

S9(2)(k)

From:

S9(2)(k)

Sent:

Monday, 5 July 2021 14:18

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #32 - 05 July 2021

Attachments:

05072021_WDHBITIncident_SitRep_32.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #32 dated 05 July 2021.

NHCC Intelligence

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Date:	05 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #32
For your:	Information

Status

Date/time	05 July 2021, 1100
Info Current as at	05 July 2021, 1030
Next SITREP	07 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**.
- There is no estimate for full return of IT services however good progress is now made.
- S9(2)(c), S9(2)(k)

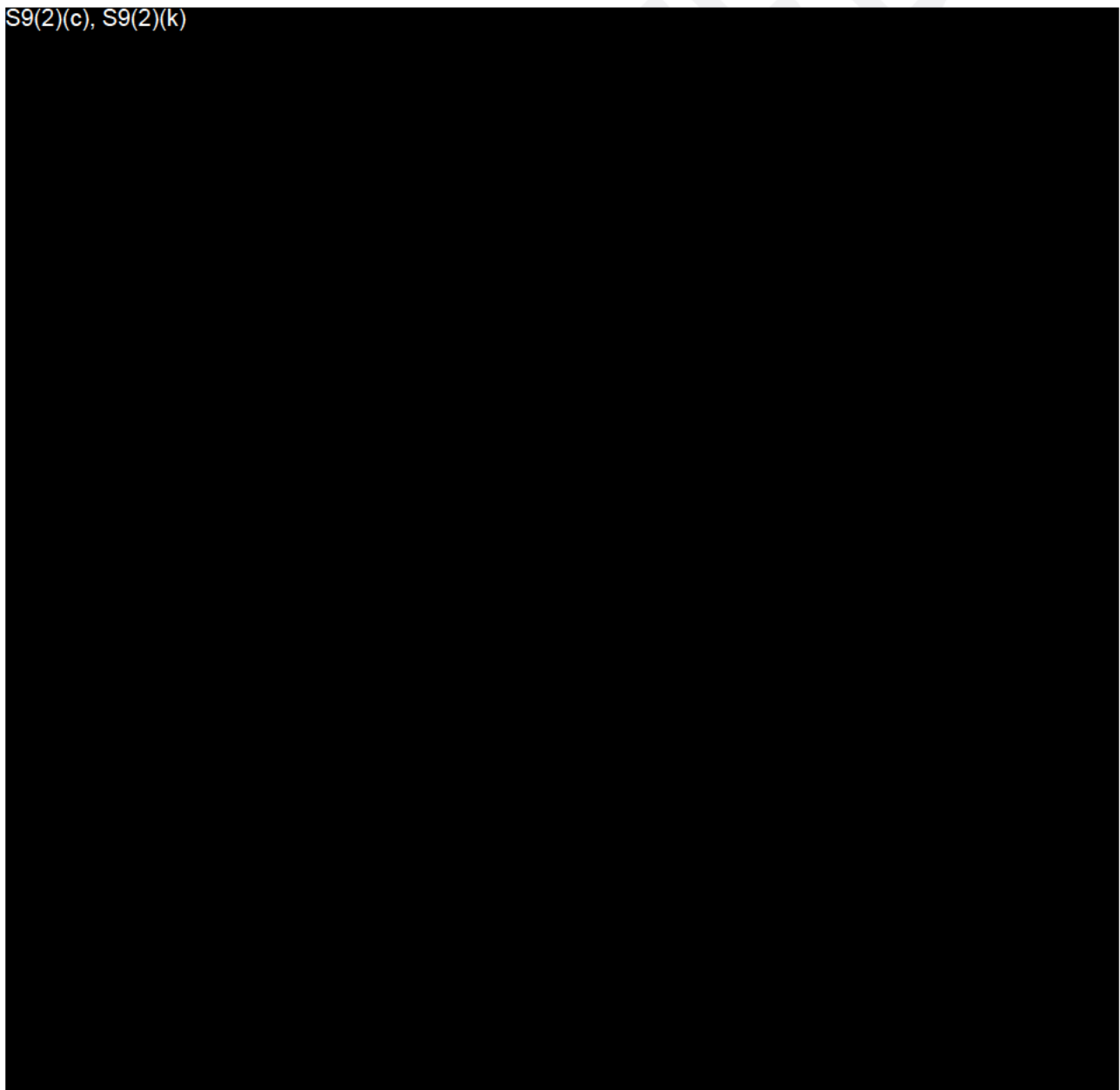
RESTRICTED

- Clinical Service Recovery workshop was held Friday 02 July 2021. An approach for backlog calculation and backlog catch up has been outlined, based on processes used during COVID-19 recovery.
- Detailed Service Recovery plans by Directorate are continuously updated as further systems releases enable services to re-commence work.
- Communications with primary care, vendors and healthcare partners following roll out of S9(2)(c), S9(2)(k) and other connections with Health NZ.
- Process for identification, review and enablement of external websites to be whitelisted defined and communicated to staff.

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.

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



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

Waikato DHB IT Service Restoration Wave status as at **05 July 2021**:

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

- Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks
- Process for URL whitelisting has been defined and the initial few hundred URLs have been sent for whitelisting
- S9(2)(c), S9(2)(k) messaging was scheduled to be re-enabled Friday **02 July 2021**. Comms have been sent to primary care and other recipients. Detailed comms will be disseminated before system is enabled
- **Wave 3 almost completed, Wave 4 underway, Wave 5 in planning. Wave 6, 7 and 8 systems identified and populated**
- **Clinical Service Recovery workshop completed Friday 02 July 2021. Service recovery approach outlined**
- **Service recovery plans continuously updated by Service Directors**

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 have been approached directly with a view to appoint next week beginning **28 June 2021**. **As at 05 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

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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.

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

The most recent internal communications have included:

- **Breast Screening and Breast Care Centre system restoration supporting resumption of main operations**
- **Diagnostic services and Lab result availability**
- **Guidance to clinicians on application environment and “what you need to know”**
- **Website/URL access restoration**

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

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 **last 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**.

A number of staff have been advised of the disclosure of their data. There will be ongoing notifications to staff over the next 10 days once more information is provided.

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

The WDHB is looking to send out a press release this week outlining more information on numbers of people affected.

The WDHB communications team is planning on doing some paid advertising in the coming week to update the public on service progress and reiterate cyber security safety messages, with a focus on rural areas.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- The DHB continues to process data to identify and contact affected staff and patients.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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**.

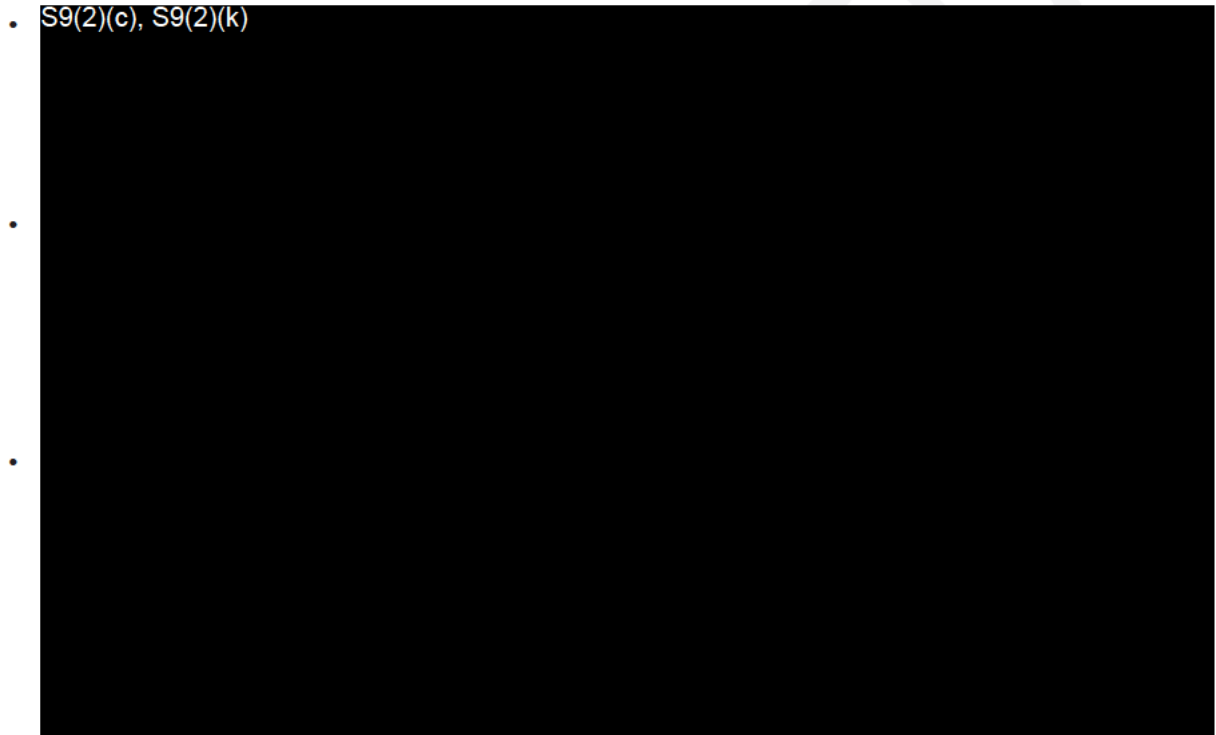
Between 02 - 04 July 2021:

- There were ^{S9(1)} calls received through this line, S9(2)(c)
- Healthline volumes for the area remain in line with expected volumes
- 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)

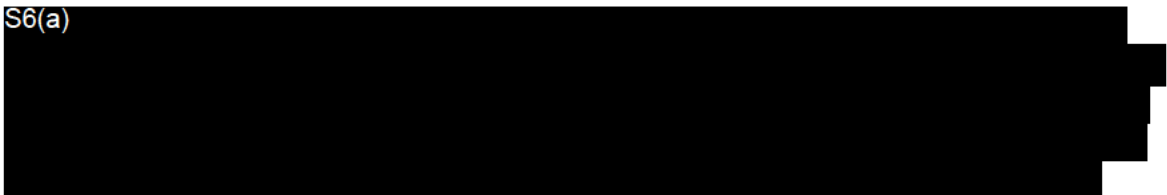


Equity

- 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)

- 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)

- 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 WDHBs 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 S9(2)(k)

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, 7 July 2021 11:03

To:

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

Cc:

Subject:

DELAYED Waikato DHB Information Technology Outage Situation Report #33 - 07 July 2021 DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #33 dated 07 July 2021 will be delayed.

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S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 7 July 2021 12:28

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #33 - 07 July 2021

Attachments:

07072021_WDHBITIncident_SitRep_33.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #33 dated 07 July 2021.

NHCC Intelligence

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National Cyber Security Centre



GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI

Date:	07 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #33
For your:	Information

Status

Date/time	05 July 2021, 1100
Info Current as at	05 July 2021, 1030
Next SITREP	07 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**.
- There is no estimate for full return of IT services however good progress is now made.
- S9(2)(c), S9(2)(k)
[REDACTED]
- Clinical Service Recovery workshop was held Friday **02 July 2021**. An approach for backlog calculation and backlog catch up has been outlined, based on processes used during COVID-19 recovery.


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- Detailed Service Recovery plans by Directorate are continuously updated as further systems releases enable services to re-commence work.
- Communications with primary care, vendors and healthcare partners following roll out of S9(2)(k) and other connections with Health NZ.
- Process for identification, review and enablement of external websites to be whitelisted defined and communicated to staff.
- Work is starting to determine full scope of systems to be restored, based on business process priorities and requirements.

IT Service Restoration

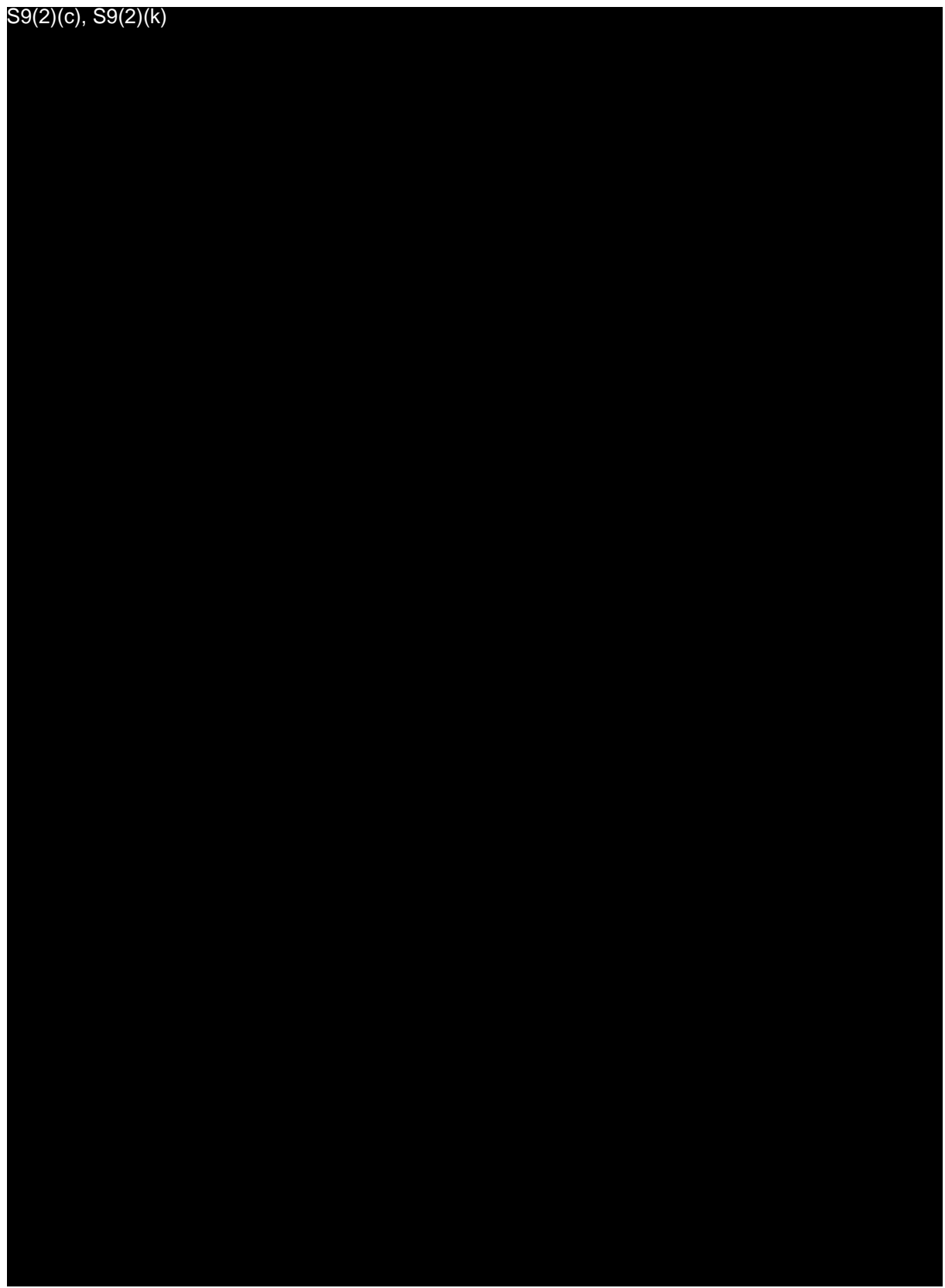
As part of the recovery process, following the cyber incident, the WDH B Information Systems team is working through a process of server restoration to re-establish organisational services across both the clinical and corporate domains.

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



RESTRICTED

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



RESTRICTED

Waikato DHB IT Service Restoration Wave status as at **07 July 2021**:

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

- Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks
- Wave 3 almost completed, Wave 4 underway, Wave 5 in planning. Wave 6, 7 and 8 systems identified and populated
- Service recovery plans continuously updated by Service Directors

IT Restoration Support Required

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

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- 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

The most recent internal communications have included:

- Website/URL access restoration
- S9(2)(k) partial accessibility for community providers
- Breast Screening and Breast Care Centre system restoration supporting resumption of main operations
- Diagnostic services and Lab result availability
- Guidance to clinicians on application environment and “what you need to know”

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
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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.

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Following public disclosure last 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**.

A number of staff have been advised of the disclosure of their data. There will be ongoing notifications to staff over the next 10 days once more information is provided.

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

The WDHB is tentatively planning public communications for Friday or early next week outlining more information on the privacy impacts.

The WDHB communications team is planning on doing some paid advertising in the coming week to update the public on service progress and reiterate cyber security safety messages, with a focus on rural areas.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- The DHB continues to process data to identify and contact affected staff and patients.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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 **05 - 06 July 2021**:

- There were **99** calls received through this line, **S9(2)(c)**

RESTRICTED

S9(2)(c)

- Healthline volumes for the area are slightly higher than expected but in line with total activity across the service.
- 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.

Privacy

A further number of staff have been advised of disclosure of data S9(2)(k) last week. This was on the basis of risk related to the amount of and type of information that was disclosed which could be used for identity theft and criminal activity.

Staff are grateful for the notification and have utilised the additional support and expertise from IDCARE. Any costs incurred e.g. new drivers license are being reimbursed to affected staff.

The data is still being analysed by experts to ensure risk assessments are undertaken appropriately from a notification perspective. Expecting to understand total numbers in the next 48 hours.

A patient notification strategy and approach has been drafted and will be implemented on the basis of the information WDHB will have gathered and analysed. Further categorisation of this data will need to be undertaken on the following basis:

- Exemption under Privacy Act (S116) for Minors and Mental Health.
- Data disclosed does not meet the threshold for notification under Privacy Act.
- Low sensitivity – letter notification connecting back to clinical team.
- Medium to High sensitivity – could be images, gynae, urology, mental health etc – clinical review and assessment by clinical teams. Once this is completed then the appropriate patient notification approach will be undertaken – again this could be a letter, a meeting/call with the treating clinician or an exemption under the Privacy Act.

At this stage, still with the caveat in terms of numbers, the aim is for WDHB to complete their notification process to staff and patients by the end of July at the latest.

FAQs and updated information will be provided to the Helpline once WDHB have clarity around their notification approach. IDCARE have received S9(2)(k) calls since the cyber incident. Total of S9(2)(k) calls to Helpline in the same period (26 May onwards).

The DHB continues to work with the Privacy Commissioner, NCSC, GCSB and Police. Additionally, the DHB is working closely with the banks, DIA, NZTA, and IRD, providing them with transcripts to support staff and patients with any questions.

WDHB intend to provide an update on progress and general reminder around protecting personal information to staff later this week.

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)

RESTRICTED

S9(2)(c)

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

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)


- 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)

- 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)

From:

S9(2)(k)

Sent:

Thursday, 8 July 2021 15:48

To:

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

Cc:

Subject:

Re: MOH-GCSB Minister Briefing Note re Waikato DHB incident - 08 July

Attachments:

2021-07-08 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 08 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)(c), S9(2)(k)		(work)	S9(2)(a), S9(2)(k)
		(a/h)	
		(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. 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. There have been no material updates since our last briefing note of 1 July.

Privacy

6. 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 staff and patients whose data may have been affected.
7. WDHB and external experts are working through the 9(2)(k) of data that is known to have been exfiltrated. The latest estimate is that they will have the total number of patients and staff affected by 12 July and notifications to all staff and patients made by 31 July. This is dependent on total numbers and the sensitivity of the data that has been exfiltrated, which will inform the DHBs notification approaches.
8. A patient notification strategy and approach has been developed. The strategy will be implemented based on information that has been gathered and analysed from the exfiltrated data. The data will be further categorised on the following basis:
 - a. Exemption under Privacy Act (S116) – under the Privacy Act if after a clinical assessment/review the treating clinician believes that a notification may have a significant detrimental impact on the individual and cause harm, then there is an exemption of notification. The DHB will complete this initial clinical review for those who are minors or within Mental Health services.

- b. Data disclosed does not meet the threshold for notification under Privacy Act
 - c. Low sensitivity – letter notification connecting the patient back to their clinical team
 - d. Medium to high sensitivity including medical records and images – clinical review and assessment by clinical teams. Once the assessment is completed the appropriate patient notification approach will be undertaken.
9. Staff Notifications have been undertaken when enough information is available. To date, S9(2)(k) staff were notified and advised that their name and employee number had been exfiltrated (beginning of June) and a further S9(2)(k) staff (beginning of July) have been notified that their personal information has been exfiltrated. These individuals were identified as high risk due to the nature and volume of information and the potential for identity theft or criminal activity. In addition:
- a. A general staff update was given, regarding the information on the dark web S9(2)(k)
 - c. Staff are being offered additional support and expertise from IDCARE

Re-establishing IT services

10. 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.
11. Prior to the incident WDHB operated S9(2)(c), S9(2)(k) S9(2)(c), S9(2)(k)
- 12.
13. IT service restoration activity continues to be prioritised and delivered in waves. Detail on the IT Restoration Plan and progress will continue to be sent to your office on Tuesday and Thursday mornings. Note that Wave 3 completion has been delayed by one week due to a software upgrade being required.
14. S9(2)(c), S9(2)(k)

Communications

15. WDHB has received several media requests relating to the public disclosure that WDHB data had made its way onto the internet. 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. It also held a media stand-up on 1 July.
16. There are no media stand-ups planned for this week.
17. 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).
18. Issues related to privacy continue to be communicated as required. All staff identified as potentially affected by the cyber security incident are contacted directly.
19. 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.
20. 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

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

22.

23.

24.

25.

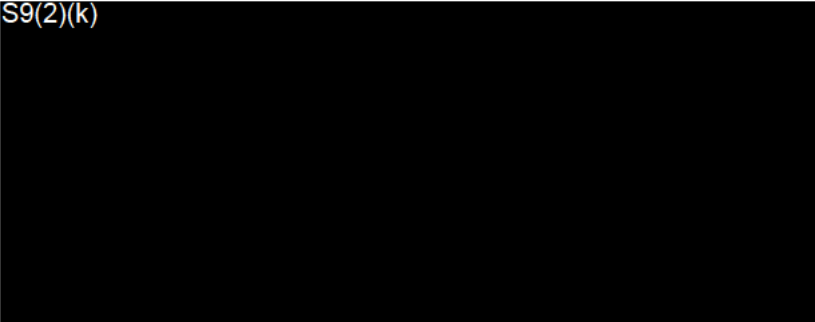
Further information

26. 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	In response to some WDHB data being available on the internet, a staff and patient notification strategy and approach has been developed by WDHB and expert advisors to support activity around privacy management. The number of patients impacted is expected to be known by 12 July and notifications made by 31 July.	Yes/No
2.	Note	Waves 1 and 2 of restoration and recovery are complete. Wave 3 is expected to be complete by 23 July. Ongoing restoration plan is provided to your office twice weekly.	Yes/No
3.	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, 9 July 2021 10:47

To:

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

Cc:

Subject:

DELAYED Waikato DHB Information Technology Outage Situation Report #34 - 09 July 2021 DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #34 dated 09 July 2021 will be delayed.

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.

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S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 9 July 2021 12:40

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #34 - 09 July 2021

Attachments:

09072021_WDHBITIncident_SitRep_34.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #34 dated 09 July 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.

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Date:	09 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #34
For your:	Information

Status

Date/time	09 July 2021, 1100
Info Current as at	09 July 2021, 1030
Next SITREP	12 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**.
- There is no estimate for full return of IT services however good progress is now made.
- S9(2)(c), S9(2)(k) [REDACTED]
- Clinical Service Recovery workshop was held Friday **02 July 2021**. An approach for backlog calculation and backlog catch-up has been outlined, based on processes used during COVID-19 recovery.

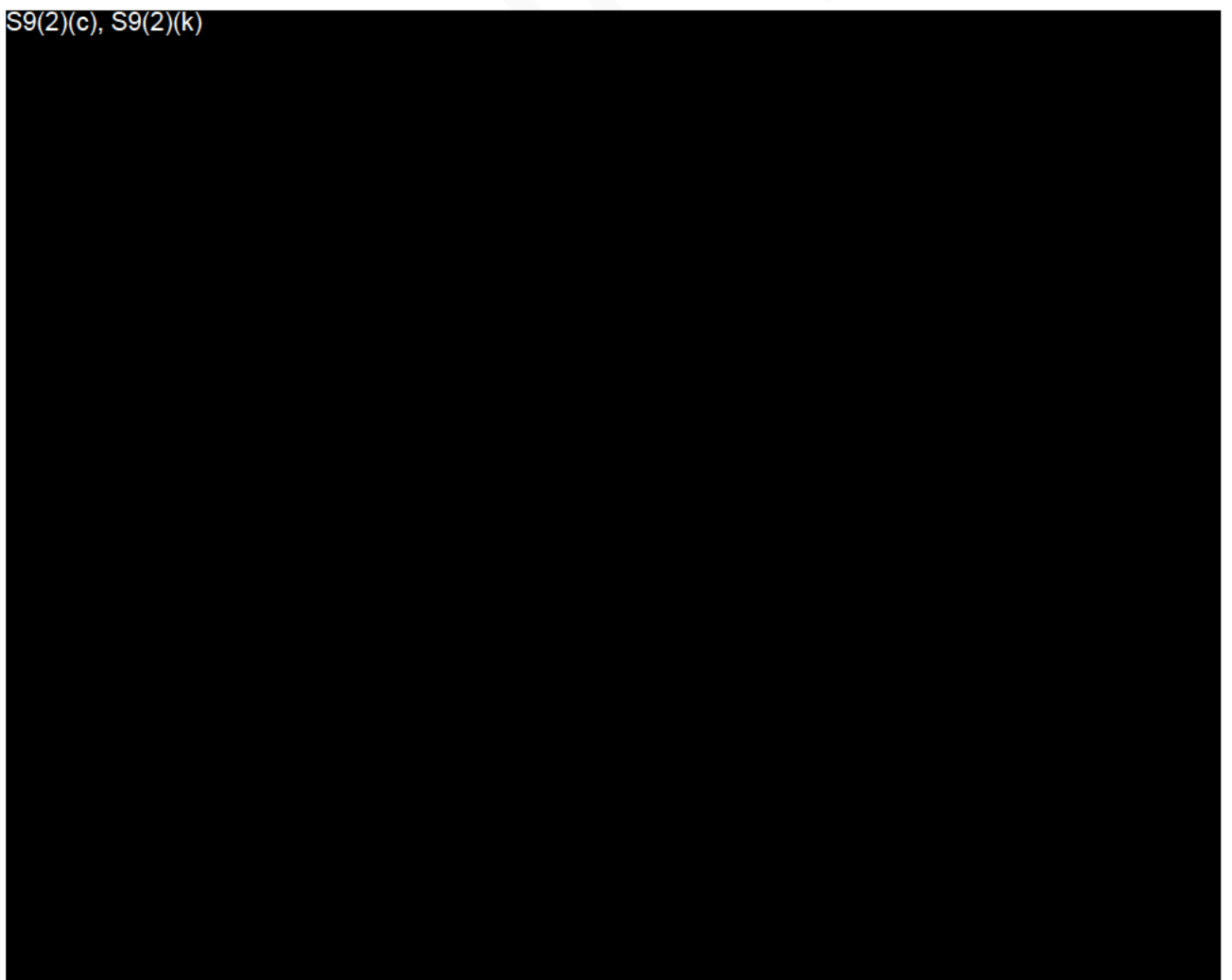
RESTRICTED

- Detailed Service Recovery plans by Directorate are continuously updated as further systems releases enable services to re-commence work.
- Communications with primary care, vendors and healthcare partners following roll out of S9(2)(k) and other connections with Health NZ.
- Process for identification, review and enablement of external websites to be whitelisted defined and communicated to staff.
- Work is progressing to determine full scope of systems to be restored, based on business process priorities and requirements.
- The shift towards Process and Service enablement is in progress to guide future prioritisation setting of systems recovery, and provide a more holistic picture of service status and functionality.
- An assurance review is underway, with a focus on the WDHB governance and approach to the recovery of services
- External electronic information flow to GPs (lab results, discharge summaries) and into DHB (community path lab results etc) re-commenced on 7 July 2021. Staging of backlogged messages to avoid system overload and recipient peak workload.

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.

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



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

Waikato DHB IT Service Restoration Wave status as at **09 July 2021**:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3/4	In Progress	S9(2)(c), S9(2)(k)
Waves 5 and 6	Planning	
Waves 7 and 8	Planning	

- Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks
- Wave 3 almost completed, Wave 4 underway, Wave 5 in planning. Wave 6, 7 and 8 systems identified and populated
- Prioritisation of further priority processes underway with Clinical and Corporate Reference Groups meeting on 9 July 2021.
- Service recovery plans continuously updated by Service Directors

IT Restoration Support Required

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

Communications are issued to staff daily.

The most recent staff-wide notice relating specifically to privacy went on 30 June 2021. This notice included advice on how individuals can take steps to protect their information from further misuse, complain to the OPC if they do not believe the incident is being handled appropriately, directed individuals to our dedicated support email address and phone line, and referred to other support services such as IDCARE. Following this notice the DHB has been actively responding to a small number inbound queries and providing ongoing support.

On IT restoration, there is a clear process followed as an application is released to the organisation to support clear communications on its availability and level of functionality, as many services will not be operating at full capability initially. Communications to staff are agreed between IS, a 'product owner' from the appropriate service, and communications, to ensure messaging is clear, relevant, and accurate. They must then be approved via recovery governance.

The most recent internal communications this week have included:

- S9(2)(c), S9(2)(k)
- [REDACTED]

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- S9(2)(c), S9(2)(k)
- Guidance to clinicians on the application environment and “what you need to know”

Internal communications to staff relating to the systems being made available have been reviewed to ensure the level of functionality that will be available on release back into the business and what is not yet available is explained more clearly. This will ensure users have a full understanding of what impact any changes might have on their work.

The WDHB also continues to reinforce the need to follow up internal communications with in-person or in-meetings discussions within individual teams to support a better understanding and coverage of what is being released.

As 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

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.

An Internal communication to DHB staff regarding privacy was last issued on 30 June 2021 which included advice to individuals regarding data safety going forward. There have been a small number of additional individual queries received internally.

Media

The WDHB is tentatively planning public communications for next week outlining more information on the privacy impacts.

The public update planned for next week will provide assurance that the WDHB is rapidly identifying and notifying any risk to public and staff. It may include an update on the process used to assess data and create individual notifications, as well as how many individuals have been contacted due to

being at high risk of data theft. A communications plan is in place that supports the upcoming statement.

The WDHB communications team is planning on doing some paid advertising in the coming weeks to update the public on service progress and reiterate cyber security safety messages, with a focus on rural areas.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.

OIA requests

All DHBs have received an OIA request (from someone who appears to be a member of the public, not the media) about how prepared it is for future potential cyber security incident. TAS has supported DHBs with advice on a coordinated response, which matches the guidance issued for Radio New Zealand's recent OIA request.

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 07 - 08 July 2021:

- There was S9(2)(c) received through this line with privacy concerns
S9(2)(c)
- 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.

Privacy

Following the first screenshot of information that was shared with the media and Office of the Privacy Commissioner (OPC) on 26 May 2021, the DHB contacted S9(2)(k)

. There was a further screen shot of patient names and numbers, however there was no visibility of what information was behind the screenshot and therefore no contacts were made (aligned to Privacy Act requirements). S9(2)(k), all were assessed against Privacy Act obligations and of those S9(2)(k) were contacted.

A further number of staff have been advised of disclosure of data S9(2)(k) last week. This was on the basis of risk related to the amount of and type of information that was disclosed which could be used for identity theft and criminal activity.

Staff are grateful for the notification and have utilised the additional support and expertise from IDCARE. S9(2)(k)

The data is still being analysed by experts to ensure risk assessments are undertaken appropriately from a notification perspective.

A patient notification strategy and approach has been drafted and will be implemented on the basis of the information WDHB will have gathered and analysed. Further categorisation of this data will need to be undertaken on the following basis:

- Exemption under Privacy Act (S116) for Minors and Mental Health.
- Data disclosed does not meet the threshold for notification under Privacy Act.
- Low sensitivity – letter notification connecting back to clinical team.
- Medium to High sensitivity – could be images, gynae, urology, mental health etc – clinical review and assessment by clinical teams. Once this is completed then the appropriate patient notification approach will be undertaken – again this could be a letter, a meeting/call with the treating clinician or an exemption under the Privacy Act.

At this stage, still with the caveat in terms of numbers in each category, the aim is for WDHB to complete their notification process to staff and patients by the end of July at the latest.

The caveat on 'numbers' relates the context of the question. Not all individuals identified in the data set will have the same data points about them compromised. For example, an individual who only has had their work email address compromised may not fall into the bucket of individuals to be 'notified' (in line with the Privacy Act's requirements) but may fall into the total list of 'numbers' of individuals involved in the incident.

The target date to understand the broad characteristics of the data disclosed and breakdown of numbers is expected 12 July 2021. Once the data review is complete, several steps are then required. This includes mapping the data points on each individual that was compromised, complete a risk assessment in line with the Privacy Act's requirements, understand if any exemptions apply (e.g. not to notify where the notification will cause mental harm to the individual), and then obtain accurate contact details to deliver the notification.

They will complete the notifications in batches, i.e. as soon as they can, they will commence notifications, and will start before completion of the review (i.e. in parallel). Further, they are working with vendors to ensure the notifications are tailored to that individual, and they can manage inbound responses. Of the individuals contacted to date, approximately 70% have been staff and 30% patients.

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A meeting has been held with the CMO and ED Hospital and Community Services to discuss initial approaches to patient notification strategies. Both are comfortable with the proposed approaches, and a further meeting will be held early next week once categorisations have been completed as above.

The OPC retains an oversight role in WDHB's response process. WDHB is keeping them up to date with their categorisation and notification strategy. The OPC understands that a fully informed notification strategy to comply with the Privacy Act requires a completed data review and risk analysis to be completed first. The DHB has advised that the OPC is satisfied with the WDHB's periodic updates and approach. The DHB continues to work with legal, privacy and cyber experts with experience in ransomware events to support the response process and ensure WDHB meets compliance obligations.

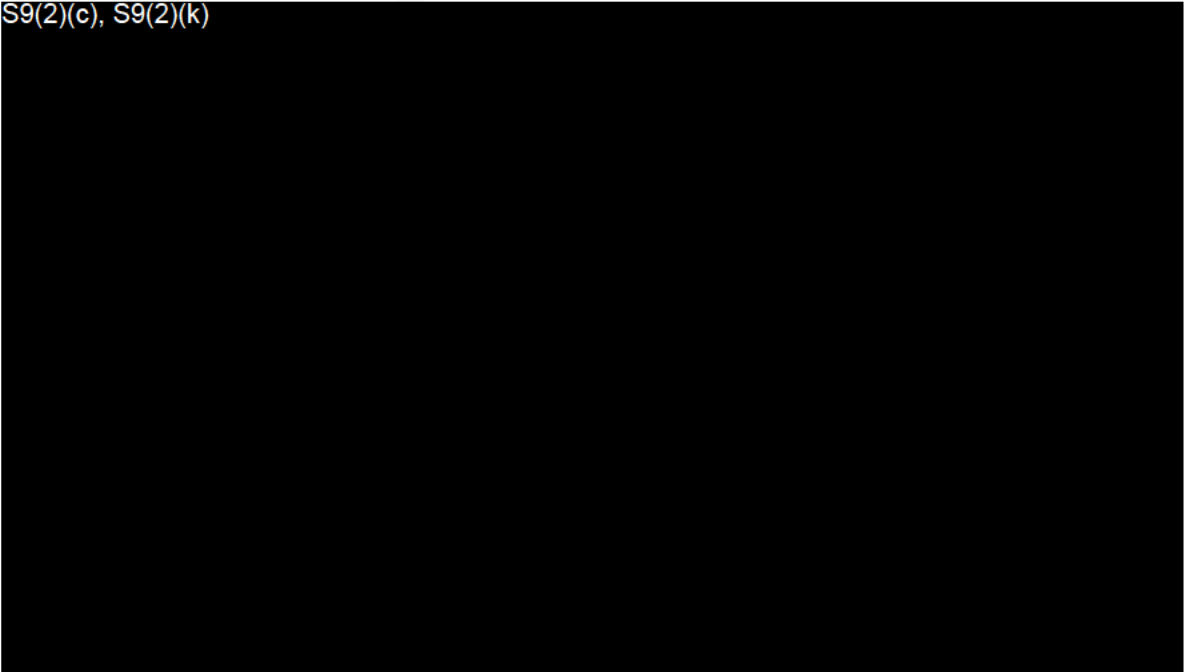
FAQs and updated information will be provided to the Helpline once WDHB have clarity around their notification approach. IDCARE have received ^{S9(2)(k)} calls since the cyber incident. Total of ^{S9(2)(k)} calls to Helpline in the same period (26 May 2021 onwards).

The DHB continues to work with the Privacy Commissioner, NCSC, GCSB and Police. Additionally, the DHB is working closely with the banks, DIA, NZTA, and IRD, providing them with transcripts to support staff and patients with any questions.

WDHB intend to provide an update on progress and general reminder around protecting personal information to staff later this week.

Service Delivery

- Analysis of service elective backlog has commenced.
- A summary view of Service Recovery work is being compiled from detailed service recovery plans.
- 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)
- 

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

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]

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 WDHBs 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 S9(2)(k) [REDACTED]

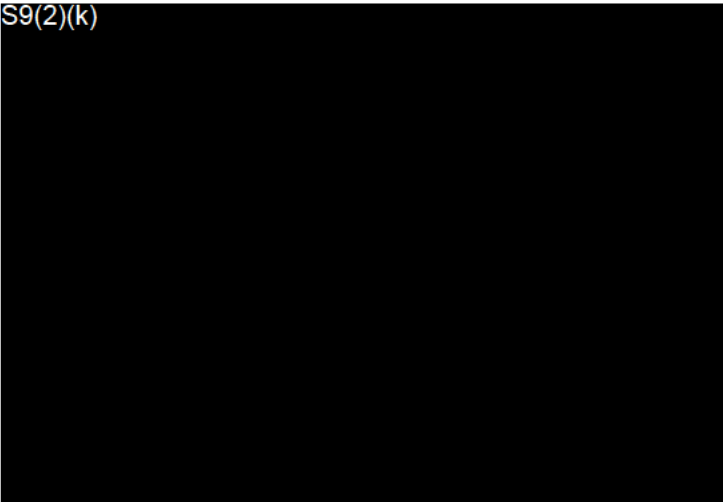
Co-ordination

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:

Monday, 12 July 2021 11:36

To:

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

Cc:

Subject:

Attachments:

12072021_WDHBITIncident_SitRep_35.pdf

Kia ora koutou

Attached is the Waikato DHB Information Technology Outage Situation Report #35 dated 12 July 2021.

NHCC Intelligence

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Date:	12 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #35
For your:	Information

Status

Date/time	12 July 2021, 1100
Info Current as at	12 July 2021, 1030
Next SITREP	14 July 2021, 1100

New information from the previous SITREP is noted in red.

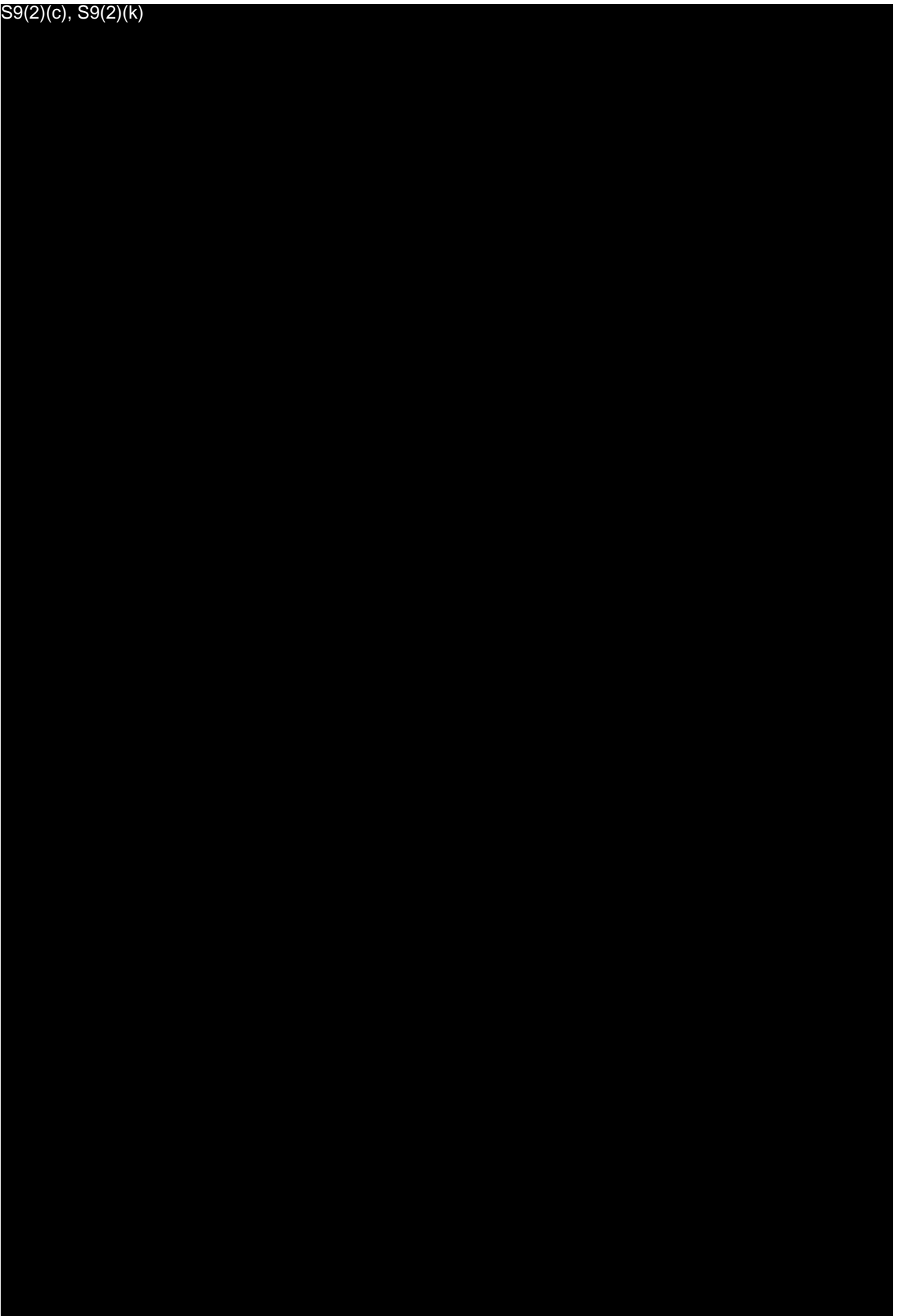
Summary

- 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.
- Clinical and Corporate prioritisation of the next few waves of System restoration has been completed and signed off by governance.
- **The number of children presenting with RSV is high, with 7 children being managed in the Waikato ICU. The CIMS response was initiated on Saturday and remains in place.**
- There is no estimate for full return of IT services however good progress is now made.
- External electronic information flow to GPs (lab results, discharge summaries) and into DHB (community path lab results etc) re-commenced on **07 July 2021**. Staging of backlogged messages to avoid system overload and recipient peak workload.

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.

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



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Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3/4	In Progress	S9(2)(c), S9(2)(k)
Waves 5 and 6	Planning	
Waves 7 and 8	Planning	

- Planning continues to progress with a focus on the systems anticipated to be released over the next three weeks
- Wave 3 almost completed, Wave 4 underway, Wave 5 in planning. Wave 6, 7 and 8 systems identified and populated
- Prioritisation of further priority processes underway with Clinical and Corporate Reference Groups meeting on 9 July 2021.
- Service recovery plans continuously updated by Service Directors
- S9(2)(c), S9(2)(k)

IT Restoration Support Required

- WDHB and the Ministry have been working closely to identify any support WDHB require for the IT restoration
- 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**.
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- S9(2)(c), S9(2)(k)
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As the focus has shifted to recovery, the communications approach has become more targeted and are managed as follows:

What	When	Channel	Content	Audience
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The public update planned for next week will provide assurance that the WDHB is rapidly identifying and notifying any risk to public and staff. It may include an update on the process used to assess data and create individual notifications, as well as how many individuals have been contacted due to being at high risk of data theft. A communications plan is in place that supports the upcoming statement.

The WDHB communications team is planning on doing some paid advertising in the coming weeks to update the public on service progress and reiterate cyber security safety messages, with a focus on rural areas.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.

OIA requests

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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 09 - 11 July 2021:

- There **were no calls** received through this line with privacy concerns
- 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.

Privacy

Following the first screenshot of information that was shared with the media and Office of the Privacy Commissioner (OPC) on **26 May 2021**, the DHB contacted **S9(2)(c), S9(2)(k)**. There was a further screen shot of patient names and numbers, however there was no visibility of what information was behind

RESTRICTED

the screenshot and therefore no contacts were made (aligned to Privacy Act requirements). S9(2)(k) [REDACTED], all were assessed against Privacy Act obligations and of those [REDACTED] were contacted.

A further number of staff have been advised of disclosure of data S9(2)(k) [REDACTED] last week. This was on the basis of risk related to the amount of and type of information that was disclosed which could be used for identity theft and criminal activity.

Staff are grateful for the notification and have utilised the additional support and expertise from IDCARE. S9(2)(k) [REDACTED]
[REDACTED]

The data is still being analysed by experts to ensure risk assessments are undertaken appropriately from a notification perspective.

A patient notification strategy and approach has been drafted and will be implemented on the basis of the information WDHB will have gathered and analysed. Further categorisation of this data will need to be undertaken on the following basis:

- Exemption under Privacy Act (S116) for Minors and Mental Health.
- Data disclosed does not meet the threshold for notification under Privacy Act.
- Low sensitivity – letter notification connecting back to clinical team.
- Medium to High sensitivity – could be images, gynae, urology, mental health etc – clinical review and assessment by clinical teams. Once this is completed then the appropriate patient notification approach will be undertaken – again this could be a letter, a meeting/call with the treating clinician or an exemption under the Privacy Act.

At this stage, still with the caveat in terms of numbers in each category, the aim is for WDHB to complete their notification process to staff and patients by the end of July at the latest.

The caveat on 'numbers' relates the context of the question. Not all individuals identified in the data set will have the same data points about them compromised. For example, an individual who only has had their work email address compromised may not fall into the bucket of individuals to be 'notified' (in line with the Privacy Act's requirements) but may fall into the total list of 'numbers' of individuals involved in the incident.

The target date to understand the broad characteristics of the data disclosed and breakdown of numbers is expected **12 July 2021**. Once the data review is complete, several steps are then required. This includes mapping the data points on each individual that was compromised, complete a risk assessment in line with the Privacy Act's requirements, understand if any exemptions apply (e.g. not to notify where the notification will cause mental harm to the individual), and then obtain accurate contact details to deliver the notification.

They will complete the notifications in batches, i.e. as soon as they can, they will commence notifications, and will start before completion of the review (i.e. in parallel). Further, they are working with vendors to ensure the notifications are tailored to that individual, and they can manage inbound responses. Of the individuals contacted to date, approximately 70% have been staff and 30% patients.

A meeting has been held with the CMO and ED Hospital and Community Services to discuss initial approaches to patient notification strategies. Both are comfortable with the proposed approaches, and a further meeting will be held early next week once categorisations have been completed as above.

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The OPC retains an oversight role in WDHB's response process. WDHB is keeping them up to date with their categorisation and notification strategy. The OPC understands that a fully informed notification strategy to comply with the Privacy Act requires a completed data review and risk analysis to be completed first. The DHB has advised that the OPC is satisfied with the WDHB's periodic updates and approach. The DHB continues to work with legal, privacy and cyber experts with experience in ransomware events to support the response process and ensure WDHB meets compliance obligations.

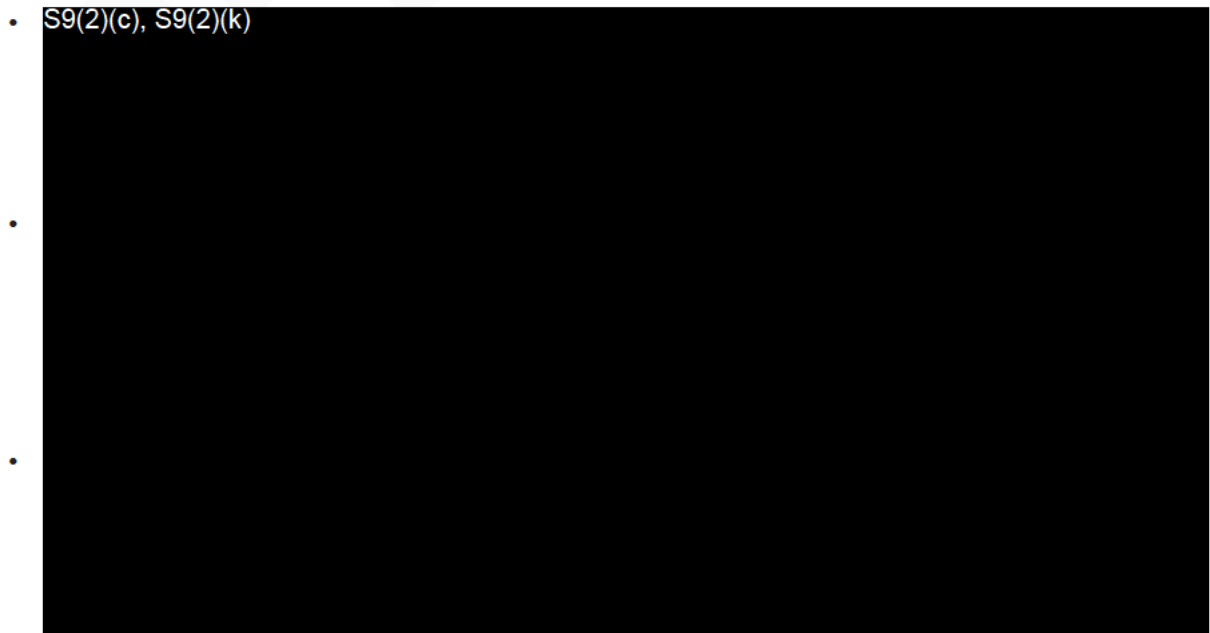
FAQs and updated information will be provided to the Helpline once WDHB have clarity around their notification approach. IDCARE have received ^{S9(2)(f)} calls since the cyber incident. Total of 79 calls to Helpline in the same period (26 May 2021 onwards).

The DHB continues to work with the Privacy Commissioner, NCSC, GCSB and Police. Additionally, the DHB is working closely with the banks, DIA, NZTA, and IRD, providing them with transcripts to support staff and patients with any questions.

WDHB intend to provide an update on progress and general reminder around protecting personal information to staff later this week.

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.
- The number of children presenting with RSV is high, with ^{S9(2)(f)} children being managed in the Waikato ICU – ^{S9(2)(f)} medical and ^{S9(2)(f)} trauma. Volumes continued to increase over the weekend with demand exceeding capacity in the paediatric ward, ICU and ED paediatric area. This has been compounded by availability of staff. The CIMS response was initiated on Saturday and remains in place. Strategies continue to be reviewed and implemented to assist with supporting WDHB ability to manage. Additional capacity has been created to support the demand. ICU is at capacity – this has resulted in cardiac surgery being deferred. All planned surgery is currently being reviewed for the week.
- A meeting is scheduled for 12 July 2021 with the Ministry and national DHB COOs to discuss RSV, ICU, acute demand and national capacity planning.
- S9(2)(c), S9(2)(k)



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

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]
- [REDACTED]

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 WDHBs 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 [REDACTED]

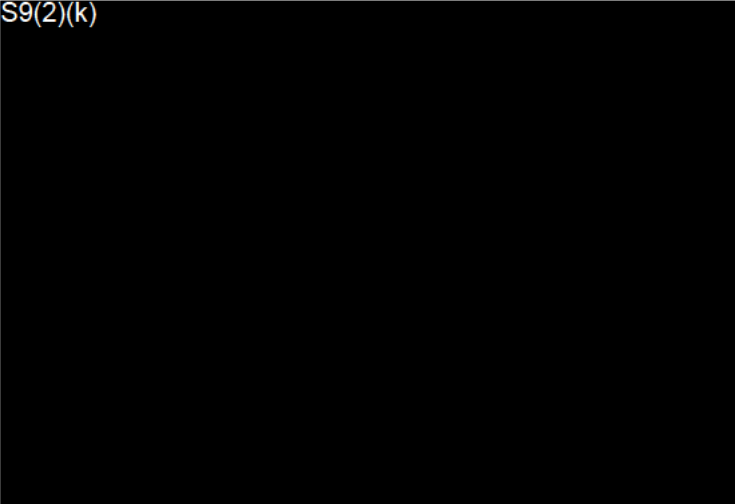
Co-ordination

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)



9(2)(a)

From:

S9(2)(k)

Sent:

Wednesday, 14 July 2021 11:03

To:

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

Cc:

Subject:

DELAYED Waikato DHB Information Technology Outage Situation Report #36 - 14 July 2021 DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #36 dated **14 July 2021** will be delayed.

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S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 14 July 2021 16:15

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #36 - 14 July 2021

Attachments:

14072021_WDHBITIncident_SitRep_36.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #36 dated 14 July 2021.

Please note, future Situation Reports will be sent out at 1300hrs on Monday, Wednesday and Friday.

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Date:	14 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #36
For your:	Information

Status

Date/time	14 July 2021, 1400
Info Current as at	14 July 2021, 1330
Next SITREP	16 July 2021, 1300

New information from the previous SITREP is noted in red.

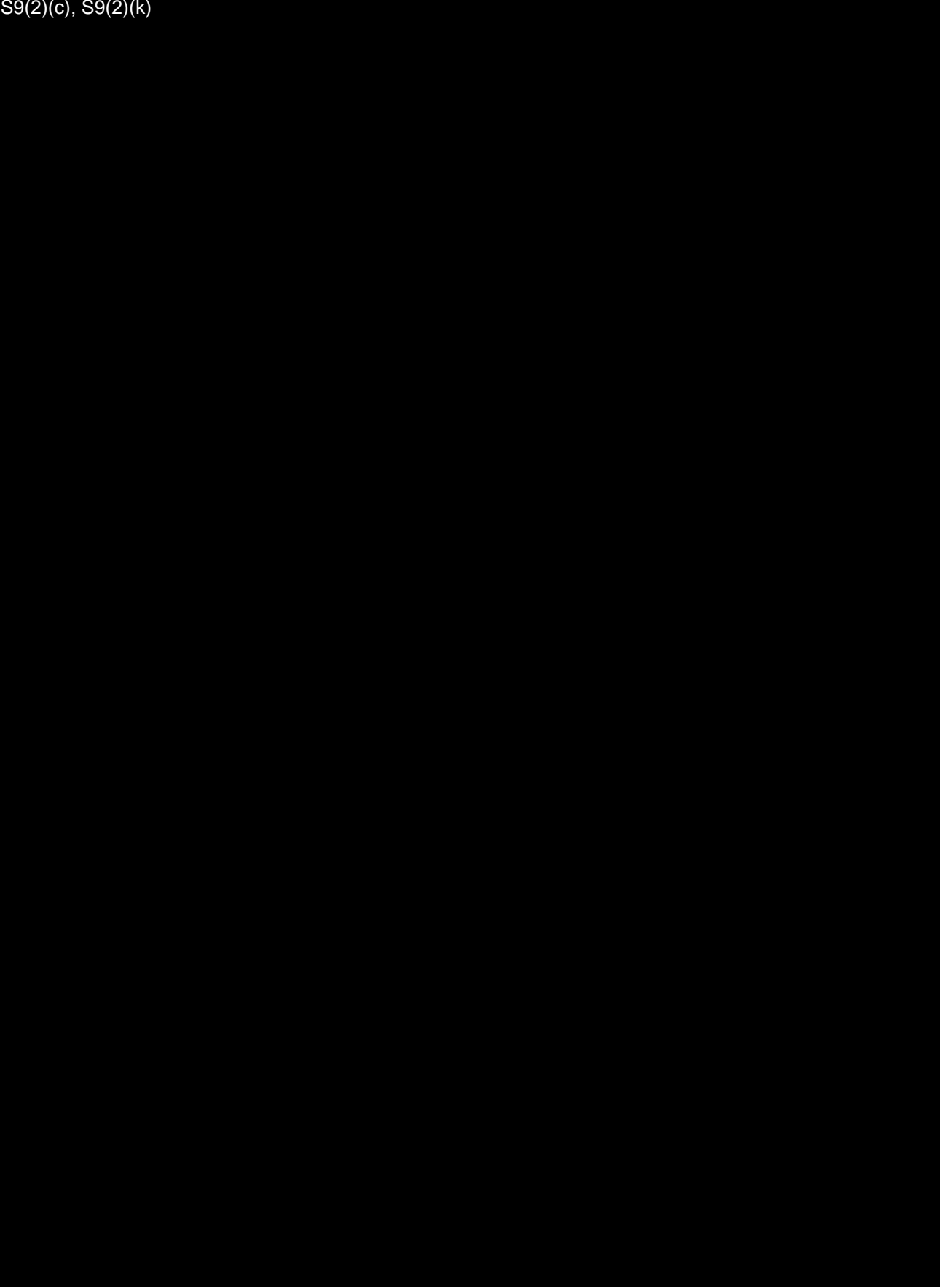
Summary

- 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.
- The number of children presenting with RSV **remains** high, with **10** children being managed in the Waikato ICU. The CIMS response was initiated on **10 July 2021** and remains in place.
- External electronic information flow to GPs (lab results, discharge summaries) and into DHB (community path lab results etc) re-commenced on **07 July 2021**.
- **An independent review will be completed once services are fully restored to determine lessons learnt and recommended actions to minimise future risk.**
- 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.

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



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Waikato DHB IT Service Restoration Wave status as at **14 July 2021**:

Wave #	Status	Comments
Wave 1	Completed	
Wave 2	Completed	
Wave 3/4	In Progress	S9(2)(c), S9(2)(k)
Waves 5 and 6	Planning	
Waves 7 and 8	Planning	

- Wave 3 almost completed, Wave 4 underway, Wave 5 in planning. Wave 6, 7 and 8 systems identified and populated. **Wave 9 systems identified and populated.**
- **Smaller applications and reports identified and grouped for dedicated resource to fast-track.**
- Prioritisation of further priority processes with Clinical and Corporate Reference Groups **completed** on 09 July 2021.

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
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help

- WDHB has identified the need for assistance with clinical coding and is engaging with the Ministry to locate the required resources.

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

Communications are issued to staff daily.

The most recent internal communications this week have included:

- Staff wellbeing (professional organisation of clinical psychologists specialising in wellbeing approved by ELT)
- Privacy (guidance to protect personal information)
- Website access
- Products staff can now use
- Pay rectification progress (completed up to **20 June 2021**, now starting for fortnight ending **27 June 2021** and **04 July 2021**)
- S9(2)(k) maintenance
- PLATO requirement for backlog data input
- Library resources coming online.

Media

The WDHB is tentatively planning public communications outlining more information on the privacy impacts. **Timing of communications is dependent on the extent of privacy impacts. Timing and key messages will be discussed with the Minister's Office.**

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.

RESTRICTED

- 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 12 – 13 July 2021:

- There were ^{S9(2)(c), S9(2)(k)} calls received through this line with privacy concerns.
 - One caller reported she had received emails from WDHB breast screening and wanted verification of her email.
- 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.

Privacy

WDHB and external experts are working through the ^{S9(2)(c), S9(2)(k)} of data that is known to have been exfiltrated. Preliminary findings on Monday 12 July, identified around ^{S9(2)(k)} individuals who potentially require a notification, however further analysis is still required and needed to be undertaken to then breakdown those numbers and categorise them as identified below.

This breakdown of the numbers was anticipated to be complete on 13 July 2021, however is now expected on **15 July 2021**. The expectation remains that notifications to all staff and patients affected is made by 31 July.

A patient notification strategy and approach has been drafted and will be implemented on the basis of the information WDHB will have gathered and analysed. Further categorisation of this data will need to be undertaken on the following basis:

- Exemption under Privacy Act (S116) for Minors and Mental Health.
- Data disclosed does not meet the threshold for notification under Privacy Act.
- Low sensitivity – letter notification connecting back to clinical team.
- Medium to High sensitivity – could be images, gynae, urology, mental health etc – clinical review and assessment by clinical teams. Once this is completed then the appropriate patient notification approach will be undertaken – again this could be a letter, a meeting/call with the treating clinician or an exemption under the Privacy Act.

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.
- The number of children presenting with RSV has decreased slightly but remains high. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **14 July 2021** there are ^{S9(2)(c), S9(2)(k)} children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. ICU remains constrained as a result. Staffing continues to be an issue further compounding the situation.

- There continues to be a CIMS response in place to ensure WDHB are managing associated risk across the organisation. Strategies continue to be reviewed and implemented to assist with supporting their ability to manage. This has been discussed with the Ministry and a national meeting has been held to assess the situation nationally. Additional capacity has been created to support the demand.
- S9(2)(c), S9(2)(k)

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

- From 14 July 2021 updates to Cyber Security Incident and Investigation Status will only report on new material related to the Waikato DHB IT outage. Please refer to Situation Report #35 dated 12 July 2021 for previous updates.

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.
- The government has committed to undertaking an independent review once services are fully restored, to determine what can be learnt from what may have caused the incident and recommended actions that can be actioned to minimise future risk and:
 - It is anticipated that the review will focus on the incident itself, as well as the supporting response, spanning IT restoration, privacy management, the investigation process, and stakeholder management and communication
 - The Ministry is preparing terms of reference for this independent review. The review is expected to commence when Waikato DHB's systems and services are more fully functional, so key people needed to contribute to the review can remain focused on the immediate response and actions that are still underway.
 - To give assurance to the Minister of Health, the Chief Executive of WDHB, and the Ministry, an independent contractor has been on site in Waikato (from 7 July 2021) to assess the DHB's current approach to recovery after the recent cyber-attack is appropriate and whether it ensures a prioritised and timely restoration of DHB services. The findings of this assessment are being discussed with the Ministry and DHB.
 - The insights of this process will be used to further inform the terms of reference for the independent review, making sure any areas identified for improvement are considered more fully.

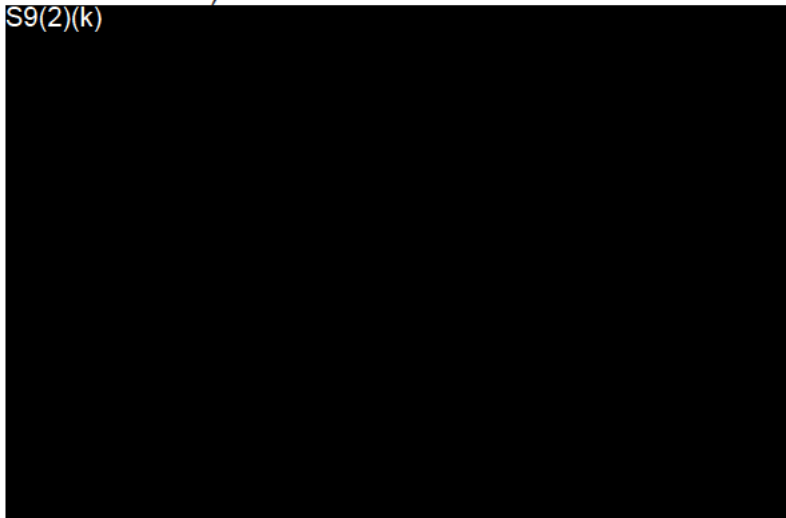
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (**1300hrs**). The Ministry will continue to coordinate a combined **WDHB**, 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, 15 July 2021 17:44

To:

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

Cc:

Subject:

Weekly MOH-GCSB Minister Briefing Note re Waikato DHB incident will be sent tomorrow

Kia ora S9(2)(k),

With apologies to the Minister, the weekly MOH-GCSB briefing note updating Ministers on the Waikato DHB incident will not be sent today.

We will get it through as early as possible tomorrow.

Ngā mihi

S9(2)(k)

Waikato DHB Ransomware Attack

S9(2)(k)

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9(2)(a)

From:

S9(2)(k)

Sent:

Friday, 16 July 2021 12:32

To:

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

Cc:

Subject:

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 16 July

Attachments:

2021-07-16 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.

Please pass my apologies to the Minister that this was not available yesterday.

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 16 July 2021

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

From S9(2)(k) [REDACTED]

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) [REDACTED]		(work)	9(2)(a) [REDACTED] X
		(a/h)	
		(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. 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. There have been no material updates since our last briefing note of 8 July.

Privacy

6. Specialist legal privacy experts are supporting the WDHB to ensure they meet all obligations to directly notify both staff and patients whose data may have been affected.
7. WDHB and external experts are working through the S9(2)(c), S9(2)(k) [REDACTED] of data that is known to have been exfiltrated. Preliminary findings were completed on 12 July and identified approximately S9(2)(k) [REDACTED] individuals who potentially require a notification. Further analysis is underway to categorise these individuals as per the notification strategy, below. WDHB still anticipates notifying all affected staff and patients, who are deemed to need notification, by 31 July.
8. A patient notification strategy and approach has been developed. The strategy will be implemented based on information that has been gathered and analysed from the exfiltrated data. The data will be further categorised on the following basis:
 - a. Exemption under Privacy Act (S116) – under the Privacy Act if after a clinical assessment/review the treating clinician believes that a notification may have a

significant detrimental impact on the individual and cause harm, then there is an exemption of notification. The DHB will complete this initial clinical review for those who are minors or within Mental Health services.

- b. Data disclosed does not meet the threshold for notification under Privacy Act
- c. Low sensitivity – letter notification connecting the patient back to their clinical team
- d. Medium to high sensitivity including medical records and images – clinical review and assessment by clinical teams. Once the assessment is completed the appropriate patient notification approach will be undertaken.

Re-establishing IT services

- 9. IT service restoration activity continues to be prioritised and delivered in waves. Detail on the IT Restoration Plan and progress will continue to be sent to your office on Tuesday and Thursday mornings.

Communications

- 10. There are no media stand-ups planned for this week.
- 11. Internal communications to WDHB staff continue to be a key focus for the WDHB communications team. Staff are currently receiving daily updates (printed and emailed copies) on key developments around restoration of services.
- 12. WDHB is tentatively planning public communications outlining more information on issues related to privacy, with the timing of communications dependent on the extent of the impacts. Timing, approach and key messages will be discussed with the Minister's Office in advance.
- 13. Staff and patients identified as being affected by the cyber security incident are being contacted directly.
- 14. 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 every Tuesday afternoon to help ensure messaging is aligned.
- 15. 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

- 16. While elective and outpatient clinics are now able to deliver to more usual service levels, there remains a backlog of patients whose care was deferred by this incident. Clinical service recovery planning is well underway. An approach for backlog calculations and backlog service catch-up have been outlined, based on processes used during COVID-19 recovery.

17. A Clinical Hauora Equity Response Rōpū has been established to ensure the response and recovery planning has a pro-equity lens.
18. Large amounts of data that has been manually captured since the incident occurred on 18 May now need to be entered into relevant systems. This work is ongoing as systems are restored and able to input relevant data. Clinical coder resourcing is a current constraint. The Ministry is supporting engagement across its national networks, however this is a constraint nationally and additional resources are scarce.
19. 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.
20. Acute services are under pressure due to current winter acute demand. The Ministry is engaging closely with WDHB on its current approach to managing this demand.

Independent Review and Assurance

21. You, as Minister of Health, committed to undertaking an independent review of the Waikato cyber incident to determine what may have caused the incident, what can be learnt from it and recommend actions that can be actioned to minimise future risk.
22. It is anticipated that the review will focus on the incident itself, as well as the supporting response, spanning IT, clinical and business services restoration, privacy management, the investigation process, and stakeholder management and communication.
23. The Ministry is preparing the terms of reference for this independent review.
24. The review is expected to commence after Waikato DHB's systems and services are more fully functional, so key people needed to contribute to the review can remain focused on the immediate response.
25. In order to provide assurance to the Minister of Health, the Chief Executive of WDHB and the Ministry, a contractor (arranged by the Ministry), has completed an assessment of the DHB's current approach to recovery from the cyber-attack. The review will give an independent view as to whether the current approach is appropriate and whether it ensures a prioritised and timely restoration of DHB services.
26. This assessment is assurance and future-focused. It is not intended as a retrospective review. The insights of this process will be used to further inform the terms of reference for the independent review, making sure any areas identified for improvement are considered more fully.
27. A draft assessment report has been discussed with the Ministry's SRO for the incident and the WDHB Chief Executive. A finalised version will be provide to your office by 19 July.

Further information

28. 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	In response to some WDHB data being available on the internet, a staff and patient notification strategy and approach has been developed by WDHB and expert advisors to support activity around privacy management. Categorisation of the S9(2)(k) people impacted is now expected to be completed by 16 July, including identification of how many of those require notification.	Yes/No
2.	Note	The Ministry is preparing terms of reference for the government's independent review of the Waikato cyber incident.	Yes/No
3.	Note	The Ministry has arranged for an independent assessment as to whether the current WDHB approach is appropriate and whether it ensures a prioritised and timely restoration of DHB services. This report will be delivered by 23 July.	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:

Friday, 16 July 2021 12:55

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #37 - 16 July 2021

Attachments:

16072021_WDHBITIncident_SitRep_37.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #37 dated 16 July 2021.

NHCC Intelligence

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Date:	16 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #37
For your:	Information

Status

Date/time	16 July 2021, 1400
Info Current as at	16 July 2021, 1330
Next SITREP	19 July 2021, 1300

New information from the previous SITREP is noted in red.

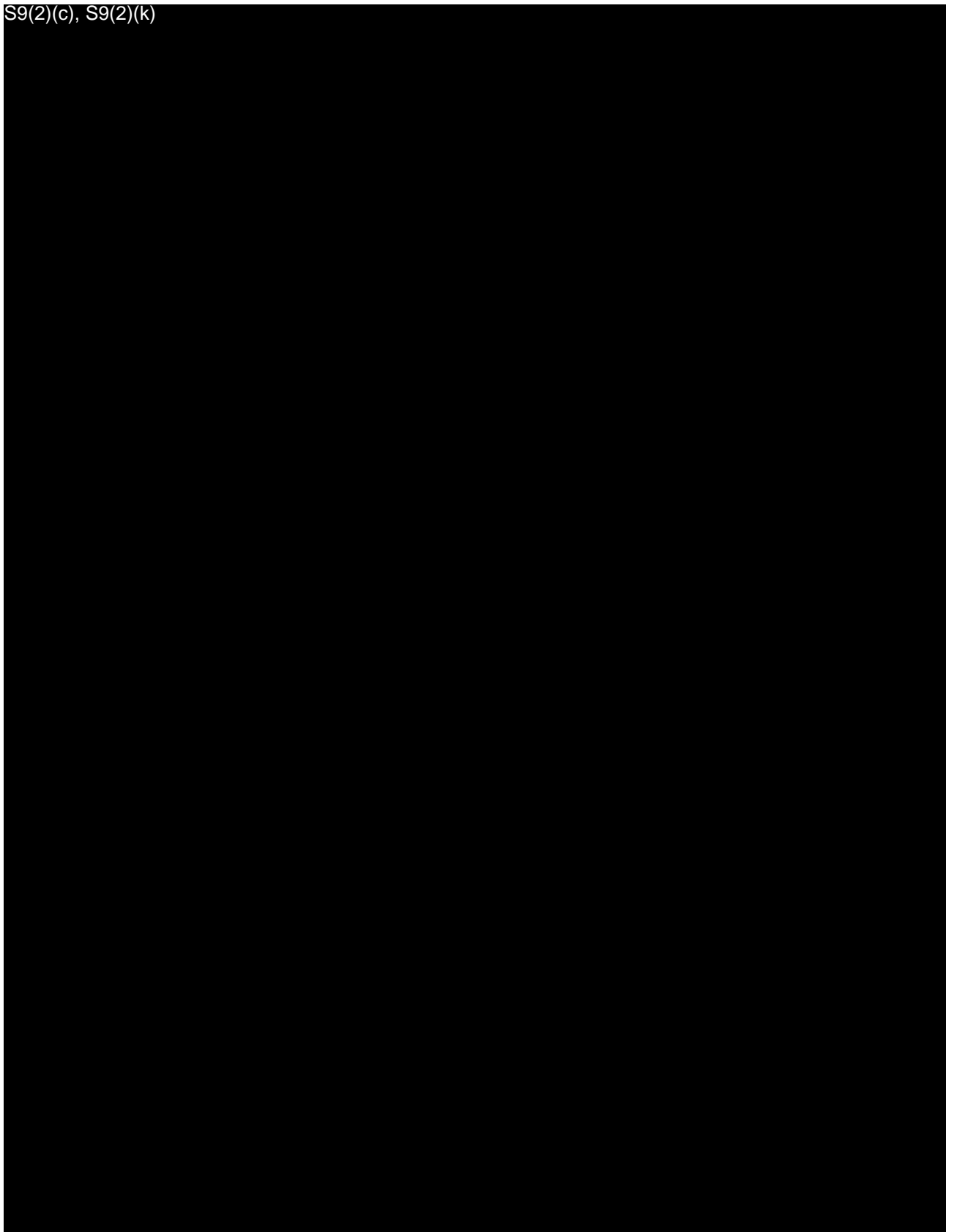
Summary

- 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.
- The number of children presenting with RSV **has decreased but remains high**, with ^{S9(2)(k)} children being managed in the Waikato ICU. The CIMS response was initiated on **10 July 2021** and remains in place.
- An independent review will be completed once services are fully restored to determine lessons learnt and recommended actions to minimise future risk.
- There is no estimate for full return of IT services.
- **Preliminary findings on Monday 12 July 2021 identified around ^{S9(2)(k)} individuals who potentially require a notification. After further analysis this number has now been reduced to around ^{S9(2)(k)}. Of those, ^{S9(2)(k)} individuals have been identified as being at high risk of potential identify fraud due to the types of information accessed. These individuals will be notified today 16 June 2021. It is not expected that any further individuals will fall within this category.**

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.

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



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

Waikato DHB IT Service Restoration Wave status as at **16 July 2021**:

Wave #	Status	Comments
Waves 1 and 2	Completed	
Waves 3 and 4	In Progress	S9(2)(c), S9(2)(k)
Waves 5 and 6	In Progress	
Waves 7 and 8	Planning	

- Wave 3 almost completed, Waves 4 and 5 underway. Wave 6 in planning. Waves 7, 8 and 9 systems identified and populated.
- Smaller applications and reports identified and grouped for dedicated resource to fast-track.

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
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help

- WDHB has identified the need for assistance with clinical coding and is engaging with the Ministry to locate the required resources.

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.
- **An early draft communications plan has been created by the DHB, and the Ministry is working with the DHB to finalise this.**
- **The approach in the communications plan regarding the release of numbers and notification of the individuals affected will be guided by consultation with the Privacy Commissioner.**

Waikato DHB Internal Comms Update

Communications are issued to staff daily.

The most recent internal communications included:

- Staff wellbeing (professional organisation of clinical psychologists specialising in wellbeing approved by ELT)
- Privacy (guidance to protect personal information)
- Website access
- Products staff can now use
- Pay rectification progress (completed up to **20 June 2021**, now starting for fortnight ending **27 June 2021** and **04 July 2021**)
- **SS(2)(k)** maintenance
- PLATO requirement for backlog data input
- Library resources coming online.

Media

The WDHB is tentatively planning public communications outlining more information on the privacy impacts. Timing of communications is dependent on the extent of privacy impacts. Timing and key messages will be discussed with the Minister's Office. **There is currently no scheduled date for a public press release. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.**

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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

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- 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.
- 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 **14 – 15 July 2021**:

- There were ^{S9(1)} calls received through this line. ^{S9(2)(c)}
- 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.

Privacy

WDHB and external experts are working through the ^{S9(2)(c) S9(2)(k)} of data that is known to have been exfiltrated. Preliminary findings on Monday **12 July 2021** identified around ^{S9(2)(k)} individuals who potentially require a notification. **After further analysis this number has now been reduced to around ^{S9(2)(k)}. Of those, ^{S9(2)(k)} individuals have been identified as being at high risk of potential identify fraud due to the types of information accessed. These individuals will be notified today 16 June 2021. It is not expected that any further individuals will fall within this category.**

A patient notification strategy and approach **has been completed** and will be implemented on the basis of the information WDHB **has** gathered and analysed. **Following both digital and human reviews of stolen data, the DHB now has a list of individuals with each of their stolen data points linked to them. This list was analysed by legal and privacy specialists. The notifications have been prioritised by information that can be monetised and is therefore more likely to be used by cyber criminals. This is a risk-based approach that allows the DHB to contact those most at risk as early as possible.**

Categorisation of all data **has been undertaken** on the following basis:

- Exemption under Privacy Act (S116) for Minors and Mental Health.
- Data disclosed does not meet the threshold for notification under Privacy Act.
- Low sensitivity – letter notification connecting back to clinical team.
- Medium to High sensitivity – could be images, gynae, urology, mental health etc – clinical review and assessment by clinical teams. Once this is completed then the appropriate patient notification approach will be undertaken – again this could be a letter, a meeting/call with the treating clinician or an exemption under the Privacy Act.

The DHB is now engaging with the Privacy Commissioner to confirm the planned notification strategy complies with the legislation. Notifications will commence next week.

The expectation remains that notifications to all staff and patients affected are made by **31 July 2021**.

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.
- The number of children presenting with RSV has decreased slightly but remains high. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **16 July 2021** there are ⁵⁹ children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. ICU remains constrained as a result. Staffing continues to be an issue further compounding the situation.
- There continues to be a CIMS response in place to ensure WDHB are managing associated risk across the organisation. Strategies continue to be reviewed and implemented to assist with supporting their ability to manage. This has been discussed with the Ministry and a national meeting has been held to assess the situation nationally. Additional capacity has been created to support the demand.
- 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

- From **14 July 2021** updates to Cyber Security Incident and Investigation Status will only report on new material related to the Waikato DHB IT outage. Please refer to Situation Report #35 dated **12 July 2021** for previous updates.

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.
- The government has committed to undertaking an independent review once services are fully restored, to determine what can be learnt from what may have caused the incident and recommended actions that can be actioned to minimise future risk and:

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- It is anticipated that the review will focus on the incident itself, as well as the supporting response, spanning IT restoration, privacy management, the investigation process, and stakeholder management and communication
- The Ministry is preparing terms of reference for this independent review. The review is expected to commence when Waikato DHB's systems and services are more fully functional, so key people needed to contribute to the review can remain focused on the immediate response and actions that are still underway.
- To give assurance to the Minister of Health, the Chief Executive of WDHB, and the Ministry, an independent contractor has been on site in Waikato (from 7 July 2021) to assess the DHB's current approach to recovery after the recent cyber-attack is appropriate and whether it ensures a prioritised and timely restoration of DHB services. The findings of this assessment are being discussed with the Ministry and DHB.
- The insights of this process will be used to further inform the terms of reference for the independent review, making sure any areas identified for improvement are considered more fully.

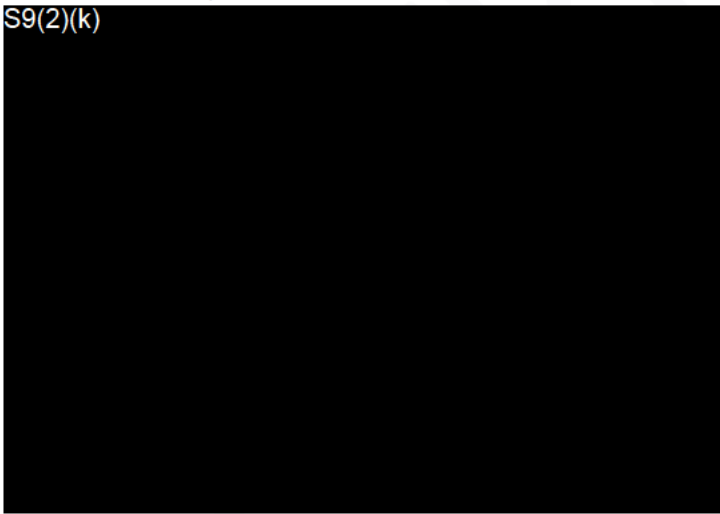
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1300hrs). The Ministry will continue to coordinate a combined WDHB, 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:

Monday, 19 July 2021 13:25

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #38 - 19 July 2021

Attachments:

19072021_WDHBITIncident_SitRep_38.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #38 dated 19 July 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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National Cyber Security Centre



Date:	19 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #38
For your:	Information

Status

Date/time	19 July 2021, 1300
Info Current as at	19 July 2021, 1230
Next SITREP	21 July 2021, 1300

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.
- The number of children presenting with RSV has decreased but remains high, with **1** children being managed in the Waikato ICU. The CIMS response was initiated on **10 July 2021** and remains in place.
- An independent review will be completed once services are fully restored to determine lessons learnt and recommended actions to minimise future risk.
- There is no estimate for full return of IT services.
- Preliminary findings on Monday **12 July 2021** identified around **S9(2)(k)** individuals who potentially require a notification. After further analysis this number has now been reduced to around **S9(2)(k)**. Of those, **S9(2)(k)** have been identified as being at high risk of potential identify fraud due to the types of information accessed. It is not expected that any further individuals will fall within this category.

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Privacy

WDHB and external experts **continue to** work through the ^{S9(2)(c) S9(2)(k)} of data that is known to have been exfiltrated. Preliminary findings on Monday 12 July 2021 identified around ^{S9(2)(k)} individuals who potentially require a notification. After further analysis this number has now been reduced to around ^{S9(2)(k)}

On 16 July 2021 WDHB identified ^{S9(2)(k)} as being at risk of potential identify fraud due to the types of information accessed. All staff have been notified.

^{S9(2)(c), S9(2)(k)}

It is expected that the remaining number, ^{S9(2)(k)} equiring a notification, will significantly drop. However, WDHB wish to consult and agree this process with Office of the Privacy Commissioner, OPC, in the first instance. This is to ensure that the OPC are comfortable with the approach and that obligations under the Privacy Act are met. A patient and staff notification strategy and approach has already been developed and will be implemented following this consultation with the OPC. It is expected that any required notification will be completed by **31 July 2021**.

At this stage, WDHB are recommending that there is no public statement and that moving forward they should be communicating around levels of risks and not numbers.


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.

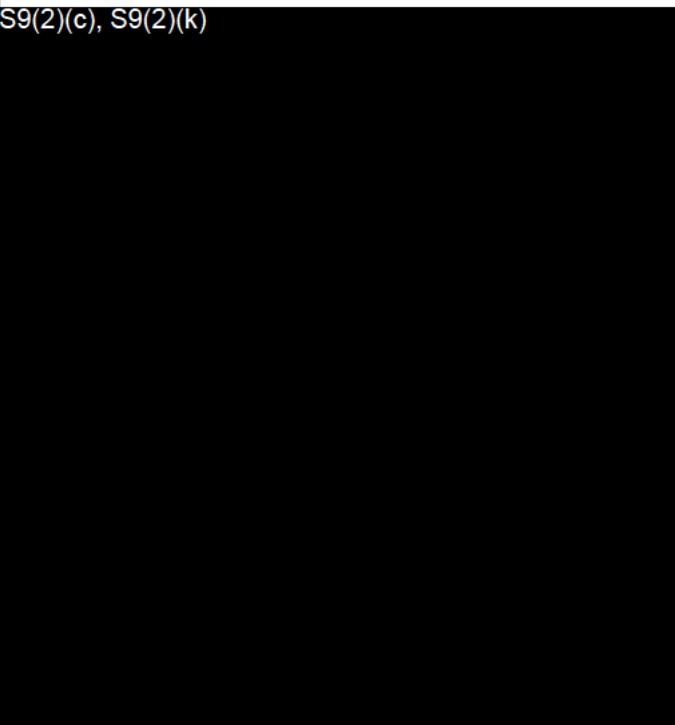
^{S9(2)(c), S9(2)(k)}

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



Waikato DHB IT Service Restoration Wave status as at **19 July 2021**:

Wave #	Status	Comments
Waves 1 and 2	Completed	
Waves 3 and 4	In Progress	S9(2)(c), S9(2)(k) 
Waves 5 and 6	In Progress	

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		S9(2)(c), S9(2)(k)
Waves 7 and 8	Planning	Planning in progress.

- Wave 3 almost completed, Waves 4 and 5 underway. Wave 6 in planning. Waves 7, 8 and 9 systems identified and populated.
- Smaller applications and reports identified and grouped for dedicated resource to fast-track.

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
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help
- WDHB has identified the need for assistance with clinical coding and is engaging with the Ministry to locate the required resources.

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.
- An early draft communications plan has been created by the DHB, and the Ministry is working with the DHB to finalise this.
- The approach in the communications plan regarding the release of numbers and notification of the individuals affected will be guided by consultation with the Privacy Commissioner.
- **DHB are also seeking a view from the Ombudsman's Office on the release of numbers.**

Waikato DHB Internal Comms Update

Communications are issued to staff daily.

The most recent internal communications included:

- **Public Wi-Fi service now available.**
- **List of applications now available and those currently being worked on.**
- **List of applications that have been prioritised for the next round.**

Media

The WDHB is tentatively planning public communications outlining more information on the privacy impacts. Timing of communications is dependent on the extent of privacy impacts. Timing and key messages will be discussed with the Minister's Office. There is currently no

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scheduled date for a public press release. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.
- 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 **16 – 18 July 2021**:

- There were **no calls** received through this line.
- 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.
- The number of children presenting with RSV has decreased slightly but remains high. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **19 July 2021** there are **59** children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. ICU remains constrained as a result. Staffing continues to be an issue further compounding the situation. **A meeting was held on 19 July 2021 with Nurse Directors to explore strategies to improve nursing levels.**

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- There continues to be a CIMS response in place to ensure WDHB are managing associated risk across the organisation. Strategies continue to be reviewed and implemented to assist with supporting their ability to manage. This has been discussed with the Ministry and a national meeting has been held to assess the situation nationally. Additional capacity has been created to support the demand.
- S9(2)(c), S9(2)(k)

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 **has been approved and is being implemented.**
- **Extension of equity intervention is under consideration by the working group equity lead, to support service backlog prioritisation.**

Cyber Security Incident and Investigation Status

- From **14 July 2021** updates to Cyber Security Incident and Investigation Status will only report on new material related to the Waikato DHB IT outage. Please refer to Situation Report **#35** dated **12 July 2021** for previous updates.

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.
- The government has committed to undertaking an independent review once services are fully restored, to determine what can be learnt from what may have caused the incident and recommended actions that can be actioned to minimise future risk and:
 - It is anticipated that the review will focus on the incident itself, as well as the supporting response, spanning IT restoration, privacy management, the investigation process, and stakeholder management and communication
 - The Ministry is preparing terms of reference for this independent review. The review is expected to commence when Waikato DHB's systems and services are more fully functional, so key people needed to contribute to the review can remain focused on the immediate response and actions that are still underway.
 - To give assurance to the Minister of Health, the Chief Executive of WDHB, and the Ministry, an independent contractor has been on site in Waikato (from 7 July 2021) to assess the DHB's current approach to recovery after the recent cyber-attack is appropriate and whether it ensures a prioritised and timely restoration of DHB services. The findings of this assessment are being discussed with the Ministry and DHB.
 - The insights of this process will be used to further inform the terms of reference for the independent review, making sure any areas identified for improvement are considered more fully.

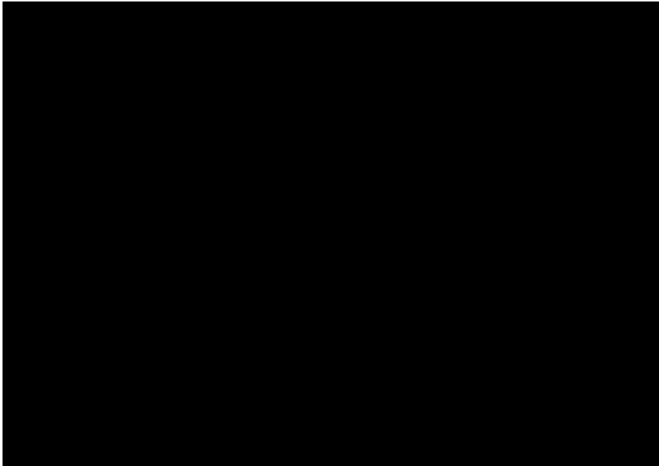
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Co-ordination

Once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1300hrs**). The Ministry will continue to coordinate a combined WDHB, 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:

Wednesday, 21 July 2021 12:59

To:

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

Cc:

Subject:

Waikato DHB Information Technology Situation Report #39 - 21 July 2021

Attachments:

21072021_WDHBITIncident_SitRep_39.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Situation Report #39 dated 21 July 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.

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Date:	21 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #39
For your:	Information

Status

Date/time	21 July 2021, 1300
Info Current as at	21 July 2021, 1230
Next SITREP	23 July 2021, 1300

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.
- The number of children presenting with RSV has decreased **slightly** but remains high, with **S9(2)(k)** children being managed in the Waikato ICU. **As at 21 July 2021 the CIMS response has been deactivated. Monitoring of the situation continues to ensure associated risks are managed across the organisation.**
- Preliminary findings on Monday **12 July 2021** identified around **S9(2)(k)** individuals who potentially require a notification. After further analysis this number has now been reduced to around **S9(2)(k)**. **As at 21 July 2021, S9(2)(k)** have been identified as being at high risk of potential identify fraud due to the types of information accessed. It is not expected that any further individuals will fall within this category.
- **Two weeks ago, an independent expert visited WDHB to undertake an assurance review. This engagement at WDHB has been extended and will now be working three days a week for the next eight weeks with WDHB to support the Recovery Governance Group in the implementation of report recommendations. This includes the transition to a sustainable medium-term recovery programme of work.**

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

Privacy

WDHB and external experts **continue to** work through the [REDACTED] of data that is known to have been exfiltrated. Preliminary findings on Monday **12 July 2021** identified around [REDACTED] individuals who potentially require a notification. After further analysis this number has now been reduced to around [REDACTED]

On 19 July 2021 further analysis identified 26 individuals (24 staff & 2 patients) as being at risk of potential identify fraud due to the types of information accessed. All staff have been notified.

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

WDHB has provided the Office of Privacy Commissioner, OPC, with a full update and will be consulting with them this week and early next week to review and agree how many of the remainder [REDACTED] will require a notification as per the requirements of the Privacy Act. It is expected that the number will significantly drop, however WDHB wish to consult and agree this process with OPC in the first instance, to ensure that they are comfortable with the approach.

At this stage WDHB are recommending that there is no public statement and that moving forward we should be communicating around levels of risks and not numbers.

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.

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

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

Waikato DHB IT Service Restoration Wave status as at **21 July 2021**:

Wave #	Status	Comments
Waves 1 and 2	Completed	
Waves 3 and 4	In Progress	Work is underway to present a picture of business process and service re-enablement by service Directorate in an overall dashboard.
Waves 5 and 6	In Progress	
Waves 7 and 8	Planning	Planning in progress.

- Wave 3 almost completed, Waves 4 and 5 underway. Wave 6 in planning. Waves 7, 8 and 9 systems identified and populated.
- Smaller applications and reports identified and grouped for dedicated resource to fast-track.

IT Restoration Support Required

- Two weeks ago, an independent expert visited WDHB to undertake an assurance review. This engagement at WDHB has been extended and will now be working three days a week for the next eight weeks with WDHB to support the Recovery Governance Group in the implementation of report recommendations. This includes the transition to a sustainable medium-term recovery programme of work.

- WDHB and the Ministry **continue to work** 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
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help
- WDHB has identified the need for assistance with clinical coding and is engaging with the Ministry to locate the required resources.

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.
- An early draft communications plan has been created by the DHB, and the Ministry is working with the DHB to finalise this.
- The approach in the communications plan regarding the release of numbers and notification of the individuals affected will be guided by consultation with the Privacy Commissioner.
- WDHB are also seeking a view from the Ombudsman's Office on the release of numbers.

Waikato DHB Internal Comms Update

Communications are issued to staff daily.

The most recent internal communications included:

- Public Wi-Fi service now available.
- List of applications now available and those currently being worked on.
- List of applications that have been prioritised for the next round.

Media

The WDHB is tentatively planning public communications outlining more information on the privacy impacts. Timing of communications is dependent on the extent of privacy impacts. Timing and key messages will be discussed with the Minister's Office. There is currently no scheduled date for a public press release. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.
- 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 **19 – 20 July 2021**:

- There were ^{S9(2)(c)} received through this line. ^{S9(2)(c)}
- 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.
- The number of children presenting with RSV has decreased slightly but remains high. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **21 July 2021** there are ^{S9(2)(c)} children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. ICU remains constrained as a result. Staffing continues to be an issue further compounding the situation.
- **As at 21 July 2021, the CIMS response has been deactivated. Monitoring of the situation continues to ensure associated risks are managed across the organisation. Strategies continue to be reviewed and implemented to assist with supporting WDHB's ability to manage.** This has been discussed with the Ministry and a national meeting has been held to assess the situation nationally. Additional capacity has been created to support the demand.
- ^{S9(2)(c), S9(2)(k)}

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 has been approved and is being implemented.

- Extension of equity intervention is under consideration by the working group equity lead, to support service backlog prioritisation.

Cyber Security Incident and Investigation Status

- From 14 July 2021 updates to Cyber Security Incident and Investigation Status will only report on new material related to the Waikato DHB IT outage. Please refer to Situation Report #35 dated 12 July 2021 for previous updates.

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.
- The government has committed to undertaking an independent review once services are fully restored, to determine what can be learnt from what may have caused the incident and recommended actions that can be actioned to minimise future risk and:
 - It is anticipated that the review will focus on the incident itself, as well as the supporting response, spanning IT restoration, privacy management, the investigation process, and stakeholder management and communication
 - The Ministry is preparing terms of reference for this independent review. The review is expected to commence when Waikato DHB's systems and services are more fully functional, so key people needed to contribute to the review can remain focused on the immediate response and actions that are still underway.
 - To give assurance to the Minister of Health, the Chief Executive of WDHB, and the Ministry, an independent contractor has been on site in Waikato (from 7 July 2021) to assess the DHB's current approach to recovery after the recent cyber-attack is appropriate and whether it ensures a prioritised and timely restoration of DHB services. The findings of this assessment are being discussed with the Ministry and DHB.
 - The insights of this process will be used to further inform the terms of reference for the independent review, making sure any areas identified for improvement are considered more fully.

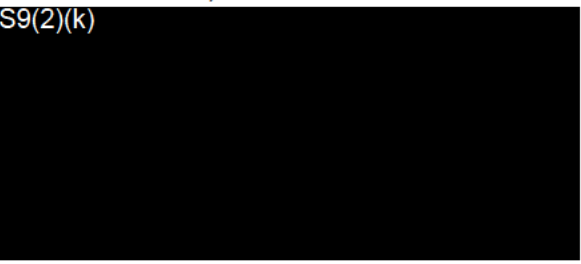
Co-ordination

Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1300hrs). The Ministry will continue to coordinate a combined WDHB, 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:

Friday, 23 July 2021 13:35

To:

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

Cc:

Subject:

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

Attachments:

2021-07-23 MOH-GCSB briefing note Waikato DHB.docx.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 23 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)	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. 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.
4. There are no material updates this week in the areas of:
 - a. Cyber security incident investigation
 - b. Re-establishing IT services
 - c. Impact on services
5. This briefing updates on two areas:
 - a. Privacy (and associated privacy communications)
 - b. Independent Review and Assurance

Privacy

6. Specialist legal privacy experts are supporting the WDHB to ensure they meet all obligations to directly notify both staff and patients whose data may have been affected.
7. WDHB and external experts are working through the S9(2)(c), S9(2)(k) of data that is known to have been exfiltrated. Preliminary findings identified approximately S9(2)(k) individuals who potentially require a notification. Further analysis has reduced this to approximately S9(2)(k) individuals.
8. On 19 July the analysis identified S9(2)(k) as being at risk of potential identity fraud due to the type of information accessed. All 26 individuals have been identified. It is not expected that any further individuals will fall within this category.
9. The S9(2)(k) staff identified have all been notified by WDHB.
10. S9(2)(c), S9(2)(k) [REDACTED]

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

11. WDHB has provided the Office of Privacy Commissioner, OPC, with a full update and will be consulting with them this week and early next week to review and agree how many of the remainder S9(2)(k) will require a notification, as per the requirements of the Privacy Act. It is expected that the number will significantly drop, however WDHB wish to consult and agree this process with OPC in the first instance, to ensure that they are comfortable with the approach.

Communications

12. There are no media stand-ups planned for this week.
13. WDHB is tentatively planning public communications outlining more information on issues related to privacy, with the timing of communications dependent on the extent of the impacts. Timing, approach and key messages will be discussed with the Minister's Office in advance.
14. As noted above, staff and patients identified as being affected by the cyber security incident are being contacted directly.
15. 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 every Tuesday afternoon to help ensure messaging is aligned.
16. Two communications people, supplied via the Ministry of Health, are embedded with the WDHB team and are reducing pressure on the core WDHB team.

Independent Assurance

17. Earlier in July, in order to provide assurance to the Minister of Health, the Chief Executive of WDHB and the Ministry, a contractor (arranged by the Ministry), completed an assessment of the DHB's current approach to recovery from the cyber-attack. Terms of reference for have been provided to your office.
18. The draft assessment report has been shared with the Ministry and WDHB. The DHB accepts and supports the recommendations in the report. The report will be shared with your office today.
19. The engagement with the contractor has been extended. He will now be working three days a week for the next eight weeks with the DHB to support the Recovery Governance Group in the implementation of report recommendations. This includes the transition to a sustainable medium-term recovery programme of work.

Independent Inquiry

20. You spoke about the Waikato DHB attack during an emergency debate in Parliament on June 29, promising a full independent inquiry, once Waikato DHB has remediated their systems and returned to business as usual. The inquiry will look into the state of the system before the ransomware attack and the quality of the DHB's response and to provide a clear picture about what happened, why it happened, what more could be done and what can be learned from this.

21. Draft Terms of Reference Terms for the inquiry will be provided to your office today.

Further information

22. 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	The number of people estimated to have had their privacy breached has reduced to approximately S9(2)(k) of the people who have been assessed to have a breach with a risk of potential identity fraud have been notified.	Yes/No
2.	Note	The independent assurance report will be provided to your office today.	Yes/No
3.	Note	The independent contractor, providing assurance, has been extended for a further eight weeks to support the Recovery Governance Group	Yes/No
4.	Note	Draft Terms of Reference for an independent inquiry will be provided to your office today.	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, 23 July 2021 13:22

To:

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

Cc:

Subject:

Waikato DHB Information Technology Situation Report #40 - 23 July 2021

Attachments:

23072021_WDHBITIncident_SitRep_40.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Situation Report #40 dated 23 July 2021.

Please note that future SitReps and email correspondence regarding the WDHB Cyber Outage should be directed to: wdhb-cyberintell@health.govt.nz

NHCC Intelligence

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Date:	23 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #40
For your:	Information

Status

Date/time	23 July 2021, 1300
Info Current as at	23 July 2021, 1230
Next SITREP	26 July 2021, 1300

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 number of children presenting with RSV has decreased slightly but remains high, with children being managed in the Waikato ICU. As at **21 July 2021** the CIMS response has been deactivated. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- Preliminary findings on Monday **12 July 2021** identified around **S9(2)(k)** individuals who potentially require a notification. After further analysis this number has now been reduced to around **S9(2)(k)**. As at **21 July 2021**, **S9(2)(k)** have been identified as being at high risk of potential identify fraud due to the types of information accessed. It is not expected that any further individuals will fall within this category.
- An independent expert has undertaken an assurance review at WDHB. This engagement at WDHB has been extended and will now be working three days a week for the next eight weeks with WDHB to support the Recovery Governance Group in the implementation of report recommendations. This includes the transition to a sustainable medium-term recovery programme of work.
- There is no estimate for full return of IT services.

Privacy

WDHB and external experts continue to work through the [S9(2)(c), S9(2)(k)] of data that is known to have been exfiltrated. Preliminary findings on Monday 12 July 2021 identified around [S9(2)(k)] individuals who potentially require a notification. After further analysis this number has now been reduced to around [S9(2)(k)].

On 19 July 2021 further analysis identified [S9(2)(k)] as being at risk of potential identify fraud due to the types of information accessed. All staff and patients have been notified. There have been no issues or concerns raised by any of the staff or patients notified to date.


WDHB has provided the Office of Privacy Commissioner (OPC) with a number of updates this week and will be consulting with them early next week to review and agree how many of the remaining [S9(2)(k)] will require a notification as per the requirements of the Privacy Act. It is expected that the number will significantly drop, however WDHB wish to consult and agree this process with OPC in the first instance, to ensure that they are comfortable with the approach.

At this stage WDHB are recommending that there is no public statement and that moving forward we should be communicating around levels of risks and not numbers.

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.

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



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

Waikato DHB IT Service Restoration Wave status as at **23 July 2021**:

Wave #	Status	Comments
Waves 1 and 2	Completed	
Waves 3 and 4	In Progress	Work is underway to present a picture of business process and service re-enablement by service Directorate in an overall dashboard.
Waves 5 and 6	In Progress	
Waves 7 and 8	Planning	Planning in progress.

- Wave 3 almost completed, Waves 4 and 5 underway. Wave 6 in planning. Waves 7, 8 and 9 systems identified and populated.
- Smaller applications and reports identified and grouped for dedicated resource to fast-track.
- **Transition to Directorate-led service recovery completed this week.**
- **Approach for business release of low risk/low impact applications to be started from 26 July 2021. Pilot report to be completed today.**
- S9(2)(c), S9(2)(k)

IT Restoration Support Required

- Two weeks ago, an independent expert visited WDHB to undertake an assurance review. This engagement at WDHB has been extended and will now be working three days a week for the next eight weeks with WDHB to support the Recovery Governance Group in the implementation of report recommendations. This includes the transition to a sustainable medium-term recovery programme of work.
- The Ministry are supporting WDHB to engage the sector in identifying where other sector agencies have capability to help
- WDHB has identified the need for assistance with clinical coding and is engaging with the Ministry to locate the required resources.

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.
- An early draft communications plan has been created by the DHB, and the Ministry is working with the DHB to finalise this. The plan is guided by consultation with the Privacy Commissioner.
- WDHB are also seeking a view from the Ombudsman's Office on the release of numbers.

Waikato DHB Internal Comms Update

Communications are issued to staff daily. **Staff wellbeing interventions to be launched next week.**

The most recent internal communications included:

- **Payroll returned to normal payment cycle.**

Media

The WDHB is tentatively planning public communications outlining more information on the privacy impacts. Timing of communications is dependent on the extent of privacy impacts. Timing and key messages will be discussed with the Minister's Office. There is currently no scheduled date for a public press release. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

Key messages

Key media messages for all agencies responding to additional cybersecurity queries

- Work continues to assess data acquired from the dark web. The DHB is identifying and contacting individuals found to be at risk.
- When notifying people, the DHB is offering support and guidance on how they can take steps to protect themselves.
- 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.
- 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 **21– 22 July 2021**:

- There were ^{S9(1)} calls received through this line. ^{S9(2)(c)}
- 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.
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- ^{S9(2)(c), S9(2)(k)}

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 has been approved and is being implemented.
- Extension of equity intervention is under consideration by the working group equity lead, to support service backlog prioritisation.

Cyber Security Incident and Investigation Status

- From **14 July 2021** updates to Cyber Security Incident and Investigation Status will only report on new material related to the Waikato DHB IT outage. Please refer to Situation Report #35 dated **12 July 2021** for previous updates.