

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.

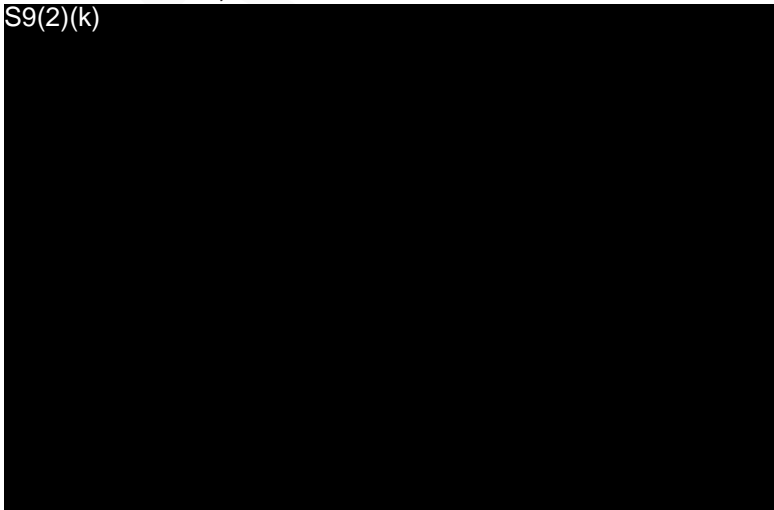
Co-ordination

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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, 26 July 2021 15:05

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #41 - 26 July 2021

Attachments:

26072021_WDHBITIncident_SitRep_41.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report **#41** dated **26 July 2021**.

NHCC Intelligence

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Date:	26 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #41
For your:	Information

Status

Date/time	26 July 2021, 1300
Info Current as at	26 July 2021, 1230
Next SITREP	28 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 focuses 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. As at **26 July 2021** there are **50** children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- As at **23 July 2021**, **S9(2)(k)** have been identified and all notified as being at high risk of potential identify fraud due to the types of information accessed. No feedback or further concerns raised from any of the **S9(2)(k)**.
- 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

As at Friday **23 July 2021**, all staff and patients ^{S9(2)(k)} who were arguably at risk from identify theft and fraud have been notified. No feedback or further concerns raised from any of the ^{S9(2)(k)}.


WDHB has provided the Office of Privacy Commissioner (OPC) with a **full update** and will be consulting with them **this** 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)



RESTRICTED

Waikato DHB IT Service Restoration Wave status as at **26 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	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.

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 **23– 25 July 2021**:

- **There were no calls received through this line since last reporting.**
- 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 **26 July 2021** there are **15** 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.

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.
- 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 **07 July 2021**) to assess WDHB'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 WDHB.
- 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.

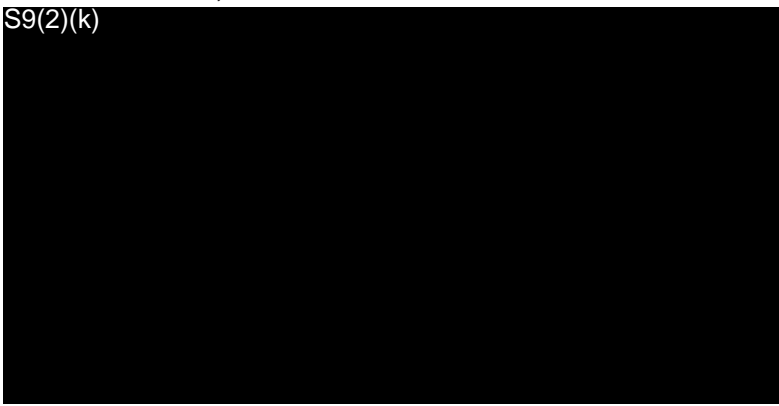
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Distribution

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

S9(2)(k)



9(2)(k)



RESTRICTED

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 28 July 2021 14:04

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #42 - 28 July 2021

Attachments:

28072021_WDHBITIncident_SitRep_42.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #42 dated **28 July 2021**.

NHCC Intelligence

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National Cyber Security Centre



Date:	28 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #42
For your:	Information

Status

Date/time	28 July 2021, 1300
Info Current as at	28 July 2021, 1230
Next SITREP	30 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**.
- **As at 28 July 2021, WDHB have transitioned from a core systems approach to a service based approach to ensure full functionality of services and service delivery are restored. This transition will focus on prioritising the smaller systems that are more agile in their Go-Live and roll out to clinical operations.**
- The number of children presenting with RSV has decreased slightly but remains high. As at **28 July 2021** there are **5** children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
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WDHB has provided the OPC with a full update and will be consulting with them to review and agree how many of the remaining ^{S9(2)(k)} [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.

No further update since last reporting. WDHB continues to await response from Office of Privacy Commissioner (OPC) to confirm their support for WDHB's proposed approach to managing privacy notifications. The expectation is that OPC will be comfortable with the approach that WDHB will not need to notify any further individuals, staff or patients, following a full legal review of the Privacy Act.

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)} [REDACTED]

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

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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:

- **Key messages for event speakers on cyber security incident impact on vaccination programme and recovery progress.**
- **Restoration of services and systems are well underway, but they are still not fully recovered. Impacts of this event will be felt for some time.**
- **Additional work will be addressed to the back log created as a result of outage.**

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Media

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Key messages

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Equity

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Distribution

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

S9(2)(k)



RESTRICTED

9(2)(k)



RESTRICTED

S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 30 July 2021 16:26

To:

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

Cc:

Subject:

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 30 July

Attachments:

2021-07-30 MOH-GCSB briefing note Waikato DHB.docx.pdf

Kia ora David,

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 30 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)	S9(2)(a), S9(2)(k) [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)

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. Impact on services
 - c. Independent Inquiry
5. This briefing updates on three areas:
 - a. Re-establishing IT services
 - b. Privacy (and associated privacy communications)
 - c. Independent Assurance

Re-establishing IT services

6. As at 28 July, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery is restored. This transition will focus on prioritising operational business services and ensuring that they are rolled out with complete functionality including any data recapture that is required.
7. Detail on the IT Restoration Plan and progress will continue to be sent to your office on Tuesday and Thursday mornings.

Privacy

8. 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.
9. The Office of the Privacy Commissioner will be asked to review the notification framework applied by WDHB and privacy experts to date and providing feedback on that approach. Further engagement is scheduled between WDHB and the Office of the Privacy Commissioner next week to confirm next steps.
10. On 28 July, Radio New Zealand (RNZ) has reported personal information which was taken from documents known to have been exfiltrated. RNZ has confirmed this data was obtained from the dark web. The Privacy Commissioner has released a statement expressing concern about RNZ's accessing and reporting on stolen personal information.
11. The OPC is currently considering whether the matter ought to be brought to the attention of the Broadcasting Standards Authority or the New Zealand Media Council.
12. There are no media stand-ups planned for the remainder of this week.
13. WDHB continues to tentatively plan public communications outlining more information on issues related to privacy, with the timing of communications dependent on the extent of the impacts, and the nature of any contemporary reportage. Timing, approach and key messages will be discussed with the Minister's Office in advance.
14. Communications support continues to be provided to the WDHB by the Ministry of Health, other DHBs, and the NCSC. Communications updates, including media lines, are normally provided to the Minister's Office every Tuesday afternoon to help ensure messaging is aligned.

Independent Assurance

15. Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
16. The review report was provided to your office on 23 July.
17. The DHB's Commissioner and Chief Executive received the review report and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on 28 July 2021.
18. The engagement with the contractor has been extended for eight weeks. He is providing senior advice to DHB leaders and is already bringing momentum to the remaining response activities. Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational

Directors to increase the pace of the recovery and to embed business led restoration of services.

19. An additional focus is to further develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. This tracking of progress against outcomes will inform a new look SitRep.

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 were provided to your office on 23 July 2021.

Further information

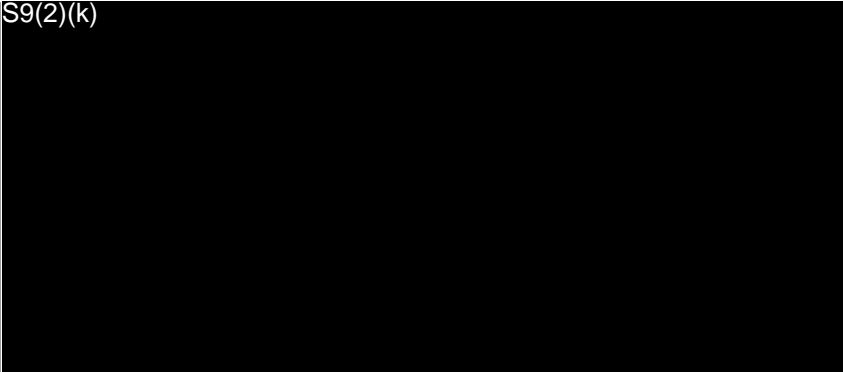
22. We are now providing your office with Situation Reports Mondays, Wednesdays, and Fridays and a Communication Lines Book once a week. We are also sending the full WDHB IT Restoration Plan on Tuesdays and Thursdays. We will continue to update you as material developments occur.

Recommendations

1.	Note	The Ministry, the Privacy Commissioner and other agencies are working closely with the DHB to both limit the impact of the outage and the theft of the data, and to limit the chances of the situation being repeated.	Yes/No
2.	Note	The Ministry is supporting senior DHB leaders to create greater momentum to the remaining response activities.	Yes/No
3.	Note	The Office of the Privacy Commissioner is considering whether RNZ's reporting of personal information ought to be brought to the attention of the Broadcasting Standards Authority or the New Zealand Media Council.	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
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S9(2)(k)



Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 30 July 2021 13:35

To:

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

Cc:

Subject:

Waikato DHB Information Technology Outage Situation Report #43 - 30 July 2021

Attachments:

30072021_WDHBITIncident_SitRep_43.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report **#43** dated **30 July 2021**.

NHCC Intelligence

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Date:	30 July 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #43
For your:	Information

Status

Date/time	30 July 2021, 1300
Info Current as at	30 July 2021, 1230
Next SITREP	02 August 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**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service based approach to ensure full functionality of services and service delivery are restored. This transition will focus on prioritising the smaller systems that are more agile in their Go-Live and roll out to clinical operations.
- The number of children presenting with RSV has decreased slightly but remains high. As at **30 July 2021** there are **59** children are being managed in the Waikato ICU as a result of Starship PICU having no capacity. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- **WDHB has advised that preliminary discussions with Office of Privacy Commissioner regarding proposed broader notification approach occurred on Thursday 29 July 2021.**
- 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

As at Friday **23 July 2021**, all staff and patients ^{S9(2)(k)} who were arguably at risk from identify theft and fraud have been notified. No feedback or further concerns raised from any of the ^{S9(2)(k)}

WDHB has advised that:


- Preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on **Thursday 29 July 2021**
- OPC is keen to understand WDHB response processes
- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- Next week, further conversation will take place with OPC to confirm next steps.

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)



RESTRICTED

Waikato DHB IT Service Restoration Wave status as at **30 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	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.

IT Restoration Support Required

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on 28 July 2021.
- The engagement with the contractor has been extended for the next eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.
- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services.
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. This tracking of progress against outcomes will inform a new look Situation Report.

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:

- Key messages for event speakers on cyber security incident impact on vaccination programme and recovery progress.
- Restoration of services and systems are well underway, but they are still not fully recovered. Impacts of this event will be felt for some time.

RESTRICTED

- Additional work will be addressed to the back log created as a result of outage.

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.

National Telehealth Service (Healthline) Update

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

Between **28 – 29 July 2021**:

- **There were 13 calls received through this line since last reporting.**
- 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 **30 July 2021** there are ^{S91} 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.

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.
- 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 **07 July 2021**) to assess WDHB'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 WDHB.
- 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.

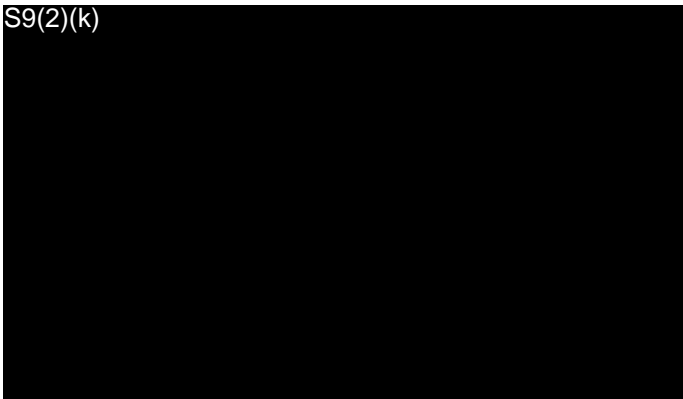
Co-ordination

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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)



9(2)(k)



RESTRICTED

S9(2)(a)

From:

S9(2)(k)

Sent:

Monday, 2 August 2021 13:03

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #44 - 02 August 2021

Attachments:

02082021_WDHBITIncident_SitRep_44.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #44 dated **02 August 2021**.

NHCC Intelligence

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Date:	02 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #44
For your:	Information

Status

Date/time	30 July 2021, 1300
Info Current as at	30 July 2021, 1230
Next SITREP	02 August 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**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery are restored. This transition will focus on prioritising the smaller systems that are more agile in their Go-Live and roll out to clinical operations.
- The number of children presenting with RSV has decreased. As at **02 August 2021** there are **1** children are being managed in the Waikato ICU. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- WDHB has advised that preliminary discussions with Office of Privacy Commissioner regarding proposed broader notification approach occurred on **Thursday 29 July 2021**.
- 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

As at Friday **23 July 2021**, all staff and patients ^{S9(2)(k)} who were arguably at risk from identify theft and fraud have been notified. No feedback or further concerns raised from any of the ^{S9(2)(k)}

WDHB has advised that:


- Preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on **Thursday 29 July 2021**
- OPC is keen to understand WDHB response processes
- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- Further conversation will take place with OPC to confirm next steps.

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)



RESTRICTED

Waikato DHB IT Service Restoration Wave status as at **02 August 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, 8 and 9	Planning	

- Wave 3 almost completed, Waves 4 and 5 underway. Wave 6 in planning. Waves 7, 8 and 9 systems identified and populated.

IT Restoration Support Required

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on **28 July 2021**.
- The engagement with the contractor has been extended for the next eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.
- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services.
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. This tracking of progress against outcomes will inform a new look Situation Report.
- **Temporary additional Project Manager resource under recruitment.**

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

The most recent internal communications included:

- Key messages for event speakers on cyber security incident impact on vaccination programme and recovery progress.

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- Restoration of services and systems are well underway, but they are still not fully recovered. Impacts of this event will be felt for some time.
- Additional work will be addressed to the back log created as a result of outage.

Media

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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.
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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 **30 July – 01 August 2021**:

- There was  call 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.

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- The number of children presenting with RSV has decreased. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **02 August 2021** there are ^{S9} 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.

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.
- 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 **07 July 2021**) to assess WDHB'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 WDHB.
- 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

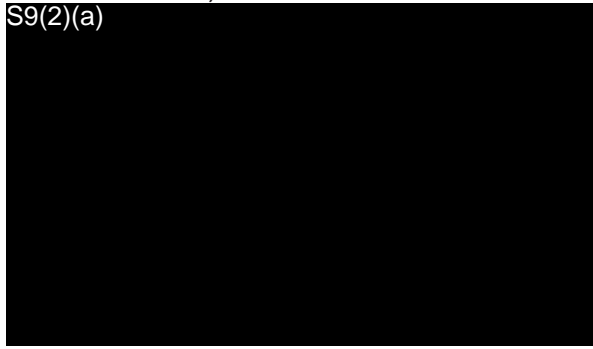
Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a SITREP (**1300hrs**). The Ministry will continue to coordinate a combined WDHB, NCSC and Ministry SITREP and distribution.

Distribution

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

Director-General, GCSB

S9(2)(a)



9(2)(k)



RESTRICTED

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 4 August 2021 13:22

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #45 - 04 August 2021

Attachments:

04082021_WDHBITIncident_SitRep_45_DRAFT.docx

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report **#45** dated **04 August 2021**

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Date:	04 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #45
For your:	Information

Status

Date/time	04 August 2021, 1300
Info Current as at	04 August 2021, 1230
Next SITREP	06 August 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**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery are restored. This transition will focus on prioritising the smaller systems that are more agile in their Go-Live and roll out to clinical operations.
- The number of children presenting with RSV has decreased. As at **04 August 2021** there ^{S9(2)(k)} being managed in the Waikato ICU. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- An analysis of the planned care volumes is progressing to confirm the impact. **An initial review of the data has been completed and will be further reviewed on 06 August.** The plan will then be developed to address the backlog.
- WDHB has advised that preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on **Thursday 29 July 2021**. **A meeting is scheduled 05 August 2021 for WDHB to take OPC through the breach management methodology, risk assessment and proposed notification approach.**
- An independent expert **continues** to support the Recovery Governance Group in the implementation of the assurance report recommendations. This includes the transition to a sustainable medium-term recovery programme of work. **A programme dashboard related to**

critical success factors and recovery outcome measures will be socialised with the Ministry and phased in from **09 August**.

- There is no estimate for full return of IT services. Work has progressed to determine key priorities and scope of systems to be restored based on business priorities.
- An application was made on **04 August 2021** for an injunction preventing media outlets from reporting on information found amongst the documents stolen during the attack. An interim decision is expected today, **05 August 2021**, with a final decision expected the week commencing **09 August 2021**. A reactive statement and a reactive questions and answers document has been provided to the Minister's Office.

Privacy

As at Friday **23 July 2021**, all staff and patients ^{s 9(2)(a)} who were arguably at risk from identify theft and fraud have been notified. No feedback or further concerns raised from any of the ^{s 9(2)(a)}

WDHB has advised that:

- Preliminary discussions with OPC regarding proposed broader notification approach occurred on **Thursday 29 July 2021**
- OPC is keen to understand WDHB response processes
- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- A meeting is scheduled **05 August 2021** for WDHB to take OPC through the breach management methodology, risk assessment and proposed notification approach
- WDHB are seeking OPC guidance to ensure that the DHB and OPC agree with regard to the next steps in our notification strategy.

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. Because of the nature of the dark web, it is not possible to guarantee that all the data that has been uploaded to the dark web has been removed.

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 **04 August 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, 8 and 9	In planning	

- Wave 3 almost completed, Waves 4, 5, 6, 7 and 8 underway. Wave 9 in planning with systems identified and populated.

IT Restoration Support Required

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on **28 July 2021**.
- The engagement with the contractor has been extended for the next eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.

RESTRICTED

- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services.
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. **The first two-week cycle will commence 09 August 2021.** This tracking of progress against outcomes will inform a new look Situation Report.
- Temporary additional Project Manager resource under recruitment.

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.
- **A communications plan is in development which will cover the project's recovery phase. This will be informed by the guidance from the Privacy Commissioner, and by the Ministry of Health's cybersecurity communications strategy.**

Waikato DHB Internal Comms Update

Communications are issued to staff daily.

Wellbeing initiatives are now in place that include online training around building resilience. Additional targeted face-to-face and team resilience sessions will begin at the end of the month.

Webinars will be available to all staff from mid-September, in addition to services already in place.

Media

At this stage the WDHB is **not** planning **any proactive** public communications on the privacy impacts **of the attack**. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

An application was made on **04 August 2021** for an injunction preventing media outlets from reporting on information found amongst the documents stolen during the attack. An interim decision is expected today, **05 August 2021**, with a final decision expected the week commencing **09 August 2021**. A reactive statement and a reactive questions and answers document has been provided to the Minister's Office. No proactive communications are planned until at least after a final ruling on the injunction is received.


- **National Telehealth Service (Healthline) Update**

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

Between **30 July – 04 August 2021**:

- **There was ⁵⁹ call 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. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **04 August 2021** there **S9(2)(k)** being managed in the Waikato ICU. Staffing continues to be an issue further compounding the situation.
- **ICU remains constrained as a result of the number of paediatric cases plus the number of adults with respiratory illnesses requiring intensive care. This continues to impact on the capacity to manage acute cardiac surgery.** WDHB are managing associated risk across the organisation, and strategies continue to be reviewed and implemented to assist with supporting our ability to manage.
- **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

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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.
- 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 **07 July 2021**) to assess WDHB'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 WDHB.
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Co-ordination

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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, 5 August 2021 11:09

To:

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

Cc:

Subject:

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 05 August

Attachments:

2021-08-05 MOH-GCSB briefing note Waikato DHB.pdf

Morena David,

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 05 August 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)	X
		(work)	X
		(a/h)	

Purpose

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

Background

2. On 18 May 2021 WDHB advised that it had suffered a ransomware incident. 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. Waikato DHB is leading the local health and privacy 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. Impact on services
 - c. Independent Inquiry
 - d. Independent Assurance
5. This briefing updates on two areas:
 - a. Privacy (and associated privacy communications)
 - b. Re-establishing IT services


Privacy

Notification approach

6. A meeting was held between the WDHB and the Office of the Privacy Commissioner (OPC) on Thursday 29 July to talk through the privacy notification framework and approach that has been developed alongside privacy experts, and used to date, by the WDHB.
7. The OPC has provided initial feedback to the WDHB, and a follow up discussion is happening on Thursday 5 August to work through the detail of the methodology, risk assessment, and notification approach. The WDHB will take the OPC's advice on any adjustments required. While WDHB has tentatively planned public communications outlining more information on issues related to privacy, this approach will not be agreed until the further engagement with the OPC has been completed.

8. As usual, timing, approach and key messages will be discussed with the Minister's Office in advance.

Response to media use of information

9. On 28 July, Radio New Zealand reported on personal information which was taken from documents known to have been exfiltrated. RNZ confirmed this data was obtained from the dark web. This included private and sensitive information pertaining to a vulnerable child who was a patient at Waikato Hospital.
10. The next day, the Privacy Commissioner released a statement expressing concern about RNZ accessing and reporting on stolen personal information. This is a sentiment shared by the Ministry and GCSB also.
11. On Monday 2 August, the WDHB sought an injunction to protect any private and confidential information stolen in the May 18 cyber-attack from further access or publication by media and others.
12. The hearing was held in the Wellington High Court, via teleconference, on the morning of 3 August. The interim decision was issued on 4 August 2021, granting orders in favour of the DHB – both restraining persons (including RNZ) from access/use of the stolen dataset and requiring copies to be destroyed.
13. S9(2)(k) 
14. While WDHB, OPC, the Ministry and GCSB all support the media's right to report on important issues, we agree there are established means to access this type of information. The Official Information Act supports an appropriate balance between the public's right to transparent government, with the need to protect individuals' privacy. The Ministry and GCSB are both engaged should further agency input be needed into the injunction process.

Re-establishing IT services

15. Last week, we advised that the WDHB, with support from an independent contractor, is working to adjust their response to the response and recovery. Key progress includes:
 - a. Streamlining of the recovery structure
 - b. Devolution of a number of decision rights to operational Directors to increase the pace of the recovery and to embed the business led restoration of services
 - c. Identification of critical success factors and measures for the response, being provided for approval by the WDHB Steering Group group on Thursday 5th August

- d. New Situation Report approach drafted, which aligns to the 'key success measures' (anticipated for use in the week of 9 August)
 - e. Introduction of a two-week delivery cycle for IT restoration underpinned by an operational service delivery prioritisation approach
16. Through the new delivery cycle approach for IT restoration, we anticipate WDHB being able to provide greater clarity on the likely end date for restoration activities within the next fortnight.
 17. Detail on the IT Restoration Plan is currently being sent to your office on Tuesday and Thursday mornings. However, the restoration of total business functions will now drive the prioritisation of IT services being restored, in essence creating a prioritised backlog aligned to full business function restoration rather than the current "wave" approach to IT system restoration.
 18. The new Recovery Dashboard (new look Situation Reports) focused on progress against outcomes should provide an appropriate level of information on the progress of the recovery programme, so the separate IT Restoration Plan may no longer be required.

Further information

19. 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.
20. We expect that, in the week commencing 9 August, the approach to Situation Reports will be updated to better reflect the WDHB's integrated response activity and key success measures identified for the organisation.
21. We will continue to update you as material developments occur.

Recommendations

1.	Note	Waikato DHB and the Office of the Privacy Commissioner are discussing the DHB's notification framework and approach, to ensure alignment and agreement of views.	Yes/No
2.	Note	Waikato DHB sought an injunction to protect any private and confidential information stolen in the May 18 cyber-attack from further access or publication by media and others. The interim decision was issued on 4 August 2021, granting orders in favour of the DHB – both restraining persons (including RNZ) from access/use of the stolen dataset and requiring copies to be destroyed.	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
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S9(2)(k)

Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(a)

From:

S9(2)(k)

Sent:

Friday, 6 August 2021 13:13

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #46 - 06 August 2021

Attachments:

06082021_WDHBITIncident_SitRep_46.pdf

Kia ora koutou

Attached is the Waikato DHB Information Technology Outage Situation Report **#46** dated **06 August 2021**

NHCC Intelligence

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Date:	06 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #46
For your:	Information

Status

Date/time	06 August 2021, 1300
Info Current as at	06 August 2021, 1230
Next SITREP	09 August 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**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery are restored. This transition focuses on prioritising the smaller, more agile systems in their go-live and roll out to clinical operations.
- The number of children presenting with RSV continues to decrease. As at **06 August 2021** there are ^{S91} children being managed in the Waikato ICU, ^{S91} of which are in WDHB as a result of no capacity at Starship, and **S9(2)(k)**. From Starship, ^{S91} have RSV test results pending and **S9(2)(k)** tested negative. Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- An analysis of the planned care volumes is progressing to confirm the impact. An initial review of the data has been completed and will be further reviewed on **06 August**. The impact will then be confirmed and plans developed to address the backlog.
- WDHB has advised that preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on **Thursday 29 July 2021**. A meeting took place **05 August 2021** where WDHB took OPC through the breach management methodology, risk assessment and proposed notification approach. **OPC have raised some questions, and at the next meeting on 10 August 2021, further discussions will be undertaken to create a shared understanding and agreement around the WDHB patient notification strategy.**

RESTRICTED

- An independent expert continues to support the Recovery Governance Group in the implementation of the assurance report recommendations. This includes the transition to a sustainable medium-term recovery programme of work. A programme dashboard related to critical success factors and recovery outcome measures will be socialised with the Ministry and phased in from **09 August 2021**.
- There is no estimate for full return of IT services. Work has progressed to determine key priorities and scope of systems to be restored based on business priorities.
- An application was made on **04 August 2021** for an injunction preventing media outlets from reporting on information found amongst the documents stolen during the attack. An interim decision is expected today, **05 August 2021**, with a final decision expected the week commencing **09 August 2021**. A reactive statement and a reactive questions and answers document has been provided to the Minister's Office.

Privacy

As at Friday **23 July 2021**, all staff and patients ^{S9(2)(k)} who were arguably at risk from identify theft and fraud have been notified. No feedback or further concerns raised from any of the ^{S9(2)(k)}

WDHB has advised that:

- Preliminary discussions with OPC regarding proposed broader notification approach occurred on **Thursday 29 July 2021**
- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- A meeting **took place on 05 August 2021** where WDHB **took** OPC through the data breach management methodology, risk assessment and proposed notification approach. **WDHB took the OPC through methodology at a high level, and follow-up questions were asked by the OPC. WDHB will respond to these prior to the next meeting between WDHB and OPC to take place on 10 August 2021. Further discussions to be undertaken regarding creating a shared understanding and agreement around WDHB patient notification strategy.**

At this stage WDHB are recommending that there is no public statement.

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 **06 August 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, 8 and 9	In planning	

- Wave 3 almost completed, Waves 4, 5, 6, 7 and 8 underway. Wave 9 in planning with systems identified and populated.

IT Restoration Support Required

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on **28 July 2021**.
- The engagement with the contractor has been extended for the next eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.

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- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services.
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. The first two-week cycle will commence **09 August 2021**. This tracking of progress against outcomes will inform a new look Situation Report.
- Temporary additional Project Manager resource under recruitment.

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.
- A communications plan is in development which will cover the next phase of the incident's management. This will be informed by the guidance from the Privacy Commissioner, partner agencies, and by the Ministry of Health's cybersecurity communications strategy.

Media

On Monday 2 August, the WDHB sought an injunction to protect any private and confidential information stolen in the May 18 cyber-attack from further access or publication by media and others.

The hearing was held in the Wellington High Court, via teleconference, on the morning of **3 August 2021**. The interim decision was issued on **4 August 2021**, granting orders in favour of the DHB – both restraining persons (including RNZ) from access/use of the stolen dataset and requiring copies to be destroyed.

WDHB has been clear that it does not accept that any potential public interest outweighs the harm caused by media seeking and accessing this stolen private data, particularly when any affected individuals have not had an opportunity to provide consent for their information to be viewed and/or shared publicly by media and others.

There are no proactive external communications planned in regards to the injunction. A final ruling is expected the week commencing **9 August 2021**.

At this stage the WDHB is not planning any proactive public communications on the wider privacy impacts of the attack. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.


- ***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 **2 August – 5 August 2021**:

- There were ⁵⁹¹ 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 continues to decrease**. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **06 August 2021** there are ^{S9(2)(c)} children being managed in the Waikato ICU, ^{S9(2)(c)} of which are in WDHB due to no capacity at Starship and **S9(2)(k)**. From Starship, ^{S9(2)(k)} tested negative for RSV, and results are pending for the remaining ^{S9(2)(k)}. Staffing continues to be an issue further compounding the situation.
- ICU remains constrained as a result of the number of paediatric cases and the number of adults with respiratory illnesses requiring intensive care. This continues to impact on the capacity to manage acute cardiac surgery. WDHB are managing associated risk across the organisation, and strategies continue to be reviewed and implemented to assist with supporting our ability to manage.
- **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.
- 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 **07 July 2021**) to assess WDHB'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 WDHB.

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- 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

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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, 9 August 2021 13:27

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #47 - 09 August 2021

Attachments:

09082021_WDHBITIncident_SitRep_47.pdf

Kia ora koutou

Attached is the Waikato DHB Information Technology Outage Situation Report **#47** dated **09 August 2021**

Thanks

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Date:	09 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #47
For your:	Information

Status

Date/time	09 August 2021, 1300
Info Current as at	09 August 2021, 1230
Next SITREP	11 August 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**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery are restored. This transition focuses on prioritising the smaller, more agile systems in their go-live and roll out to clinical operations.
- The number of children presenting with RSV continues to decrease. **As at 09 August 2021 there are 1 children being managed in the Waikato ICU, 59(2)(k) have tested negative for RSV.** Monitoring of the situation continues to ensure associated risks are managed across the organisation.
- An analysis of the planned care volumes is progressing to confirm the impact. An initial review of the data has been completed and will be further reviewed on 06 August. The impact will then be confirmed and plans developed to address the backlog.
- WDHB has advised that preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on Thursday 29 July 2021. A meeting took place 05 August 2021 where WDHB took OPC through the breach management methodology, risk assessment and proposed notification approach. OPC have raised some questions, and at the next meeting on 10 August 2021, further discussions will be undertaken to create a shared understanding and agreement around the WDHB patient notification strategy.

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- An independent expert continues to support the Recovery Governance Group in the implementation of the assurance report recommendations. This includes the transition to a sustainable medium-term recovery programme of work. A programme dashboard related to critical success factors and recovery outcome measures will be socialised with the Ministry and phased in from **09 August 2021**.
- There is no estimate for full return of IT services. Work has progressed to determine key priorities and scope of systems to be restored based on business priorities.
- An interim injunction was granted **04 August 2021** preventing media outlets from reporting on information found amongst the documents stolen during the attack. A final decision is expected this week.
- We expect that, in the week of 09 August 2021, the approach to these Situation Reports will be updated to better reflect WDHB's integrated response activity and key success measures identified for the organisation.

Privacy

WDHB has advised that:


- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- A meeting took place on **05 August 2021** where WDHB took OPC through the data breach management methodology, risk assessment and proposed notification approach. The OPC has asked some follow-up questions, which the WDHB will respond to prior to or at the next meeting between WDHB and OPC tomorrow, **10 August 2021**. Further discussions to be undertaken regarding creating a shared understanding and agreement around WDHB patient notification strategy.

At this stage WDHB are recommending that there is no public statement.

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 **09 August 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, 8 and 9	In planning	

- Wave 3 almost completed, Waves 4, 5, 6, 7 and 8 underway. Wave 9 in planning with systems identified and populated.

IT Restoration Support Required

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on **28 July 2021**.
- The engagement with the contractor has been extended for the next eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.

RESTRICTED

- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services.
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. The first two-week cycle will commence **09 August 2021**. This tracking of progress against outcomes will inform a new look Situation Report.
- Temporary additional Project Manager resource under recruitment.

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.
- A communications plan is in development which will cover the next phase of the incident's management. This will be informed by the guidance from partner agencies and the Ministry of Health's cybersecurity communications strategy.
- S9(2)(k) [REDACTED]

Media

- An interim injunction was granted **04 August 2021** preventing media outlets from reporting on information found amongst the documents stolen during the attack. S9(2)(k) [REDACTED]
- S9(2)(k) [REDACTED]
- At this stage the WDHB is not planning any proactive public communications on the wider privacy impacts of the attack. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

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 **6 August – 8 August 2021**:

- There was S9(2)(c) [REDACTED] 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 continues to decrease. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. As at **09 August 2021** there are ^{S9(2)(k)} children being managed in the Waikato ICU, ^{S9(2)(k)} have tested negative for RSV.
- Emergency Departments continue to operate with an increase in presentations and acuity at Waikato Hospital. Redirection emphasis for non-urgent presentation continues. WDHB continues to encourage the public only to attend if urgent.
- ICU remains constrained as a result of the number of paediatric cases and the number of adults with respiratory illnesses requiring intensive care. This continues to impact on the capacity to manage acute cardiac surgery. WDHB are managing associated risk across the organisation, and strategies continue to be reviewed and implemented to assist with supporting our ability to manage.
- S9(2)(c), S9(2)(k)

Equity

- From **09 August 2021** updates to Equity will only report on new material.

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

- As of **09 August 2021** updates to Wider System Assurance will only report on new material.

Co-ordination

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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)

9(2)(k)



RESTRICTED

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 11 August 2021 14:05

To:

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

Cc:

Subject:

Re: DHB Information Technology Situation Report #48 - 11 August 2021

Attachments:

11082021_WDHBITIncident_SitRep_48_DRAFT (002).pdf

Kia ora koutou

Attached is the Waikato DHB Information Technology Outage Situation Report **#48** dated **11 August 2021**

Thanks

Intelligence

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Date:	11 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #48
For your:	Information


Status

Date/time	11 August 2021, 1400
Info Current as at	09 August 2021, 1230
Next SITREP	13 August 2021, 1300

New information from the previous SITREP is noted in red.

Summary

- The WDHB Emergency Operations Centre transitioned from an Incident focused team to a Recovery focused team on **18 June 2021**.
- As at **28 July 2021**, WDHB have transitioned from a core systems approach to a service-based approach to ensure full functionality of services and service delivery are restored. This transition focuses on prioritising the smaller, more agile systems in their go-live and roll out to clinical operations.
- An analysis of the planned care volumes is progressing to confirm the impact.
- WDHB has advised that preliminary discussions with Office of Privacy Commissioner (OPC) regarding proposed broader notification approach occurred on Thursday 29 July 2021. A meeting took place 05 August 2021 where WDHB took OPC through the breach management methodology, risk assessment and proposed notification approach. OPC have raised some questions, **and a further meeting occurred on 10 August 2021, to ensure** a shared understanding and agreement around the WDHB patient notification strategy. **WDHB is awaiting feedback from OPC on the detailed information provided. A further meeting is planned for 12 August 2021.**
- An independent expert continues to support the Recovery Governance Group in the implementation of the assurance 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. Work has progressed to determine key priorities and scope of systems to be restored based on business priorities.
- An interim injunction was granted 04 August 2021 preventing media outlets from reporting on information found amongst the documents stolen during the attack. A final decision is expected this week.

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

Privacy

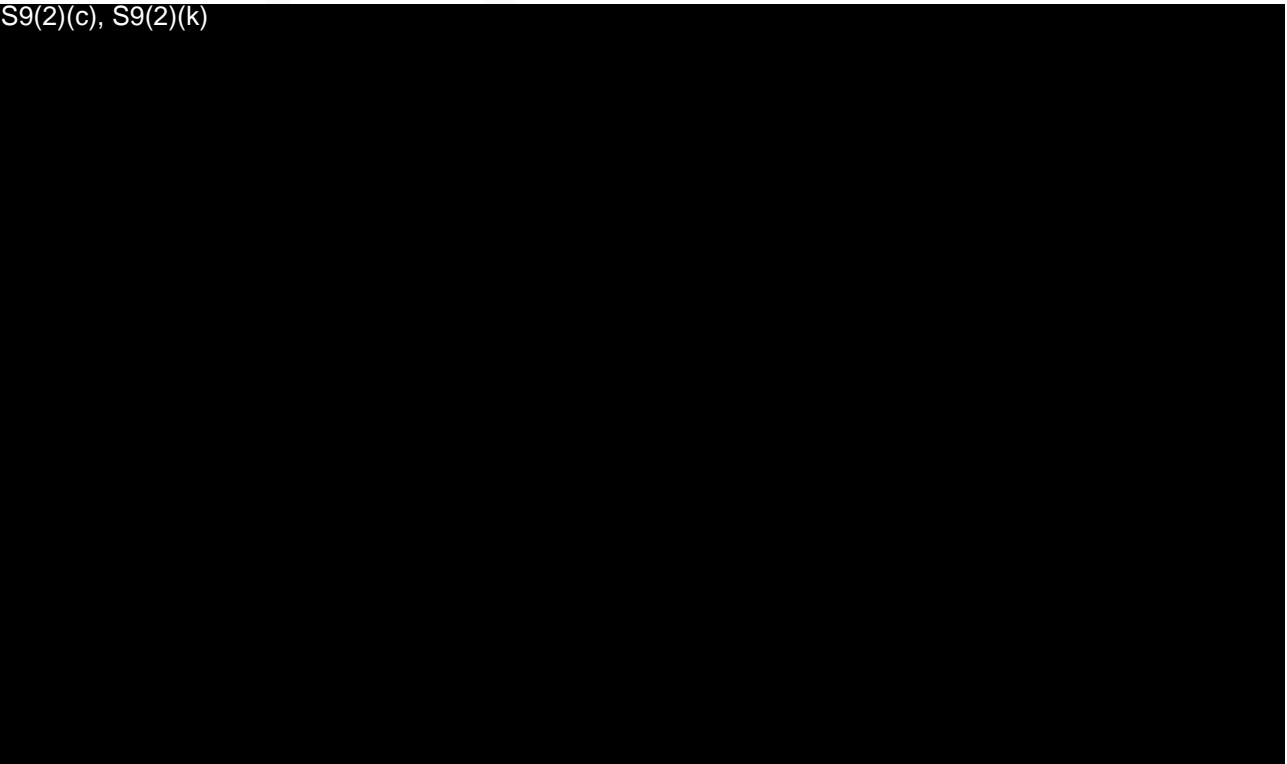
WDHB has advised that:

- Preliminary discussions with OPC regarding proposed broader notification approach occurred on **Thursday 29 July 2021**
- WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
- A meeting took place on **05 August 2021** where WDHB took OPC through the data breach management methodology, risk assessment and proposed notification approach. A number of further questions were raised by OPC, to which the DHB responded on **09 August 2021**. These were discussed at a further meeting on **10 August 2021** at a high level. WDHB is awaiting further feedback and any supplementary questions from OPC. A further meeting is planned for **12 August 2021**.
- At this stage WDHB are recommending that there is no public statement.

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 **11 August 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, 8 and 9	In planning	

- Wave 3 almost completed, Waves 4, 5, 6, 7 and 8 underway. Wave 9 in planning with systems identified and populated.

IT Restoration Support

- Earlier in July, a review of the DHB's current approach to recovery was conducted as requested by the WDHB CEO through a contractor arranged by the Ministry.
- The DHB's Commissioner and Chief Executive received the review and have supported the findings and recommendations. The review was discussed with WDHB's Finance Audit and Risk Committee on **28 July 2021**.
- The engagement with the contractor has been extended for **a further** eight weeks. He is providing senior advice to DHB leaders and is bringing momentum to the remaining response activities.
- Initial steps have been taken to streamline the recovery structure and to devolve a number of decision rights to the operational Directors to increase the pace of the recovery and to embed business led restoration of services. **A process with each Clinical Service Directorate to identify system priorities has occurred, and is due to be reconciled across all Directorates next week.**
- An immediate focus is to develop an integrated recovery plan based on a two-week delivery cycle and to track progress against agreed critical success factors. This tracking of progress against outcomes will inform a new look Situation Report.

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.

RESTRICTED

- A communications plan is in development which will cover the next phase of the incident's management. This will be informed by the guidance from partner agencies, and by the Ministry of Health's cybersecurity communications strategy.

Media

- An interim injunction was granted 04 August 2021 preventing media outlets from reporting on information found amongst the documents stolen during the attack. A final decision is expected this week. WDHB has been clear that it does not accept that any potential public interest outweighs the harm caused by media seeking and accessing this stolen private data, particularly when any affected individuals have not had an opportunity to provide consent for their information to be viewed and/or shared publicly by media and others.
- **On 09 August 2021 we advised that RNZ were known to be working on a follow up to the story published 29 July 2021, based on an affidavit supplied in support of the injunction application, but focused on the wider implications of the cyber-attack. RNZ has since confirmed that they will not be progressing as originally planned.**
- At this stage the WDHB is not planning any proactive public communications on the wider privacy impacts of the attack. The DHB recommends communication going forward is around levels of risks and not the number of individuals affected.

National Telehealth Service (Healthline) Update

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

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.
- **Analysis of planned care volumes has progressed and is currently being reviewed by Directors. Associated recovery plans will now be progressed.**
- The number of children presenting with RSV continues to decrease. The number of admissions continue to be managed with the paediatric wards by the active management of admissions and discharges. **As at 11 August 2021 there is S9(2)(k) expected to be transferred to a ward later today. ICU capacity has improved however transfer to wards remains a challenge. Inpatient occupancy remains high, and there are high levels of patient acuity. There are a small number of Adult RSV positive patients in the Older Person's unit.**

Equity

- From **09 August 2021** updates to Equity will only report on new material.

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

- As of **09 August 2021** updates to Wider System Assurance will only report on new material.

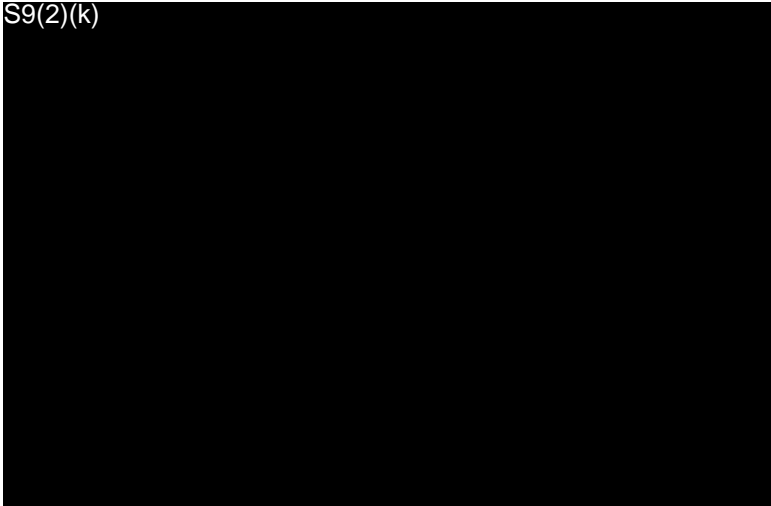
Co-ordination

Monday, Wednesday and Friday meeting of agencies (**0830hrs**) followed by a 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:

Friday, 13 August 2021 14:03

To:

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

Cc:

Subject:

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 13 August

Attachments:

2021-08-13 MOH-GCSB briefing note Waikato DHB.pdf

Kia Ora David,

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

Dave Greenberg

Waikato DHB Ransomware Attack

Phone: 029-233-8284

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GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI

Briefing Note: Update on Waikato DHB Ransomware Attack

Date 13 August 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)	S9(2)(a), S9(2)(k) [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. Waikato DHB is leading the local health and privacy 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. These briefing updates you on privacy, and associated privacy communications.
5. There are no material updates this week in the areas of:
 - a. Cyber security incident investigation
 - b. Impact on services
 - c. Independent Inquiry
 - d. Independent Assurance
 - e. Re-establishing IT services

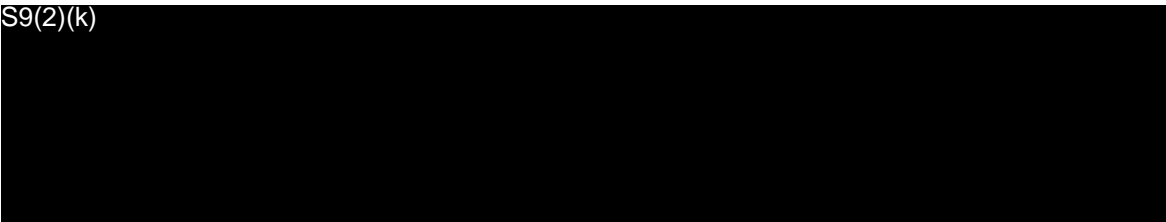
Privacy

Notification approach

6. A meeting was held between the WDHB and the Office of the Privacy Commissioner (OPC) on Thursday 29 July to talk through the privacy notification framework and approach that has been developed alongside privacy experts, and used to date, by the WDHB.
7. WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act.
8. The OPC has provided initial feedback to the WDHB, and follow-up discussions took place on Thursday 5 August and Tuesday 10 August to work through the detail of the methodology, risk assessment, and notification approach. The WDHB will take the OPC's advice on any adjustments required. While WDHB has tentatively planned public communications outlining more information on issues related to privacy, this

approach will not be agreed until further engagement with the OPC has been completed.

Response to media use of information

9. On 28 July, Radio New Zealand reported on personal information which was taken from documents known to have been exfiltrated. RNZ confirmed this data was obtained from the dark web. This included private and sensitive information pertaining to a vulnerable child who was a patient at Waikato Hospital.
10. An interim decision was granted on 4 August, granting orders in favour of the DHB – both restraining persons (including RNZ) from access/use of the stolen dataset and requiring copies to be destroyed. A final decision is expected this week.
11. S9(2)(k)

12. On August 6, RNZ advised the WDHB that its editorial staff were working on another story, based on an affidavit submitted in support of the injunction application. After being advised by the WDHB that an application for a non-publication order would be submitted, RNZ advised on 10 August that it would not publish the story until the application had been heard and determined; that it would neither consent nor oppose the application; and that in fact it intended to drop the story. The application for the non-publication order was subsequently submitted on the 10th of August.

Further information

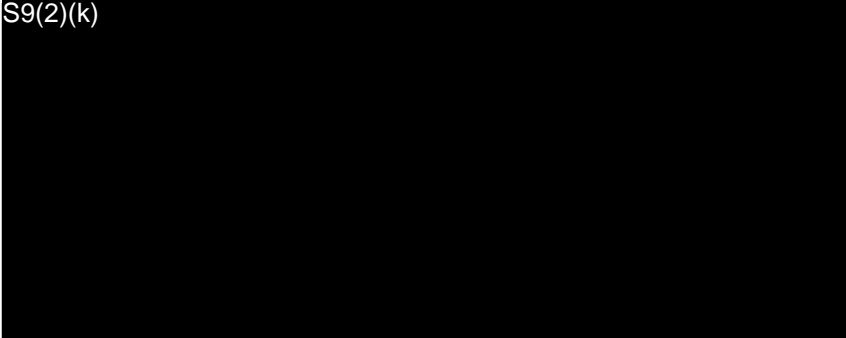
13. We are now providing your office with Situation Reports Mondays, Wednesdays, and Fridays and a Communication Lines Book once a week. We are also sending the full WDHB IT Restoration Plan on Tuesdays and Thursdays.

Recommendations

1.	Note	Waikato DHB and the Office of the Privacy Commissioner are discussing the DHB's notification framework and approach, to ensure alignment and agreement of views.	Yes/No
2.	Note	Radio New Zealand has confirmed they have ceased progress on a follow up to the story published 29 July 2021, based on an affidavit supplied in support of the injunction application.	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
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S9(2)(k)



Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 13 August 2021 14:35

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #49 - 13 August 2021

Attachments:

13082021_WDHBITIncident_SitRep_49.pdf; Dashboard Measures - Explanation.pdf; Waikato DHB CSI Recovery Dashboard 110821.pdf

Kia ora koutou

Attached is the Waikato DHB IT Outage Situation Report **#49** dated **13 August 2021** for your review.

The reporting now includes a programme dashboard, complemented by a reduced SitRep.

Thanks

Intelligence

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Date:	13 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #49
For your:	Information

Status

Date/time	13 August 2021, 1300
Info Current as at	13 August 2021, 1230
Next SITREP	16 August 2021, 1300

New approach to situation reporting


- This situation report is accompanied for the first time by a programme dashboard, which reflects critical success factors and recovery outcome measures for the Waikato DHB (WDHB) ransomware incident.
- This dashboard is intended to now be the primary resource to update on the situation, and will be accompanied with a brief summary report only, which includes any updates that are not featured on the supporting dashboard. This approach will be taken from today, **13 August 2021**.
- We anticipate that the dashboard will provide an appropriate level of information on the progress of the recovery programme. It will fully replace the IT Restoration Plan update currently being sent to your office twice a week.
- You will note that some of the key measures in the dashboard are not yet populated (eg around clinical backlogs); this is because some analysis is not yet complete, or because the underlying data needs to be re-validated. Updating these measures is considered a priority.
- We will provide the summary report and dashboard to your office on Mondays, Wednesdays, and Fridays, and a Communications Lines Book once a week. The dashboard will be updated by WDHB once a week.

Summary updates:

- WDHB continues to engage with the Office of Privacy Commissioner (OPC) regarding the privacy notifications strategy, with the most recent meeting having occurred on **12 July 2021**. WDHB is finalising guidance to their clinical teams and will then require further feedback from the OPC. The next meeting is scheduled for **17 August 2021**.
- A risk framework has been accepted by the steering group, and the top 25 risks have been worked up format to streamline mitigating actions.

RESTRICTED

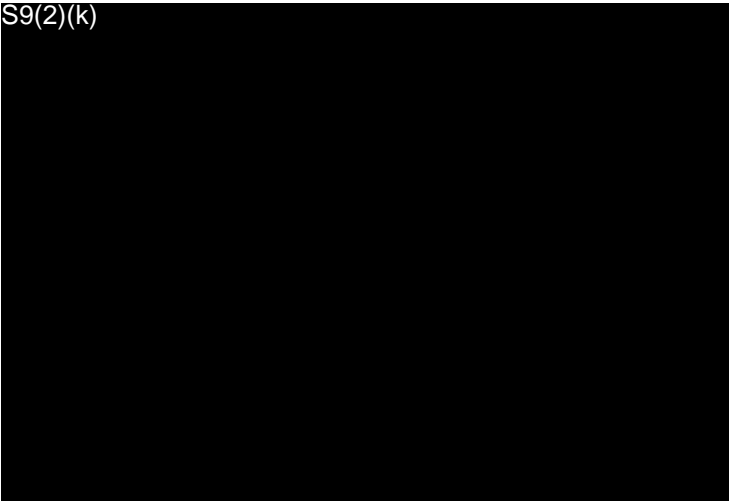
- The interim injunction that was granted **04 August 2021** and which prevents media outlets from reporting on information found amongst the documents stolen during the attack remains in force. An application for a non-publication order, covering the materials submitted in support of the injunction application, was submitted **10 August 2021**.

- S9(2)(c)
- 

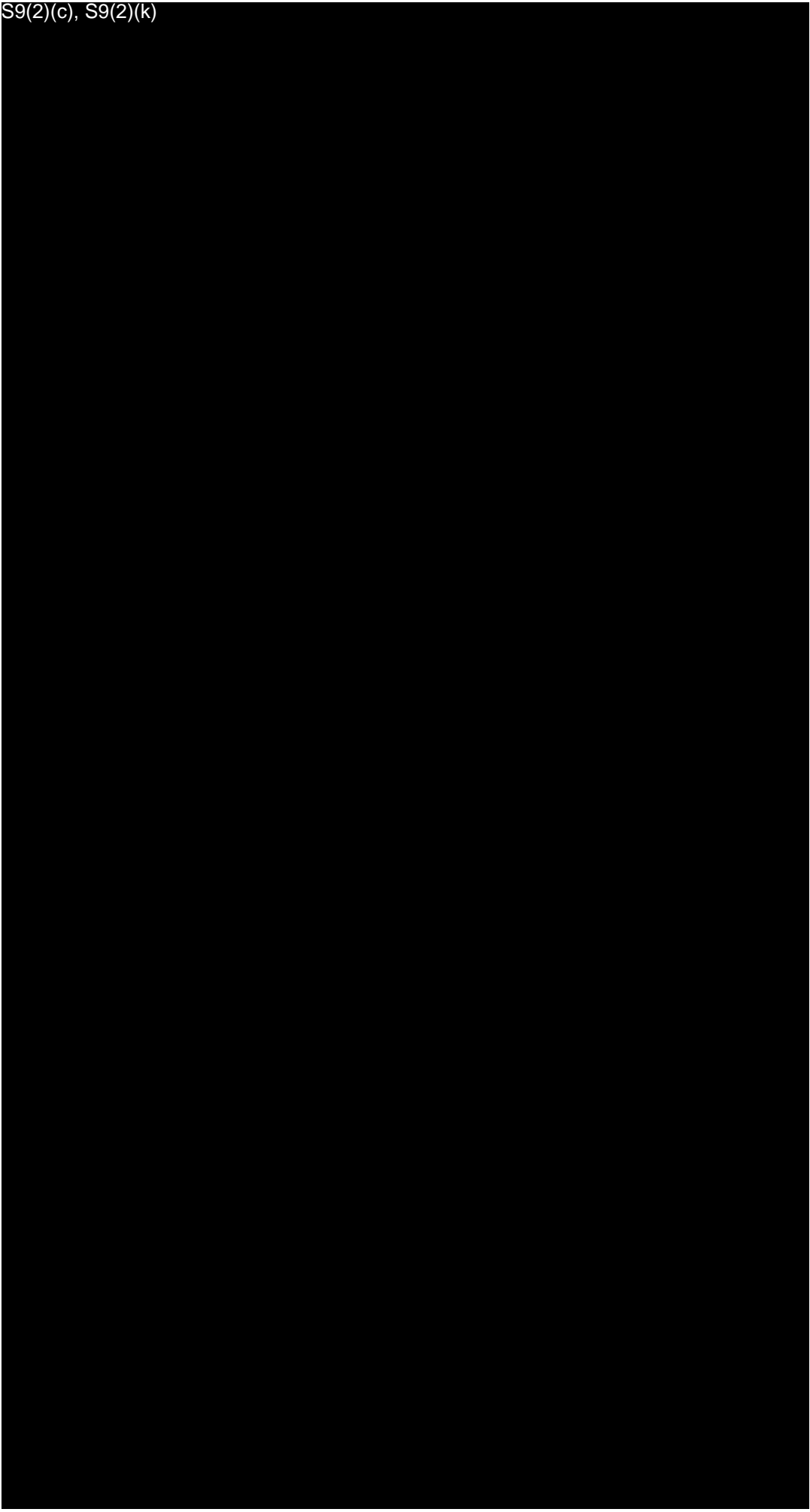
Distribution

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

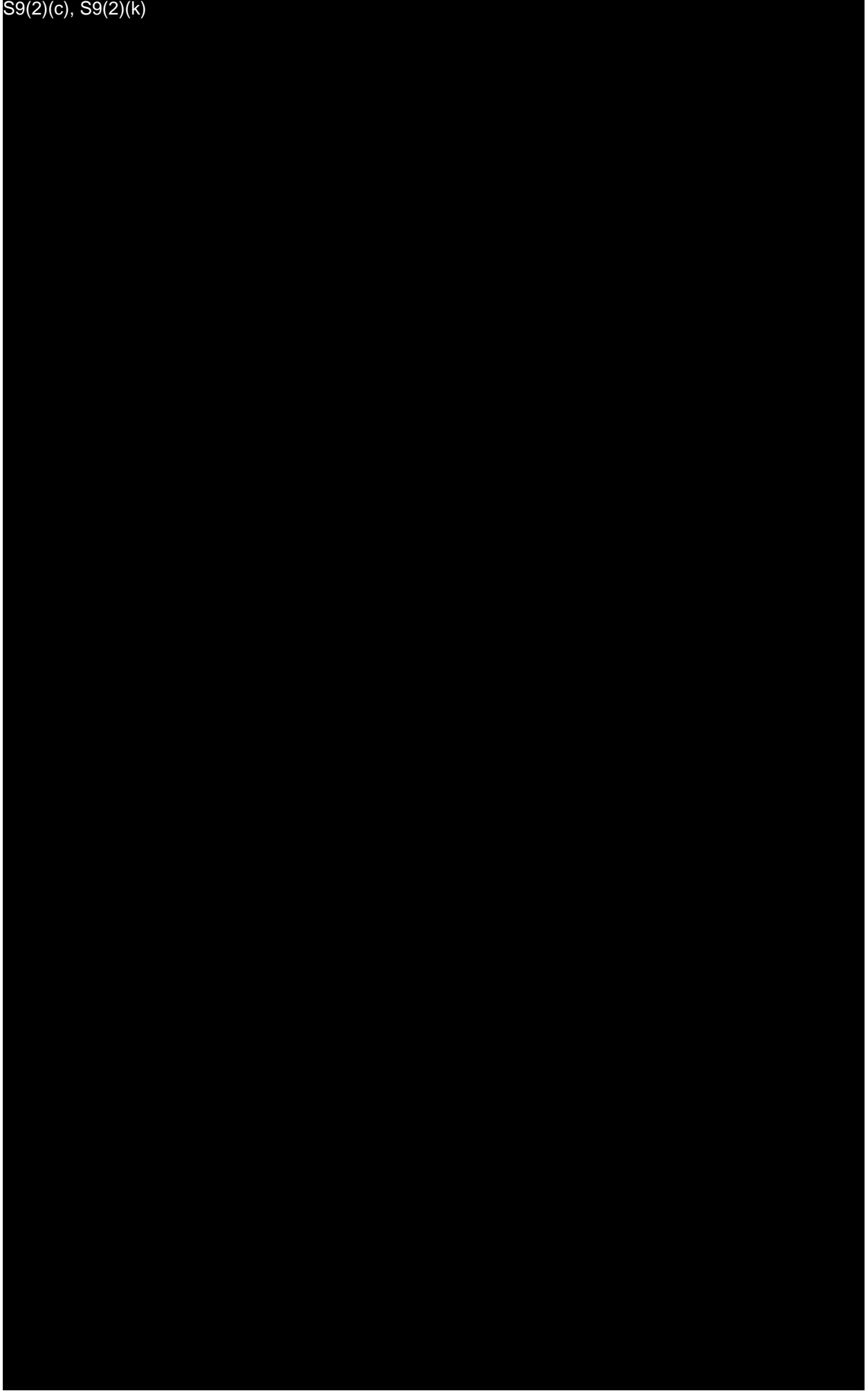
S9(2)(k)



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



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



S9(2)(k)

From:

S9(2)(k)

Sent:

Monday, 16 August 2021 13:03

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #50 - 16 August 2021

Attachments:

Dashboard Measures - Explanatory Note (2).pdf; Waikato DHB CSI Recovery Dashboard 16082021.pdf; 16082021_WDHBITIncident_SitRep_50.pdf

Kia ora koutou

Attached is the Waikato DHB IT Outage Situation Report **#50** dated **16 August 2021**, as well as this week's recovery dashboard and an updated explanatory note.

Ngā mihi nui

Intelligence

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Date:	16 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #50
For your:	Information

Status

Date/time	16 August 2021, 1300
Info Current as at	16 August 2021, 1230
Next SITREP	18 August 2021, 1300

New approach to situation reporting

- This situation report is accompanied by a programme dashboard, which reflects critical success factors and recovery outcome measures for the Waikato DHB (WDHB) ransomware incident. This dashboard is the primary resource to update on the situation, and will be accompanied with a brief summary report only, which includes any updates that are not featured on the supporting dashboard.
- You will note that some of the key measures in the dashboard are not yet populated (eg around clinical backlogs). This is because some analysis is not yet complete, or because the underlying data needs to be re-validated. Updating these measures is considered a priority.
- We will provide the summary report and dashboard to your office on Mondays, Wednesdays, and Fridays, and a Communications Lines Book once a week. The dashboard is updated by WDHB once a week.

Summary updates:

- Waikato DHB and the Office of the Privacy Commissioner (OPC) continue to engage regularly on the DHB's proposed approach to privacy notifications. The OPC has signalled to the DHB that it has further questions that it wants to work through before the approach can be confirmed. Another meeting is scheduled for **17 August 2021**. A progress update from this meeting will be included on **18 August 2021**.
- A risk framework has been accepted by the steering group, and the top 25 risks have been logged, in order to streamline mitigating actions.
- The interim injunction that was granted **04 August 2021** and which prevents media outlets from reporting on information found amongst the documents stolen during the attack remains in force. An application for a non-publication order, covering the materials submitted in support of the injunction application, was submitted **10 August 2021**.

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

-

Distribution

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

Director-General, GCSB

S9(2)(k)

S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 18 August 2021 13:50

To:

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

Cc:

Subject:

Attachments:

Waikato DHB CSI Recovery Dashboard 16082021.pdf; Dashboard Measures - Explanatory Note (2).pdf; 18082021_WDHBITIncident_SitRep_51_DRAFT.pdf

Kia ora koutou

Attached is the Waikato DHB IT Outage Situation Report **#51** dated **18 August 2021**, as well as this week's recovery dashboard and an updated explanatory note.

Ngā mihi nui

Intelligence

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Date:	18 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #51
For your:	Information

Status

Date/time	18 August 2021, 1300
Info Current as at	18 August 2021, 1230
Next SITREP	20 August 2021, 1300

New approach to situation reporting

- This situation report is accompanied by a programme dashboard, which reflects critical success factors and recovery timeline measures for the Waikato DHB (WDHB) ransomware incident. This dashboard is the primary resource to update on the situation, and will be accompanied with a brief summary report on which includes any updates that are not featured on the situation board.
- You will note that some of the measures on the dashboard are not yet populated (eg around clinical services). This is because some analysis is not yet complete, or because the underlying data is not yet available. Updating these measures is considered a priority.
- We will provide the situation dashboard to your office on Mondays, Wednesdays, and Fridays, and Communications Lines Book once a week. The dashboard is updated by WDHB once a week.

Summary updates:

- Waikato DHB is responding to the current COVID-19 situation alongside cyberattack recovery.
- The prioritisation of further business processes is currently deferred to respond and establish COVID-19 incident management team (IMT). COVID-19 related recovery priorities have been identified, confirmed and actioned (such as remote working, COVID-19 reporting, patient flow and operational response).
- Waikato DHB and the Office of the Privacy Commissioner (OPC) continue to engage regularly on the DHB's proposed approach to privacy notifications. **The DHB met with the OPC on 17 August 2021** to continue to clarify and re-scope proposed approach. The finalised notification numbers and response approach will be confirmed **24 August 2021**. The DHB plans to begin notifications from **24 August 2021**, however this will be continually assessed considering current COVID-19 situation.

RESTRICTED

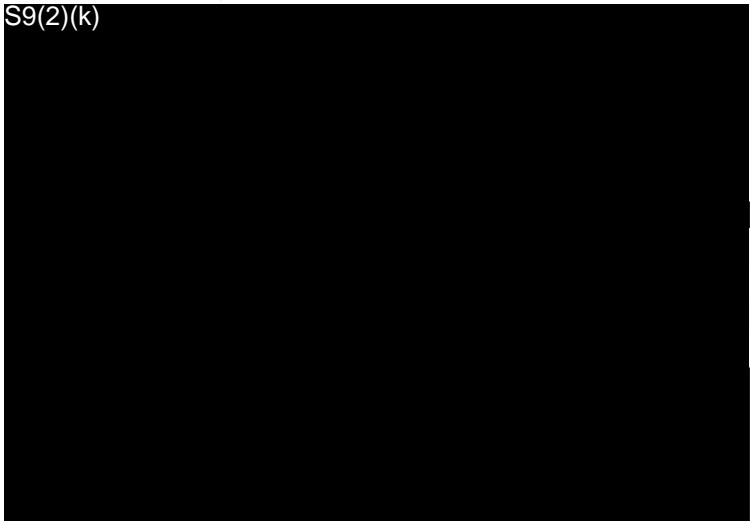
- The integrated recovery plan is now expanded to include further processes. Privacy outcome measures, recovery risks and financial forecast will be reviewed by the DHB Steering Group this week. The timelines are based on current resourcing however this may change due to the COVID-19 response resourcing needs.

Distribution

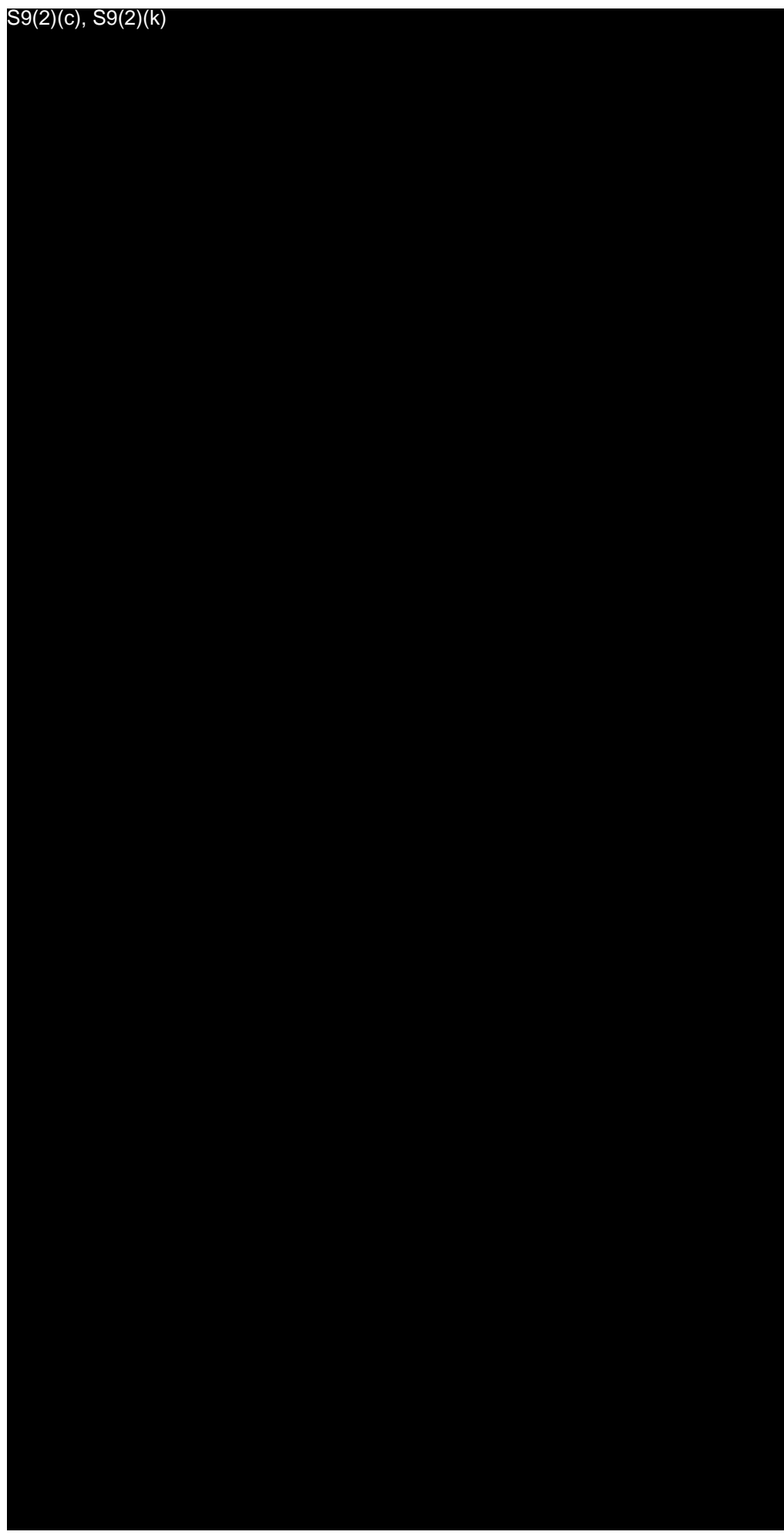
Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB

Director-General, GCSB

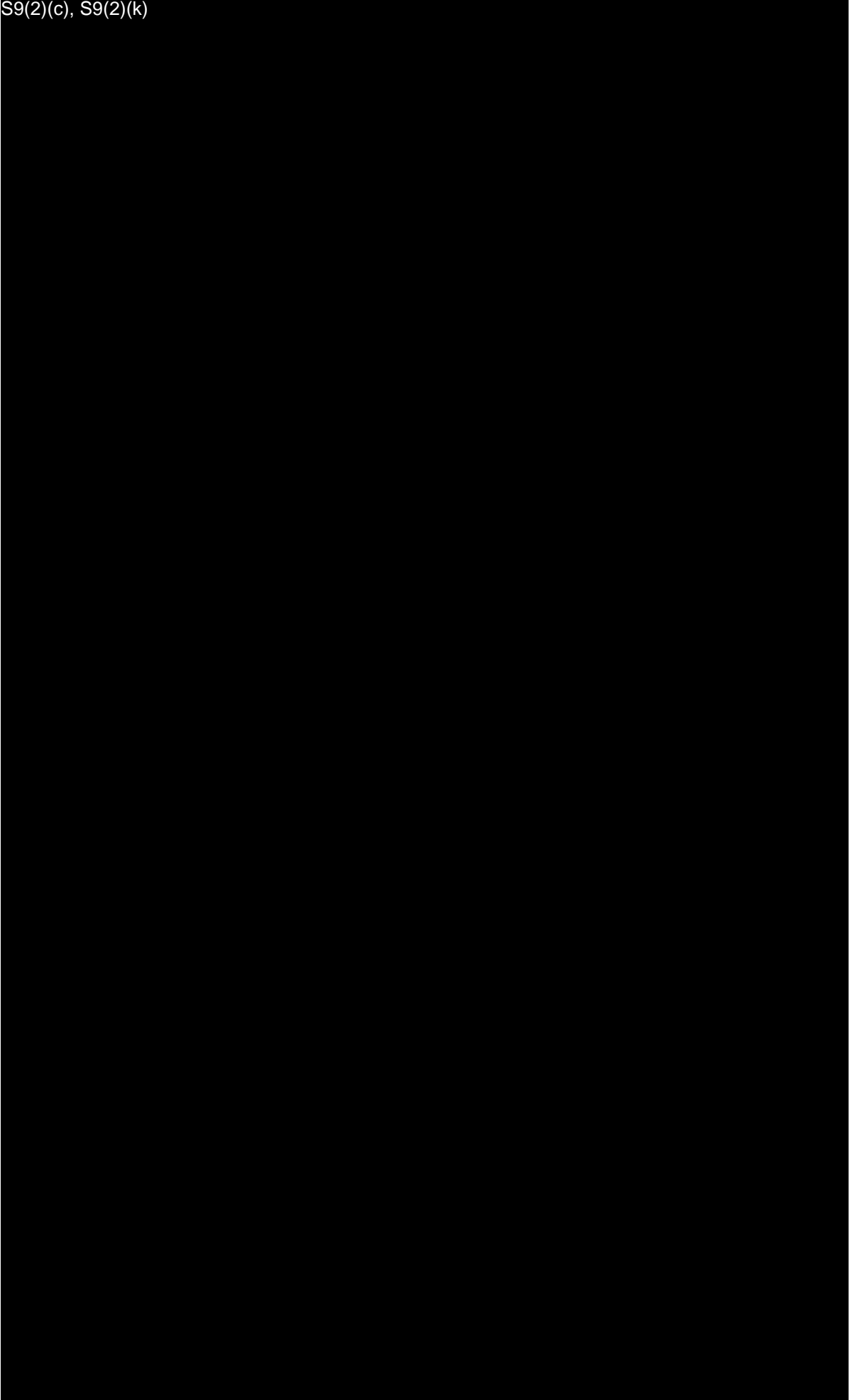
S9(2)(k)



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



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



S9(2)(k)

From:

S9(2)(k)

Sent:

Thursday, 19 August 2021 16:31

To:

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

Cc:

Subject:

Re: MOH-GCSB Minister Briefing Note re Waikato DHB incident - 19 August

Attachments:

2021-08-19 MOH-GCSB briefing note Waikato DHB -FINAL (2).pdf; FW_ WDHB briefing note for your sign-off.msg

Kia Ora S9(2)(k),

Please find attached a joint MOH-GCSB briefing note updating Ministers on the Waikato DHB incident. Please note that Andrew Hampton was unable to sign the Briefing due to his current working arrangements, but please see attached email confirmation.

I'd be grateful if you could please arrange referral to other Ministers' offices.

Ngā mihi

S9(2)(k)

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GOVERNMENT
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TE TIRA TIAKI

Briefing Note: Update on Waikato DHB Ransomware Attack

Date 19 August 2021

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

From Andrew Hampton, Director-General, GCSB
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
Andrew Hampton	Director-General, GCSB	(work) (a/h)	S9(2)(a), S9(2)(k) X
S9(2)(k)		(work) (a/h)	X

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. WDHB is leading the local health and privacy 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. This briefing updates you on the ransomware recovery response in light of COVID-19, privacy and the cyber security incident investigation.
5. There are no material updates this week in the areas of:
 - a. Impact on services
 - b. Independent Inquiry
 - c. Independent Assurance
 - d. Re-establishing IT services

COVID-19 concurrent response

6. WDHB is responding to the current COVID-19 situation alongside the ransomware incident recovery plan.
7. Some planned recovery activities have been deferred to respond and establish a COVID-19 incident management team (IMT). COVID-19 related cyberattack recovery priorities have been identified, confirmed and actioned (such as remote working, COVID-19 reporting, patient flow and operational response).

Privacy

Notification approach

8. A meeting was held between the WDHB and the Office of the Privacy Commissioner (OPC) on Thursday 29 July to talk through the privacy notification framework and approach that has been developed alongside privacy experts, and used to date, by the WDHB.

9. WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act
10. The OPC has provided initial feedback to the WDHB, and follow-up discussions took place on Thursday 5 August, Tuesday 10 August and Tuesday 17 August to work through the detail of the methodology, risk assessment, and notification approach. The finalised notification numbers and response approach will be confirmed on Tuesday 24 August.
11. While WDHB has tentatively planned public communications outlining more information on issues related to privacy, this approach will not be agreed until further engagement with the OPC has been completed.

Cyber security incident investigation

12. On Friday 13 August, the NCSC provided a draft incident analysis report to DHB, which the NCSC will aim to finalise shortly. The report summarised the NCSC's technical findings from the investigation, including from the two interim analysis reports provided on Wednesday 25 May and Thursday 10 June, about the actions undertaken by the malicious actor on the WDHB system.
13. While some ongoing analysis will continue, such as working with international and law enforcement partners, the report will signal the end of the NCSC's forensic analysis support to WDHB, in the absence of any significant developments or findings such as information to suggest the actor is still on the network or a new tranche of stolen data being identified. The NCSC remains available to support WDHB through the remainder of its recovery process as is necessary.

Further information

14. We are now providing your office with Situation Reports and recovery dashboard Mondays, Wednesdays, and Fridays and a Communication Lines Book once a week.

Recommendations

1.	Note	Waikato DHB and the Office of the Privacy Commissioner are discussing the DHB's notification framework and approach, to ensure alignment and agreement of views.	Yes/No
2.	Note	Waikato DHB is concurrently responding to the current COVID-19 situation and re-prioritising recovery actions and managing the impacts accordingly.	Yes/No

3.	Note	The NCSC has provided a draft incident analysis report to WDHB, which the NCSC will aim to finalise shortly.	Yes/No
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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
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Andrew Hampton
**Te Tumu Whakarae mō Te Tira
Tiaki**
Director-General of the GCSB

S9(2)(k)



Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From: S6(a)
Sent: Thursday, 19 August 2021 16:14
To: S9(2)(k)
Subject: FW: WDHB briefing note for your sign-off

Kia ora S9(2)(k)

Please find below Andrew Hampton's approval of the WDHB briefing note.

Nga mihi

S6(a)

From: Andrew Hampton S6(a)
Sent: Thursday, 19 August 2021 2:55 PM
To: Alex H <ah04@nzic.govt.nz>
Subject: RE: WDHB briefing note for your sign-off

Thanks S6(a). Looks good. S6(a)

From: S6(a)
Sent: Thursday, 19 August 2021 2:40 PM
To: Andrew Hampton S6(a)
Subject: WDHB briefing note for your sign-off

[SEEMAIL][RESTRICTED]

Hi S6(a)

As mentioned yesterday, here is the weekly WDHB briefing note, for your sign-off.

Once you've given your OK via email, MOH will distribute it as usual.

Kind regards

S6(a)

S6(a) (he/him)

Acting Assistant Director – Strategy and Policy | Joint Directors-General Office
Government Communications Security Bureau | New Zealand Security Intelligence Service

S6(a)



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S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 20 August 2021 08:33

To:

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

Cc:

Subject:

Re: MOH-GCSB Minister Briefing Note re Waikato DHB incident - 19 August 2021-08-19 MOH-GCSB briefing note Waikato DHB -FINAL.pdf; FW_ WDHB briefing note for your sign-off.msg

Attachments:

Mōrena S9(2)(k),

You will note the incorrect joint Briefing was sent to you yesterday afternoon.

Please see the correct version attached. I apologise for the error.

Ngā mihi,

S9(2)(a)

From: S9(2)(k)

Sent: Thursday, 19 August 2021 4:31 PM

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

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

Subject: Re: MOH-GCSB Minister Briefing Note re Waikato DHB incident - 19 August

Kia Ora S9(2)(k),

Please find attached a joint MOH-GCSB briefing note updating Ministers on the Waikato DHB incident. Please note that Andrew Hampton was unable to sign the Briefing due to his current working arrangements, but please see attached email confirmation.

I'd be grateful if you could please arrange referral to other Ministers' offices.

Ngā mihi

S9(2)(k)

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GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI

Briefing Note: Update on Waikato DHB Ransomware Attack

Date 19 August 2021

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

From Andrew Hampton, Director-General, GCSB
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
Andrew Hampton	Director-General, GCSB	(work) (a/h)	S9(2)(a), S9(2)(k) X
S9(2)(k)		(work) (a/h)	X

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. WDHB is leading the local health and privacy 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. This briefing updates you on the ransomware recovery response in light of COVID-19, privacy and the cyber security incident investigation.
5. There are no material updates this week in the areas of:
 - a. Impact on services
 - b. Independent Inquiry
 - c. Independent Assurance
 - d. Re-establishing IT services

COVID-19 concurrent response

6. WDHB is responding to the current COVID-10 situation alongside the ransomware incident recovery plan.
7. Some planned recovery activities have been deferred to respond and establish a COVID-19 incident management team (IMT). COVID-19 related cyberattack recovery priorities have been identified, confirmed and actioned (such as remote working, COVID-19 reporting, patient flow and operational response).

Privacy

Notification approach

8. A meeting was held between the WDHB and the Office of the Privacy Commissioner (OPC) on Thursday 29 July to talk through the privacy notification framework and approach that has been developed alongside privacy experts, and used to date, by the WDHB.

9. WDHB continues to work with cyber legal experts on preparing further information on WDHB notification strategy and to demonstrate how WDHB are complying with the requirements of the Privacy Act.
10. The OPC has provided initial feedback to the WDHB, and follow-up discussions took place on Thursday 5 August, Tuesday 10 August and Tuesday 17 August to work through the detail of the methodology, risk assessment, and notification approach. The finalised notification numbers and response approach will be confirmed on Tuesday 24 August.
11. While WDHB has tentatively planned public communications outlining more information on issues related to privacy, this approach will not be agreed until further engagement with the OPC has been completed.

Cyber security incident investigation

12. On Friday 13 August, the NCSC provided a draft incident analysis report to DHB, which the NCSC will aim to finalise shortly. The report summarised the NCSC's technical findings from the investigation, including from the two interim analysis reports provided on Wednesday 25 May and Thursday 10 June, about the actions undertaken by the malicious actor on the WDHB system.
13. While some ongoing analysis will continue, such as working with international and law enforcement partners, the report will signal the end of the NCSC's forensic analysis support to WDHB, in the absence of any significant developments or findings such as information to suggest the actor is still on the network or a new tranche of stolen data being identified. The NCSC remains available to support WDHB through the remainder of its recovery process as is necessary.

Further information

14. We are now providing your office with Situation Reports and recovery dashboard Mondays, Wednesdays, and Fridays and a Communication Lines Book once a week.

Recommendations

1.	Note	Waikato DHB and the Office of the Privacy Commissioner are discussing the DHB's notification framework and approach, to ensure alignment and agreement of views.	Yes/No
2.	Note	Waikato DHB is concurrently responding to the current COVID-19 situation and re-prioritising recovery actions and managing the impacts accordingly.	Yes/No
3.	Note	The NCSC has provided a draft incident analysis report to WDHB, which the NCSC will aim to finalise	Yes/No

shortly. This will signal the end of the NCSC's forensic analysis support to WDHB.

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
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S9(2)(k)



Andrew Hampton
**Te Tumu Whakarae mō Te Tira
Tiaki**
Director-General of the GCSB

Hon Andrew Little
Minister of Health
Minister Responsible for the GCSB

Date:

S9(2)(k)

From:

S9(2)(k)

Sent:

Friday, 20 August 2021 13:30

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #52 - 20 August 2021

Attachments:

Dashboard measures - Explanatory Note_20210816.pdf; 2021-08-20 Waikato DHB
CSI Recovery.pdf; 20082021_WDHBIncident_SitRep_52_DRAFT.pdf

Kia ora koutou

Attached are the Waikato DHB IT Outage Dashboard and Situation Report **#52** dated **20 August 2021**.

Ngā mihi

Intelligence

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Date:	20 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #52
For your:	Information

Status

Date/time	20 August 2021, 1300
Info Current as at	20 August 2021, 1230
Next SITREP	23 August 2021, 1300

New approach to situation reporting

- This situation report is accompanied by a programme dashboard, which reflects critical success factors and recovery outcome measures for the Waikato DHB (WDHB) ransomware incident. This dashboard is the primary resource to update on the situation, and will be accompanied with a brief summary report only, which includes any updates that are not featured on the supporting dashboard.
- You will note that some of the key measures in the dashboard are not yet populated (e.g. around clinical backlogs). This is because some analysis is not yet complete, or because the underlying data needs to be re-validated. Updating these measures is considered a priority.
- We will provide the summary report and dashboard to your office on Mondays, Wednesdays, and Fridays, and a Communications Lines Book once a week. The dashboard is updated by WDHB once a week.

Summary updates:

- Waikato DHB is responding to the current COVID-19 situation alongside cyberattack recovery.
- The prioritisation of further business processes is currently deferred to respond and establish COVID-19 incident management team (IMT). COVID-19 related recovery priorities have been identified, confirmed and actioned. **Remote access from DHB devices re-enabled under re-prioritised Covid-19 response. Remote working for most programme team members enabled. Covid-specific QlikSense reporting and labs data feeds re-enabled and made available to IMT users. Patient Flow Manager application now prioritised and progressing to testing.**
- Waikato DHB and the Office of the Privacy Commissioner (OPC) continue to engage regularly on the DHB's proposed approach to privacy notifications. The DHB met with the OPC on **17 August 2021** to continue to clarify and re-scope proposed approach. The finalised notification numbers and response approach will be confirmed **24 August 2021**. The DHB plans to begin

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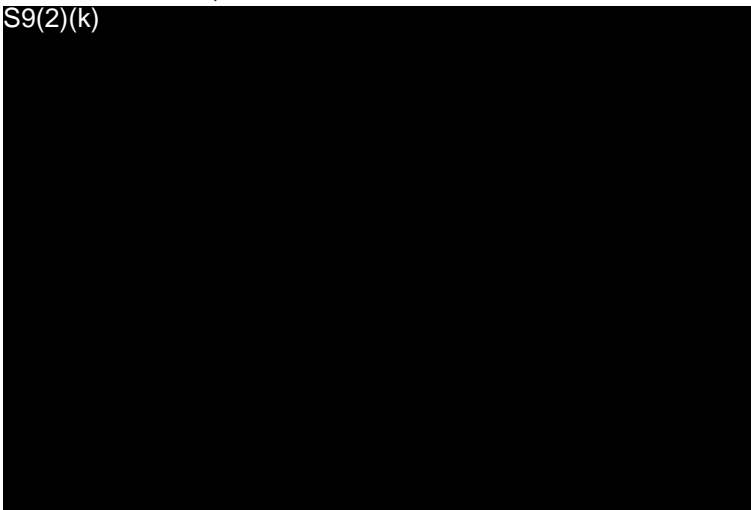
notifications from **24 August 2021**, however this will be continually assessed considering the current situation regards COVID-19.

- A meeting between WDHB and OPC was scheduled for **19 August 2021** but was deferred due to COVID-19 related reprioritisation of workload at WDHB. The next meeting will be **24 August 2021**.
- The integrated recovery plan is now expanded to include further processes. Privacy outcome measures, recovery risks and a financial forecast will be reviewed by the DHB Steering Group. **Some to be reviewed this week, while financial forecasts now to be reviewed next week.** The timelines are based on current resourcing however this may change due to the COVID-19 response resourcing needs. **Cyber security background paper for Steering Group reviewed.**
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED] **Good progress has been made with IS restoration of priority systems. 24 additional small apps released.**
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED]

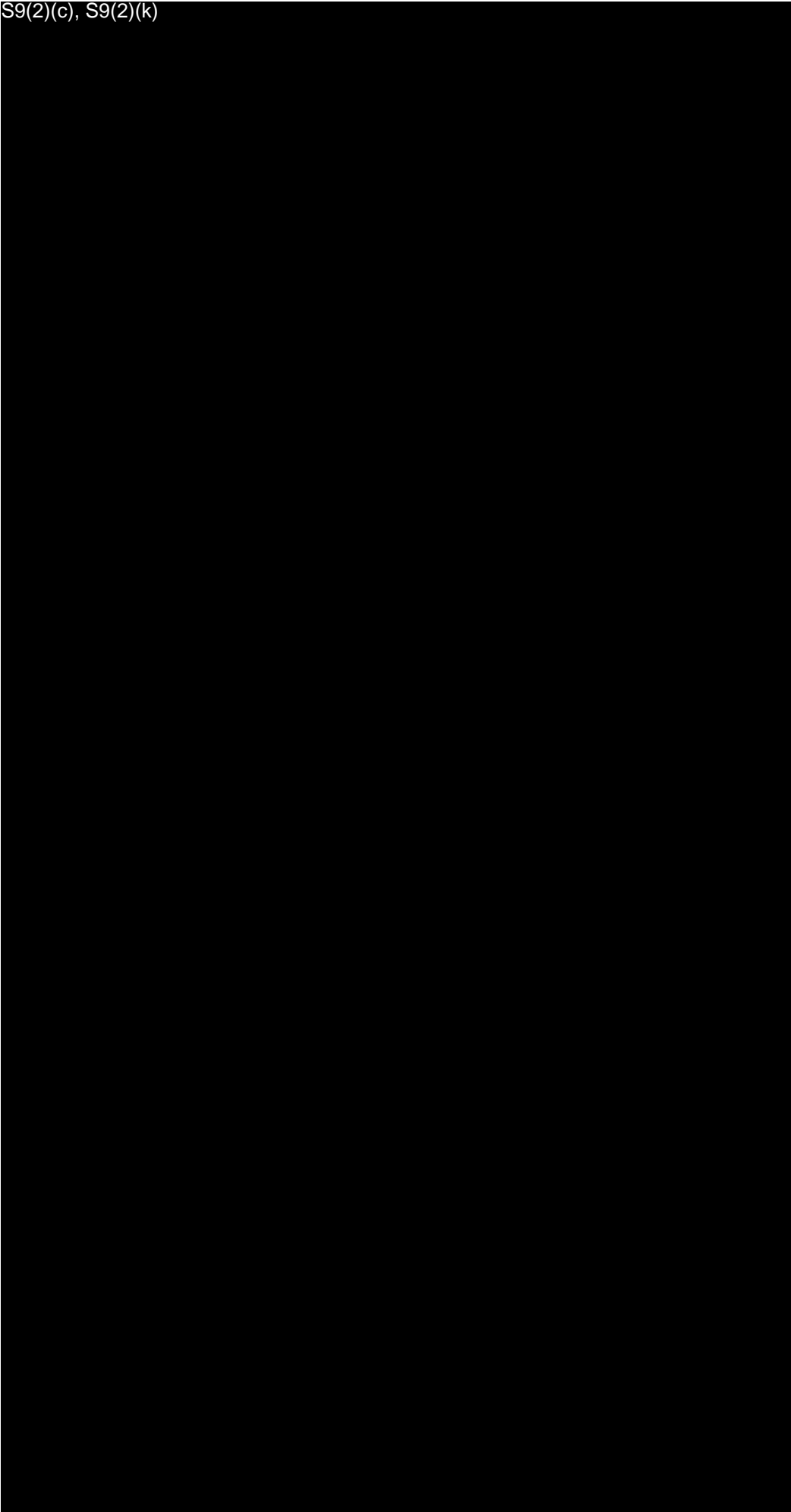
Distribution

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

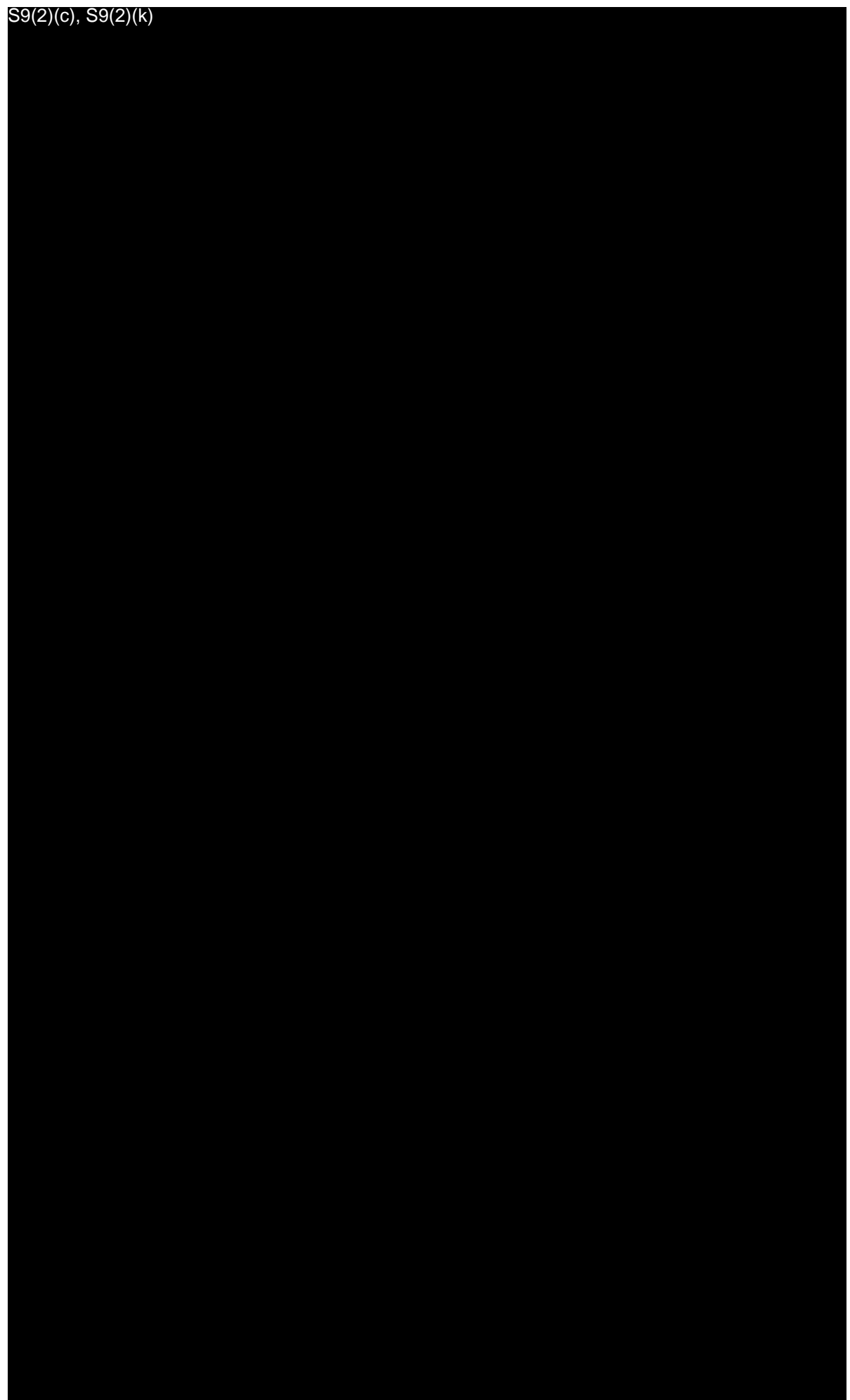
S9(2)(k)



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



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



S9(2)(k)

From:

S9(2)(k)

Sent:

Monday, 23 August 2021 12:43

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #53 - 23 August 2021

Attachments:

20082021 WDHB CSI Recovery Dashboard.pdf; Dashboard Measures Explanatory Note 20082021.pdf; 23082021_WDHBITIncident_SitRep_53.pdf

Kia ora koutou

Attached are the Waikato DHB IT Outage Dashboard and Situation Report **#53**.

Ngā mihi nui

Intelligence

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Date:	23 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #53
For your:	Information

Status

Date/time	23 August 2021, 1300
Info Current as at	23 August 2021, 1230
Next SITREP	25 August 2021, 1300

New approach to situation reporting

- This situation report is accompanied by a programme dashboard, which reflects critical success factors and recovery outcome measures for the Waikato DHB (WDHB) ransomware incident. This dashboard is the primary resource to update on the situation, and will be accompanied with a brief summary report only, which includes any updates that are not featured on the supporting dashboard.
- You will note that some of the key measures in the dashboard are not yet populated (e.g. around clinical backlogs). This is because some analysis is not yet complete, or because the underlying data needs to be re-validated. Updating these measures is considered a priority.
- We will provide the summary report and dashboard to your office on Mondays, Wednesdays, and Fridays, and a Communications Lines Book once a week. The dashboard is updated by WDHB once a week.

Summary updates:

- Waikato DHB is responding to the current COVID-19 situation alongside cyberattack recovery.
- The prioritisation of further business processes is currently deferred to respond and establish COVID-19 incident management team (IMT). COVID-19 related recovery priorities have been identified, confirmed and actioned. Remote access from DHB devices re-enabled under re-prioritised Covid-19 response. Remote working for most programme team members enabled. Covid-specific QlikSense reporting and labs data feeds re-enabled and made available to IMT users. Patient Flow Manager application now prioritised and progressing to testing.
- Waikato DHB and the Office of the Privacy Commissioner (OPC) continue to engage regularly on the DHB's proposed approach to privacy notifications. The DHB met with the OPC on **17 August 2021** to continue to clarify and re-scope proposed approach. The finalised notification numbers and response approach will be confirmed **24 August 2021**. The DHB plans to begin

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notifications from **24 August 2021**, however this will be continually assessed considering the current situation regards COVID-19.

- A meeting between WDHB and OPC was scheduled for **19 August 2021** but was deferred due to COVID-19 related reprioritisation of workload at WDHB. The next meeting will be **24 August 2021**.
- The integrated recovery plan is now expanded to include further processes. Privacy outcome measures, recovery risks and a financial forecast review **completed** by the DHB Steering Group. Cyber security background paper for Steering Group also reviewed.
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED] Good progress has been made with IS restoration of priority systems. 24 additional small apps released S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED]
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED]

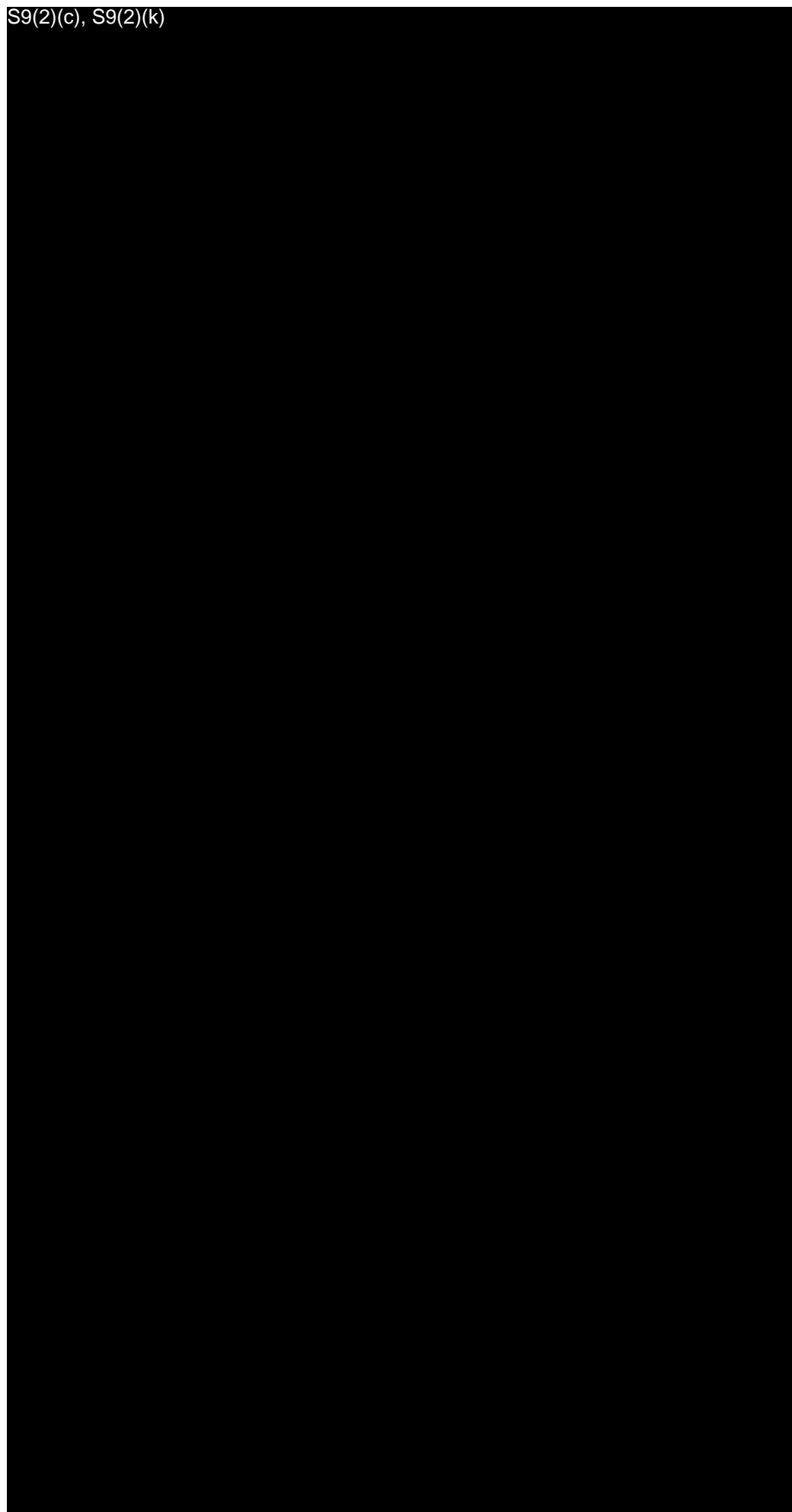
Distribution

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Director-General, GCSB

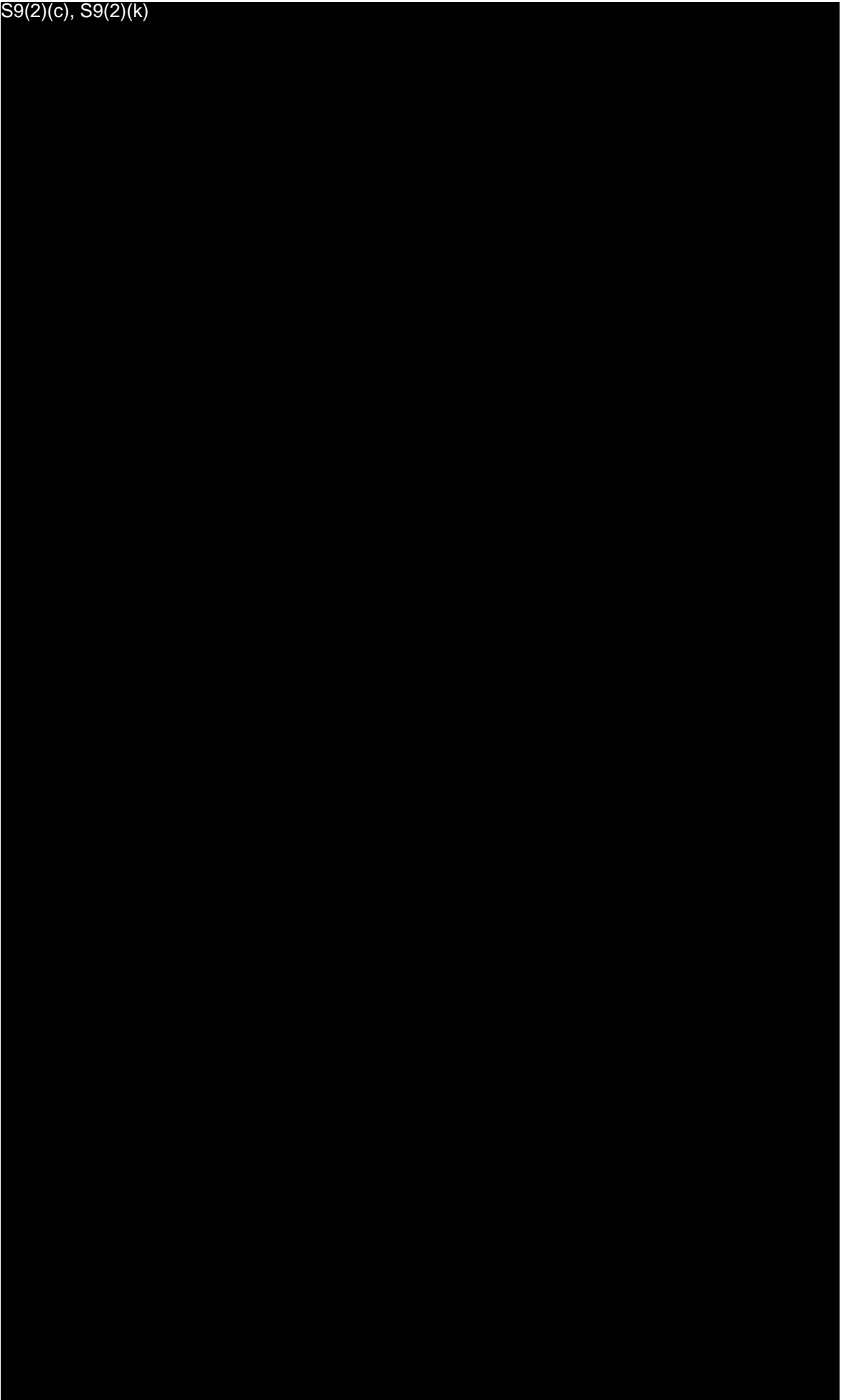
S9(2)(k)

[REDACTED]

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



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



S9(2)(k)

From:

S9(2)(k)

Sent:

Wednesday, 25 August 2021 13:32

To:

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

Cc:

Subject:

DHB Information Technology Situation Report #54 - 25 August 2021

Attachments:

Dashboard Measures Explanatory Note 20082021.pdf; 20082021 WDHB CSI Recovery Dashboard.pdf; 25082021_WDHBITIncident_SitRep_54_DRAFT (1).pdf

Kia ora koutou

Attached are the Waikato DHB IT Outage Dashboard and Situation Report **#54**.

Ngā mihi nui

Intelligence

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Date:	25 August 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	Waikato DHB Information Technology Outage Situation Report #54
For your:	Information

Status

Date/time	25 August 2021, 1300
Info Current as at	25 August 2021, 1230
Next SITREP	27 August 2021, 1300

Approach to situation reporting

- This situation report is accompanied by a programme dashboard, which reflects critical success factors and recovery outcome measures for the Waikato DHB (WDHB) ransomware incident. This dashboard is the primary resource to update on the situation, and will be accompanied with a brief summary report only, which includes any updates that are not featured on the supporting dashboard.
- You will note that some of the key measures in the dashboard are not yet populated (e.g. around clinical backlogs). This is because some analysis is not yet complete, or because the underlying data needs to be re-validated. Updating these measures is considered a priority.
- We will provide the summary report and dashboard to your office on Mondays, Wednesdays, and Fridays, and a Communications Lines Book once a week. The dashboard is updated by WDHB once a week.

Summary updates:

- Waikato DHB is responding to the current COVID-19 situation alongside cyberattack recovery.
- The prioritisation of further business processes is currently deferred to respond and establish COVID-19 incident management team (IMT). COVID-19 related recovery priorities have been identified, confirmed and actioned. Remote access from DHB devices re-enabled under re-prioritised Covid-19 response. Remote working for most programme team members enabled. Patient Flow Manager application now prioritised and progressing to testing.
- Waikato DHB and the Office of the Privacy Commissioner (OPC) continue to engage regularly on the DHB's proposed approach to privacy notifications. The DHB has been meeting with the OPC twice weekly to continue to clarify and re-scope the proposed approach. **The finalised notification numbers and response approach will be confirmed at the next meeting with OPC, and notification will begin following this. Timeframes are dependent on capacity during Covid-19 response.**

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- A meeting between WDHB and OPC was scheduled for **19 August 2021** but was deferred due to COVID-19 related reprioritisation of workload at WDHB. **The next meeting is taking place 26 August 2021.**
- The integrated recovery plan is now expanded to include further processes. Privacy outcome measures, recovery risks and a financial forecast review completed by the DHB Steering Group. Cyber security background paper for Steering Group **to be reviewed this week.**
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED] Urgent additional functionality being provided for national lab testing functionality.
IS system restoration keeping good progress S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED]
- S9(2)(c), S9(2)(k) [REDACTED]
[REDACTED]

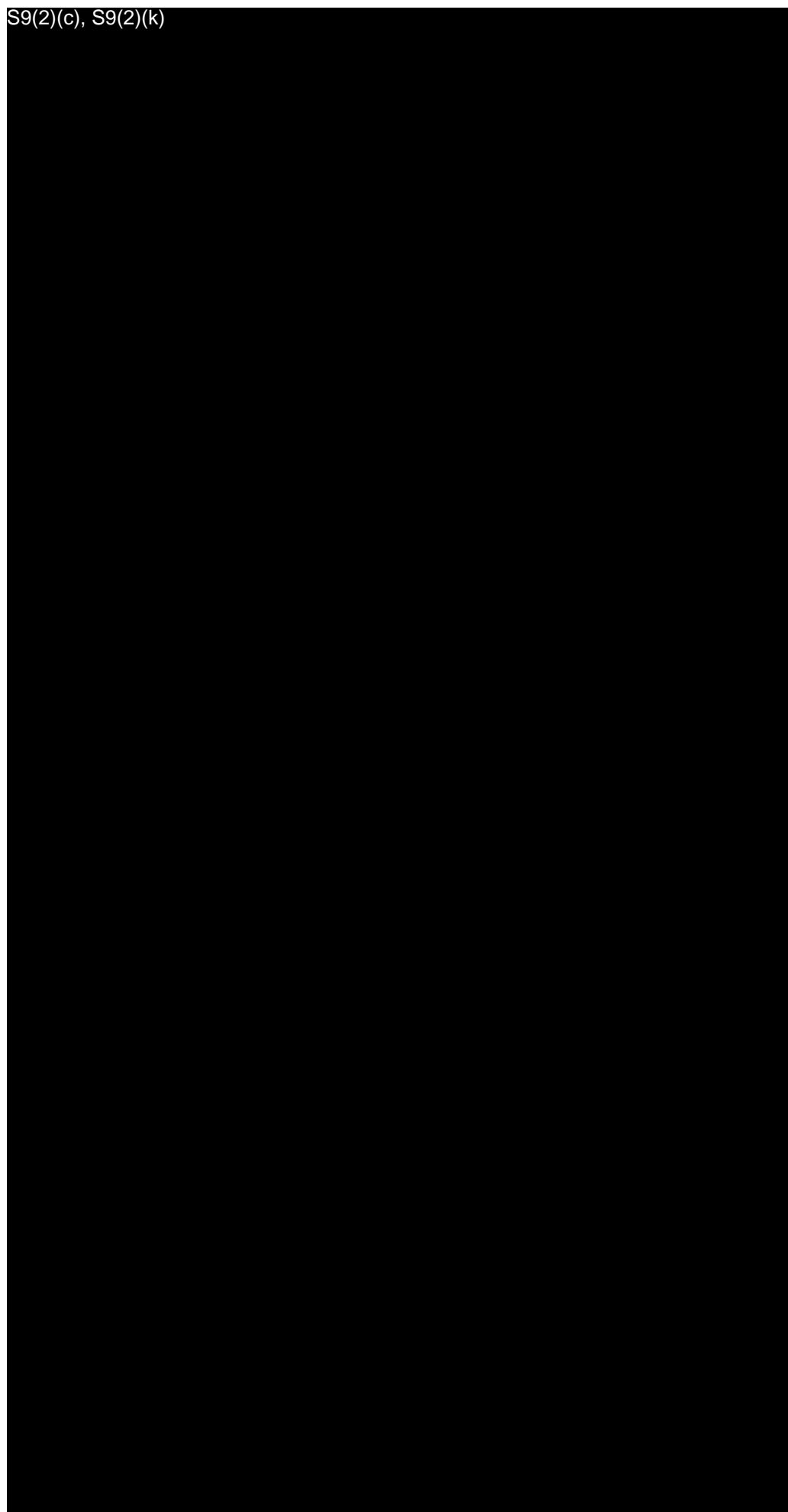
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Director-General, GCSB

S9(2)(k) [REDACTED]

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



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

