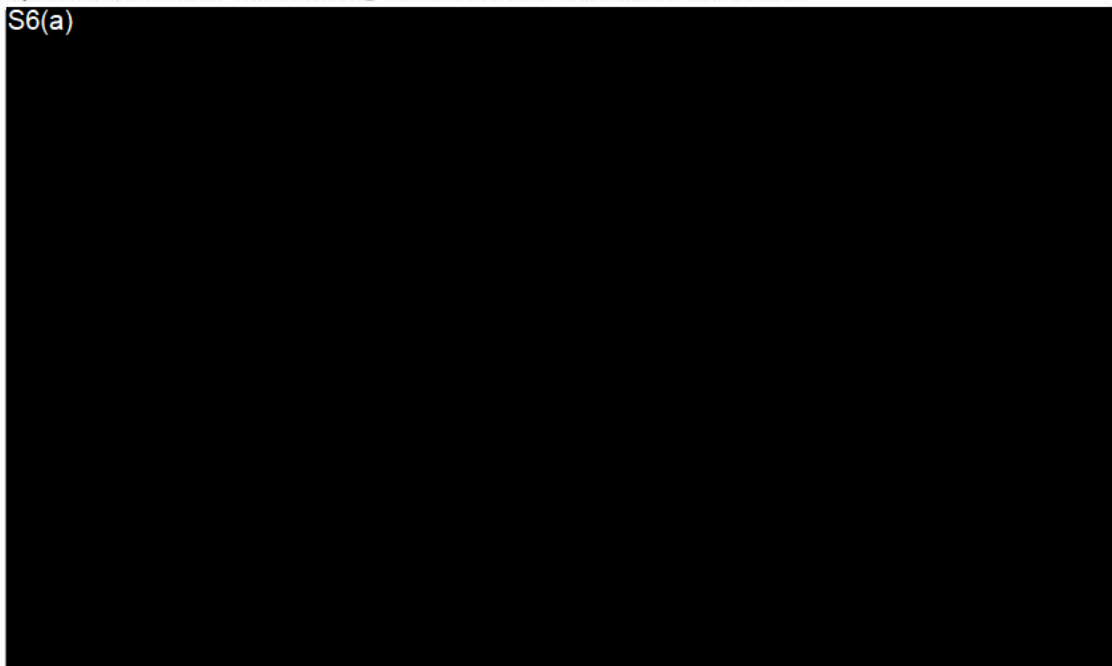
11. Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. Key points are as follows:

S6(a)



12. Updates since our last briefing note of 9 June are set out below:

S6(a)



Privacy

13. S9(2)(c), S9(2)(k)
- 

S9(2)(c), S9(2)(k)

14. WDHB continues to work with the Office of the Privacy Commissioner and other key partners (NZ Police, NCSC and other agencies) on the data analysis.
15. WDHB continues to notify affected individuals as soon as they are able. The communications scripts have been put together by legal privacy experts, and engagement with impacted patients will be led either by the patient's treating clinician or another health professional with appropriate clinical expertise to manage case sensitivity.
16. A privacy message was sent to staff from the Chief Executive and ED organisational support advising that WDHB have identified some staff members who may have had their data affected by this incident. As a matter of priority these individuals have been contacted directly and provided with specific information, resources and support.

Re-establishing IT services

17. Many WDHB servers and end-user devices affected by ransomware remain offline.

S9(2)(c), S9(2)(k)

18.

19.

20.

21. Further planning is underway for the remaining IT systems and a detailed plan will be provided later today.

Advice to wider sector

22. The Ministry continues to pass on both CERTNZ and NCSC advice to the sector as it becomes available.
23. A self-assessment ransomware preparedness questionnaire has been issued to the sector for completion by 18 June.

- 24. A joint CERTNZ, Ministry and NCSC cyber security briefing via Teams with the sector was held on 3 June to provide clear guidance on how to protect against future ransomware attacks.
- 25. The Ministry has also presented to the COO and CIO DHB forums and relevant NGOs on the current situation and how to reduce the threat of a ransomware attack.


Communications

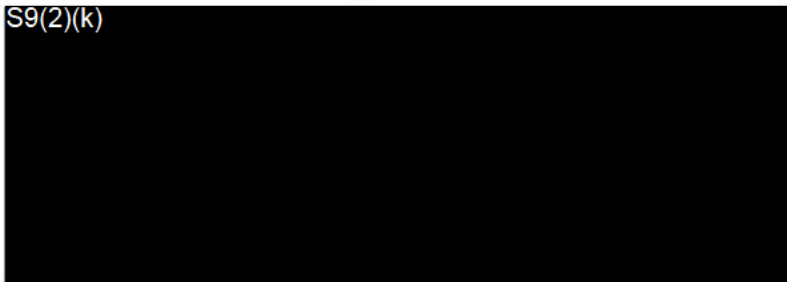
- 26. WDHB held a media stand-up on 15 June to report progress on recovery.
- 27. Communications support continues to be provided by the Ministry of Health, other DHBs, and the NCSC working closely with WDHB. Detailed communications updates, including media lines and Q&As from the DHB’s media stand-up are provided to the Minister’s Office each afternoon to help ensure messaging is aligned.
- 28. One new communications person is now embedded into WDHB with another person starting on 21 June.

Further information

- 29. We have been providing your office with Situation Reports each day and Operational Reporting with key communications lines and activity stats each weekday afternoon. We will continue to update you as material developments occur.

Recommendations

1.	Note	Ongoing health service delivery is being supported through national capacity coordination.	Yes/No
2.	Note	S9(2)(c), S9(2)(k)  Further planning is underway for the remaining services and a detailed plan will be provided later today.	Yes/No
3.	Note	A joined-up communications approach between the WDHB, key agencies and your office is in place to enable consistent messaging.	Yes/No
4.	Refer	This briefing to the Prime Minister, Minister of Foreign Affairs, Minister of Police, Acting Minister for Emergency Management, Minister of Internal Affairs and Minister for the Digital Economy and Communications.	Yes/No

S9(2)(k)


Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From: S9(2)(k)
Sent: Thursday, 17 June 2021 11:02
To: S6(a), S9(2)(k)
Cc:
Subject: Waikato DHB Information Technology Outage Situation Report #22 - 17 June 2021
Attachments: 17062021_WDHBITIncident_SitRep_22.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #22 dated 17 June 2021.

NHCC Intelligence

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Situation Report



National Cyber Security Centre



Date:	17 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #22
For your:	Information

Status

Date/time	17 June 2021, 1100
Info Current as at	17 June 2021, 1030
Next SITREP	18 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB's restoration and recovery efforts. Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. These systems are up and running. Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks.
- There is no estimate for full return of IT services.

Service Delivery

- The patient management system ^{S9(2)(k)} is now available for clinical use, with some limitations. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.

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- On a daily basis, MoH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency.
- **Outpatient services** – continue to progress. Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.

Cancer Services:

- Greater visibility is available for chemotherapy patients and bookings are occurring via **S9(2)(k)**
- Radiation therapy has resumed at WDHB at reduced capacity. It is anticipated that the service will be fully functional by **25 June 2021**.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. The Radiology systems **S9(2)(k)** were released for operational use on **11 June 2021** with the exception of Taumaranui Hospital which is currently being prioritised with Information System (IS) resource to rectify. Manual reporting is still required for dictation awaiting voice recognition services to be online.
- **Laboratory services** – The Laboratory IT system **S9(2)(k)** went live on **11 June 2021**. Reporting internally, via **S9(2)(k)**, is now in place. External reporting is still being done manually. Registering of backlog work has commenced, working from current data backwards to **18 May 2021**. Given the large volumes it is anticipated this will take until mid-July to complete. **Go Live for rural hospitals was rolled out on 16 June 2021**.
- **Intensive Care Unit** – As at **14 June 2021**, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80% capacity** during this transition period.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- **WDHB Management of concurrent incidents:**

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1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
3. NZNO industrial action took place on Wednesday 09 June 2021 from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
4. NICU - As at 15 June 2021 there are 10 babies with infection still in the unit and being treated with antibiotics. NICU reopened to admissions on 15 June 2021

Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established 24/7. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB have been able to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place with a transition to recovery over the week.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**

S6(a)

- The NCSC has provided samples of this data to WDHB to inform their privacy impact assessment work.

S6(a)

S9(2)(k)

remains possible that the actor had access earlier than this date.

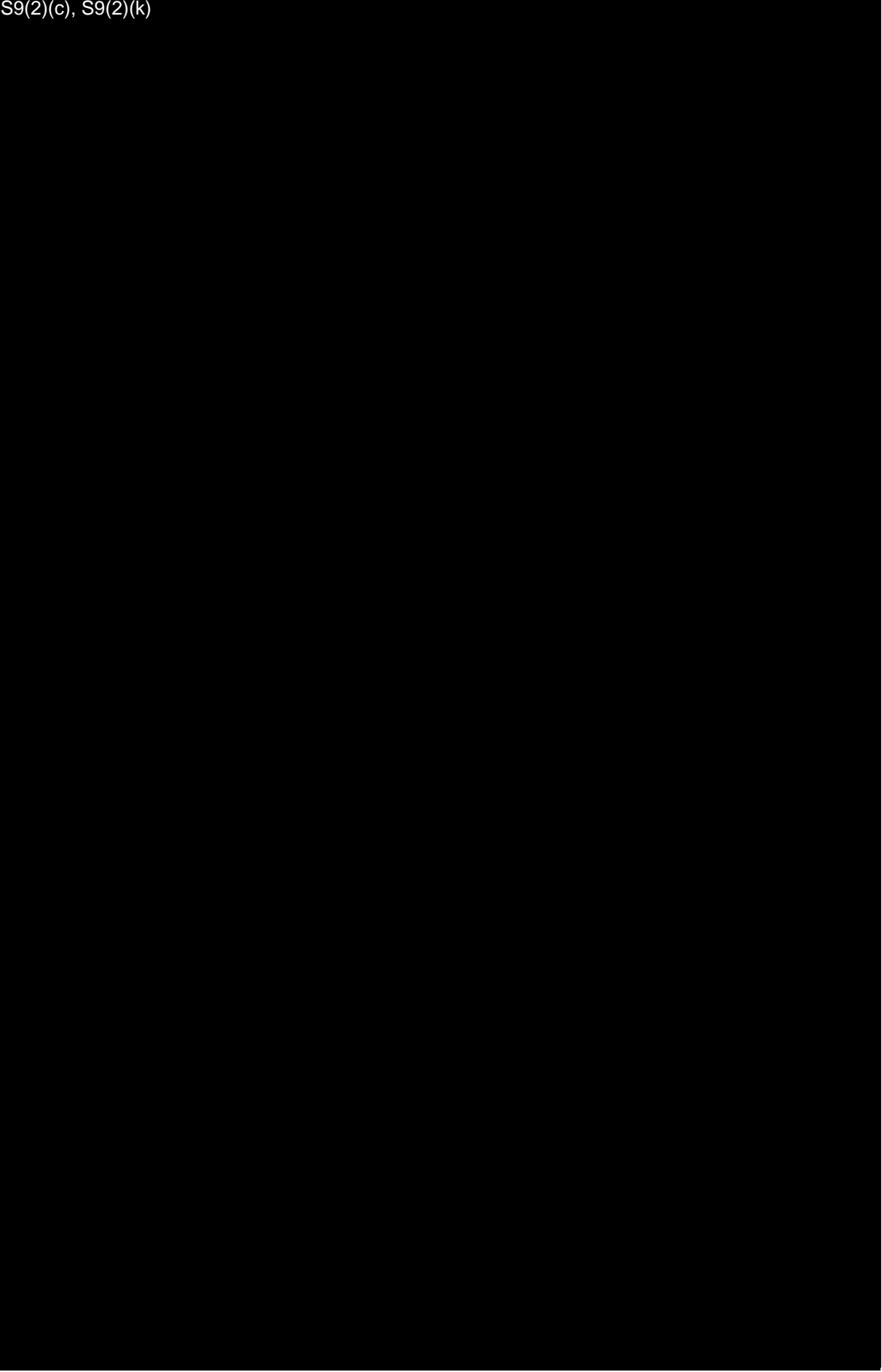
S6(a)

- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on **10 June 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on **S6(a)**. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

IT Service Restoration

- Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- The risk of re-infection remains relevant and as such an independent assurance provider is being used to verify and check new systems brought online are safe and secure.
- **The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB's restoration and recovery efforts. This ensures that these resources can be rapidly identified and deployed.**
- The DHB reports the current status of all services below:

S9(2)(c), S9(2)(k)



S9(2)(c), S9(2)(k)

Privacy

- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. The full extent of data exfiltrated has not yet been identified. WDHB continues to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.

Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- **WDHB continues to strengthen its equity response in the recovery plan. A paper is currently being drafted for the Recovery Governance Group.**
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once ^{S9(2)(k)} and other required services are back online.
- Equity priorities identified on the Risk Register.
- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.
- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.

Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter has also been prepared for Health NGOs and disseminated. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- An investment plan has been drafted focused on improving cyber security protections across the wider system.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on **31 May 2021** regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.
- The NCSC published an article about cyber security and ransomware on its website (www.ncsc.govt.nz) on **31 May 2021**.
- ^{S6(a)} . This has been shared with the Ministry of Health and will be passed onto all District Health Boards (**04 June 2021**).

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on **Thursday 27 May 2021** and is in place **24/7**.

On **16 June 2021**:

- There **were no calls** received through this line.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Waikato DHB Comms Update

Key internal comms

- DHB comms remain focused on internal comms to staff:
 - **The WDHB IT Project Team and Service Recovery Teams continue to engage to ensure communications with staff and clinical teams provide clear information on timing and processes for system restoration.**
 - Plan for IT systems coming back online and what users will need to do
 - Expectation management regarding what will be available as systems come back online

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

Key public communications messages for WDHB

- **Waikato DHB has restored a number of foundational services over the past few days including diagnostics from the DHB's laboratory and radiology services, the ability to record and track patients, and access to patient information.**
- Radiation therapy resumed at Waikato DHB **last week** as the supporting system was restored and machines brought back online.

RESTRICTED

- **Full recovery will be a lengthy process.** Where required, manual processes continue to be in place.
- **Work is now underway to review any patients whose treatment had to be deferred over the past weeks and re-book them according to their clinical priority.**
- Emergency Departments are operating, however the DHB is **still** encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.


Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 18 June 2021 11:00

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #23 - 18 June 2021
- DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #23 dated 18 June 2021 will be delayed.

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S9(2)(c)

From:

S9(2)(k)

Sent:

Friday, 18 June 2021 13:02

To:

S6(a), S9(2)(k)

Cc:

Subject:

Attachments:

18062021_WDHBITIncident_SitRep_23.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #23 dated 18 June 2021.

The WDHB IT Outage Event has transitioned from the Response phase to Recovery phase. The format of the Situation Report reflects that.

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Situation Report



National Cyber Security Centre



Date:	18 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #23
For your:	Information

Status

Date/time	18 June 2021, 1100
Info Current as at	18 June 2021, 1030
Next SITREP	19 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- **The WDHB Emergency Operations Centre is transitioning from an Incident focused team to a Recovery focused team from 18 June 2021. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.**
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB's restoration and recovery efforts.
- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **18 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	S9(2)(c), S9(2)(k)	
Wave 4		

Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

IT Restoration Needs

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Comms Update

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications.

Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

Daily WDHB communications:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff
Daily staff update (collated)	1x daily	Print (distributed across all facilities)	Collated information from email updates	All staff
Urgent updates	As required	Email, text message	Changes requiring immediate response	All staff/affected staff
Targeted updates	As required	Email, text message, team leaders	Changes affecting specific services	Affected staff

Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services over the past few days including diagnostics from the DHB's laboratory and radiology services, the ability to record and track patients, and access to patient information.
- Radiation therapy resumed at Waikato DHB last week as the supporting system was restored and machines brought back online.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred over the past weeks and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

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- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system **S9(2)(k)** is now available for clinical use, with some limitations. **Manual processes remain in place for some systems.**
- WDHB's Chief Medical Officer continues to **work** with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. **The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed.**
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency.
- **Outpatient services** – Continue to progress. Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.
- **Cancer services** – Radiation therapy has resumed at WDHB with reduced capacity. It is anticipated that the service will be fully functional by **28 June 2021**. **Recovery plan is being progressed.**
- **Radiology services** – Radiology systems **S9(2)(k)** operational including rural sites. **Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online.**
- **Laboratory services** – **Ordering and reporting capability has** increased with the rollout of **S9(2)(k)**. **Full functionality has not yet been achieved. Workarounds continue as required. Go Live for rural hospitals was planned for 17 June 2021. This was not achieved. Further work on the rollout is ongoing. Recovery plan is progressing.**
- **Intensive Care Unit** – As at **14 June 2021**, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80%** capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The equity framework is being applied to the service recovery plans.
- The Clinical Equity Cyber Response Team are establishing a pro-equity booking and wrap-around approach for Māori and Pasifika patient as systems resume. There is a Project Manager for the referral recovery to ensure equity is a priority as referral pathways are re-established. The clinical equity leads continue to focus on supporting equitable recovery during each wave of application releases.
- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.

Cyber Security Incident and Investigation Status

- As at 18 June 2021 there are no new updates. Refer to Situation Report #22 dated 17 June 2021 for current details. Updates will be provided when required.

Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.

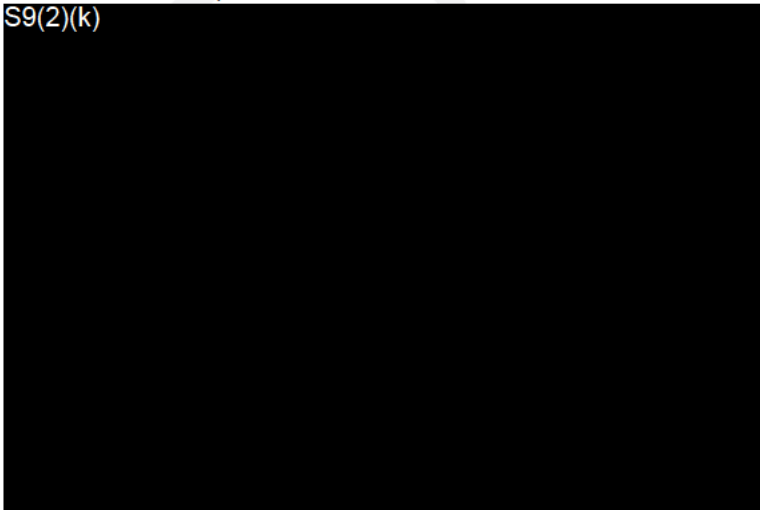
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From: S9(2)(k)
Sent: Saturday, 19 June 2021 11:00
To: S6(a), S9(2)(k)
Cc:
Subject: Waikato DHB Information Technology Outage Situation Report #24 - 19 June 2021
Attachments: 19062021_WDHBITIncident_SitRep_24.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #24 dated 19 June 2021.

NHCC Intelligence

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Situation Report



National Cyber Security Centre



Date:	19 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #24
For your:	Information

Status

Date/time	19 June 2021, 1100
Info Current as at	19 June 2021, 1030
Next SITREP	20 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

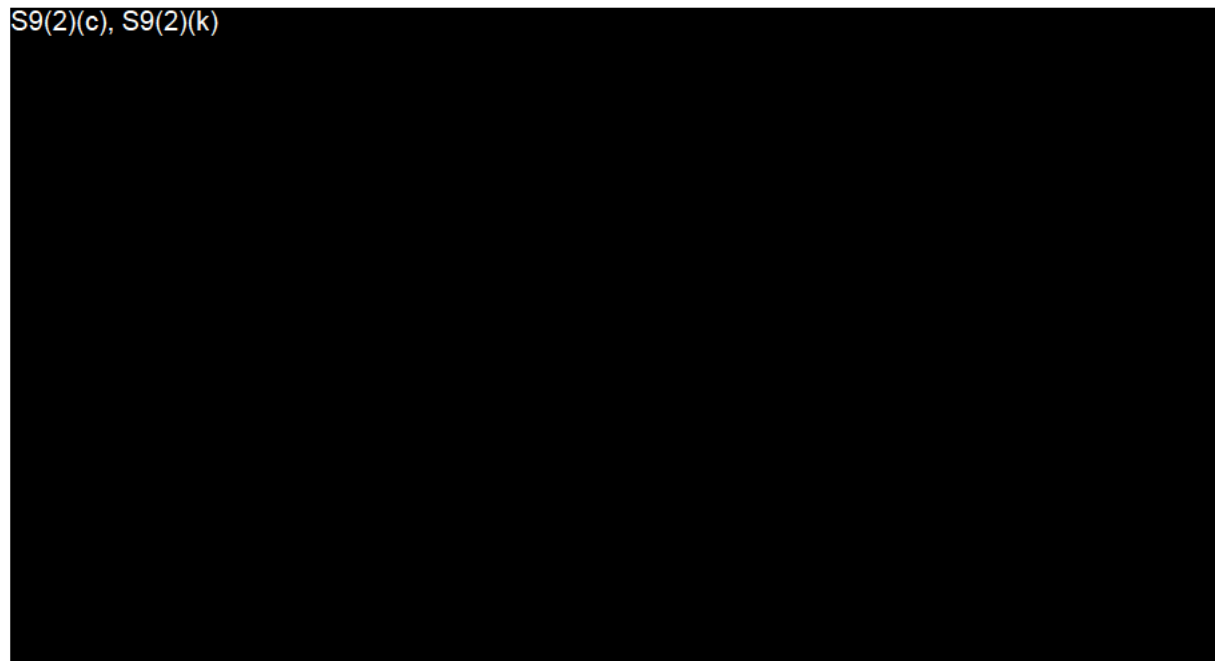
- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre **transitioned** from an Incident focused team to a Recovery focused team **on 18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will **continue** to report on any day to day operational matters with regards to the Information Technology Outage.
- **S9(2)(c), S9(2)(k)**
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts.

- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **19 June 2021** of all services below:

S9(2)(c), S9(2)(k)



Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Comms Update

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications.

Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

RESTRICTED

Daily WDHB communications:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff
Daily staff update (collated)	1x daily	Print (distributed across all facilities)	Collated information from email updates	All staff
Urgent updates	As required	Email, text message	Changes requiring immediate response	All staff/affected staff
Targeted updates	As required	Email, text message, team leaders	Changes affecting specific services	Affected staff

Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated 0800 561 234 number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.

RESTRICTED

- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services over the past few days including diagnostics from the DHB's laboratory and radiology services, the ability to record and track patients, and access to patient information.
- Radiation therapy resumed at Waikato DHB last week as the supporting system was restored and machines brought back online.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred over the past weeks and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on Thursday 27 May 2021 and is in place 24/7.

There will be no Healthline update over the weekend. There will be a collated report on 21 June 2021.


On 17 June 2021:

- There were no calls received through this line.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system ^{S9(2)(k)} is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.

RESTRICTED

- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. **Teams continue to load inpatient, elective and other data.**
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency.
- **Outpatient services** – Continue to progress. Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning. **No outpatient services on 19 June 2021.**
- **Cancer services** – Radiation therapy has resumed at WDHB with reduced capacity. It is anticipated that the service will be fully functional by **28 June 2021**. Recovery plan **continues to be progressed.**
- **S9(2)(c), S9(2)(k)**

- **Radiology services** – Radiology systems **S9(2)(k)** operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online.
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of **S9(2)(k)**. Full functionality has not yet been achieved. Workarounds continue as required. Go Live for rural hospitals was planned for **17 June 2021**. This was not achieved. Further work on the rollout is ongoing. Recovery plan **continues to progress.**
- **Intensive Care Unit** – As at **14 June 2021**, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80%** capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The equity framework **continues to be** applied to the service recovery plans.

RESTRICTED

- The Clinical Equity Cyber Response Team are establishing a pro-equity booking and wrap-around approach for Māori and Pasifika patient as systems resume. There is a Project Manager for the referral recovery to ensure equity is a priority as referral pathways are re-established. The clinical equity leads continue to focus on supporting equitable recovery during each wave of application releases.
- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.

Cyber Security Incident and Investigation Status

- As at **18 June 2021** there are no new updates. Refer to Situation Report #22 dated **17 June 2021** for current details. Updates will be provided when required.

Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.

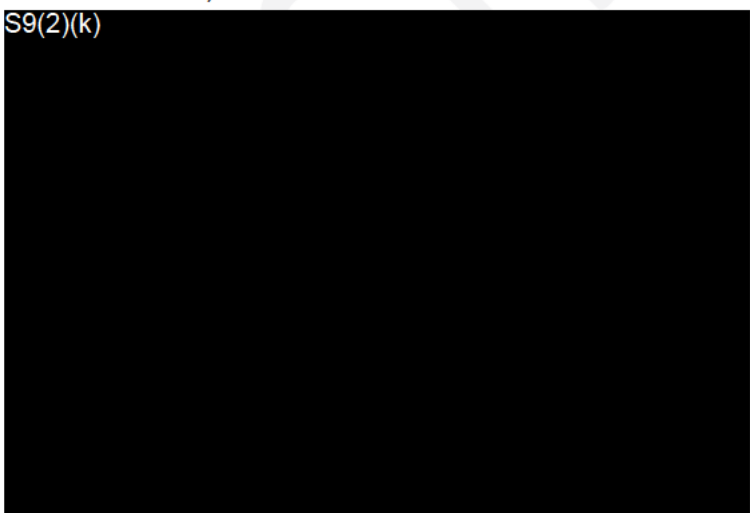
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From:

S9(2)(k)

Sent:

Sunday, 20 June 2021 10:59

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #25 - 20 June 2021

Attachments:

20062021_WDHBITIncident_SitRep_25.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #25 dated 20 June 2021.

NHCC Intelligence

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Situation Report



National Cyber Security Centre



Date:	20 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #25
For your:	Information

Status

Date/time	20 June 2021, 1100
Info Current as at	20 June 2021, 1030
Next SITREP	21 June 2021, 1100

New information from the previous SITREP is noted in red.

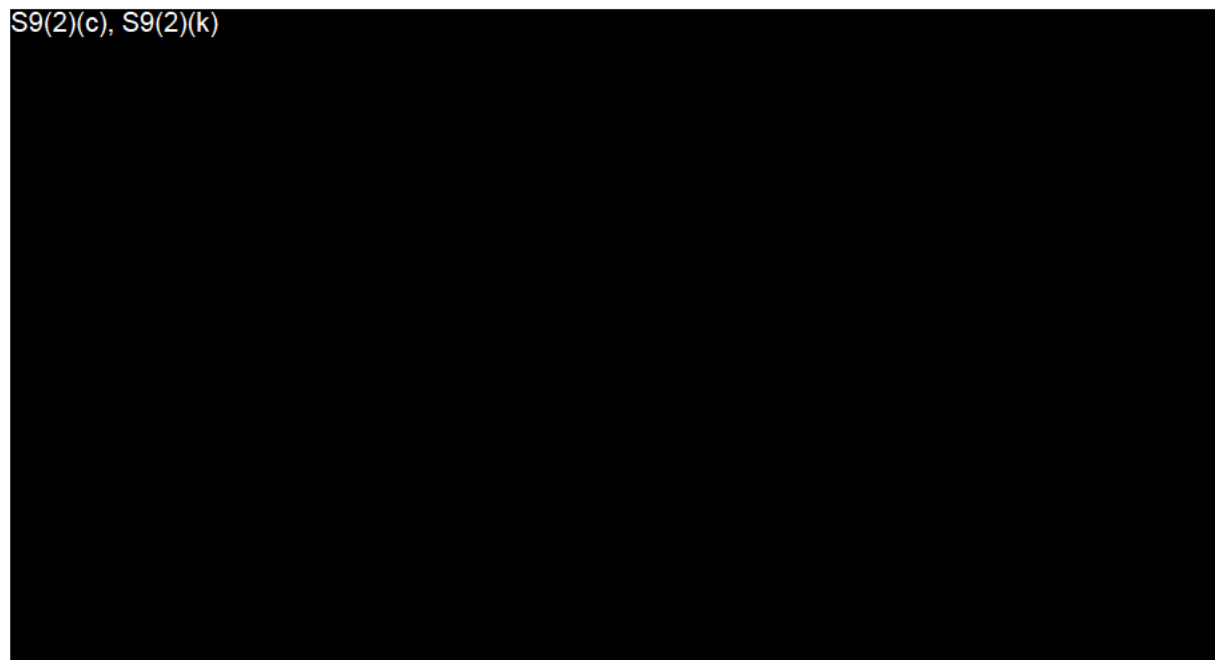
Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- **S9(2)(c), S9(2)(k)**
[Redacted text block]
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts.
- There is no estimate for full return of IT services.

IT Service Restoration


The DHB reports the current status as at **20 June 2021** of all services below:

S9(2)(c), S9(2)(k)



Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

S9(2)(c), S9(2)(k)



Planning for next phases being optimized across both clinical and corporate domains. Review sessions held with both governance groups to finalise next wave priorities.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Comms Update

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications.

Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

Daily WDHB communications:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff
Daily staff update (collated)	1x daily	Print (distributed across all facilities)	Collated information from email updates	All staff
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Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
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Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly.

Key media messages for all agencies responding to additional cybersecurity queries

RESTRICTED

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services over the past few days including diagnostics from the DHB's laboratory and radiology services, the ability to record and track patients, and access to patient information.
- Radiation therapy resumed at Waikato DHB last week as the supporting system was restored and machines brought back online.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred over the past weeks and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on **Thursday 27 May 2021** and is in place **24/7**.

There will be no Healthline update over the weekend. There will be a collated report on 21 June 2021.


On 17 June 2021:

- There were no calls received through this line.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system **S9(2)(k)** is now available for clinical use, with some limitations. Manual processes remain in place for some systems.

RESTRICTED

- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data. **Today, Sunday 20 June 2021, WDHB continue to operate a weekend service. Five acute theatres are operating. Hospital occupancy is high, especially in general medicine, with flow being managed.**
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency.
- **Outpatient services** – Continue to progress. Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning. No outpatient services on **20 June 2021.**
- **Cancer services** – Radiation therapy has resumed at WDHB with reduced capacity. It is anticipated that the service will be fully functional by **28 June 2021.** Recovery plan continues to be progressed.
- S9(2)(c), S9(2)(k)

- **Radiology services** – Radiology systems **S9(2)(k)** operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online. **Meeting weekend demand.**
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of **S9(2)(k)**. Full functionality has not yet been achieved. Workarounds continue as required. Go Live for rural hospitals was planned for **17 June 2021.** This was not achieved. Further work on the rollout is ongoing. Recovery plan continues to progress.
- **Intensive Care Unit** – As at **14 June 2021,** planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80% capacity** during this transition period.

RESTRICTED

- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The equity framework continues to be applied to the service recovery plans.
- The Clinical Equity Cyber Response Team are establishing a pro-equity booking and wrap-around approach for Māori and Pasifika patient as systems resume. There is a Project Manager for the referral recovery to ensure equity is a priority as referral pathways are re-established. The clinical equity leads continue to focus on supporting equitable recovery during each wave of application releases.
- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.

Cyber Security Incident and Investigation Status

- As at **18 June 2021** there are no new updates. Refer to Situation Report #22 dated **17 June 2021** for current details. Updates will be provided when required.

Wider System Assurance

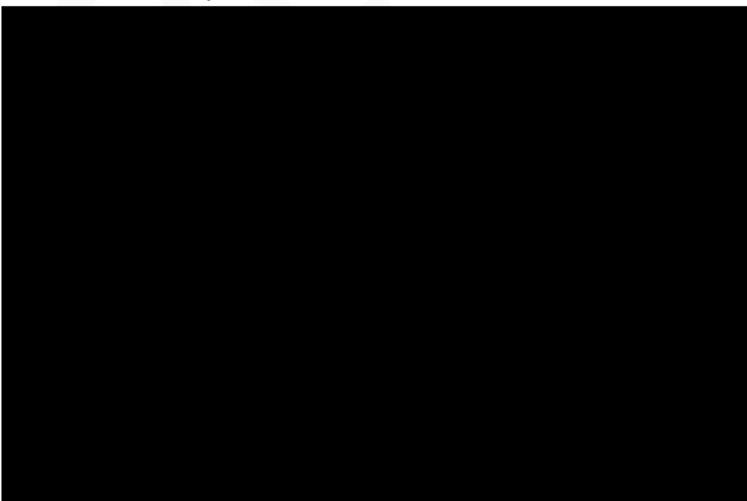
- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.

Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB



S9(2)(k)

From:

S9(2)(k)

Sent:

Monday, 21 June 2021 10:57

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #26 - 21 June 2021
DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #26 dated **21 June 2021** will be **DELAYED**.

NHCC Intelligence

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S9(2)(k)

From: S9(2)(k)
Sent: Monday, 21 June 2021 11:20
To: S6(a), S9(2)(k)
Cc:
Subject: Waikato DHB Information Technology Outage Situation Report #26 - 21 June 2021
Attachments: 21062021_WDHBITIncident_SitRep_26.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #26 dated 21 June 2021.

NHCC Intelligence

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This e-mail message has been scanned for Viruses and Content and cleared by the Ministry of Health's Content and Virus Filtering Gateway

Situation Report



National Cyber Security Centre



Date:	21 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #26
For your:	Information

Status

Date/time	21 June 2021, 1100
Info Current as at	21 June 2021, 1030
Next SITREP	22 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on 18 June 2021. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- S9(2)(c), S9(2)(k) [Redacted]
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts.
- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **21 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	S9(2)(c), S9(2)(k)	
Wave 4		

Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

S9(2)(c), S9(2)(k)

Planning for next phases being optimized across both clinical and corporate domains. Review sessions held with both governance groups to finalise next wave priorities.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Comms Update

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications. Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

Daily WDHB communications were as follows:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff
Daily staff update (collated)	1x daily	Print (distributed across all facilities)	Collated information from email updates	All staff
Urgent updates	As required	Email, text message	Changes requiring immediate response	All staff/affected staff
Targeted updates	As required	Email, text message, team leaders	Changes affecting specific services	Affected staff

Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

RESTRICTED

Last week the DHB provided comprehensive briefings to staff about the restoration approach, including which systems are online, which are next in the queue, how apps are being prioritised, dependencies and system limitations, and when the resumption of normal payroll could be expected.

There were no staff communications over the weekend (18 June – 20 June 2021).

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly. Any issues related to privacy will continue to be communicated as required this week.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated 0800 561 234 number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, the ability to record and track patients, and access to patient information.
- Radiation therapy has resumed at Waikato DHB as the supporting system was restored and machines brought back online.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on Thursday 27 May 2021 and is in place 24/7.


Between 18-20 June 2021:

- There was ^{S9(2)(c)} call received through this line. ^{S9(2)(c)}
- Healthline volumes for the area remain in line with expected volumes

RESTRICTED

- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system **S9(2)(k)** is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data.
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency.
- **Outpatient services** – Continue to progress. Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.
- **Cancer services** – Radiation therapy has resumed at WDHB with reduced capacity. It is anticipated that the service will be fully functional by **28 June 2021**. Recovery plan continues to be progressed.
- **S9(2)(c), S9(2)(k)**

- **Radiology services** – Radiology systems **S9(2)(k)** operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online. **The demand from 18 June 2021 to 20 June 2021 was provided.**
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of **S9(2)(k)**. Full functionality has not yet been achieved. Workarounds continue as required. Go Live for rural hospitals was planned for **17 June 2021**. This was not achieved. Further work on the rollout is ongoing. Recovery plan continues to progress.


RESTRICTED

- **Intensive Care Unit** – As at **14 June 2021**, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80%** capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The equity framework continues to be applied to the service recovery plans.
- The Clinical Equity Cyber Response Team are establishing a pro-equity booking and wrap-around approach for Māori and Pasifika patient as systems resume. There is a Project Manager for the referral recovery to ensure equity is a priority as referral pathways are re-established. The clinical equity leads continue to focus on supporting equitable recovery during each wave of application releases.
- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.

Cyber Security Incident and Investigation Status

- S6(a)
- 

Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.


Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

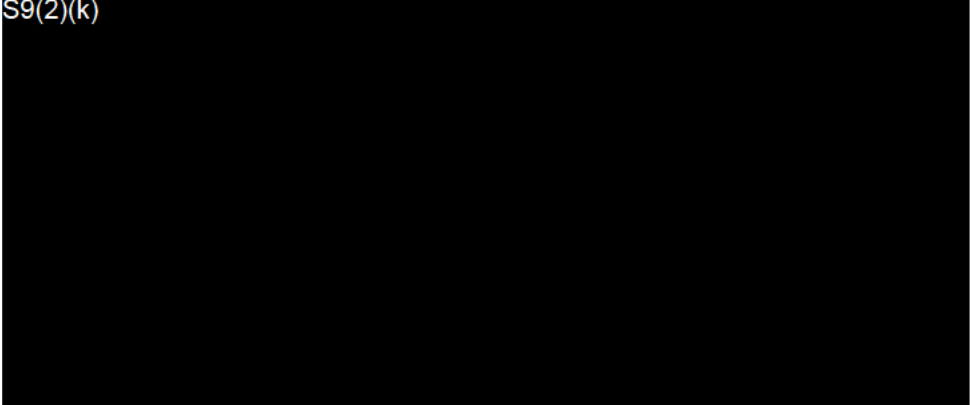
Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)



RESTRICTED

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 23 June 2021 15:53

To:

S6(a), S9(2)(k)

Cc:

Subject:

Re: MOH-GCSB Minister Briefing Note re Waikato DHB incident - 23 June

Attachments:

2021-06-23 MOH-GCSB briefing note Waikato DHB.pdf

Kia ora S9(2)(k),

Please find attached a joint MOH-GCSB briefing note updating Ministers on the Waikato DHB incident. I'd be grateful if you could please arrange referral to other Ministers' offices.

Ngā mihi

S9(2)(k)

Controller

Waikato DHB Ransomware Attack

S9(2)(k)

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GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI

Briefing Note: Update on Waikato DHB Ransomware Attack

Date 23 June 2021

To Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB

From S9(2)(k)

For your Information

For referral to Rt Hon Jacinda Ardern, Prime Minister
 Hon Nanaia Mahuta, Minister of Foreign Affairs
 Hon Poto Williams, Minister of Police
 Hon Kris Faafoi, Acting Minister for Emergency Management
 Hon Jan Tinetti, Minister of Internal Affairs
 Hon Dr David Clark, Minister for the Digital Economy and Communications

Action by Not applicable

Contacts for telephone discussion (if required)

Name	Position	Telephone	1 st Contact
S9(2)(k)		(work)	S9(2)(a)
		(a/h)	
		(work)	S9(2)(a)
		(a/h)	

Purpose

1. This briefing note gives Ministers an update on the Waikato District Health Board (WDHB) ransomware attack, and the actions underway to respond to the incident.

Background

2. On 18 May 2021 WDHB advised that it had suffered a ransomware incident. The incident has had major impacts on clinical services. WDHB has been working to manage these impacts, and to restore IT services, with support from the Ministry of Health, the National Cyber Security Centre (NCSC, a part of the GCSB), and a range of commercial providers.
3. S9(2)(c), S9(2)(k)
Waikato DHB is leading the local health response. The Ministry of Health is closely supporting the WDHB and is the lead agency from a National Security System perspective, with support from the NCSC in terms of cyber security investigation and sector cyber resilience.

Impact on services

4. Acute care continues to be provided. Elective and outpatient clinics are now at full-service levels, but as the DHB works to address the backlog caused by this incident, there will be an ongoing impact on services and staff.
5. Large amounts of data that has been manually captured since the incident occurred on 18 May now need to be entered into relevant systems. It is anticipated that this will take until mid-July to complete.
6. National support is being provided to help facilitate discussions on service capacity, with a focus on managing those patients with the highest clinical need as a priority. This includes support from Te Aho Te Kahu (the Cancer Control Agency). All patients who had received radiation oncology treatment in Tauranga, Wellington and Auckland are now receiving their treatment locally.
7. Contingency planning for other scenarios that will impact on service delivery is underway for any other concurrent events, such as a Covid-19 outbreak, which might occur.
8. WDHB are prioritising contacting Māori and Pacific patients for bookings and referral to additional support services as required as part of backlog recovery planning.

Cyber security incident investigation

9. Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors.
10. S6(a)
- 11.

S6(a)

Privacy

12. WDHB is working through S6(a) data identified by NCSC S6(a) the DHB last week. It will take some time for WDHB to work through the data. At this stage WDHB cannot be definitive about the numbers affected, and this will determine what approach is taken to management. However, earlier plans to manage privacy remain relevant for this next tranche.
13. WDHB continues to work with the Office of the Privacy Commissioner and other key partners (NZ Police, NCSC and other agencies) on the data analysis.
14. WDHB continues to notify affected individuals as soon as they are able. The communications scripts have been put together by legal privacy experts, and engagement with impacted patients will be led either by the patient's treating clinician or another health professional with appropriate clinical expertise to manage case sensitivity.
15. A privacy message was sent to staff from the Chief Executive and ED organisational support advising that WDHB have identified some staff members who may have had their data affected by this incident. As a matter of priority these individuals have been contacted directly and provided with specific information, resources and support.

Re-establishing IT services

16. Many WDHB servers and end-user devices affected by ransomware remain offline.
S9(2)(c), S9(2)(k)
17. Currently there are five waves of planned IT Restoration. Waves 1 and 2 are complete.
18. Wave 3 (next most critical clinical apps, prioritised by clinical need) is progressing well. Four apps are live, one in user testing and the remainder are rebuilt and progressing to configuration and testing.
19. Waves 4 and 5 are detailed in the detailed IT Restoration Plan.
20. S9(2)(c), S9(2)(k)
- 21.

S9(2)(c), S9(2)(k)

Communications

- 22. Internal communications to WDHB staff continue to be the main focus for the WDHB comms team. External communications are related to answering media queries.
- 23. An all-staff communication has been sent out this week with comprehensive information on payroll/roster restoration, rectification pay progress and FAQs. Emphasis on support in place for any staff who may experience hardship as a result of payroll utilising contingency payments during outage (email and print).
- 24. Any issues related to privacy will continue to be communicated as required this week.
- 25. WDHB CEO spoke to TVNZ’s Breakfast and RNZ’s Morning Report on 23 June. Key messages were: WDHB moving from response to recovery; core/foundational services operational to support hospital activity; that there is still a considerable amount of work to be done; applications are being stood up with prioritisation based on clinical need/patient impact; and that as the DHB catches up on data processing, they are able to begin planning work to address backlogs.
- 26. Communications support continues to be provided by the Ministry of Health, other DHBs, and the NCSC working closely with WDHB. Detailed communications updates, including media lines, are provided to the Minister’s Office each afternoon to help ensure messaging is aligned.
- 27. Two communications people, supplied via the Ministry, are now embedded with the WDHB team and are reducing pressure on the core WDHB team.

Further information

- 28. We are now providing your office with Situation Reports Mondays, Wednesdays and Fridays and a Communication Lines Book each weekday afternoon. We are also providing the full WDHB IT Restoration Plan on Tuesdays and Thursdays. We will continue to update you as material developments occur.

Recommendations

1.	Note	Ongoing health service delivery is being supported through national capacity coordination	Yes/No
2.	Note	Waves 1 and 2 of restoration and recovery are complete. Wave 3 is expected to be complete by 30 June. Ongoing restoration plan is provided to your office twice weekly.	Yes/No
3.	Note	A joined-up communications approach between the WDHB, key agencies and your office is in place to enable consistent messaging.	Yes/No

4. Note S6(a) Yes/No

5. Refer This briefing to the Prime Minister, Minister of Foreign Affairs, Minister of Police, Acting Minister for Emergency Management, Minister of Internal Affairs and Minister for the Digital Economy and Communications. Yes/No

S9(2)(k)

Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 23 June 2021 11:21

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #27 - 23 June 2021

Attachments:

23062021_WDHBITIncident_SitRep_27.pdf

Attached is the Waikato DHB Information Technology Outage Situation Report #27 dated 23 June 2021.

NHCC Intelligence

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Situation Report



National Cyber Security Centre



Date:	23 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #27
For your:	Information

Status

Date/time	23 June 2021, 1100
Info Current as at	23 June 2021, 1030
Next SITREP	25 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB's restoration and recovery efforts.
- **S6(a)**
- **Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance.**
- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **23 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	S9(2)(c), S9(2)(k)	[Redacted]
Wave 4		

Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

S9(2)(c), S9(2)(k)
[Redacted]

Planning for next phases being optimized across both clinical and corporate domains. Review sessions held with both governance groups to finalise next wave priorities.

- For each new prioritised system, the business recovery approach includes an assessment of related systems to enable priority business processes to be re-enabled safely. In cases of significant complexity, a minimum viable product approach is adopted.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- A need for additional project/change managers and IS project managers has been identified and potential suppliers approached directly.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
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Waikato DHB Comms Update

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Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

RESTRICTED

What	When	Channel	Content	Audience
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Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

An all-staff communication has been sent out this week (via email and print) with comprehensive information on payroll/roster restoration, rectification pay progress and frequently asked questions (FAQs). This communication emphasises available support in place for any staff who may experience hardship as a result of payroll utilising contingency payments during outage.

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly. Any issues related to privacy will continue to be communicated as required this week.

Key media messages for all agencies responding to additional cybersecurity queries

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- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, radiation therapy, the ability to record and track patients, and access to patient information.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.

RESTRICTED

- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

Media

Media interviews were undertaken by Waikato DHB Chief Executive Kevin Snee on Wednesday morning with Breakfast TVNZ (7.20am) and RNZ Morning Report (8.35am). Key messages:

- Now moved from response to recovery focus
- Core/foundational services operational to support hospital activity
- Still a considerable amount of work to be done
- Applications being stood up with prioritisation based on clinical need/patient impact
- As we catch up on data processing, we are able to begin planning work to address backlogs.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on Thursday 27 May 2021 and is in place 24/7.

Between 21 – 22 June 2021:

- There was ^{S9(2)(c)} call received through this line. ^{S9(2)(c)}
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system ^{S9(2)(k)} is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data. **There has been increased acute demand on services consistent with this time of the year.**
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. WDHB continues to encourage the public to only attend if urgent. **Redirection emphasis for non-urgent presentations continues.**

RESTRICTED

- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency. **A number of complex urgent cases are presenting to hospital services that are being booked and treated**
- **Outpatient services** – **Continue to progress and are now closer to normal activity. Some limitations exist as the data has not yet been fully updated. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.**
- **Cancer services** – Radiation therapy has resumed at WDHB **with some reduced functionality resulting from key dependencies still to be resolved. The recovery plan is being progressed.**
- **S9(2)(c), S9(2)(k)**
[REDACTED]
- **Radiology services** – Radiology systems **S9(2)(k)** operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online.
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of **S9(2)(k)**. Go Live for rural hospitals is progressing. **There are a number of key dependencies still to be addressed before full functionality returns. Workarounds continue as required. The Recovery plan is progressing.**
- **Intensive Care Unit** –Planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at 80% capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.
- **A proposal to prioritise contacting Māori and Pacific patients for bookings and referral to additional support services (as required) has been approved and is currently being considered for resourcing.**

Cyber Security Incident and Investigation Status

- **S6(a)**
[REDACTED]

S6(a)



Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.

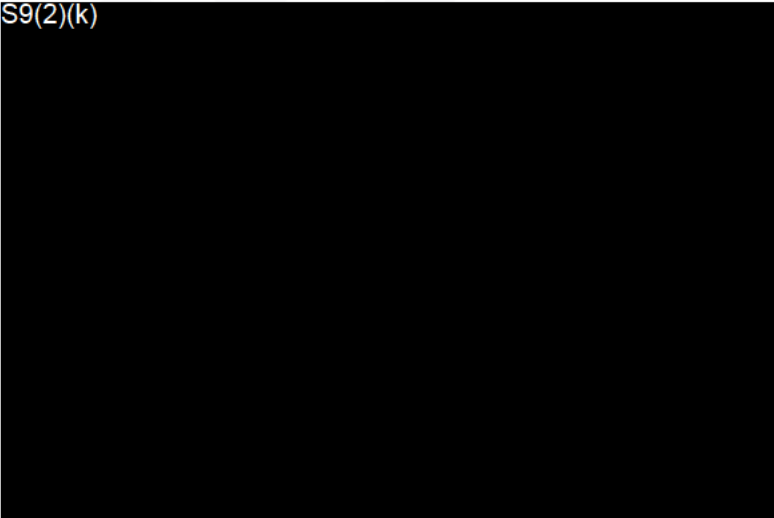
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 25 June 2021 11:02

To:

S6(a), S9(2)(k)

Cc:

Subject:

Attachments:

25062021_WDHBITIncident_SitRep_28.pdf

Attached is the Waikato DHB Information Technology Outage Situation Report #28 dated 25 June 2021.

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Situation Report



National Cyber Security Centre



Date:	25 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #28
For your:	Information

Status

Date/time	25 June 2021, 1100
Info Current as at	25 June 2021, 1030
Next SITREP	28 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on 18 June 2021. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts. **WDHB are in the process of reviewing the details of candidates from provider partners with a view to appoint week beginning 28 June 2021.**
- **S6(a)**
- Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance. **The next weekly wave of prioritised systems will be selected by Clinical and Corporate governance groups today, 25 June.**

- A 'system restoration approach' has been jointly developed by the Recovery team and IS team.
- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **25 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	S9(2)(c), S9(2)(k)	
Waves		

Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

S9(2)(c), S9(2)(k)

Planning for next phases being optimized across both clinical and corporate domains. Review sessions held with both governance groups to finalise next wave priorities.

- For each new prioritised system, the business recovery approach includes an assessment of related systems to enable priority business processes to be re-enabled safely. In cases of significant complexity, a minimum viable product approach is adopted.

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- A 'system restoration approach' has been jointly developed by the Recovery team and IS team.
- The next weekly wave of prioritised systems will be selected by Clinical and Corporate governance groups today, 25 June.
- Wave 4 and 5 systems prioritised. Prioritisation for Wave 6 and 7 on Friday 25 June. Weekly prioritisation going forward.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- A need for additional project/change managers and IS project managers has been identified and potential suppliers approached directly.
- WDHB are in the process of reviewing the details of candidates, from provider partners, with a view to appoint week beginning 28 June 2021.
- S9(2)(c), S9(2)(k)
- Ministry working with other Health partners to assure that interconnectivity with Waikato does not present them with risk.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- IDCare can be contacted on 0800 121 068 for free support on how to protect personal information.

Waikato DHB Comms Update

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications. Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

Daily WDHB communications were as follows:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff

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Daily staff update (collated)	1x daily	Print (distributed across all facilities)	Collated information from email updates	All staff
Urgent updates	As required	Email, text message	Changes requiring immediate response	All staff/affected staff
Targeted updates	As required	Email, text message, team leaders	Changes affecting specific services	Affected staff

Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

The Communications team is responding to an increase in the number of applications in the pipeline for release by re-establishing twice-weekly staff updates (email and printed copies) which collate announcements and guidance.

Since the last sitrep, staff communications have included:

- COVID-19 resurgence notice to staff
- Influenza vaccination guidance
- S9(2)(k) – further functionality
- BPAC – roll-out soon

Earlier this week, an all-staff communication was sent out (via email and print) with comprehensive information on payroll/roster restoration, rectification pay progress and frequently asked questions (FAQs). This communication emphasises available support in place

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for any staff who may experience hardship as a result of payroll utilising contingency payments during outage.

The team is awaiting guidance (expected on Tuesday) about the restoration of the intranet.

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly. Any issues related to privacy will continue to be communicated as required.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, radiation therapy, the ability to record and track patients, and access to patient information.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

Media

Waikato DHB's Chief Executive Officer Kevin Snee was interviewed by the Waikato Times on 24 June 2021. Key messages used were:

- Now moved from response to recovery focus
- Core/foundational services operational to support hospital activity
- Still a considerable amount of work to be done
- Applications being stood up with prioritisation based on clinical need/patient impact
- As we catch up on data processing, we are able to begin planning work to address backlogs.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on **Thursday 27 May 2021** and is in place **24/7**.

Between 23-24 June 2021:

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- There was ^{S9(2)(c)} calls received through this line. ^{S9(2)(k)} callers chose to stay anonymous.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system ^{S9(2)(k)} is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data. **There has been increased acute demand on services consistent with this time of the year.**
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. WDHB continues to encourage the public to only attend if urgent. Redirection emphasis for non-urgent presentations continues.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency. **A number of complex urgent cases are presenting to hospital services that are being booked and treated.**
- **Outpatient services** – Continue to progress and are now closer to normal activity. Some limitations exist as the data has not yet been fully updated. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.
- **Cancer services** – Radiation therapy has resumed at WDHB with some reduced functionality resulting from key dependencies still to be resolved. The recovery plan is being progressed.
- ^{S9(2)(c), S9(2)(k)}
[REDACTED]
- **Radiology services** – Radiology systems ^{S9(2)(k)} operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online.
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of ^{S9(2)(k)}. Go Live for rural hospitals is progressing. There are a number of key dependencies still to be addressed before full functionality returns. Workarounds continue as required. The Recovery plan is progressing.

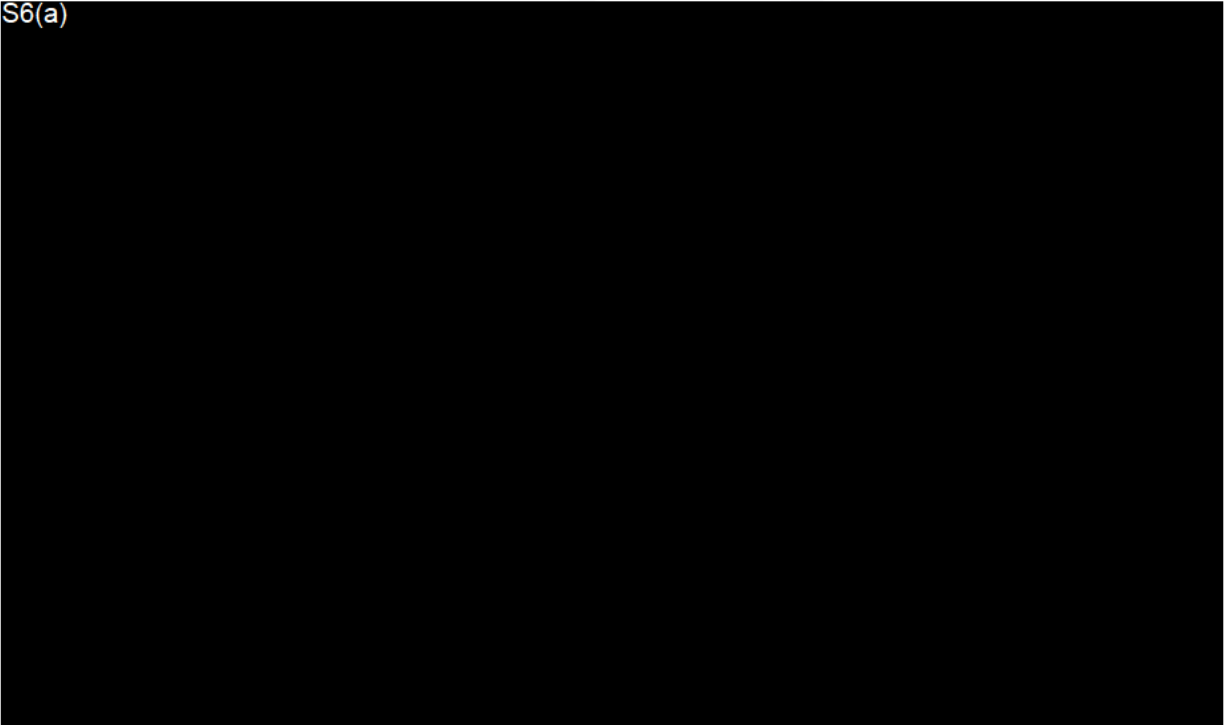
RESTRICTED

- **Intensive Care Unit** –Planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at **80%** capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.
- A proposal to prioritise contacting Māori and Pacific patients for bookings and referral to additional support services (as required) has been approved and is currently being considered for resourcing.

Cyber Security Incident and Investigation Status

- S6(a)
- 

Wider System Assurance

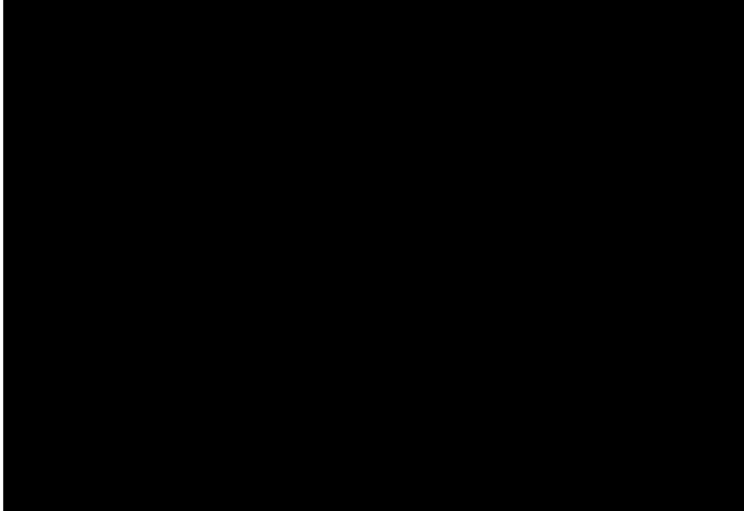
- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.

Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB



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S9(2)(k)

From: S9(2)(k)
Sent: Monday, 28 June 2021 11:03
To: S6(a), S9(2)(k)
Cc:
Subject: Waikato DHB Information Technology Outage Situation Report #29 - 28 June 2021
Attachments: 28062021_WDHBITIncident_SitRep_29.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #29 dated 28 June 2021.

NHCC Intelligence

Statement of confidentiality: This e-mail message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to legal privilege.

If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments.

If you have received this message in error, please notify the sender immediately and delete this message.

This e-mail message has been scanned for Viruses and Content and cleared by the Ministry of Health's Content and Virus Filtering Gateway

Situation Report



National Cyber Security Centre



Date:	28 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #29
For your:	Information

Status

Date/time	28 June 2021, 1100
Info Current as at	28 June 2021, 1030
Next SITREP	30 June 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB's restoration and recovery efforts. WDHB are in the process of reviewing the details of candidates from provider partners with a view to appoint week beginning **28 June 2021**.
- **S6(a)**
- Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance.
- A 'system restoration approach' has been jointly developed by the Recovery team and IS team.

- There is no estimate for full return of IT services.

IT Service Restoration

The DHB reports the current status as at **28 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	On-track	S9(2)(c), S9(2)(k)
Waves	Planning Commenced	

Revision of the next 3 Waves of delivery being optimised based on clinical and corporate priorities and associated core technology dependencies.

S9(2)(c), S9(2)(k)

Planning for next phases being optimized across both clinical and corporate domains. Review sessions held with both governance groups to finalise next wave priorities.

- For each new prioritised system, the business recovery approach includes an assessment of related systems to enable priority business processes to be re-enabled safely. In cases of significant complexity, a minimum viable product approach is adopted.
- A 'system restoration approach' has been jointly developed by the Recovery team and IS team.
- Wave 4 and 5 systems prioritised. Prioritisation for Wave 6 and 7 on Friday 25 June. Weekly prioritisation going forward.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration.
- A need for additional project/change managers and IS project managers has been identified and potential suppliers approached directly.
- WDHB are in the process of reviewing the details of candidates, from provider partners, with a view to appoint week beginning **28 June 2021**.
- S9(2)(c), S9(2)(k)
- Ministry working with other health partners to assure that interconnectivity with Waikato does not present them with risk.
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request.
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.
- **Business change resourcing constraints are being worked through. There is a need for additional Change Managers over the next 2 – 3 months.**

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Comms Update

The Communications team has responded to an increase in the number of applications in the pipeline for release by re-establishing twice-weekly staff updates (email and printed copies) which collate announcements and guidance.

This week, communications will include:

- S9(2)(c), S9(2)(k)
- **Messages to staff and stakeholders/partners, such as Midlands networks and primary care.**

Last week, staff were communicated with on issues including influenza vaccination guidance, payroll and S9(2)(k).

The team is awaiting guidance (expected on Tuesday) about the restoration of the intranet. **WDHB is also finalising updated communications planning for the recovery phase.**

Response phase - Immediately following the outage WDHB had limited connectivity and a requirement for urgent and immediate communications. Multiple channels were used to ensure staff were able to access key messages via email, phone, or print as required.

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Daily WDHB communications were as follows:

What	When	Channel	Content	Audience
Staff updates	2x daily (AM and PM)	Email	Updates and guidance across all services	All staff
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Targeted updates	As required	Email, text message, team leaders	Changes affecting specific services	Affected staff

Recovery phase - As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted.

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly. Any issues related to privacy will continue to be communicated as required **this week (28 June – 5 July 2021)**.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.

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- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, radiation therapy, the ability to record and track patients, and access to patient information.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on **Thursday 27 May 2021** and is in place **24/7**.

Between 25-27 June 2021:

- There was ^{SS(2)(c)} call received through this line.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system ^{SS(2)(k)} is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data. There has been increased acute demand on services consistent with this time of the year.
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. WDHB continues to encourage the public to only attend if urgent. Redirection emphasis for non-urgent presentations continues.

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- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency. A number of complex urgent cases are presenting to hospital services that are being booked and treated.
- **Outpatient services** – Continue to progress and are now closer to normal activity. Some limitations exist as the data has not yet been fully updated. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.
- **Cancer services** – Radiation therapy has resumed at WDHB with some reduced functionality resulting from key dependencies still to be resolved. The recovery plan is being progressed.
- S9(2)(c), S9(2)(k)
[REDACTED]
- **Radiology services** – Radiology systems S9(2)(k) operational including rural sites. Reporting is the outstanding key issue still to be resolved. Manual reporting is still required for dictation awaiting voice recognition services to be online.
- **Laboratory services** – Ordering and reporting capability has increased with the rollout of S9(2)(k). Go Live for rural hospitals is progressing. There are a number of key dependencies still to be addressed before full functionality returns. Workarounds continue as required. The Recovery plan is progressing.
- **Intensive Care Unit** –Planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at 80% capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.
- A proposal to prioritise contacting Māori and Pacific patients for bookings and referral to additional support services (as required) has been approved and is currently being considered for resourcing.


Cyber Security Incident and Investigation Status

- S6(a)
[REDACTED]

S6(a)



Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.
- Ministry held a briefing with the sector on 25 June 2021 to explain WDHs progress and the assurance process. This was followed up with a more detailed e-mail to the sector advising of the next series of changes and how this had undergone review by 


Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 30 June 2021 11:05

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #30 - 30 June 2021

Attachments:

30062021_WDHBITIncident_SitRep_30.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #30 dated 30 June 2021.

NHCC Intelligence

Statement of confidentiality: This e-mail message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to legal privilege.

If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments.

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This e-mail message has been scanned for Viruses and Content and cleared by the Ministry of Health's Content and Virus Filtering Gateway

Situation Report



National Cyber Security Centre



Date:	30 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #30
For your:	Information

Status

Date/time	30 June 2021, 1100
Info Current as at	30 June 2021, 1030
Next SITREP	02 July 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts. WDHB are in the process of reviewing the details of candidates from provider partners with a view to appoint week beginning **28 June 2021**.
- S6(a) [REDACTED]
- Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance. **The next weekly batch of prioritised systems has been selected by Clinical and Corporate governance groups.**
- S9(2)(c), S9(2)(k) [REDACTED]
- There is no estimate for full return of IT services **however good progress is now made.**

IT Service Restoration

The DHB reports the current status as at **30 June 2021** of all services below:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3	S9(2)(c), S9(2)(k)	
Waves		

- Prioritisation for Wave 6 and 7 completed on Friday **25 June 2021** and endorsed by Governance
- S9(2)(c), S9(2)(k)
- **Planning for broad scope Recovery programme underway**
- Business change resourcing constraints are being worked through – need for additional Change Managers over next 2-3 months. **Candidates identified and being shortlisted.**

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration
- A need for additional project/change managers and IS project managers has been identified and potential suppliers approached directly
- WDHB are in the process of reviewing the details of candidates, from provider partners, with a view to appoint week beginning **28 June 2021**
- Ministry working with other health partners to assure that interconnectivity with Waikato does not present them with risk

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- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help
- Business change resourcing constraints are being worked through. There is a need for additional Change Managers over the next 2 – 3 months.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Internal Comms Update

As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted and are managed as follows:

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

The Communications team has been sending twice-weekly staff updates (email and printed copies) which collate announcements and guidance. This week, communications have included:

- **Staff update shared (print and email) updating on ISCV, Winscribe Dictation, BPAC, Radiology Reporting, product prioritisation, Service Desk Requests**
- **S9(2)(c), S9(2)(k)**

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Privacy communications - Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly. Any issues related to privacy will continue to be communicated as required this week (28 June – 5 July 2021).

Media

There was a spike in media coverage on 29 June 2021, with several outlets reporting that Waikato DHB data had made its way onto the dark web. Reactive lines on this issue are as follows:

- Some of Waikato DHB's data has made its way onto the internet.
- The DHB knew that a disclosure like this was a possibility and has been preparing for it since the breach occurred. The advice received from cyber experts is that it's common for cyber criminals to disclose pieces of data on the dark web when the ransom is not paid.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure it meets all its obligations to directly notify both patients and staff whose data may have been affected.
- All staff and patients whose information was identified as part of the previously released file have been notified.
- The DHB has secured a copy of the latest disclosed data and is now working to understand what it contains and if there are new individuals impacted. This work is ongoing.
- The DHB continues to work closely with the National Cyber Security Centre, the NZ Police and other relevant authorities as part of an ongoing investigation.

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated 0800 561 234 number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, radiation therapy, the ability to record and track patients, and access to patient information.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on Thursday 27 May 2021 and is in place 24/7.

Between 28-29 June 2021:

- There were S9(2)(c) calls received through this line, all callers wanting to remain anonymous
- S9(2)(c)
- Healthline volumes are up on previous weeks, but this is consistent with volumes across the service this week
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- The patient management system S9(2)(k) is now available for clinical use, with some limitations. Manual processes remain in place for some systems.
- WDHB's Chief Medical Officer continues to work with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- **In-patient hospital services** – Continue to be provided. The capability of WDHB services improved with the implementation of core clinical systems. These services continue to be monitored and if issues are identified they are addressed. Teams continue to load inpatient, elective and other data. There has been increased acute demand on services consistent with this time of the year.
- **Emergency Departments** – Continue to operate with an increase in presentations and acuity at Waikato hospital. WDHB continues to encourage the public to only attend if urgent. Redirection emphasis for non-urgent presentations continues.
- **Operating theatres/Interventional suite** – Acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. Most Planned Care services are continuing, with a small proportion of cancellations where there is information system dependency. A number of complex urgent cases are presenting to hospital services that are being booked and treated.
- **Outpatient services** – Continue to progress and are now closer to normal activity. Some limitations exist as the data has not yet been fully updated. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.
- **Cancer services** – Radiation therapy has resumed at WDHB with some reduced functionality resulting from key dependencies still to be resolved. The recovery plan is being progressed.
- S9(2)(c), S9(2)(k)
- **Radiology services** – Radiology systems S9(2)(k) operational including rural sites. Reporting is the outstanding key issue still to be resolved. Reporting has now been resolved as access to other systems has been restored.

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- **Laboratory services** – Ordering and reporting capability has increased with the rollout of **S9(2)(k)**. Go Live for rural hospitals **has progressed**. There are a number of key dependencies **that are in the process of being restored allowing increased functionality**. still to be addressed before full functionality returns. Workarounds continue as required. The Recovery plan is progressing.
- **Intensive Care Unit** –Planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and continue to monitor the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers.
- **National pathways acute STEMIs and stroke** – Normal patient referral pathways have resumed. Service currently working at 80% capacity during this transition period.
- **Trauma management** - Continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

Equity

- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.
- A proposal to prioritise contacting Māori and Pacific patients for bookings and referral to additional support services (as required) has been approved and is currently being considered for resourcing.

Cyber Security Incident and Investigation Status


S6(a)



S6(a)



Wider System Assurance

- Ministry continues to provide updates and advice to all DHBs, PHOs and large health and disability sector non-government organisations (NGOs) so do not fall victim to an attack.
- An investment plan has been drafted focused on improving cyber security protections across the wider system. The plan is being socialised with the sector with an aim to quickly get approval and then move to the implementation of the plan.
- Ministry held a briefing with the sector on **25 June 2021** to explain WDHs progress and the assurance process. This was followed up with a more detailed e-mail to the sector advising of the next series of changes and how this had undergone review by 


Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB

S9(2)(k)



S9(2)(k)

From:

S9(2)(k)

Sent:

Thursday, 1 July 2021 16:35

To:

S6(a), S9(2)(k)

Cc:

Subject:

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 01 July

Attachments:

2021-07-01 MOH-GCSB briefing note Waikato DHB.pdf

Kia ora S9(2)(k),

Please find attached a joint MOH-GCSB briefing note updating Ministers on the Waikato DHB incident. I'd be grateful if you could please arrange referral to other Ministers' offices.

Ngā mihi

S9(2)(k)

Waikato DHB Ransomware Attack

S9(2)(k)

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GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI



Briefing Note: Update on Waikato DHB Ransomware Attack

Date 01 July 2021

To Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB

From S9(2)(k)

For your Information

For referral to Rt Hon Jacinda Ardern, Prime Minister
 Hon Nanaia Mahuta, Minister of Foreign Affairs
 Hon Poto Williams, Minister of Police
 Hon Kris Faafoi, Acting Minister for Emergency Management
 Hon Jan Tinetti, Minister of Internal Affairs
 Hon Dr David Clark, Minister for the Digital Economy and Communications

Action by Not applicable

Contacts for telephone discussion (if required)

Name	Position	Telephone	1 st Contact
S9(2)(k)		(work)	S9(2)(a), S9(2)(k)
		(a/h)	
		(work)	S9(2)(a), S9(2)(k)
		(a/h)	

Purpose

1. This briefing note gives Ministers an update on the Waikato District Health Board (WDHB) ransomware attack, and the actions underway to respond to the incident.

Background

2. On 18 May 2021 WDHB advised that it had suffered a ransomware incident. The incident has had major impacts on clinical services. WDHB has been working to manage these impacts, and to restore IT services, with support from the Ministry of Health, the National Cyber Security Centre (NCSC, a part of the GCSB), and a range of commercial providers.
3. S9(2)(c), S9(2)(k) [REDACTED] Waikato DHB is leading the local health response. The Ministry of Health is closely supporting the WDHB and is the lead agency from a National Security System perspective, with support from the NCSC in terms of cyber security investigation and sector cyber resilience.

Cyber security incident investigation

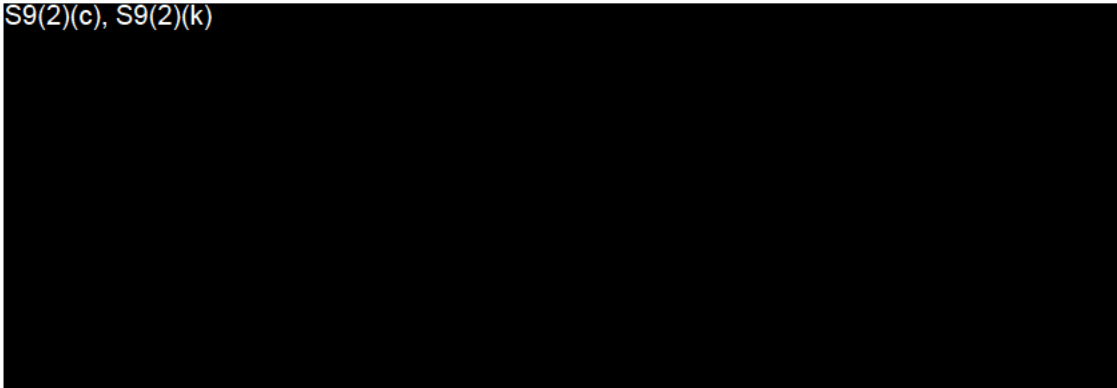
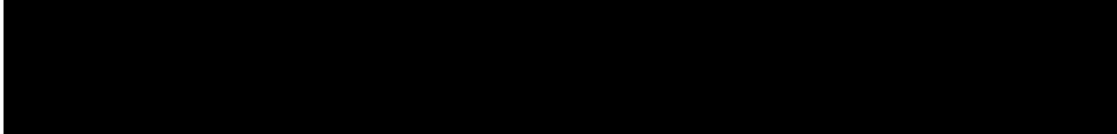

4. Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors.
5. S6(a) [REDACTED]
6. [REDACTED]
7. New Zealand media outlets have become aware of the WDHB data being available on the dark web, with media reporting on the matter on 29 June.
8. WDHB has known that a disclosure like this was a possibility and has been preparing for it since the breach occurred. S6(a) [REDACTED]

Privacy

9. While WDHB had hoped the disclosure would not occur, they had known that it this was a possibility and has planned for this risk. They have been preparing and working closely with cyber security experts to support their response.

10. The DHB has access to the additional material and is now working through it to understand the content, whether there are new individuals impacted, and will thereafter notify affected patients and staff. While neither the Ministry of Health nor the GCSB has seen this additional material, and do not yet have insight as to the make-up of the data, we understand it contains a significant volume – in excess of S9(2)(c), S9(2)(k). This will take some time to work through, and at this stage WDHB cannot be definitive about the numbers affected. However, the DHB's initial assessment notes that there is some duplication between the individuals previously identified.
11. WDHB continues to work with the Office of the Privacy Commissioner and other key partners (NZ Police, NCSC and other agencies). Specialist legal privacy experts and the Privacy Commissioner are supporting the DHB to ensure they meet all obligations to directly notify both patients and staff whose data may have been affected. These notifications will also include support to individuals, including advice on how to protect themselves and their data moving forward.
12. Communications scripts had already been put together, for both staff and patients, by legal privacy experts used by the DHB. An engagement strategy for impacted patients will be developed. WDHB's aim is that this process is led either by the patient's treating clinician or another health professional with appropriate clinical expertise to manage case sensitivity.

Re-establishing IT services

13. S9(2)(c), S9(2)(k)

14. 
15. Currently there are seven waves of planned IT Restoration.
 - a. A detailed IT Restoration Plan is sent to your office on Tuesday and Thursday mornings.
 - b. Waves 1 and 2 are complete.
 - c. S9(2)(c), S9(2)(k)

 - d. Wave 4 planning is now complete and all systems in this wave are scheduled to come online by the end of July.
 - e. Planning, including resource modelling is underway for Waves 5, 6 and 7.

- f. Restoration priorities have been confirmed for Waves 5 and 6. Wave 7 is currently being progressed.

16. S9(2)(c), S9(2)(k)

17.

Advice to wider sector

- 18. The Ministry of Health held a briefing with the sector on 25 June to explain WDHB's progress and the assurance process. This was followed up with a more detailed email, on 27 June, to the sector advising of the next series of changes and how this had undergone review by S9(2)(k)

Communications

- 19. Following media reporting that WDHB data had made its way onto the dark web, Parliament held an urgent debate on 29 June. Key topics raised include cyber security funding and the strength of IT systems across government, restoration of services at WDHB, the ongoing threat of cyberattacks and the most recent public disclosure.
- 20. There was a spike in media coverage on 29 June, with several outlets reporting that WDHB data had made its way onto the dark web. Reactive lines have been provided to the Minister's Office by the Ministry of Health and NCSC.
- 21. WDHB has received several media requests relating to the public disclosure. It is responding to these requests with a media response statement developed alongside the Ministry of Health and NCSC, which has been approved by the Minister's Office.

22. Internal communications to WDHB staff continue to be a key focus for the WDHB communications team. Staff receive twice-weekly updates (email and printed copies). This week, communications have included updates on ISCV, Winscribe Dictation, BPAC, Radiology Reporting, product prioritisation and Service Desk requests.
23. Issues related to privacy continue to be communicated as required. All staff identified as potentially affected by the cyber security incident are contacted directly.
24. Communications support continues to be provided by the Ministry of Health, other DHBs, and the NCSC working closely with WDHB. Detailed communications updates, including media lines, are provided to the Minister's Office each afternoon to help ensure messaging is aligned.
25. Two communications people, supplied via the Ministry of Health, are embedded with the WDHB team and are reducing pressure on the core WDHB team.

Impact on services

26. WDHB is experiencing higher, expected, 'winter demand' in the Emergency Department and other acute areas. Acute care continues to be provided within the DHB.
27. Elective and outpatient clinics are now at full-service levels, but as the DHB works to address the backlog caused by this incident, there will be an ongoing impact on services and staff.
28. The IT system used for breast screening services (Sectra Pac) will be brought online, for clinical use, this week. This will greatly enhance breast screening services in the Waikato.
29. WDHB are prioritising contacting Māori and Pacific patients for bookings and referral to additional support services as required as part of backlog recovery planning.
30. Large amounts of data that has been manually captured since the incident occurred on 18 May now need to be entered into relevant systems. Work is still underway to confirm how long this will take.
31. The capability of services continues to improve with the restoration of core clinical systems. Services continue to be monitored and if issues are identified, they are addressed.

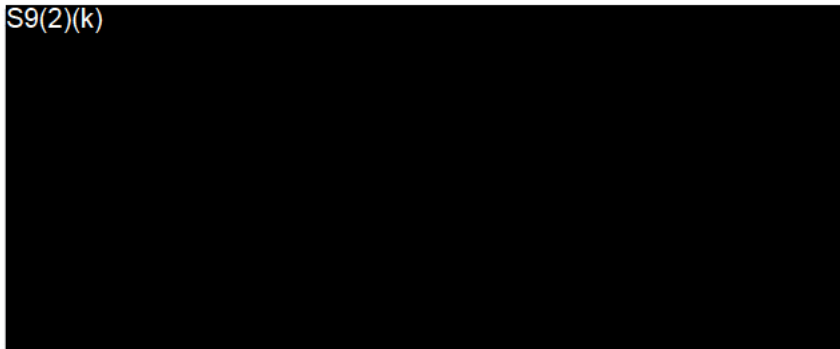
Further information

32. We are now providing your office with Situation Reports Mondays, Wednesdays and Fridays and a Communication Lines Book once a week. We are also sending the full WDHB IT Restoration Plan on Tuesdays and Thursdays. We will continue to update you as material developments occur.

Recommendations

1.	Note	Media outlets have become aware of the WDHB data being available on the dark web, with media reporting on the matter on 29 June. S6(a)	Yes/No
2.	Note	Waves 1 and 2 of restoration and recovery are complete. Wave 3 is expected to be complete by 14 July. Ongoing restoration plan is provided to your office twice weekly.	Yes/No
3.	Note	A joined-up communications approach between the WDHB, key agencies and your office is in place to enable consistent messaging.	Yes/No
4.	Note	Service delivery is now at full-service levels for acute, elective and outpatient care. Back-log recovery plans are underway.	Yes/No
5.	Refer	This briefing to the Prime Minister, Minister of Foreign Affairs, Minister of Police, Acting Minister for Emergency Management, Minister of Internal Affairs and Minister for the Digital Economy and Communications.	Yes/No

S9(2)(k)



Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 2 July 2021 11:04

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Situation Report #31 - 02 July 2021 - DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Situation Report #31 dated 02 July 2021 release will be delayed.

NHCC Intelligence

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S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 2 July 2021 15:02

To:

S6(a), S9(2)(k)

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #31 - 02 July 2021

Attachments:

02072021_WDHBITIncident_SitRep_31.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #31 dated 02 July 2021.

Apologies for the delay on today's release. It was required to be able to provide the most up-to-date and valid information regarding the current state of the situation.

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Situation Report



National Cyber Security Centre



Date:	02 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #31
For your:	Information

Status

Date/time	02 July 2021, 1100
Info Current as at	02 July 2021, 1030
Next SITREP	05 July 2021, 1100

New information from the previous SITREP is noted in red.

Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**. The Recovery Team will focus on IT Restoration, Internal Communications and Workforce Resourcing Needs for the recovery. This team will continue to report on any day to day operational matters with regards to the Information Technology Outage.
- The Ministry and WDHB continue to work closely to identify and provide any additional workforce resources which are required to support WDHB’s restoration and recovery efforts. WDHB are in the process of reviewing the details of candidates from provider partners with a view to appoint week beginning **28 June 2021**.
- Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance. The next weekly batch of prioritised systems **will be selected by Clinical and Corporate governance groups on Friday 09 July 2021**.
- S9(2)(c), S9(2)(k)
[Redacted]
- There is no estimate for full return of IT services however good progress is now made.

IT Service Restoration

As part of the recovery process, following the cyber incident, the WDHB Information Systems team is working through a process of server restoration to re-establish organisational services across both the clinical and corporate domains.

Prior to the incident WDHB operated a total fleet S9(2)(c), S9(2)(k).

S9(2)(c), S9(2)(k)

Waikato DHB IT Service Restoration Wave status as at **02 July 2021**:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3/4	S9(2)(c), S9(2)(k)	S9(2)(c), S9(2)(k)
Wave 5		
Waves 6 & 7		

- Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks
- S9(2)(c), S9(2)(k)
- S9(2)(k) messaging is scheduled to be re-enabled today (02 July 2021). Comms have been sent to primary care and other recipients. Detailed comms will be disseminated before system is enabled.

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration

RESTRICTED

- A need for additional project/change managers and IS project managers has been identified and potential suppliers **have been** approached directly with a view to appoint next week beginning **28 June 2021**. **As at 02 July 2021, this appointment has not yet been completed.**
- Ministry working with other health partners to assure that interconnectivity with Waikato does not present risk
- Where external agencies and partners seek assurance around re-connecting to WDHB servers the Ministry will work with them at WDHB request
- WDHB is in the process of identifying and engaging a commercial partner to help provide additional resources
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help.

Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

Waikato DHB Internal Comms Update

As connectivity has been restored and the focus has shifted to recovery, the communications approach has become more targeted and are managed as follows:

What	When	Channel	Content	Audience
Staff updates	As service changes are required/implemented	Email, print (as required)	Communication from recovery leads, service availability summary, guidance to all-staff, recovery planning and process updates	All staff
Urgent updates	As required	Email	Changes requiring immediate response	All staff/affected staff
Service/system updates	As systems/services are enabled	Email, collated within staff updates, print (as required)	Specific service updates – guidance for staff within the service	All staff/affected staff

During the recovery phase, the Communications team has been sending twice-weekly staff updates (email and printed copies) which collate announcements and guidance. This week, communications have included:

RESTRICTED

- An increased focus on communicating to community providers as services continue to be stood up and connectivity reinstated
- Staff updates (print and email) on ISCV, Winscribe Dictation, BPAC, Radiology Reporting, product prioritisation, Service Desk Requests
- S9(2)(c), S9(2)(k)
- There is currently no intranet function.

Privacy communications

Further communications have occurred via the above channels to advise all staff of potential privacy impacts and to provide guidance on actions staff can take to safeguard against harm. Any staff identified as potentially affected by the cyber security incident are contacted directly.

Following public disclosure earlier this week that Waikato DHB data had made its way onto the dark web, a general privacy update was provided to staff on 30 June 2021 and a media briefing was held on 02 July 2021.

S9(2)(c)

The data is still being analysed by experts to ensure risk assessments are undertaken. A patient notification strategy and approach will be developed once this analysis has been completed.

The privacy helpline number remains active. FAQs and updated information have been provided to the helpline.

Media

A media stand-up was held on 01 July 2021. There was considerable interest in the number of people affected, and the volume and type of materials shared on the dark web. The expectation is that this will remain the point of interest for the media and public going forward.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- People with privacy concerns are asked to call the dedicated 0800 561 234 number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. This cyberattack was a malicious action by criminals.

Key public communications messages for WDHB

- Waikato DHB has restored a number of foundational services including diagnostics from the DHB's laboratory and radiology services, radiation therapy, the ability to record and track patients, and access to patient information.
- Full recovery will be a lengthy process. Where required, manual processes continue to be in place.
- Work is now underway to review any patients whose treatment had to be deferred and re-book them according to their clinical priority.
- Emergency Departments are operating, however the DHB is still encouraging the public to only attend if urgent.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

National Telehealth Service (Healthline) Update

The 0800 number set up for the Waikato was transferred from WDHB to the National Telehealth Service on Thursday 27 May 2021 and is in place 24/7.

Between 30 June – 01 July 2021:

- There were ^{S9} calls received through this line, all callers wanting to remain anonymous
- S9(2)(c) [REDACTED]
- In line with Healthline volumes (across all DHBs) being elevated this week, volumes for Waikato DHB have now returned to levels within expectation
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

Service Delivery

- To align with Waikato DHB Service Delivery transitioning to Business as Usual, from 02 July 2021 updates to Service Delivery will only report on exceptions specifically related to the Waikato DHB IT outage. Please refer to Situation Report #30 dated 30 June 2021 for previous updates.
- S9(2)(c), S9(2)(k) [REDACTED]

Equity

- The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.
- A proposal to prioritise contacting Māori and Pacific patients for bookings and referral to additional support services (as required) has been approved and is currently being considered for resourcing.


Cyber Security Incident and Investigation Status

- S6(a) [REDACTED]
- New Zealand media outlets have become aware of WDHB data being available on the dark web, with media reporting on the matter on 29 June 2021. S6(a) [REDACTED]
- S6(a) [REDACTED]

S6(a)



Wider System Assurance

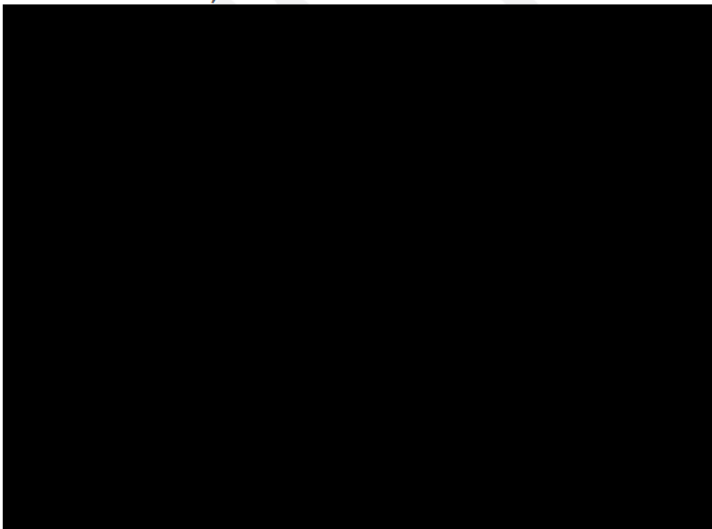
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- Ministry held a briefing with the sector on **25 June 2021** to explain WDHs progress and the assurance process. This was followed up with a more detailed e-mail to the sector advising of the next series of changes and how this had undergone review by 

Co-ordination

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Distribution

Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Director-General, GCSB



S9(2)(k)

From: S9(2)(k)
Sent: Monday, 5 July 2021 11:01
To: S6(a), S9(2)(k)
Cc:
Subject: DELAYED Waikato DHB Information Technology Outage Situation Report #32 - 05 July 2021 - DELAYED

Kia ora koutou,

The release of the Waikato DHB Information Technology Outage Situation Report #32 dated 05 July 2021 will be **delayed**.

NHCC Intelligence

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