

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Thursday, 27 May 2021 11:00  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report 27 May 2021  
**Attachments:** 27052021\_WDHDITIncident\_SitRep.pdf.html

G'day,

Please find attached Waikato DHB Information Technology Outage Situation Report 27 May 2021.

NHCC Intelligence

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# Memo



National Cyber Security Centre



<b>Date:</b>	27 May 2021	
<b>To:</b>	Minister of Health and Minister Responsible for the GCSB, Hon Andrew Little Minister of Police, Hon Poto Williams	
<b>Subject:</b>	Situation Report	
<b>For your:</b>	Information	

## Status

Date/time	27 May 2021, 1100
Cut-off	27 May 2021, 1030
Next SITREP	28 May 2021, 1100

New information from the previous SITREP is noted in red.

Clarifications of previously provided information are noted in blue.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240 on 18 May 2021.
- On 24 May 2021, a number of New Zealand media outlets were contacted by an actor who purported to be responsible for the ransomware and claiming to have exfiltrated data from WDHB. The actor's claims of responsibility and exfiltration are credible.
- Data exfiltration has been confirmed, S6(a) [REDACTED]
- Investigations have identified a ransom demand S9(2)(k) [REDACTED]
- There are still major impacts on clinical services which include: S9(2)(k) [REDACTED]. Workaround processes have been put in place, and the DHB has advised that these are now embedded and working well throughout hospital sites.
- Priority focus for the DHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- The DHB still continues to provide reduced services, however, without access to systems, the support processes are manual, and activities are taking longer with continued disruption to business as usual 'flow'.

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- There is no estimated timeframe for full return of WDHB IT services. WDHB has access to some limited IT services, including an increasing number of laptops able to access regional services. Landline phone functionality has been restored. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre are running.

**Service delivery status**

- Full manual processes have been implemented across the WDHB. Despite the manual workarounds, the DHB reports that it is currently managing patient demand well.
- **The DHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed.** S9(2)(c), S9(2)(k)  
[Redacted]
- The DHB's Chief Medical Officer is overseeing clinical service decisions where needed.
- In-patient hospital services are continuing to be provided.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent. **Demand increases in the afternoon/evening increasing the patient management challenges for the team. Focus remains on messaging to the public.**
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[Redacted]
- Outpatient services are progressing but reduced where there is information system dependency. **We are reviewing processes related to BPAC to ensure we are identifying new referrals.**
- Cancer Services:
  - **Chemotherapy treatments are continuing** S9(2)(c), S9(2)(k)  
[Redacted]
  - S9(2)(c), S9(2)(k)  
[Redacted]

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- National cancer agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- Radiology services – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are USS and CT. USS acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. Outsourcing to private providers but limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- Laboratory services – urgent testing continues, supported by manual processes.
- Intensive Care Unit – there are plans in place to divert ICU to ICU transfers if needed. The plan is being reviewed daily.
- Cardiac surgery – services have recommenced. We have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. Currently there are [redacted] inpatient acutes, [redacted] have been accepted by Auckland DHB and approximately [redacted] will be completed in private.
- National pathways acute STEMIs and stroke have been reviewed with some being diverted to other DHBs as required.
- Trauma management continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- Management of other incidents:
  1. COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place. (ELT IMT in place).
  2. We are reviewing our COVID-19 resurgent contingency plan. Incident controller identified (Director of Public Health).
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer.
  4. Apex trades persons rolling industrial action commences 31 May for a two-month period. Oversight through Executive Director Corporate and Finance. **Minimal impact.**

**Incident and investigation status**

- On 27 May 2021 the interim report from NCSC was released to WDHB and MoH with updated information and timeline to date.
- Data exfiltration has been confirmed, S6(a)

[redacted]  
[redacted]  
[redacted]

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- WDHB initially identified a file stating that their systems have been encrypted by ransomware. S9(2)(k) [REDACTED] [REDACTED] [REDACTED]. An actor that appears to be responsible for the ransomware also contacted a number of New Zealand media outlets on 24 May 2021.
- S6(a) [REDACTED]
  - [REDACTED]
  - [REDACTED]
- S6(a) [REDACTED]
  - According to open source intelligence, S6(a) [REDACTED] and is used in Ransomware-as-a-Service operations. This means malicious actors can use this form of ransomware for payment of a subscription fee or a share of ransomware profits. It also means the ransomware may be used by a variety of malicious actors.
  - This ransomware is different to that which reportedly affected Irish Health Services earlier in May.
- Data exfiltration is likely to have occurred but has not been confirmed through forensic technical analysis.
  - The actor that contacted media organisations on 24 May 2021 provided a copy of files that appear to have been taken from WDHB systems. Given this, the NCSC assesses the claim to have exfiltrated data from WDHB to be credible.
  - S6(a) [REDACTED] [REDACTED] [REDACTED]
- The NCSC has deployed incident response personnel to WDHB and is continuing to conduct analysis from Wellington.
  - NCSC personnel are likely to remain at WDHB until S6(a) [REDACTED].
  - The NCSC is prioritising efforts to identify the initial infection vector, but is also supporting measures to prevent reinfection in the event the vector cannot be confirmed.

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- o The NCSC is also undertaking investigations to determine whether data exfiltration has occurred.
- o The NCSC is analysing logs from WDHB infrastructure and copies of data received from a third party provider to WDHB.
- Police are on site at WDHB and have started their investigation. A Police representative has been working alongside NCSC in Wellington since 20 May 2021.
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. **The NCSC issued WDHB an Interim Incident Analysis Report on 26 May 2021, setting out the NCSC’s interim findings and considerations for WDHB as it continues to respond.**

**Actions**

**Service delivery**

- Contingency planning – progressing in detail for direct impacts for a further two weeks at this stage. A longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).
- Wider Sector – the Ministry continues to support and advise PHOs, DHBs, and Emergency Services.
- **S9(2)(c)** [Redacted]
- Recovery planning – early work is underway to determine how best to support the backlog of patients whose care has been deferred. The DHB is seeking to progress less complex operations that can continue while this progresses.
- An issue occurred on Friday 21 May with the manual reporting of WDHB’s COVID-19 test results for international air crew. WDHB has engaged with AirNZ on this, and testing arrangements for international air crew is being supported by another provider until systems are back in place.

**Recovery of WDHB systems**

- There is no estimate for full return of IT services. **WDHB is working to confirm a plan for a return of full IT services.**

**Re-establishing IT services**

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

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- o S9(2)(k), S9(2)(c)  
[Redacted]  
[Redacted]
- o WDHb is working with commercial vendors to enhance security measures on WDHb systems.
- o The prioritisation of services to be brought online has been confirmed with the WDHb Emergency Operations Centre.
- o There is a risk that restored systems could be re-infected when brought back online. This risk can be mitigated by implementing additional security measures on WDHb systems.
- o The Ministry of Health has advised, and WDHb have engaged, independent assurance from a member of the DIA Security and Related Services panel to provide written advice before WDHb starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report that also includes a covering note stating WDHb CEO has read and understood the report and any associated residual risks.
- o The NCSC will issue an interim report to WDHb on 25 May 2021 to inform WDHb's assessment of the risk of reinfection and decisions on bringing systems back online. The NCSC will also attend WDHb's Risk and Audit Committee Meeting on Wednesday 26 May 2021.
- Infected WDHb systems remain disconnected from wider health sector networks.
  - o Information from the NCSC will inform risk assessments and decisions on reconnecting WDHb systems to wider health sector networks.
  - o S9(2)(k), S9(2)(c)  
[Redacted]  
[Redacted]
  - o The Ministry of Health is working with WDHb to confirm the assurance processes needed prior to reconnecting WDHb systems.
- WDHb has a number of alternative services in place while infected systems are being recovered.
  - o S9(2)(c), S9(2)(k)  
[Redacted]  
[Redacted]  
[Redacted]
  - o Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

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### Attribution of malicious activity

S6(a)



#### Guidance to wider sector

- A joint NCSC-CERT NZ advisory on ransomware and a number of possible indicators of compromise were provided to other DHBs on 19 May 2021 via the Ministry of Health. The advisory was shared with other nationally significant organisations on 20 May 2021.
- On 24 May 2021, the Ministry of Health and the NCSC provided a verbal briefing to all other DHBs about actions to mitigate risk to their systems.
- On 24 May 2021, the NCSC disseminated further indicators of compromise associated with the incident to other DHBs. Indicators are shared with other organisations to support them to detect any similar malicious activity against their systems.

#### Other NCSC operations

- The NCSC will continue to deploy indicators of compromise to its detection and disruption capabilities to support the detection of similar malicious activity against other organisations. The NCSC is investigating options for increasing its visibility of any future malicious activity against WDHB.
  - S6(a)
- 

#### Risks to health sector systems

- The NCSC, Ministry of Health and other agencies have issued a series of advisories and indicators of compromise to other DHBs and nationally significant organisations during the period of the incident. Indicators are shared with other organisations to support them to detect any similar malicious activity against their systems.
- On 24 May 2021, the Ministry of Health and the NCSC provided a verbal briefing to all other DHBs about actions to mitigate risk to their systems.
- The NCSC will work with the Ministry of Health to confirm that cyber security guidance provided to other DHBs and health sector agencies is fit for purpose.
- The NCSC will continue to deploy indicators of compromise to its detection and disruption capabilities to support the detection of similar malicious activity against other organisations.
- **The Director-General of GCSB and Chief Executive of DIA are planning to write to other public sector chief executives to draw their attention to the incident and security measures that should be considered.**

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### **Privacy risks**

- The DHB issued a press release on 24 May 2021 and has set up a 0800 number for the public regarding the risk of private information being leaked, including the possibility that this may be used by the actor to request money from those to whom the information relates and what people should do if approached.
- WDHB is working closely with the Privacy Commissioner.
- Police are collaborating with WDHB to implement processes for victims to report any events related to misuse of compromised personal information. Associated communications will be issued to the public.

### **Communications**

- The 0800 number set up for the Waikato was transferred from Waikato DHB to the National Telehealth Service at 8:30am on 27 May 2021 and will now be in place 24/7. Scripting has been provided to all frontline staff
- On 26 May there were <sup>S9(2)</sup> calls made to the DHB's 0800 number, of which <sup>S9</sup> related to <sup>S9(2)(c)</sup>  
[REDACTED]
- In order to support the response security resources within the National Telehealth service have been increased
- The phones for the Waikato Crisis mental health teams have and continue to be answered by our team of virtual mental health nurses for triage and referral back to the on-ground team
- Call volumes will be monitored
- At the time of writing no calls have been received from the public into 1737 relating to this matter
- DPMC is convening a meeting of communications leads from relevant agencies to provide reassurance that there is effective cross-agency co-ordination on communications and messaging.
- WDHB CEO continues to provide media updates to the public, staff and providers. To better manage the growing number of ad hoc media requests, the DHB CEO is now hosting a media stand up at 1330 each day (commenced 22 May 2021), with talking points prepared in advance, by 11am daily.
- The Ministry, NCSC and WDHB communications teams are working closely to ensure messaging is aligned.

### **Co-ordination**

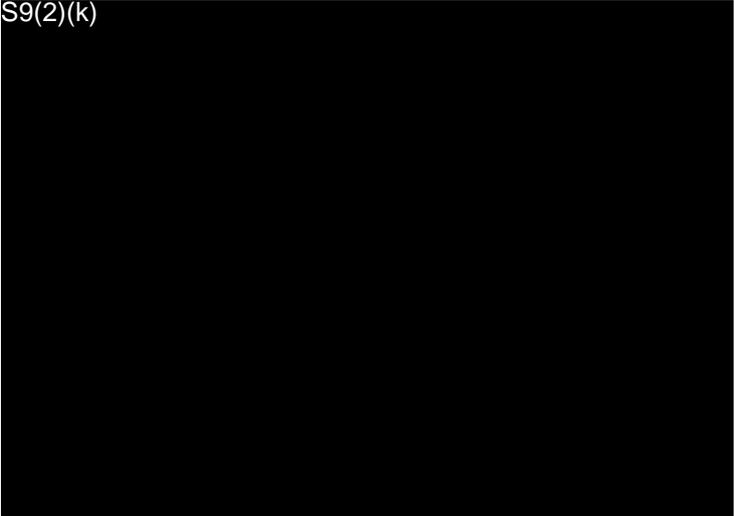
- Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

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**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, 28 May 2021 11:29

**To:**

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

**Cc:**

**Subject:**

Waikato DHB Information Technology Outage Situation Report 28 May 2021

**Attachments:**

28052021\_WDHBITIncident\_SitRep.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report dated 28 May 2021.

NHCC Intelligence

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# Memo



National Cyber Security Centre



GOVERNMENT COMMUNICATIONS SECURITY BUREAU  
TE TIRA TIARI

<b>Date:</b>	28 May 2021
<b>To:</b>	Minister of Health and Minister Responsible for the GCSB, Hon Andrew Little
<b>Subject:</b>	Situation Report
<b>For your:</b>	Information

## Status

Date/time	28 May 2021, 1115
Cut-off	28 May 2021, 1030
Next SITREP	29 May 2021, 1100

New information from the previous SITREP is noted in red.

Clarifications of previously provided information are noted in blue.

## 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**.
- **Thames Hospital telephone lines were down on 27 May 2021. The issue has been resolved and the line are up and running with a workaround from late afternoon 27 May 2021.**
- Priority focus for the DHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimated timeframe for full return of WDHB IT services.

## Service delivery

- Full manual processes **are in place and continue. Staff continue to manage well given the challenging environment.**
- The DHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. **S9(2)(c), S9(2)(k)**

S9(2)(c), S9(2)(k) . Contingency plans and risks are continually reviewed.

- **In-patient hospital services** are continuing to be provided.
- **Emergency Departments** are operating, presentations are increasing which is putting pressure on the department. The DHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)
- **Outpatient services** are progressing, but reduced where there is information system dependency. There is a process to identify and progress new referrals. The DHB continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
  - S9(2)(c), S9(2)(k)
  - National cancer agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasound and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. Outsourcing to private providers but limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories.
- **Intensive Care Unit** – there are plans in place to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

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- **Cardiac surgery** – services have recommenced. We have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** have been reviewed with some being diverted to other DHBs as required.
- **Trauma management** continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- Management of other incidents:
  1. **COVID-19 Vaccination rollout** – continuing as planned with workaround systems for patient booking, reporting and support processes in place. (ELT IMT in place).
  2. We are reviewing our COVID-19 resurgent contingency plan. Incident controller identified (Director of Public Health). **The test and trace system operated by WDHB has been unaffected by the outage and we would be able to cope as usual if any positive cases emerged.**
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. **The Chief Executive has written to the Acting Chief Executive NZNO to formally request for consideration the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates over the next 24 hours.**
  4. Apex tradespersons rolling industrial action commences **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

### **Actions**

- Information services – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas. The next 24-48 hours will involve processes to clean, validate cleaning and test restored aspects of the system.
- **Privacy – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. Awaiting confirmation of details in regard to numbers and information accessed from IS. This will inform our final approach in terms of notifications. Helpline is now established 24/7 with a small number of calls received from the public.**
- Contingency planning – progressing in detail for direct impacts for a further two weeks at this stage. A longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).

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- Support – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- Reporting – once daily meeting of agencies (**1630hrs**) followed by a daily SITREP (**1730hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.
- Wider Sector – the Ministry continues to support and advise PHOs, DHBs, and Emergency Services.
- **S9(2)(c)** [REDACTED]
- **Recovery planning is progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.**

**Cyber security incident and investigation status**

- The majority of WDHB servers remain encrypted. The impact on some servers limits the ability of users to log into end-user devices, and some devices are also encrypted. Information stored on those servers and devices is inaccessible. WDHB disconnected their systems from wider health sector systems to prevent spread of the infection.
- Data exfiltration has been confirmed, **S6(a)** [REDACTED]
- **S9(2)(c), S9(2)(k)** [REDACTED]. An actor that appears to be responsible for the ransomware also contacted a number of New Zealand media outlets on **24 May 2021**.
- The initial infection vector has not been identified.
- **9(2)(k)** [REDACTED] It remains possible that the actor had access earlier than this date.
- **S6(a)** [REDACTED]

- S6(a) [REDACTED]  
[REDACTED]  
[REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- **On 27 May 2021, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.**
- **NCSC is planning to return deployed staff to Wellington in the week of S6(a) [REDACTED], where more detailed analysis of collected data will continue. Police currently remain on site.**

### ***IT Service Restoration***

- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. The Ministry of Health has advised, and WDHB have engaged, independent assurance from a member of the DIA Security and Related Services panel to provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report that also includes a covering note stating WDHB CEO has read and understood the report and any associated residual risks.
  - The decision to bring restored WDHB systems back online will be made jointly by the Chief Executive of WDHB and the Ministry of Health.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
  - S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]

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- o The Ministry of Health is working with WDHB to confirm the assurance processes needed prior to reconnecting WDHB systems.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - o S9(2)(c), S9(2)(k) [REDACTED]
  - o [REDACTED]
  - o [REDACTED]
  - o Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately **2400** phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

### **Privacy**

- WDHB has identified a handful of individuals **9(2)(k)** where they have been able to undertake a risk assessment and review of the information that has been accessed. These individuals will be contacted today, by one of a team of professional advisors with appropriate expertise to manage case sensitivity.
- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. They continue to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.
- The DHB will start to notify affected individuals as soon as they are able. At this stage they cannot be definitive about the numbers affected, and this will determine what approach is taken to management. The DHB is working with experts and the Office of the Privacy Commissioner.
- The Ministry and DHB are coordinating a public communications campaign for the weekend to reinforce existing communications messages about steps to protect privacy.

### **Communication**

#### **National Telehealth Service Update**

- The 0800 number set up for the Waikato was transferred from Waikato DHB to the National Telehealth Service at **0830hrs** yesterday and is in place 24/7. Scripting has been provided to all frontline staff.

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- Yesterday, only [redacted] calls were received into this line, with [redacted] S9(2)(c) calls relating to S9(2)(c) [redacted].
- In order to support the response, security resources within the National Telehealth service have been increased.
- Healthline volumes for the area are marginally higher than we would expect.
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public so we can ensure staff are ready and able to respond.
- The phones for the Waikato Crisis mental health teams have and continue to be answered by our team of virtual mental health nurses for triage and referral back to the on-ground team.

### Waikato DHB communications

- WDHB CEO continues to provide media updates to the public, staff and providers. To better manage the growing number of ad hoc media requests, the DHB CEO is now hosting a media stand up at **1330** each day (commenced **22 May 2021**), with talking points prepared in advance, by **1100** daily.
- The Ministry, NCSC and WDHB communications teams are working closely to ensure messaging is aligned.
- Public communications continue to be managed primarily by WDHB, but also with support from the Ministry of Health. Both entities are aware of and are adhering to advice provided by the NCSC to limit details on the nature of the cyber security incident in the public domain. This is a prudent step at this stage to ensure we are not providing information able to be used for further malicious acts. Over time this stance may be modified, as we balance providing assurance to limit concerns that New Zealand is facing a similar threat to that posed to Ireland's health service. The NCSC **has constructed** advice on when and how to progress wider public messages about ransomware.
- Public communications from WDHB are focusing primarily on delivery of health services. The NCSC has provided supporting media messages to enable the CEO of WDHB (and where necessary, the Ministry) to respond to questions about the cybersecurity incident in the most appropriate way, in light of the evolving situation.
- **Additional communications support is now in place at WDHB. This is being reassessed to make sure the level of support and seniority is sufficient.**
- The Ministry is engaging with the DHB Chief Information Officer network, and regular updates are being provided with common messages. A number of DHBs disabled email communication with WDHB as part of their response to the incident and the Ministry is engaging with them to re-enable email communications.

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- WDHB is looking at actions it may need to take in the event a privacy breach is identified. **This includes engaging with the Privacy Commissioner** and working with a specialist privacy breach support organisation **to support actions required for various scenarios.**
- CERT NZ was interviewed on Radio New Zealand Checkpoint on **19 May 2021** about cyber security generally. CERT NZ provided commentary on the increasing frequency of cyber security incidents and offered general advice about mitigating cyber security threats.
- WDHB will be updating information on its website on what health services are going ahead.
- WDHB is engaging with the Cancer Agency on the current situation, and with the Cancer Society and other providers to support good patient communication and care.
- **WDHB Communications have been engaging with media outlets contacted by the likely malicious actor on 24 May 2021 to encourage responsible and sensitive reporting.**

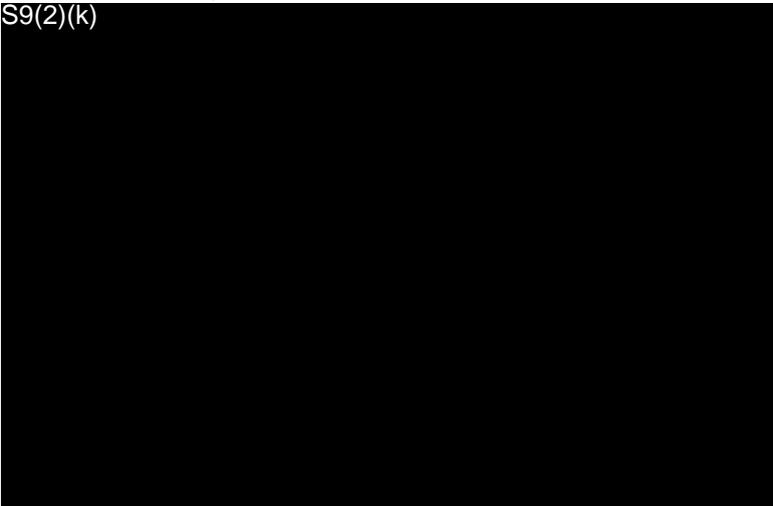
### ***Co-ordination***

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

### ***Distribution***

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

S9(2)(k)



S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Saturday, 29 May 2021 11:00

**To:**

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

**Cc:**

**Subject:**

Waikato Information Technology Outage Situation Report 29 May 2021

**Attachments:**

29052021\_WDHBITIncident\_SitRep.pdf.html

Kia ora,

Attached is the Waikato Information Technology Outage Situation Report date 29 May 2021.

NHCC Intelligence

\*\*\*\*\*

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# Memo



National Cyber Security Centre

GOVERNMENT  
COMMUNICATIONS  
SECURITY BUREAU  
TE TIRA TIARI

<b>Date:</b>	29 May 2021
<b>To:</b>	Minister of Health and Minister Responsible for the GCSB, Hon Andrew Little
<b>Subject:</b>	Waikato Information Technology Outage Situation Report
<b>For your:</b>	Information

## Status

Date/time	29 May 2021, 1100
Cut-off	29 May 2021, 1030
Next SITREP	30 May 2021, 1100

New information from the previous SITREP is noted in red.

Clarifications of previously provided information are noted in blue.

## 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.
- Priority focus for the DHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimated timeframe for full return of WDHB IT services.

## Service delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment.
- Waikato DHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. Contingency plans and risks are continually reviewed.
- On 28 May 2021, a videoconference was held with Chief Operating Officers of tertiary centres facilitated by the Ministry of Health to discuss the management of acute tertiary referrals given the current constraints on Waikato DHB ICU, radiology and laboratory

services. A process will be developed to support the logistics and coordination of transfers that may be required across the centres with overall capacity being taken into account.

- In-patient hospital services are continuing to be provided.
- Emergency Departments are operating, presentations are increasing which is putting pressure on the department. WDHB continues to encourage the public to only attend if urgent.
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[REDACTED]
- Outpatient services are progressing. The outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.
- Cancer Services:
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
  - National cancer agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- Radiology services – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- Laboratory services – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories.
- Intensive Care Unit – there are plans in place to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

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- Cardiac surgery – services have recommenced. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. **WDHB is working closely with ADHB and have transferred 2 acute inpatients and will transfer another 2 next week. The DHB now has dates with private providers for some elective patients.**
- National pathways acute STEMI and stroke have been reviewed with some being diverted to other DHBs as required.
- Trauma management continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- WDHB Management of concurrent incidents:
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB are reviewing our COVID-19 resurgent contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and we would be able to cope as usual if any positive cases emerged.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The Chief Executive has written to the Acting Chief Executive NZNO to formally request for consideration the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates over the next 24 hours.
  4. Apex trades persons rolling industrial action commences **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

### **Actions**

- Information services – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas. The next 24-48 hours will involve processes to clean, validate cleaning and test restored aspects of the system.
- Privacy – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. Awaiting confirmation of details in regard to numbers and information accessed from IS. This will inform our final approach in terms of notifications. Helpline is now established 24/7 with a small number of calls received from the public.
- Contingency planning – progressing in detail for direct impacts for a further two weeks at this stage. A longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).

- Support – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- Reporting – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.
- Wider Sector – the Ministry continues to support and advise PHOs, DHBs, and Emergency Services.

### **Cyber Security Incident and Investigation Status**

- The majority of WDHB servers remain encrypted. The impact on some servers limits the ability of users to log into end-user devices, and some devices are also encrypted. Information stored on those servers and devices is inaccessible. WDHB disconnected their systems from wider health sector systems to prevent spread of the infection.
- Data exfiltration has been confirmed, S6(a) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
- S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]. An actor that appears to be responsible for the ransomware also contacted a number of New Zealand media outlets on 24 May 2021.
- The initial infection vector has not been identified.
- 9(2)(k) [REDACTED]. It remains possible that the actor had access earlier than this date.
- S6(a) [REDACTED]
- S6(a) [REDACTED]  
[REDACTED]  
[REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on 26 May 2021, setting out the NCSC’s interim findings and considerations for WDHB as it continues to respond.
- On 27 May 2021, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.

- NCSC is planning to return deployed staff to Wellington in the week of S6(a) [REDACTED], where more detailed analysis of collected data will continue. Police currently remain on site.

### **IT Service Restoration**

- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. The Ministry of Health has advised, and WDHB have engaged, independent assurance from a member of the DIA Security and Related Services panel to provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report that also includes a covering note stating WDHB CEO has read and understood the report and any associated residual risks.
  - The decision to bring restored WDHB systems back online will be made jointly by the Chief Executive of WDHB and the Ministry of Health.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.
- **WDHB has indicated that it is close to being able to bring S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]. Joint agreement between the Ministry's SRO and WDHB's Incident Controller is needed before any systems are bought**

back on line or restored. This will be provided once necessary assurances have been confirmed.

### **Privacy**

- WDHB has identified a handful of individuals **9(2)(k)** where they have been able to undertake a risk assessment and review of the information that has been accessed. These individuals will be contacted today, by one of a team of professional advisors with appropriate expertise to manage case sensitivity.
- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. They continue to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.
- The DHB will start to notify affected individuals as soon as they are able. At this stage they cannot be definitive about the numbers affected, and this will determine what approach is taken to management. The DHB is working with experts and the Office of the Privacy Commissioner.
- The Ministry and DHB are coordinating a public communications campaign for the weekend to reinforce existing communications messages about steps to protect privacy.

### **Health and public sector cyber security**

- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs will be writing to all public sector chief executives in the week of **31 May 2021** regarding their cyber security arrangements. The Ministry of Health will pass this letter to health sector chief executives.
- The NCSC will publish an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) early in the week of **31 May 2021**.-

### **Communication**

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

- An 0800 number has been set up, specifically for privacy concerns. This number was transferred from Waikato DHB to the National Telehealth Service on Thursday 27 May 2021. It is in operation 24/7. Scripting has been provided to all frontline staff
  - On **28 May 2021**, **9(2)(k)** calls were received into this line:
    - **9(2)(k)** calls relating to **S9(2)(c)**
    - **9(2)(k)** calls checking on appointment bookings or scheduled treatments / surgeries
    - Several callers have asked to remain anonymous

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- In order to support the response, security resources within the National Telehealth service have been increased
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public so we can ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by our team of virtual mental health nurses for triage and referral back to the on ground team.
- General Healthline volumes for the Waikato area are marginally higher than we would expect

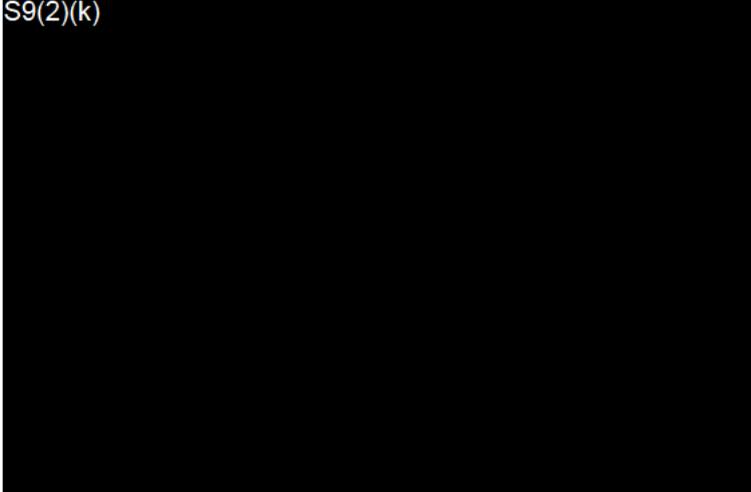
**Co-ordination**

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

**Distribution**

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

S9(2)(k)



S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Monday, 31 May 2021 10:58

**To:**

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

**Cc:**

**Subject:**

Waikato DHB Information Technology Outage Situation Report 31 May 2021

**Attachments:**

31052021\_WDHBITIncident\_SitRep.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report dated 31 May 2021.

NHCC Intelligence

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# Memo



National Cyber Security Centre

GOVERNMENT  
COMMUNICATIONS  
SECURITY BUREAU  
TE TIRA TIARI

<b>Date:</b>	31 May 2021
<b>To:</b>	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
<b>Subject:</b>	Waikato DHB Information Technology Outage Situation Report
<b>For your:</b>	Information

## Status

Date/time	31 May 2021, 1100
Info Current as at	31 May 2021, 1030
Next SITREP	1 June 2021, 1100

New information from the previous SITREP is noted in red.

Clarifications of previously provided information are noted in blue.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The Ministry and WDHB began a public communications campaign over the weekend to reinforce existing communications messages about steps to protect privacy and personal information. This started on Saturday **29 May 2021** with a half-page ad in the Waikato Times and social media posts from the Ministry and WDHB's social media accounts. The campaign will be expanded early next week.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment.

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- WDHb's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k)  
[REDACTED] Contingency plans and risks are continually reviewed.
- In-patient hospital services are continuing to be provided.
- **Emergency Departments** – continue to operate, but presentations are increasing, which is putting pressure on the departments, **redirection emphasis for non-urgent presentations**. WDHb continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – acute care is progressing. **As at 31 May 2021 there are [REDACTED] acute patients only waiting for theatre**. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[REDACTED]
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHb continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - National cancer agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories.
- **Intensive Care Unit** – there are plans in place throughout WDHb to divert ICU to ICU transfers if needed. The plan is being reviewed daily.
- **Cardiac surgery** – services have recommenced. WDHb have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHb is working closely with ADHB and have transferred [REDACTED] acute inpatients and will transfer another [REDACTED] next week. The DHB now has dates with private providers for some elective patients.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.

- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. **This request has formally been declined.**
  4. Apex trades persons rolling industrial action commences **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. Awaiting confirmation of details in regard to numbers and information accessed from Information Systems. This will inform the final approach in terms of notifications. Helpline is now established 24/7 with a small number of calls received from the public.
- **Contingency planning** – progressing in detail for direct impacts. Longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).
- **Recovery planning** - progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

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

- The initial infection vector has not been identified.
- **9(2)(k)** [REDACTED] It remains possible that the actor had access earlier than this date.
- **S6(a)** [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- NCSC is planning to return deployed staff to Wellington in the week of **S6(a)** [REDACTED], where more detailed analysis of collected data will continue. Police currently remain on site.

## IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
- WDHB has indicated that it is close to being able to bring **S9(2)(c), S9(2)(k)** [REDACTED] [REDACTED]. Joint agreement between the Ministry's SRO and WDHB's Incident Controller is needed before any systems are brought back online or restored. This will be provided once necessary assurances have been confirmed.
- WDHB servers and end-user devices affected by ransomware remain offline.
  - **S9(2)(c), S9(2)(k)** [REDACTED] [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. The Ministry of Health has advised, and WDHB have engaged, independent assurance from a member of the DIA Security and Related Services panel to provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report that also includes a covering note stating WDHB CEO has read and understood the report and any associated residual risks.
  - The decision to bring restored WDHB systems back online will be made jointly by the Chief Executive of WDHB and the Ministry of Health.

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- The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

### Privacy

- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. WDHB continues to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.

### Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all of the 30 PHOs have now completed that work. A letter is also being prepared for Health NGOs. This will go out this week. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs will be writing to all public sector chief executives in the week of 31 May 2021 regarding their cyber security arrangements. The Ministry of Health will pass this letter to health sector chief executives.
- The NCSC will publish an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) early in the week of 31 May 2021.

### Communication

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

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

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

On **30 May 2021**:

- There were **551** calls received through this line
- Several callers wished to remain anonymous and **551** callers **S9(2)(c)** involved
- Healthline volumes for the area remain slightly more elevated than we would expect
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.
- Waikato DHB and Homecare Medical are working together to address the impacts of the Canterbury flood calls to Healthline on the WDHB service.

### ***Waikato DHB Comms Update***

#### **Key media messages for all agencies responding to additional cybersecurity queries**

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas.
- Under the guidance of the Privacy Commissioner, material circulated to media earlier this week has now been passed onto the DHB for assessment. Anyone whose details are confirmed to have been released will be contacted.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems throughout the weekend. **Procedure and patient volumes over the weekend were consistent with what would normally be expected.**
- The IT team is aiming to have some radio therapy service operating **this week**. This will not be at full capacity immediately and the DHB will continue to work with services in Tauranga and Wellington.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.

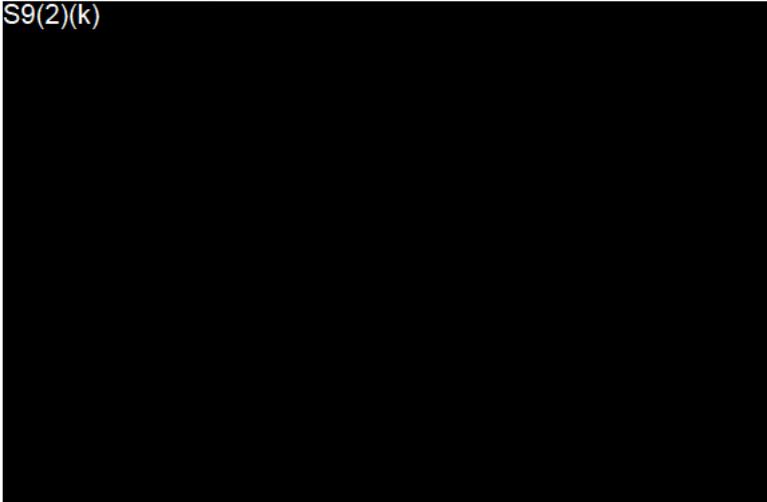
### **Co-ordination**

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

**Distribution**

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

S9(2)(k)



RESTRICTED

S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Tuesday, 1 June 2021 11:06

**To:**

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

**Cc:**

**Subject:**

Waikato DHB Information Technology Outage Situation Report 1 June 2021

**Attachments:**

01062021\_WDHBITIncident\_SitRep.pdf.html

Tēnā koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report dated 31 May 2021.

Ngā mihi

NHCC Intelligence

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# Situation Report



National Cyber Security Centre

GOVERNMENT  
COMMUNICATIONS  
SECURITY BUREAU  
TE TIRA TIAKI

Date:	1 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #006</b>
For your:	Information

## Status

Date/time	01 June 2021, 1100
Info Current as at	01 June 2021, 1030
Next SITREP	02 June 2021, 1100

New information from the previous SITREP is noted in red.

This report header has been highlighted yellow to enable ready differentiation between the SitRep and other regular reporting to the Minister's Office relating to this incident.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The Ministry and WDHB began a public communications campaign over the weekend to reinforce existing communications messages about steps to protect privacy and personal information. This started on Saturday **29 May 2021** with a half-page ad in the Waikato Times and social media posts from the Ministry and WDHB's social media accounts. The campaign will be expanded early next week.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k)  
[REDACTED] Contingency plans and risks are continually reviewed.
- In-patient hospital services are continuing to be provided.
- **Emergency Departments** – continue to operate, but presentations are increasing, which is putting pressure on the departments, redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[REDACTED]  
**Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.**
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. **Options are being explored to transfer some work to neighbouring DHBs.**
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

**Cardiac surgery** – WDHB has reviewed the **cardiac surgery situation and constraints**. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB is working closely with ADHB and have transferred 5 acute inpatients and will transfer another 5 next week. The DHB now has dates with private providers for some elective patients.

- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. **Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.**
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. **Contingency planning is progressing with communication to the public, via the media, to occur on Wednesday 2 June 2021.**
  4. Apex trades persons rolling industrial action commences **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. Awaiting confirmation of details in regard to numbers and information accessed from Information Systems. This has informed the final approach in terms of notifications. Helpline is established 24/7 with a small number of calls received from the public. **Privacy legal experts continue to work with WDHB to ensure they meet their obligations under the Privacy Act. Regular discussions continue with the privacy commissioner who is comfortable with the progress being made.**
- **Contingency planning** – progressing in detail for direct impacts. Longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).

- **Recovery planning** - progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- The initial infection vector has not been identified.
- **9(2)(k)** It remains possible that the actor had access earlier than this date.
- **S6(a)**
- **S6(a)**
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC’s interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- NCSC is planning to return deployed staff to Wellington on **S6(a)**, where more detailed analysis of collected data will continue. Police currently remain on site.

### IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration

- To go live for operational use
- To be functional to recommence service delivery.
- S9(2)(c), S9(2)(k)  
[REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and **Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO** to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. WDHB continues to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter is also being prepared for Health NGOs. This will go out this week. The Minister of Health has written to the Chairs of the DHBs and

PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.

- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs **wrote** to all public sector chief executives **on 31 May 2021** regarding their cyber security arrangements.
- The NCSC **published** an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) **on 31 May 2021**.

## Communication

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

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

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

On **31 May 2021**:

- There were **551** calls received through this line
  - Several callers wished to remain anonymous
  - **Healthline volumes for the area are in line with expected volumes**
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.
- Waikato DHB and Homecare Medical are working together to address the impacts of the Canterbury flood calls to Healthline on the WDHB service.

### *Waikato DHB Comms Update*

#### **Key media messages for all agencies responding to additional cybersecurity queries**

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. **This cyberattack was a malicious action by criminals.**
- **The Ministry of Health shares the concerns of staff and patients about their information and are continuing to work with cyber security experts to investigate this incident and help make things safe.**
- **Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.**

## RESTRICTED

- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.
- **Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.**

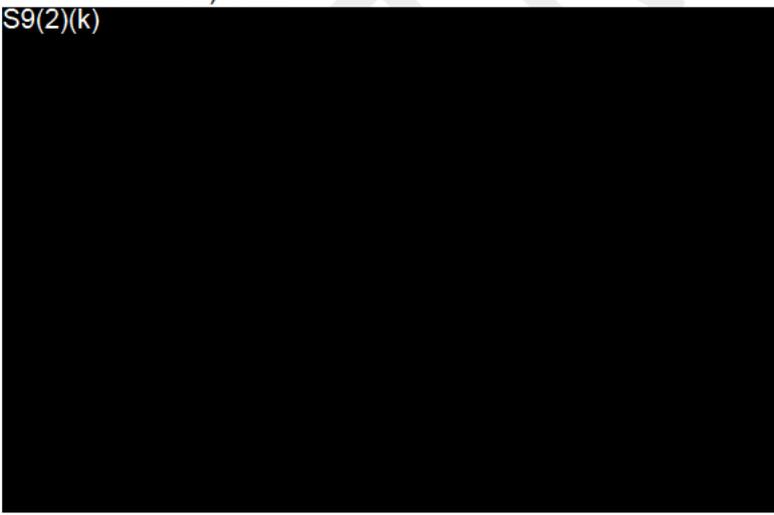
### Co-ordination

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

### Distribution

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

S9(2)(k)



S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Tuesday, 1 June 2021 11:09  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Update: Waikato DHB Information Technology Outage Situation Report 1 June 2021  
**Attachments:** 01062021\_WDHBITIncident\_SitRep.pdf.html

Tēnā koutou,

Apologies, attached is the Waikato DHB Information Technology Outage Situation Report dated 1 June 2021.

Ngā mihi

NHCC Intelligence

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# Situation Report



National Cyber Security Centre

GOVERNMENT  
COMMUNICATIONS  
SECURITY BUREAU  
TE TIRA TIAKI

Date:	1 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #006</b>
For your:	Information

## Status

Date/time	01 June 2021, 1100
Info Current as at	01 June 2021, 1030
Next SITREP	02 June 2021, 1100

New information from the previous SITREP is noted in red.

This report header has been highlighted yellow to enable ready differentiation between the SitRep and other regular reporting to the Minister's Office relating to this incident.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since **0240hrs on 18 May 2021**.
- The Ministry and WDHB began a public communications campaign over the weekend to reinforce existing communications messages about steps to protect privacy and personal information. This started on Saturday **29 May 2021** with a half-page ad in the Waikato Times and social media posts from the Ministry and WDHB's social media accounts. The campaign will be expanded early next week.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k)  
[REDACTED] Contingency plans and risks are continually reviewed.
- In-patient hospital services are continuing to be provided.
- **Emergency Departments** – continue to operate, but presentations are increasing, which is putting pressure on the departments, redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[REDACTED]  
**Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.**
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. **Options are being explored to transfer some work to neighbouring DHBs.**
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

**Cardiac surgery** – WDHB has reviewed the **cardiac surgery situation and constraints**. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB is working closely with ADHB and have transferred █ acute inpatients and will transfer another █ next week. The DHB now has dates with private providers for some elective patients.

- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. **Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.**
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. **Contingency planning is progressing with communication to the public, via the media, to occur on Wednesday 2 June 2021.**
  4. Apex trades persons rolling industrial action commences **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. Awaiting confirmation of details in regard to numbers and information accessed from Information Systems. This has informed the final approach in terms of notifications. Helpline is established 24/7 with a small number of calls received from the public. **Privacy legal experts continue to work with WDHB to ensure they meet their obligations under the Privacy Act. Regular discussions continue with the privacy commissioner who is comfortable with the progress being made.**
- **Contingency planning** – progressing in detail for direct impacts. Longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).

- **Recovery planning** - progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- The initial infection vector has not been identified.
- **9(2)(k)** It remains possible that the actor had access earlier than this date.
- **S6(a)**
- **S6(a)**
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC’s interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- NCSC is planning to return deployed staff to Wellington on **S6(a)**, where more detailed analysis of collected data will continue. Police currently remain on site.

### IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration

- To go live for operational use
- To be functional to recommence service delivery.
- S9(2)(c), S9(2)(k)  
[REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and **Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO** to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. WDHB continues to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter is also being prepared for Health NGOs. This will go out this week. The Minister of Health has written to the Chairs of the DHBs and

PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.

- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs **wrote** to all public sector chief executives **on 31 May 2021** regarding their cyber security arrangements.
- The NCSC **published** an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) **on 31 May 2021**.

## Communication

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

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

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

On **31 May 2021**:

- There were █ calls received through this line
  - Several callers wished to remain anonymous
  - **Healthline volumes for the area are in line with expected volumes**
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.
- Waikato DHB and Homecare Medical are working together to address the impacts of the Canterbury flood calls to Healthline on the WDHB service.

### *Waikato DHB Comms Update*

#### **Key media messages for all agencies responding to additional cybersecurity queries**

- People with privacy concerns are asked to call the dedicated **0800 561 234** number.
- There is an active criminal investigation underway, with NZ Police working with several national agencies and counterparts overseas. **This cyberattack was a malicious action by criminals.**
- **The Ministry of Health shares the concerns of staff and patients about their information and are continuing to work with cyber security experts to investigate this incident and help make things safe.**
- **Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.**

## RESTRICTED

- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. **S9(2)(c), S9(2)(k)**
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.
- **Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.**

### Co-ordination

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

### Distribution

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

S9(2)(k)



S9(2)(k)

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**From:** S6(a), S9(2)(k)  
**Sent:** Wednesday, 2 June 2021 11:19  
**To:** S9(2)(k)  
**Cc:**  
**Subject:** Waitkato DHB Information Technology Outage Situation Report #7 02 June 2021  
**Attachments:** 02062021\_WDHBITIncident\_SitRep\_7.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report #7 dated 02 June 2021

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	2 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #007</b>
For your:	Information

## Status

Date/time	02 June 2021, 1100
Info Current as at	02 June 2021, 1030
Next SITREP	03 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- In-patient hospital services are continuing to be provided.

- **Emergency Departments** – continue to operate with an increase in presentations for Monday with <sup>S9(2)(k)</sup> attendances at Waikato hospital. Average numbers during the outage had previously been <sup>S9(2)(k)</sup>. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent.

- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. <sup>S9(2)(c), S9(2)(k)</sup>

Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.

- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

- **Cancer Services:**

- Chemotherapy treatments are continuing <sup>S9(2)(c), S9(2)(k)</sup>

- <sup>S9(2)(c), S9(2)(k)</sup>

- <sup>S9(2)(c), S9(2)(k)</sup>

- Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.

- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.

- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

**Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB is working closely with ADHB and have transferred <sup>S9(2)(k)</sup> acute inpatients and will transfer another

next week. The DHB now has dates with private providers for some elective patients. **Complex acute case has been transferred to CCDHB today.**

- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.

**Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. S9(2)(c), S9(2)(k)

- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media, to occur on Wednesday 2 June 2021.
  4. Apex trades persons rolling industrial action commences 31 May 2021 for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. S6(a)  
This has informed the final approach in terms of notifications. Helpline is established 24/7 and **no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.**
- **Contingency planning** – progressing in detail for direct impacts. Longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).

- **Recovery planning** - progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- **S9(2)(k)**
- **9(2)(k)**. It remains possible that the actor had access earlier than this date.
- **S6(a)**
- **S6(a)**
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC’s interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- NCSC is planning to return deployed staff to Wellington on **S6(a)**, where more detailed analysis of collected data will continue. Police currently remain on site.

## IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
- S9(2)(c), S9(2)(k)  
[REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

- WDHB is working through the remainder of the data to understand who has been affected and what information has been accessed. This will take time, and the DHB is anticipating having a clearer view next week. S6(a)  
[REDACTED] WDHB continues to work with key partners (NZ Police, NCSC and other agencies) on the data analysis.

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter is also being prepared for Health NGOs. This will go out this week. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on **31 May 2021** regarding their cyber security arrangements. **The Ministry of Health has passed this letter to health sector chief executives.**
- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on **31 May 2021**.

## Communication

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

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

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

On **01 June 2021**:

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

### *Waikato DHB Comms Update*

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

## RESTRICTED

- 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.
- The Ministry of Health shares the concerns of staff and patients about their information and are continuing to work with cyber security experts to investigate this incident and help make things safe.
- Under the guidance of the Privacy Commissioner, a small number of affected individuals have been identified and are being contacted. The remainder of the data is being worked through to understand who has been affected and what information has been accessed.
- After incidents like these, individuals are often targeted. The things people can do to protect themselves include regularly changing passwords, having in place up to date anti-virus tools for all devices that use the Internet, and keeping devices and applications up to date.

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.

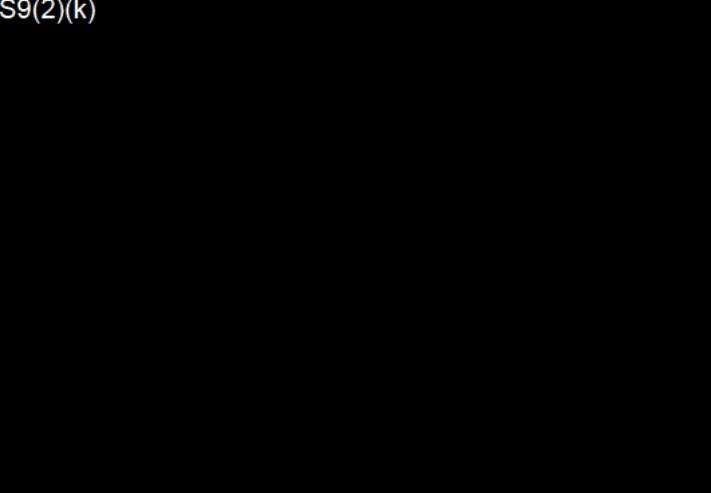
### Co-ordination

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

### Distribution

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

S9(2)(k)



S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Thursday, 3 June 2021 11:16  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #8 03 June 2021  
**Attachments:** 03062021\_WDHBITIncident\_SitRep\_8.pdf.html

Tēnā koutou

Attached is the Waikato DHB Information Technology Outage Situation Report #8 dated 03 June 2021

Ngā mihi  
NHCC Intelligence

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# Situation Report



National Cyber Security Centre



GOVERNMENT COMMUNICATIONS SECURITY BUREAU  
TE TIRA TIAKI

Date:	03 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #008</b>
For your:	Information

## Status

Date/time	03 June 2021, 1100
Info Current as at	03 June 2021, 1030
Next SITREP	04 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. **However, staff stress is increasing in some clinical services.**
- WDHB’s Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k)  
[Redacted]  
[Redacted] Contingency plans and risks are continually reviewed.
- In-patient hospital services – continue to be provided.

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- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. **ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).**
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)  
[REDACTED]  
Contingency planning is progressing for the pending nurse’s industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily.

**Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute

patients and elective patients on the waiting list outside of the clinical timeframe. WDHB is working closely with ADHB and have transferred 5 acute inpatients and will transfer another 5 next week. The DHB now has dates with private providers for some elective patients. 5 Complex acute case has been transferred to CCDHB today.

- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.

**Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.

- **WDHB Management of concurrent incidents:**

1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. **The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.**
3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media, to occur on **Wednesday 2 June 2021**.
4. Apex trades persons rolling industrial action commenced **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.
5. **An infection control outbreak has been declared in the Neonatal Intensive Care Unit (NICU) relating to a gram-negative organism infecting neonatal babies. There are 7 confirmed cases and 12 high risk close contact neonates awaiting test results. An IMT has been established and support has been sought from Middlemore laboratories. The Waikato Hospital NICU is currently continuing to accept babies and refer babies as is clinically required. Investigation into the primary source of infection is underway. Actions include review of the cohort, environmental swabs and cleaning.**

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.

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- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- **Contingency planning** – progressing in detail for direct impacts. Longer service recovery period will be necessary, and recovery planning is underway (detail of priorities for recovery to follow).
- **Recovery planning** - progressing to support the backlog of patients whose care has been deferred, and the entry of all manual patient information and data that has been collected through this period.
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1100hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- 
- 
- **9(2)(k)** It remains possible that the actor had access earlier than this date.
- **S6(a)**
- **S6(a)**

S6(a)

- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- **Deployed NCSC staff will return to Wellington on S6(a), where more detailed analysis of collected data will continue. Police are no longer onsite.**

### IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
- **S9(2)(c), S9(2)(k)**
- WDHB servers and end-user devices affected by ransomware remain offline.
  - **S9(2)(c), S9(2)(k)**
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - **S9(2)(c), S9(2)(k)**
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be

physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter is also being prepared for Health NGOs. This will go out this week. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on **31 May 2021** regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.
- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on **31 May 2021**.

## Communication

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

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

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

On **02 June 2021**:

- **There were 551 calls received through this line**
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond

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- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.
- Waikato DHB and Homecare Medical are working together to address the impacts of the Canterbury flood calls to Healthline on the WDHB service.

### *Waikato DHB Comms Update*

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.

### **Co-ordination**

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

### **Distribution**

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

S9(2)(k)

S9(2)(k)



RESTRICTED

S9(2)(k)

**From:** S9(2)(k)  
**Sent:** Friday, 4 June 2021 11:00  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #9 - 04 June 2021 - DELAYED

Kia ora,

The Waikato DHB Information Technology Outage Situation Report #9 dated 04 June 2021 has been slightly delayed.

**NHCC Intelligence**

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S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Friday, 4 June 2021 11:34  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #9 - 04 June 2021  
**Attachments:** 04062021\_WDHBITIncident\_SitRep\_9.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report #9 dated 04 June 2021.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	04 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #009</b>
For your:	Information

## Status

Date/time	04 June 2021, 1100
Info Current as at	04 June 2021, 1030
Next SITREP	05 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- MOH and the DHB COOs will be meeting on the afternoon of 4 June 2021 to discuss capacity issues and the ability of other DHBs to support WDHB, should it be required.

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- **WDHB has identified that they might require administrative support, once their patient management system is available. Once scoping of their requirements is completed, MOH will facilitate the request, to other DHBs capacity to support administrative support. This upcoming requirement will be flagged during the COO meeting on 4 June 2021.**
- **In-patient hospital services – continue to be provided.**
- **Emergency Departments – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).**
- **Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)**  
[REDACTED]  
Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.
- **Outpatient services – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.**
- **Cancer Services:**
  - **Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)**  
[REDACTED]
  - **S9(2)(c), S9(2)(k)**  
[REDACTED]
  - **S9(2)(c), S9(2)(k)**  
[REDACTED]
  - **The S9(2)(k) system was handed over to the clinical team on 01 June 2021. The team are completing the set-up. Quality assurance testing is being completed over the next 2 - 3 days. The service is currently working through the implications of this on patient scheduling and this is progressing well. There is a proposed plan to commence radiotherapy treatment for approximately S9(2)(k) patients on Monday (Queen's Birthday) as long as there are no complications. On 03 June 2021 WDHB commenced CT scanning for a reduced number of patients. This will continue over the long weekend, in order to start treatment on Monday 07 June 2021.**
  - **S9(2)(c), S9(2)(k)**  
[REDACTED]
  - **Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.**
- **Radiology services – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to**

## RESTRICTED

private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute.

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for inpatient investigation and treatment.

**Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.

- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media.
  4. Apex trades persons rolling industrial action commenced **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.
  5. **NICU - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. There are 10 confirmed cases, 12 high risk close contact neonates and awaiting results. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore.**

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established 24/7 and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB are now starting to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for <sup>S9(2)(k)</sup> is progressing and estimation of hours required, and workforce is being confirmed.
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These should be identified by end of day 04 June 2021.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

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

- S6(a) [REDACTED]
- S9(2)(k) [REDACTED]. It remains possible that the actor had access earlier than this date.
- S6(a) [REDACTED]
- S6(a) [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff will return to Wellington on S6(a) [REDACTED], where more detailed analysis of collected data will continue. Police are no longer onsite.

### IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
- S9(2)(c), S9(2)(k) [REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.

- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

On **03 June 2021**:

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

### ***Waikato DHB Comms Update***

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k) [REDACTED]
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- The DHB continues to work alongside specialist legal privacy experts and the Privacy Commissioner to ensure all obligations are met to notify patients and staff whose data may have been affected.

- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.

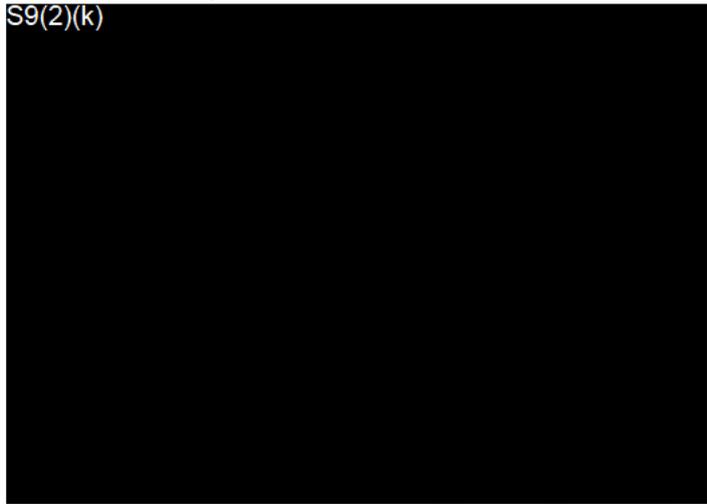
### Co-ordination

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

### Distribution

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

S9(2)(k)



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S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Saturday, 5 June 2021 11:05  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato Information Technology Outage Situation Report #10 - 05 June 2021  
**Attachments:** 05062021\_WDHBITIncident\_SitRep\_10.pdf.html

Kia ora,

Attached is the Waikato Information Technology Outage Situation Report #10 dated 05 June 2021.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	05 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #010</b>
For your:	Information

## Status

Date/time	05 June 2021, 1100
Info Current as at	05 June 2021, 1030
Next SITREP	06 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- **WDHB Neonatal intensive care unit is closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue)**
- **S9(2)(k)**
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

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- WDHb's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- MOH and the DHB COOs will be meeting on the afternoon of 4 June 2021 to discuss capacity issues and the ability of other DHBs to support WDHb, should it be required.
- WDHb has identified that they might require administrative support, once their patient management system is available. Once scoping of their requirements is completed, MOH will facilitate the request, to other DHBs capacity to support administrative support. This upcoming requirement will be flagged during the COO meeting on 4 June 2021.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHb continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k) [REDACTED].  
Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHb continues to refine and improve processes including the identification of urgent referrals.
- **Cancer Services:**
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k) [REDACTED]
  - S9(2)(c), S9(2)(k) [REDACTED]
  - S9(2)(c), S9(2)(k) [REDACTED]
  - The S9(2)(k) system was handed over to the clinical team on 01 June 2021. The team are completing the set-up. Quality assurance testing is being completed over the next 2 - 3 days. The service is currently working through the implications of this on patient scheduling and this is progressing well. There is a proposed plan to commence radiotherapy treatment for approximately 20 patients on Monday (Queen's Birthday) as long as there are no complications. On 03 June 2021 WDHb commenced CT scanning for a reduced number of patients. This will continue over the long weekend, in order to start treatment on Monday 07 June 2021.

- S9(2)(c), S9(2)(k) [REDACTED]
  - Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
  - **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. S9(2)(k) [REDACTED]
  - **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
  - **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. **As at 06 June 2021 the WDHB Neonatal intensive care unit is closed to admissions for deep cleaning, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).**
  - **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
  - **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
    1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
    2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.

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3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media.
4. Apex trades persons rolling industrial action commenced **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.
5. NICU - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. There are **10** confirmed cases, **12** high risk close contact neonates and awaiting results. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore.

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB are now starting to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for **Se(2)(k)** is progressing and estimation of hours required, and workforce is being confirmed.
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These should be identified by end of day **04 June 2021**.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1100hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- **S6(a)**
- **S6(a)**
- **S9(2)(k)**. It remains possible that the actor had access earlier than this date.
- **S6(a)**
- **S6(a)**
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff **returned to Wellington on S6(a)** Further detailed analysis of collected data will continue **in Wellington**. Police are no longer onsite.

## IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
- **S9(2)(c), S9(2)(k)**
- WDHB servers and end-user devices affected by ransomware remain offline.

- S9(2)(c), S9(2)(k) [REDACTED]
- There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online.
- The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- Infected WDHB systems remain disconnected from wider health sector networks.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

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

## Communication

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

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

#### **Reporting over the long weekend will be collated into one report on 08 June 2021**

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

On **03 June 2021**:

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

### *Waikato DHB Comms Update*

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost

back to normal levels. S9(2)(c), S9(2)(k)

- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- S9(2)(c), S9(2)(k)
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- Waikato DHB has been undertaking contingency planning since the New Zealand Nurses Organisation (NZNO) issued strike notices for 9 June 2021. Waikato DHB asked NZNO to consider exempting Waikato from the strike because of the cyberattack but NZNO has declined to do so.
- The COVID-19 vaccination programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

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

### Distribution

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

S9(2)(k)

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Sunday, 6 June 2021 11:05  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #11 - 06 June 2021  
**Attachments:** 06062021\_WDHBITIncident\_SitRep\_11.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report #11 dated 06 June 2021.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	06 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #011</b>
For your:	Information

## Status

Date/time	06 June 2021, 1100
Info Current as at	06 June 2021, 1030
Next SITREP	07 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit **remains** closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue)
- S9(2)(k) [REDACTED]
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

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- WDHb's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- MOH and the DHB COOs will be meeting on the afternoon of 4 June 2021 to discuss capacity issues and the ability of other DHBs to support WDHb, should it be required.
- WDHb has identified that they might require administrative support, once their patient management system is available. Once scoping of their requirements is completed, MOH will facilitate the request, to other DHBs capacity to support administrative support. This upcoming requirement will be flagged during the COO meeting on 4 June 2021.
- In-patient hospital services – continue to be provided. S9(2)(k) [REDACTED]
- Emergency Departments – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHb continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical). As at 1030 06 June 2021 ED is busy with S [REDACTED] in department. S9(2)(k) [REDACTED]. Thames Hospital ED covered night of 05 June 2021 and to continue 06 June 2021.
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k) [REDACTED]. Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 9 June 2021.
- Outpatient services – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHb continues to refine and improve processes including the identification of urgent referrals.
- Cancer Services:
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k) [REDACTED]
  - S9(2)(c), S9(2)(k) [REDACTED]
  - S9(2)(c), S9(2)(k) [REDACTED]
  - The S9(2)(k) system was handed over to the clinical team on 01 June 2021. The team are completing the set-up. Quality assurance testing is being completed over the next 2 - 3 days. The service is currently working through the implications of this on patient scheduling and this is progressing well. There is a proposed plan to commence radiotherapy treatment for approximately S9(2)(k) patients on Monday (Queen's Birthday) as long as there are no complications. On 03 June 2021 WDHb

commenced CT scanning for a reduced number of patients. This will continue over the long weekend, in order to start treatment on Monday 07 June 2021.

- S9(2)(c), S9(2)(k)
- Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. S9(2)(c), S9(2)(k)
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. As at 06 June 2021 the WDHB Neonatal intensive care unit is closed to admissions for deep cleaning, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.

**Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on 01 June 2021 between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.

- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB

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has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.

3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media.
4. Apex trades persons rolling industrial action commenced **31 May 2021** for a two-month period. Oversight through Executive Director Corporate and Finance. Minimal impact.
5. NICU - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. **As at 06 June 2021 there are 5 confirmed cases and 14 babies remain in isolation.**

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB are now starting to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for S9(2)(k) is progressing and estimation of hours required, and workforce is being confirmed.
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These should be identified by end of day **04 June 2021**.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1100hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.



- S9(2)(c), S9(2)(k) [REDACTED]
- [REDACTED]
- WDHb servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHb starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHb and the Ministry of Health SRO to bring restored WDHb systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHb Emergency Operations Centre.
- WDHb has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHb has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter has also been prepared for Health NGOs and disseminated. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on 31 May 2021 regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.

- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on 31 May 2021.
- S6(a) [REDACTED] This has been shared with the Ministry of Health and will be passed onto all District Health Boards (04 June 2021).

## Communication

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

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

#### **Reporting over the long weekend will be collated into one report on 08 June 2021**

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

On 03 June 2021:

- There were <sup>59</sup> calls received through this line
  - S9(2)(c), S9(2)(k) [REDACTED]
- All callers asked to remain anonymous
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### *Waikato DHB Comms Update*

#### **Key internal comms**

- **06 June 2021 – Over the long weekend DHB comms focused on internal comms to staff:**
  - Steps required for users to get back online as PCs become available
  - Plan for systems, S9(2)(k) [REDACTED] coming back online and what users will need to do
  - Expectation management re what will be available as systems come back online (i.e.: S9(2)(k) [REDACTED] will not have 100% functionality)

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

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

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- Last week a number of people whose data may have been accessed were identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- Waikato DHB has been undertaking contingency planning since the New Zealand Nurses Organisation (NZNO) issued strike notices for 9 June 2021. Waikato DHB asked NZNO to consider exempting Waikato from the strike because of the cyberattack but NZNO has declined to do so.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

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

### Distribution

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

S9(2)(k)

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Monday, 7 June 2021 11:00  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #12 - 07 June 2021  
**Attachments:** 07062021\_WDHBITIncident\_SitRep\_12.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report #12 dated 07 June 2021.

NHCC Intelligence

\*\*\*\*\*

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

If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments. If you have received this message in error, please notify the sender immediately and delete this message.

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

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# Situation Report



National Cyber Security Centre



<b>Date:</b>	07 June 2021
<b>To:</b>	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
<b>Subject:</b>	<b>Waikato DHB Information Technology Outage Situation Report #012</b>
<b>For your:</b>	Information

## Status

Date/time	07 June 2021, 1100
Info Current as at	07 June 2021, 1030
Next SITREP	08 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

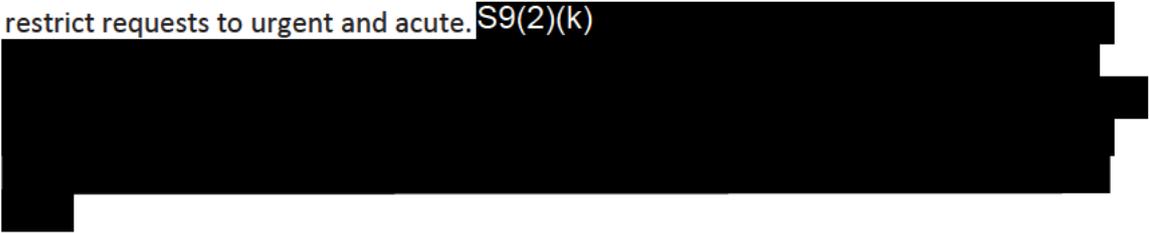
- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue)
- S9(2)(k) [REDACTED]
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

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- WDHb's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED] Contingency plans and risks are continually reviewed.
- WDHb has identified that they might require administrative support, once their patient management system is available. Once scoping of their requirements is completed, MOH will facilitate the request, to other DHBs capacity to support administrative support. This upcoming requirement was flagged during the COO meeting on 04 June 2021.
- On a daily basis, MOH and DHBs are monitoring overall health system capacity, to ensure contingency services for WDHb can be arranged, should they be required.
- As at 0700 hrs 07 June 2021 S9(2)(c), S9(2)(k) [REDACTED]. This is not ideal given the NZNO Strike Action planned for 09 June 2021.
- In-patient hospital services – continue to be provided.
- Emergency Departments – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHb continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k) [REDACTED].  
Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 09 June 2021.
- Outpatient services – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHb continues to refine and improve processes including the identification of urgent referrals.
- Cancer Services:
  - Chemotherapy treatments are continuing S9(2)(c), S9(2)(k) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]
  - The S9(2)(k) system has been approved for patient treatment. Treatment of radiation patients, using the Linacs, began this morning (07 June 2021). As at 1000hrs there have been [REDACTED] patients treated with a further [REDACTED] booked for treatment today. This equates to 20% of normal functionality. This is expected to increase to 50% of normal functionality on 08 June 2021.
  - Te Aho o Te Kahu, National Cancer Control Agency is now co-ordinating with other cancer centres the management of patients yet to start treatment and new referrals.

- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. S9(2)(k)  

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. As at 06 June 2021 the WDHB Neonatal Intensive Care Unit is closed to admissions for deep cleaning, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on 01 June 2021 between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial

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action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media.

4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at **06 June 2021** there are 5 confirmed cases and **14** babies remain in isolation.
5. **On 07 June 2021 the staged [redacted] (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between 18 May 2021 (when the IS Outage began) to now, needs to be manually input. This work is being done by administrative staff across all hospital sites.**

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB are now starting to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for [redacted] is progressing and estimation of hours required, and workforce is being confirmed.
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These should be identified by end of day **04 June 2021**. **The NZNO Industrial Action is scheduled for 09 June 2021.**
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1100hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- 
- 
- **S9(2)(k)** It remains possible that the actor had access earlier than this date.
- **S6(a)**
- 
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on **S6(a)**. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

## IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
  - WDHB internal team meeting at **1200 06 June 2021** to discuss status and plans for the upcoming week

- S9(2)(c), S9(2)(k) [REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter has also been prepared for Health NGOs and disseminated. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.
- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on 31 May 2021 regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.

- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on 31 May 2021.
- S6(a) [REDACTED] This has been shared with the Ministry of Health and will be passed onto all District Health Boards (04 June 2021).

## Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
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#### **Reporting over the long weekend will be collated into one report on 08 June 2021**

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

On 03 June 2021:

- There were <sup>S6</sup> calls received through this line
  - S9(2)(c) [REDACTED]
  - All callers asked to remain anonymous
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### *Waikato DHB Comms Update*

#### **Key internal comms**

- 06 June 2021 – Over the long weekend DHB comms focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, S9(2)(k) [REDACTED] coming back online and what users will need to do
  - Expectation management re what will be available as systems come back online (i.e.: S9(2)(k) [REDACTED] will not have 100% functionality)

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

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

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- Last week a number of people whose data may have been accessed were identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- Waikato DHB has been undertaking contingency planning since the New Zealand Nurses Organisation (NZNO) issued strike notices for 9 June 2021. Waikato DHB asked NZNO to consider exempting Waikato from the strike because of the cyberattack but NZNO has declined to do so.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

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

### Distribution

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

S9(2)(k)

S9(2)(k)

---

**From:** S9(2)(k)  
**Sent:** Tuesday, 8 June 2021 11:13  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #13 - 08 June 2021  
**Attachments:** 08062021\_WDHBITIncident\_SitRep\_13.pdf.html

Tēnā koutou

Attached is the Waikato DHB Information Technology Outage Situation Report #13 dated 08 June 2021.

Ngā mihi

NHCC Intelligence

\*\*\*\*\*

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# Situation Report



National Cyber Security Centre



GOVERNMENT COMMUNICATIONS SECURITY BUREAU  
TE TIRA TIAKI

Date:	08 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #013</b>
For your:	Information

## Status

Date/time	08 June 2021, 1100
Info Current as at	08 June 2021, 1030
Next SITREP	09 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue)
- S9(2)(k) [REDACTED]
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- WDHB has identified that they might require administrative support, once their patient management system is available. Once scoping of their requirements is completed, MOH will facilitate the request, to other DHBs capacity to support administrative support. This upcoming requirement was flagged during the COO meeting on 04 June 2021.
- On a daily basis, MOH and DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- As at 0900 hrs 08 June 2021 there are S9(2)(k) beds available. This is not ideal given the NZNO Strike Action planned for tomorrow, 09 June 2021.
- In-patient hospital services – continue to be provided.
- Emergency Departments – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical). Presentations over the long weekend were steady, however, it was busy overnight with 40 presentations.
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k) [REDACTED].  
Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to 09 June 2021.
- Outpatient services – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k) [REDACTED]
- The S9(2)(k) system has been approved for patient treatment. Treatment of radiation patients, using the Linacs, began on 07 June 2021. There were S9(2)(k) patients treated yesterday (07 June 2021) with a further S9(2)(k) planned for treatment today. This equates to 50% of normal functionality.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- Radiology services – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to

meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. S9(2)(c), S9(2)(k)

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. As at **06 June 2021** the WDHB Neonatal Intensive Care Unit is closed to admissions for deep cleaning, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media.

## RESTRICTED

4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at **08 June 2021** there are **20** confirmed cases and all babies remain in isolation. **Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean.**
5. On **07 June 2021** the staged **S9(2)(k)** (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between **18 May 2021** (when the IS Outage began) to now, needs to be manually input. This work is being done by administrative staff across all hospital sites.

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and no calls in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB are now starting to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for **S9(2)(k)** is progressing and estimation of hours required, and workforce is being confirmed. **On Monday 07 June 2021 the staged S9(2)(k) rollout began with essential historical data of ED patients admitted to wards since the beginning of the outage being input by staff for all hospital sites.**
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These were identified by end of day **04 June 2021**. The NZNO Industrial Action is scheduled for **09 June 2021**.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (**0830hrs**) followed by a daily SITREP (**1100hrs**). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- [REDACTED]
- [REDACTED]
- [REDACTED]
- **S9(2)(k)** It remains possible that the actor had access earlier than this date.
- **S6(a)**
- [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on **S6(a)**. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

## IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
  - WDHB internal team meeting at **1200 06 June 2021** to discuss status and plans for the upcoming week

- S9(2)(c), S9(2)(k)  
[REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online. **Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.**
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter has also been prepared for Health NGOs and disseminated. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection. Advice is also being provided across the public service next week.

## RESTRICTED

- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on **31 May 2021** regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.
- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on **31 May 2021**.
- **S6(a)** [REDACTED] This has been shared with the Ministry of Health and will be passed onto all District Health Boards (**04 June 2021**).

### Communication

- The latest information on services is available on the WDHB website or by calling the dedicated WDHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- IDCare can be contacted on **0800 125 068** for free support on how to protect personal information.

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

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

#### **Between 04 and 07 June 2021:**

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

### *Waikato DHB Comms Update*

#### Key internal comms

- **06 June 2021** – Over the long weekend DHB comms focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, **S9(2)(k)** coming back online and what users will need to do
  - Expectation management re what will be available as systems come back online (i.e.: **S9(2)(k)** will not have **100%** functionality)

#### Key media messages for all agencies responding to additional cybersecurity queries

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

## RESTRICTED

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

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- **Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.**
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- Last week a number of people whose data may have been accessed were identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- Waikato DHB has been undertaking contingency planning since the New Zealand Nurses Organisation (NZNO) issued strike notices for **9 June 2021**. Waikato DHB asked NZNO to consider exempting Waikato from the strike because of the cyberattack but NZNO has declined to do so.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

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

### Distribution

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

S9(2)(k)



S9(2)(k)



RESTRICTED

S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Wednesday, 9 June 2021 15:49

**To:**

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

**Cc:**

**Subject:**

9 June - MOH-GCSB Waikato DHB incident briefing note

**Attachments:**

2021-06-09 MOH-GCSB BN Waikato DHB.pdf.html

Kia ora S9(2)(k),

Please find attached a joint MOH-GCSB briefing note updating Ministers on the Waikato DHB incident.

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

Ngā mihi

S9(2)(k)

Response Manager

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** 9 June 2021

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

**From** S9(2)(k)

**For your** Information

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

**Action by** Not applicable

### Contacts for telephone discussion (if required)

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

### Purpose

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

## Background

2. On 18 May 2021 WDHB advised that it had suffered a ransomware incident. Ransomware has encrypted the majority of WDHB servers. The impact on some servers limits the ability of users to log into end-user devices, and some devices are also encrypted. Information stored on those servers and devices is inaccessible.
3. The incident has had major impacts on clinical services. WDHB has been working to manage these impacts, and to restore IT services, with support from the Ministry of Health, the National Cyber Security Centre (NCSC, a part of the GCSB), and a range of commercial providers.
4. S9(2)(c), S9(2)(k) [REDACTED] and an ODESC meeting was held on 26 May. Waikato DHB is leading the local health response. The Ministry of Health is closely supporting the WDHB and is the lead agency from a National Security System perspective with support from the NCSC in terms of cyber security investigation and sector cyber resilience.

## Impact on services

5. WDHB is continuing to provide clinical services to its patients, with emergency departments still open, and the majority of both acute and planned services progressing. Workaround processes are in place, and WDHB advises that these are now embedded and working well throughout hospital sites.
6. S9(2)(c), S9(2)(k) [REDACTED]
7. National support is being provided to help facilitate discussions on service capacity, with a focus on managing those patients with the highest clinical need as a priority. This includes support from Te Aho Te Kahu (the Cancer Control Agency). Some patients have been receiving radiation oncology treatment in Tauranga, Wellington and Auckland.
8. Contingency planning for other scenarios that will impact on service delivery is underway, including the New Zealand Nurses Organisation (NZNO) strike which is taking place today (9 June), and any other concurrent events, such as a Covid-19 outbreak.
9. An infection control outbreak, unrelated to the IT Outage, has been declared in the Neonatal Intensive Care Unit (NICU). All affected babies are in isolation and the NICU is closed to further admissions while a deep clean is performed. Other NICU units are running near, or in some cases, above 100% capacity; any requirements for transfer of NICU patients will be made through the NICU Clinical Network arrangements.

## Cyber security incident investigation

10. Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. A summary of the situation is set out below.

- S6(a) [REDACTED]
- [REDACTED]
- An email has been sent to WDHB demanding a ransom S9(2)(k) [REDACTED]
- Data has been exfiltrated from WDHB systems, S6(a) [REDACTED]  
[REDACTED] The exfiltrated data shared with the media on 24 May included personally identifiable information S6(a) [REDACTED]
- S6(a) [REDACTED]
- [REDACTED]

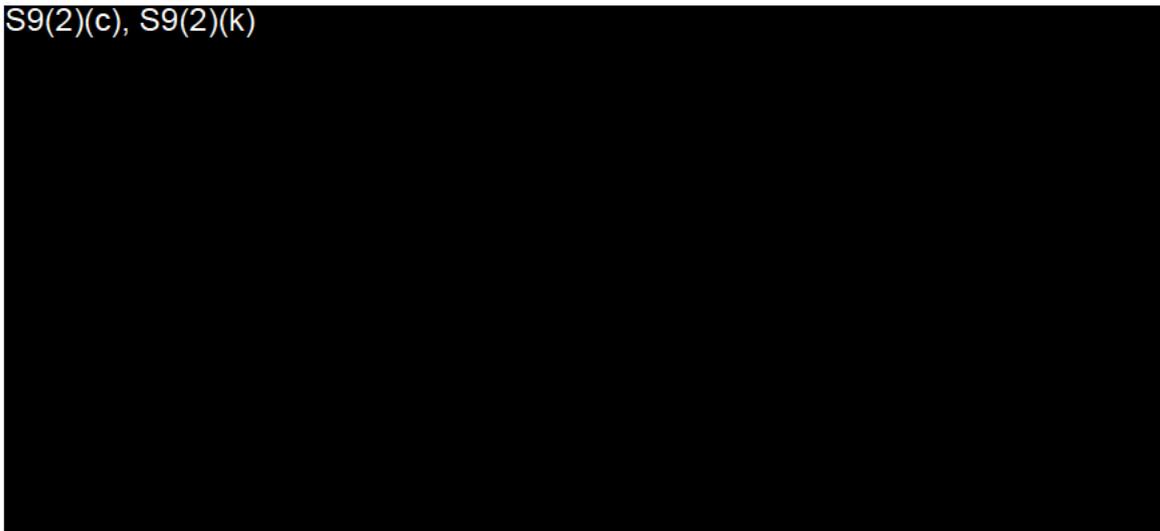
**Privacy**

11. WDHB is working through the data to understand who has been affected and what information has been accessed.
12. At this stage WDHB cannot be definitive about the numbers affected, and this will determine what approach is taken to management. This has taken more time than originally anticipated. There is currently no ETA on when the total number of people affected will be available.
13. WDHB continues to work with the Office of the Privacy Commissioner and other key partners (NZ Police, NCSC and other agencies) on the data analysis.
14. WDHB continues to notify affected individuals as soon as they are able. The communications scripts have been put together by legal privacy experts, and engagement with impacted patients will be led either by the patient’s treating clinician or another health professional with appropriate clinical expertise to manage case sensitivity.
15. A privacy message was sent to staff from the Chief Executive and ED organisational support advising that WDHB have identified some staff members who may have had their data affected by this incident. As a matter of priority these individuals have been contacted directly and provided with specific information, resources and support.
16. A dedicated 0800 number, related to privacy, has been established and is answered by the National Telehealth Service (Healthline). Most callers to this line have privacy concerns and the majority have asked to remain anonymous.

17. The Ministry and WDHB coordinated a public communications campaign that is reinforcing existing communications messages about steps to protect privacy.

### Re-establishing IT services

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



19. Independent assurance from a member of the DIA Security and Related Services panel has commenced. They are working with WDHB on an assurance process to mitigate the risk that new systems brought back online reinfect the network. The independent assurance provider will provide a written assurance report that also includes a covering note stating the WDHB CEO has read and understood the report and any associated residual risks.
20. The decision to bring restored WDHB systems back online will be made jointly by the WDHB CEO and the Ministry of Health. The independent assurance partner will prepare the Approval to Operate document for joint signoff.

### Advice to wider sector

21. The cyberattack on WDHB has reinforced the importance of strong cyber security for the whole health and disability sector.
22. The Ministry gave DHBs, primary health organisations (PHOs) and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work.
23. The Minister of Health has written to the Chairs of the DHBs and PHOs on his expectations for cyber security protection.
24. The NCSC, CERT NZ, Department of Internal Affairs and Ministry have issued further advice across the public service.
25. The Ministry of Health has issued more detailed advice on how the sector can protect against ransomware.

**Communications**

- 26. The CEO of WDHB continues to provide updates to the media, staff, and providers on an 'as required' basis.
- 27. Communications support has been provided by the Ministry of Health, other DHBs, and the NCSC working closely with WDHB. Detailed communications updates, including media lines and Q&As from the DHB's media stand-up are provided to the Minister's Office each afternoon to help ensure messaging is aligned.
- 28. The Ministry of Health has provided communications staff, on site, to support WDHB.
- 29. From 31 May, key communication lines have been distributed more widely to ensure messaging is aligned across agencies with peripheral impact also, including the Privacy Commissioner, CertNZ and NZ Police.

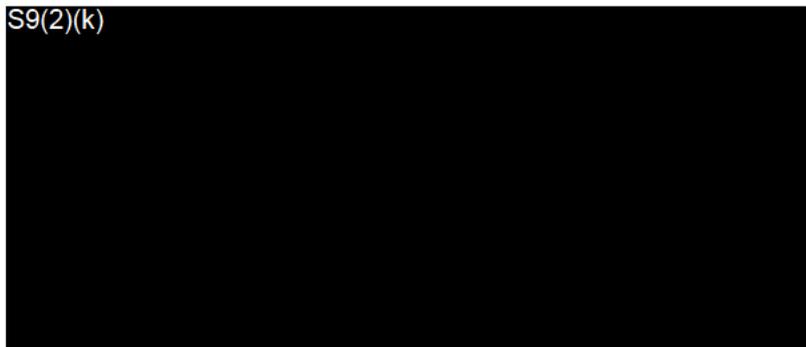
**Further information**

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

**Recommendations**

1.	Note	Ongoing health service delivery is being supported through national capacity coordination.	Yes/No
2.	Note	An IT restoration plan has been developed, with timeframes being confirmed.	Yes/No
3.	Note	A joined-up communications approach between the WDHB, key agencies and your office is in place to enable consistent messaging.	Yes/No
4.	Note	Progress has been made against actions identified by ODESC. This includes detailed contingency planning around different scenarios provided.	Yes/No
5.	Refer	This briefing to the Prime Minister, Minister of Foreign Affairs, Minister of Police, Acting Minister for Emergency Management, Minister of Internal Affairs and Minister for the Digital Economy and Communications.	Yes/No

S9(2)(k)



Hon Andrew Little  
**Minister of Health**  
**Minister Responsible for the GCSB**

Date:

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Wednesday, 9 June 2021 11:09  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #14 - 09 June 2021  
- DELAYED

Kia ora,

The Waikato DHB Information Technology Outage Situation Report #14 dated 09 June 2021 will be slightly delayed.

**NHCC Intelligence**

\*\*\*\*\*

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S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Wednesday, 9 June 2021 11:52

**To:**

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

**Cc:**

**Subject:**

Waikato DHB Information Technology Outage Situation Report #14 - 09 June 2021

**Attachments:**

09062021\_WDHBITIncident\_SitRep\_14.pdf.html

Kia ora,

Attached is the Waikato DHB Information Technology Outage Situation Report #14 dated 09 June 2021.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	09 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #014</b>
For your:	Information

## Status

Date/time	09 June 2021, 1100
Info Current as at	09 June 2021, 1030
Next SITREP	10 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue)
- S9(2)(k) [REDACTED]
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k) [REDACTED]. Contingency plans and risks are continually reviewed.
- On a daily basis, MOH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place for the nurse's industrial action and planned theatre lists have been reviewed to ensure any patient operated have been discharged leading into the strike action. **There will be acute cases only completed on 09 June 2021 due to the nurses' industrial action.**
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical). **Presentations continue to be steady with [REDACTED] presentations overnight.**
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k) [REDACTED]

Contingency planning is progressing for the pending nurse's industrial action and planned theatre lists have been reviewed to ensure any patient who has had an operation will be discharged prior to **09 June 2021**.

- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals. **Contingency plans are in place for the nurse's industrial action today. The majority of clinics are postponed.**

#### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k) [REDACTED]
- Radiation therapy has been deferred due to **limited** access to the system. The service continues to treat patients in Auckland, Wellington, Tauranga. Radiation oncologists and therapists are supporting the patients referred to Tauranga and Wellington for continuity of care and assistance with treatment. **On 08 June 2021, [REDACTED] patients returned to the Waikato from Kathleen Kilgour Centre and Wellington and we aim to commence bringing back staff to Waikato from 11 June 2021 in a staged approach along with patients.**
- The S9(2)(k) system has been approved for patient treatment. Treatment of radiation patients, using the Linacs, began on **07 June 2021**. On **03 June 2021** WDHB commenced CT scanning for a reduced number of patients and this continued over the long weekend. **With S9(2)(k) restored, treatment of radiation patients using the Linacs began on 07 June 2021. There was a total of [REDACTED] patients completed on 07 June 2021, a further [REDACTED] on 08 June 2021. This equates to 20% of normal functionality which will increase to 50% over the next few days. WDHB anticipates that the number of treatments will continue to grow moving forward.**

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- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
  
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. **As at 09 June 2021, issues with CT regarding retrieving images from the CT hard memory have been resolved.**
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. **As at 06 June 2021** the WDHB Neonatal Intensive Care Unit is closed to admissions for deep cleaning, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. **These meetings continue to be held.** The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action incident management team in place led by the Chief Nurse & Midwifery Officer. The WDHB Chief Executive has written to the Acting Chief Executive NZNO to formally request consideration of the withdrawal of industrial

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action for WDHB. NZNO is discussing this with local organisers and delegates. This request has formally been declined. Contingency planning is progressing with communication to the public, via the media. **On 09 June 2021, there is a second IMT in place to manage this for WDHB.**

4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at **08 June 2021** there are **20** confirmed cases and **all babies remain in isolation. All positive babies continue to be isolated.** Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean.
5. On **07 June 2021** the staged <sup>ss(2)(k)</sup> (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between **18 May 2021** (when the IS Outage began) to now, needs to be manually input. This work is being done by administrative staff across all hospital sites.

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7** and **there have been <sup>ss</sup> calls in the last 24 hours.** Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB **have been able to identify** some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for <sup>ss(2)(k)</sup> is progressing and estimation of hours required, and workforce is being confirmed. On Monday **07 June 2021** the staged <sup>ss(2)(k)</sup> rollout began with essential historical data of ED patients admitted to wards since the beginning of the outage being input by staff for all hospital sites. **Entry of data is scheduled to be completed by COB 09 June 2021.**
- **NZNO Industrial Action** – WDHB working with NZNO on rosters for next week. These were identified by end of day **04 June 2021**. The NZNO Industrial Action is scheduled for **09 June 2021**.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.

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

### Cyber Security Incident and Investigation Status

- Ransomware against WDHB servers and end-user devices continues to limit the availability of those systems. The malicious actor has demanded a ransom **S9(2)(k)**
- Data has been exfiltrated from WDHB systems, **S6(a)**
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on **S6(a)**. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

### IT Service Restoration

- An IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.

- WDHb internal team meeting at 1200 06 June 2021 to discuss status and plans for the upcoming week
- S9(2)(c), S9(2)(k)  
[REDACTED]
- WDHb servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHb starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHb and the Ministry of Health SRO to bring restored WDHb systems back online. Additional support from the independent assurance provider has joined WDHb and the assurance process continues to be imbedded.
  - The prioritisation of services to be brought online has been confirmed with the WDHb Emergency Operations Centre.
- WDHb has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)  
[REDACTED]
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

- **Wider System Assurance** – The cyberattack on WDHb has reinforced the importance of strong cyber security for the whole health and disability sector. The Ministry has provided DHBs, PHOs and large health and disability sector non-government organisations (NGOs) specific information so they can increase the resilience of their systems. All 20 DHBs, and all 30 PHOs have now completed that work. A letter has also been prepared for Health NGOs and disseminated. The Minister of Health has written to the Chairs of the DHBs and PHOs

on his expectations for cyber security protection. Advice is also being provided across the public service next week.

- The Director-General of GCSB and the Chief Executive of the Department of Internal Affairs wrote to all public sector chief executives on **31 May 2021** regarding their cyber security arrangements. The Ministry of Health has passed this letter to health sector chief executives.
- The NCSC published an article about cyber security and ransomware on its website ([www.ncsc.govt.nz](http://www.ncsc.govt.nz)) on **31 May 2021**.
- **S6(a)** [REDACTED] This has been shared with the Ministry of Health and will be passed onto all District Health Boards (**04 June 2021**).

## Communication

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

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

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

Between **08 June 2021**:

- There were <sup>S6</sup> [REDACTED] calls received through this line, with all calls relating to privacy concerns
  - **S9(2)(c)** [REDACTED]
  - **S9(2)(c)** **callers asked to remain anonymous**
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### *Waikato DHB Comms Update*

#### Key internal comms

- **06 June 2021** – Over the long weekend DHB comms focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, **S9(2)(k)** [REDACTED] coming back online and what users will need to do
  - Expectation management re what will be available as systems come back online (i.e.: **S9(2)(k)** [REDACTED] will not have **100%** functionality)

### Key media messages for all agencies responding to additional cybersecurity queries

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

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- A number of people whose data may have been accessed were identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- Waikato DHB has been undertaking contingency planning since the New Zealand Nurses Organisation (NZNO) issued strike notices for today, 9 June 2021. Waikato DHB asked NZNO to consider exempting Waikato from the strike because of the cyberattack but NZNO has declined to do so.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

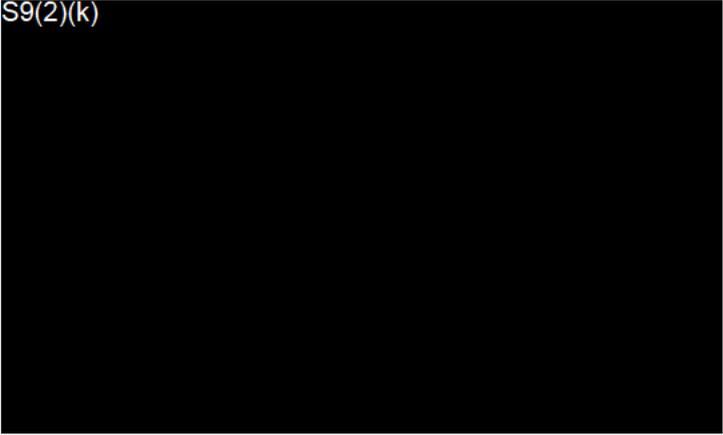
Once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Distribution

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

S9(2)(k)

S9(2)(k)



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S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Thursday, 10 June 2021 11:24  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #15 - 10 June 2021  
- DELAYED

Kia ora,

The Waikato DHB Information Technology Outage Situation Report #15 dated 10 June 2021 is delayed.

**NHCC Intelligence**

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S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Thursday, 10 June 2021 11:41  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #15 - 10 June 2021  
**Attachments:** 10062021\_WDHBITIncident\_SitRep\_15.pdf.html

Kia ora koutou,

Apologies for the delay. Attached is the Waikato DHB Information Technology Outage Situation Report #15 dated 10 June 2021.

Ngā mihi  
NHCC Intelligence

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# Situation Report



National Cyber Security Centre



<b>Date:</b>	10 June 2021
<b>To:</b>	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
<b>Subject:</b>	<b>Waikato DHB Information Technology Outage Situation Report #015</b>
<b>For your:</b>	Information

## Status

Date/time	10 June 2021, 1100
Info Current as at	10 June 2021, 1030
Next SITREP	11 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- Priority focus for WDHB is on managing delivery of services in line with clinical acuity, with support from other DHBs regionally and nationally.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.
- NZNO industrial action took place yesterday (09 June 2021) from 1100hrs to 1900hrs. No adverse outcomes reported to date.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. S9(2)(c), S9(2)(k)

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

. Contingency plans and risks are continually reviewed.

- On a daily basis, MOH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical). Presentations continue to be steady with <sup>S9(2)(k)</sup> presentations overnight.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)

**Nurse's industrial action occurred from 1100hrs to 1900hrs yesterday, 9 June 2021. Acute cases only progressed if urgent and two facility outsourced elective lists were completed.**

- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

#### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
  - Radiation therapy **has resumed at WDHB at reduced capacity**. The service continues to treat patients in Auckland, Wellington, Tauranga and Christchurch. Radiation oncologists and therapists are supporting the patients referred to Tauranga and Wellington for continuity of care and assistance with treatment. On 08 June 2021, <sup>S9(2)(k)</sup> patients returned to the Waikato from Kathleen Kilgour Centre and Wellington and WDHB aim to commence bringing back staff to Waikato from 11 June 2021 in a staged approach along with patients.
  - The <sup>S9(2)(k)</sup> system has been approved for patient treatment. Treatment of radiation patients, using the Linacs, began on 07 June 2021. On 03 June 2021 WDHB commenced CT scanning for a reduced number of patients and this continued over the long weekend. With <sup>S9(2)(k)</sup> restored, treatment of radiation patients using the Linacs began on 07 June 2021. There was a total of <sup>S9(2)(k)</sup> patients completed on 07 June 2021, a further <sup>S9(2)(k)</sup> on 08 June 2021. This equates to 20% of normal functionality which will increase to 50% over the next few days. WDHB anticipates that the number of treatments will continue to grow moving forward.
  - Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to

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restrict requests to urgent and acute. As at **09 June 2021**, issues with CT regarding retrieving images from the CT hard memory have been resolved.

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. The WDHB Neonatal Intensive Care Unit has been closed to admissions for deep cleaning since **06 June 2021**, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients are then prioritised before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. **These meetings continue to be held.** The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. **NZNO industrial action took place yesterday (09 June 2021) from 1100hrs to 1900hrs. No adverse outcomes reported to date.** There is a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. **As at 10 June 2021 there are 14 confirmed cases. Please note previously this was erroneously reported as 20 confirmed cases.** All babies remain in isolation. All positive babies continue to be isolated. Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean. **The NICU is expected to reopen in the middle of next week.**

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5. On 07 June 2021 the staged <sup>S9(2)(k)</sup> (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between 18 May 2021 (when the IS Outage began) to now, is being manually input. This work is being done by administrative staff across all hospital sites and is expected to be completed today.

### Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established 24/7 and there has been <sup>S9</sup> call in the last 24 hours. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB have been able to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for <sup>S9(2)(k)</sup> has progressed with a dedicated team. On Monday 07 June 2021 the staged <sup>S9(2)(k)</sup> rollout began with essential historical data of ED patients admitted to wards since the beginning of the outage being input by staff for all hospital sites. Entry of data is scheduled to be completed today, 09 June 2021. WDHB will move into production with current ED and inpatients being entered today and then opened to wider users tomorrow, 11 June 2021.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

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

- S6(a) [REDACTED]
- [REDACTED]
- S9(2)(k) [REDACTED] It remains possible that the actor had access earlier than this date.
- S6(a) [REDACTED]
- [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB an Interim Incident Analysis Report on **26 May 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on **S6(a)** [REDACTED]. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

### IT Service Restoration

- A **high level** IT service restoration plan has been developed by WDHB, and is being expanded to include indicative timeframes for:
  - Approvals to progress to restoration
  - To go live for operational use
  - To be functional to recommence service delivery.
  - WDHB internal team meeting at **1200 06 June 2021** to discuss status and plans for the upcoming week
- S9(2)(c), S9(2)(k) [REDACTED]
- [REDACTED]
- [REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]

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

- There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online. Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.
- The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.
- WDHB has a number of alternative services in place while infected systems are being recovered.
  - S9(2)(c), S9(2)(k)
  - Emails have remained available throughout the incident. All voice networks are live, apart from MAN sites (off sites to main campus), where phones need to be physically reconnected. Approximately 2400 phones are active. The COVID call centre and Customer Contact Centre (central call centre) are running.

## Privacy

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

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

On **09 June 2021**:

- There was <sup>S9(1)</sup> call received through this line, with the call relating to privacy concerns
  - <sup>S9(2)(c)</sup>
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### *Waikato DHB Comms Update*

#### Key internal comms

- **06 June 2021** – Over the long weekend DHB comms focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, <sup>S9(2)(k)</sup> coming back online and what users will need to do
  - Expectation management re what will be available as systems come back online (i.e.: <sup>S9(2)(k)</sup> will not have **100%** functionality)

#### Key media messages for all agencies responding to additional cybersecurity queries

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

#### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost

back to normal levels. S9(2)(c), S9(2)(k)

- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

### Co-ordination

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

### Distribution

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

S9(2)(k)

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Friday, 11 June 2021 11:21  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #16 - 11 June 2021  
**Attachments:** 11062021\_WDHBITIncident\_SitRep\_16.pdf.html

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #16 dated 11 June 2021.

The WDHB IT Outage Situation Report will continue to be released over the weekend.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



<b>Date:</b>	11 June 2021
<b>To:</b>	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
<b>Subject:</b>	<b>Waikato DHB Information Technology Outage Situation Report #016</b>
<b>For your:</b>	Information

## Status

Date/time	11 June 2021, 1100
Info Current as at	11 June 2021, 1030
Next SITREP	12 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- Core infrastructure rebuild has progressed and now the focus is moving to clinical and corporate systems recovery and implementation.

- S9(2)(c)

- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

## RESTRICTED

- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. **The focus remains on clinical risk identification and management.** Contingency plans and risks are continually reviewed.
- On a daily basis, MOH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- **Contingency plans are in place across the tertiary centres** to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
- Radiation therapy has resumed at WDHB at reduced capacity. The service continues to treat patients in Auckland, Wellington, Tauranga. Radiation oncologists and therapists are supporting the patients referred to Tauranga and Wellington for continuity of care and assistance with treatment. On **10 June 2021**, **59 patients** returned to the Waikato from Kathleen Kilgour Centre and **11 patients from** Wellington. WDHB aim to commence bringing back staff to Waikato from **11 June 2021** in a staged approach along with patients.
- The S9(2)(k) system has been approved for patient treatment. On **10 June 2021** there was a total of **59 patients that received treatment**. WDHB anticipates that the number of treatments will continue to grow moving forward.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. As at **09 June 2021**, issues with CT regarding retrieving images from the CT hard memory have been resolved.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.

## RESTRICTED

- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. The WDHB Neonatal Intensive Care Unit has been closed to admissions for deep cleaning since **06 June 2021**, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients **continue to be** prioritised at Waikato Hospital first before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. **WDHB have dates with private providers for some elective patients.**
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. These meetings continue to be held. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action took place on Wednesday **09 June 2021** from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at **10 June 2021** there are **14** confirmed cases. All babies remain in isolation. All positive babies continue to be isolated. Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean. The NICU is expected to reopen in the middle of next week.
  5. On **07 June 2021** the staged **S9(2)(k)** (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between **18 May 2021** (when the IS Outage began) to now, is being manually input. **This work has been undertaken by administrative staff from across all hospital sites and is progressing well.**

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established 24/7 and **there has been <sup>S9</sup> call in the last 24 hours**. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB have been able to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for <sup>S9(2)(k)</sup> has progressed with a dedicated team. On Monday 07 June 2021 the staged <sup>S9(2)(k)</sup> rollout began with essential historical data of ED patients admitted to wards since the beginning of the outage being input by staff for all hospital sites. **Entry of data has been progressing well.**
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

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

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## RESTRICTED

- The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.

### Privacy

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

### Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once S6(2)(k) and other required services are back online.
- Equity priorities identified on the Risk Register.
- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.

### Health and Public Sector Cyber Security

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

### Communication

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

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

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

**There will be no reporting over the weekend. There will be a collated report on 14 June 2021.**

**On 10 June 2021:**

- There was <sup>S9(1)</sup> call received through this line **with an appointment enquiry**
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### ***Waikato DHB Comms Update***

#### **Key internal comms**

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, <sup>S9(2)(k)</sup> coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. <sup>S9(2)(c), S9(2)(k)</sup>
- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.

**RESTRICTED**

- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

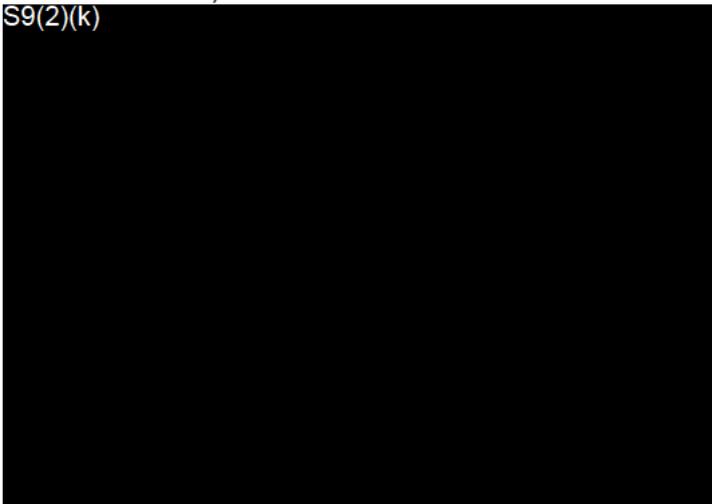
**Co-ordination**

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

**Distribution**

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

S9(2)(k)



S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Saturday, 12 June 2021 10:57  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #17 - 12 June 2021  
**Attachments:** 12062021\_WDHBITIncident\_SitRep\_17.pdf.html

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #17 dated 12 June 2021.

NHCC Intelligence

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# Situation Report



National Cyber Security Centre



Date:	12 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #17</b>
For your:	Information

## Status

Date/time	12 June 2021, 1100
Info Current as at	12 June 2021, 1030
Next SITREP	13 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- Core infrastructure rebuild has progressed and now the focus is moving to clinical and corporate systems recovery and implementation.
- Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. **These systems are up and running with some teething issues being sorted as they are identified. A detailed update will be provided on 14 June 2021.**
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

## RESTRICTED

- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- On a daily basis, MOH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
- Radiation therapy has resumed at WDHB at reduced capacity. The service continues to treat patients in Auckland, Wellington, Tauranga. Radiation oncologists and therapists are supporting the patients referred to Tauranga and Wellington for continuity of care and assistance with treatment. On 10 June 2021, 50 patients returned to the Waikato from Kathleen Kilgour Centre and 10 patients from Wellington. WDHB aim to commence bringing back staff to Waikato from 11 June 2021 in a staged approach along with patients.
- The S9(2)(k) system has been approved for patient treatment. On 10 June 2021 there was a total of 50 patients that received treatment. WDHB anticipates that the number of treatments will continue to grow moving forward.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. As at 09 June 2021, issues with CT regarding retrieving images from the CT hard memory have been resolved.
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs.

## RESTRICTED

- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. The WDHB Neonatal Intensive Care Unit has been closed to admissions for deep cleaning since **06 June 2021**, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients continue to be prioritised at Waikato Hospital first before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. These meetings continue to be held. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action took place on Wednesday **09 June 2021** from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at **10 June 2021** there are **14** confirmed cases. All babies remain in isolation. All positive babies continue to be isolated. Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean. The NICU is expected to reopen in the middle of next week.
  5. On **07 June 2021** the staged <sup>S9(2)(k)</sup> (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between **18 May 2021** (when the IS Outage began) to now, is being manually input. This work has been undertaken by administrative staff from across all hospital sites and is progressing well.



- [REDACTED]
- S9(2)(c) [REDACTED]
- S9(2)(c) [REDACTED] It remains possible that the actor had access earlier than this date.
- S9(2)(c) [REDACTED]
- S6(a) [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on 10 June 2021, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on 24 May 2021. On 27 May 2021, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on 4 June 2021. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

### IT Service Restoration

- Approval for restoration of systems to support prioritised business services including laboratory and payroll was provided on 10 June 2021. **These systems are up and running with minor teething issues being sorted, as they are identified. A detailed update will be provided on 14 June 2021.**
- Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- S9(2)(c), S9(2)(k) [REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online. Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.

## Privacy

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

## Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once S9(2)(k) and other required services are back online.
- Equity priorities identified on the Risk Register.
- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

**There will be no reporting over the weekend. There will be a collated report on 14 June 2021.**

**On 10 June 2021:**

- There was <sup>S9(1)</sup> call received through this line with an appointment enquiry
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### ***Waikato DHB Comms Update***

#### **Key internal comms**

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, <sup>S9(2)(k)</sup> coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. <sup>S9(2)(c), S9(2)(k)</sup>
- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.

**RESTRICTED**

- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

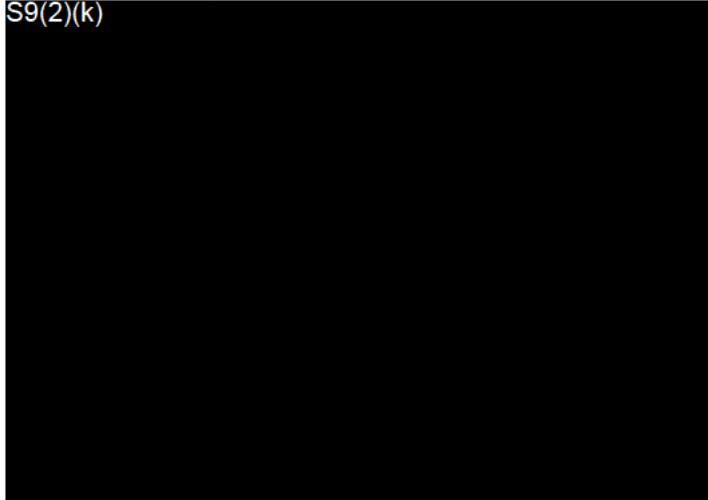
**Co-ordination**

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

**Distribution**

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

S9(2)(k)



S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Sunday, 13 June 2021 10:58  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #18 - 13 June 2021  
**Attachments:** 13062021\_WDHBITIncident\_SitRep\_18.pdf.html

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #18 dated 13 June 2021.

NHCC Intelligence

\*\*\*\*\*

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# Situation Report



National Cyber Security Centre



Date:	13 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #18</b>
For your:	Information

## Status

Date/time	13 June 2021, 1100
Info Current as at	13 June 2021, 1030
Next SITREP	14 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- Core infrastructure rebuild has progressed and now the focus is moving to clinical and corporate systems recovery and implementation.
- Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. These systems are up and running. The roll out continues to progress well. User errors, such as forgetting passwords or not being able to access systems, is being sorted by IT Technicians on a case-by-case basis. A detailed IT update will be provided on 14 June 2021.
- There is no estimate for full return of IT services. WDHB is working to confirm a plan for a return of full IT services.

## Service Delivery

- Full manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- On a daily basis, MOH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals.

### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
- Radiation therapy has resumed at WDHB at reduced capacity. The service continues to treat patients in Auckland, Wellington, Tauranga. Radiation oncologists and therapists are supporting the patients referred to Tauranga and Wellington for continuity of care and assistance with treatment. On 10 June 2021, █ patients returned to the Waikato from Kathleen Kilgour Centre and █ patients from Wellington. WDHB aim to commence bringing back staff to Waikato from 11 June 2021 in a staged approach along with patients.
- The S9(2)(k) system has been approved for patient treatment. On 10 June 2021 there was a total of █ patients that received treatment. WDHB anticipates that the number of treatments will continue to grow moving forward.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. There is outsourcing to private providers but with limited capacity. Communication sent to all medical clinicians to restrict requests to urgent and acute. As at 09 June 2021, issues with CT regarding retrieving images from the CT hard memory have been resolved.

## RESTRICTED

- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs. Roll out of S9(2)(k) [REDACTED], since 11 June 2021 Go Live release, enabling processes and workflow over the weekend.
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. The WDHB Neonatal Intensive Care Unit has been closed to admissions for deep cleaning since 06 June 2021, due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies (this is not an IT related issue).
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients continue to be prioritised at Waikato Hospital first before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients.
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on 01 June 2021 between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. These meetings continue to be held. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action took place on Wednesday 09 June 2021 from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. As at 10 June 2021 there are 14 confirmed cases. All babies remain in isolation. All positive babies continue to be isolated. Environmental testing results have been received and the areas that returned positive are undergoing a staged deep clean. The NICU is expected to reopen in the middle of next week.
  5. On 07 June 2021 the staged S9(2)(k) [REDACTED] (patient administration system) rollout has commenced. Essential data, for ED patients who were admitted to wards between

18 May 2021 (when the IS Outage began) to now, is being manually input. This work has been undertaken by administrative staff from across all hospital sites and is progressing well.

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established 24/7. Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB have been able to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available
- **Contingency planning** – remain in place.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week. Detailed planning for <sup>S9(2)(k)</sup> has progressed with a dedicated team. On Monday 07 June 2021 the staged <sup>S9(2)(k)</sup> rollout began with essential historical data of ED patients admitted to wards since the beginning of the outage being input by staff for all hospital sites. Entry of data has been progressing well.
- **Support** – WDHB's Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

## Cyber Security Incident and Investigation Status

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

- The NCSC has provided samples of this data to WDHB to inform their privacy impact assessment work and
- The NCSC has provided an encrypted copy of the data to MoH who will safe hand the data to WDHB to allow for a comprehensive privacy impact assessment.
- S6(a) [REDACTED]
- S9(2)(k) [REDACTED] It remains possible that the actor had access earlier than this date.
- S6(a) [REDACTED]
- [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on **10 June 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on S6(a) [REDACTED]. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

### IT Service Restoration

- Approval for restoration of systems to support prioritised business services including laboratory and payroll was provided on **10 June 2021**. These systems are up and running. **The roll out continues to progress well. User errors, such as forgetting passwords or not being able to access systems, are being sorted by IT Technicians, on a case-by-case basis. A detailed IT update will be provided on 14 June 2021.**
- Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- S9(2)(c), S9(2)(k) [REDACTED]
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health

## RESTRICTED

SRO to bring restored WDHB systems back online. Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.

- The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.

### Privacy

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

### Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once S6(2)(k) and other required services are back online.
- Equity priorities identified on the Risk Register.
- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.

### Health and Public Sector Cyber Security

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

### Communication

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

## RESTRICTED

- IDCare can be contacted on **0800 121 068** for free support on how to protect personal information.

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

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

**There will be no reporting over the weekend. There will be a collated report on 14 June 2021.**

**On 10 June 2021:**

- There was <sup>S9(1)</sup> call received through this line with an appointment enquiry
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
  - The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### ***Waikato DHB Comms Update***

#### **Key internal comms**

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, <sup>S9(2)(k)</sup> coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. <sup>S9(2)(c), S9(2)(k)</sup>
- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.

**RESTRICTED**

- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on **0800 276 216**. The main DHB and hospital is also available for any questions relating to appointments or care on **07 839 8899**.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

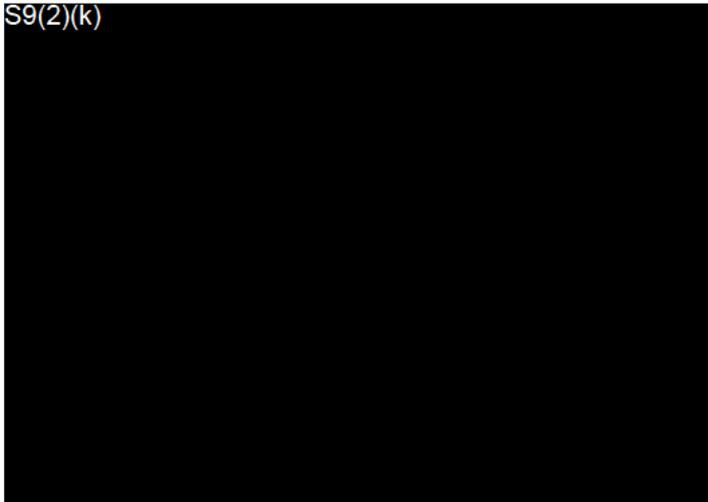
**Co-ordination**

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

**Distribution**

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

S9(2)(k)



S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Monday, 14 June 2021 11:01  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #19 - 14 June 2021  
- DELAYED

Kia ora koutou,

The Waikato DHB Information Technology Outage Situation Report #19 dated 14 June 2021 will be delayed.

**NHCC Intelligence**

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S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Monday, 14 June 2021 11:56  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #19 - 14 June 2021  
**Attachments:** 14062021\_WDHBITIncident\_SitRep\_19.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #19 dated 14 June 2021.

**NHCC Intelligence**

\*\*\*\*\*

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# Situation Report



National Cyber Security Centre



Date:	14 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #19</b>
For your:	Information

## Status

Date/time	14 June 2021, 1100
Info Current as at	14 June 2021, 1030
Next SITREP	15 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies. On 14 June 2021 there is a meeting scheduled to discuss when the NICU will be opened for new admissions. The deep clean is scheduled to be completed 15 June 2021.
- Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. These systems are up and running. Planning has progressed with a focus on the systems anticipated to be released over the next three weeks. A detailed recovery plan is being updated and is expected to be available by 15 June 2021.
- There is no estimate for full return of IT services.

## Service Delivery

- Where required, manual processes are in place and continue. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.

## RESTRICTED

- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- On a daily basis, MoH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. ED services are being supported by three private facility services (Anglesea Clinic, Victoria Clinic and Tui Medical).
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)
- **Outpatient services** – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals. **WDHB are undertaking a reconciliation of patients seen and patients booked since 18 May 2021. Now that the patient management system S9(2)(k) is operational, WDHB is working to ensure that their clinics are fully booked, where possible.**

### Cancer Services:

- Chemotherapy treatments are continuing S9(2)(c), S9(2)(k)
- Radiation therapy has resumed at WDHB at reduced capacity. **It is anticipated that the service will be fully functional by 25 June 2021.**
- The oncology information system S9(2)(k) system has been approved for patient treatment. WDHB anticipates that the number of treatments will continue to grow moving forward.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- **Radiology services** – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. **The Radiology systems S9(2)(k) were released for operational use Friday afternoon, 11 June 2021. There are still some limitations, but provision of radiology services has greatly improved.**
- **Laboratory services** – urgent testing continues, supported by manual processes. Some outsourcing occurring to community laboratories. Options are being explored to transfer some work to neighbouring DHBs. **The laboratory IT system S9(2)(k) went live on 11 June 2021.**
- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. **As at 14 June 2021, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.**

## RESTRICTED

- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. All stable patients who require cardiac surgery in the Midland region are being referred to Waikato Hospital. Patients continue to be prioritised at Waikato Hospital first before potentially offering definitive treatment locally or repatriation to other centres. Patients from Midland region who require emergent cardiac surgery are also being transferred to other tertiary centres unless there is an agreed plan. WDHB have reviewed and are monitoring the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. **Cardiac surgery has returned to close to usual numbers over the last week. Monitoring will continue.**
- **National pathways acute STEMIs and stroke** - have been reviewed with some patients being diverted to other DHBs as required. Patients with acute coronary syndrome are transferred to Waikato Hospital from within the Midland region for impatient investigation and treatment.
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma. Meeting held on **01 June 2021** between the CEO and the Information Systems and Waikato DHB recovery teams with the purpose of gaining a clear understanding of indicative go live dates for priority applications. These meetings continue to be held. The process and ensuring alignment of the two work streams to ensure a common understanding and agreement around process has been clarified and confirmed.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action took place on Wednesday **09 June 2021** from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. **As at 14 June 2021** there are **14** confirmed cases. **There are currently 27 babies in the unit and 5 located in the ward. All babies remain in isolation. All positive babies continue to be isolated. On 14 June 2021 there is a meeting scheduled to discuss when the NICU will be opened for new admissions. The deep clean is scheduled to be completed 15 June 2021.**

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is



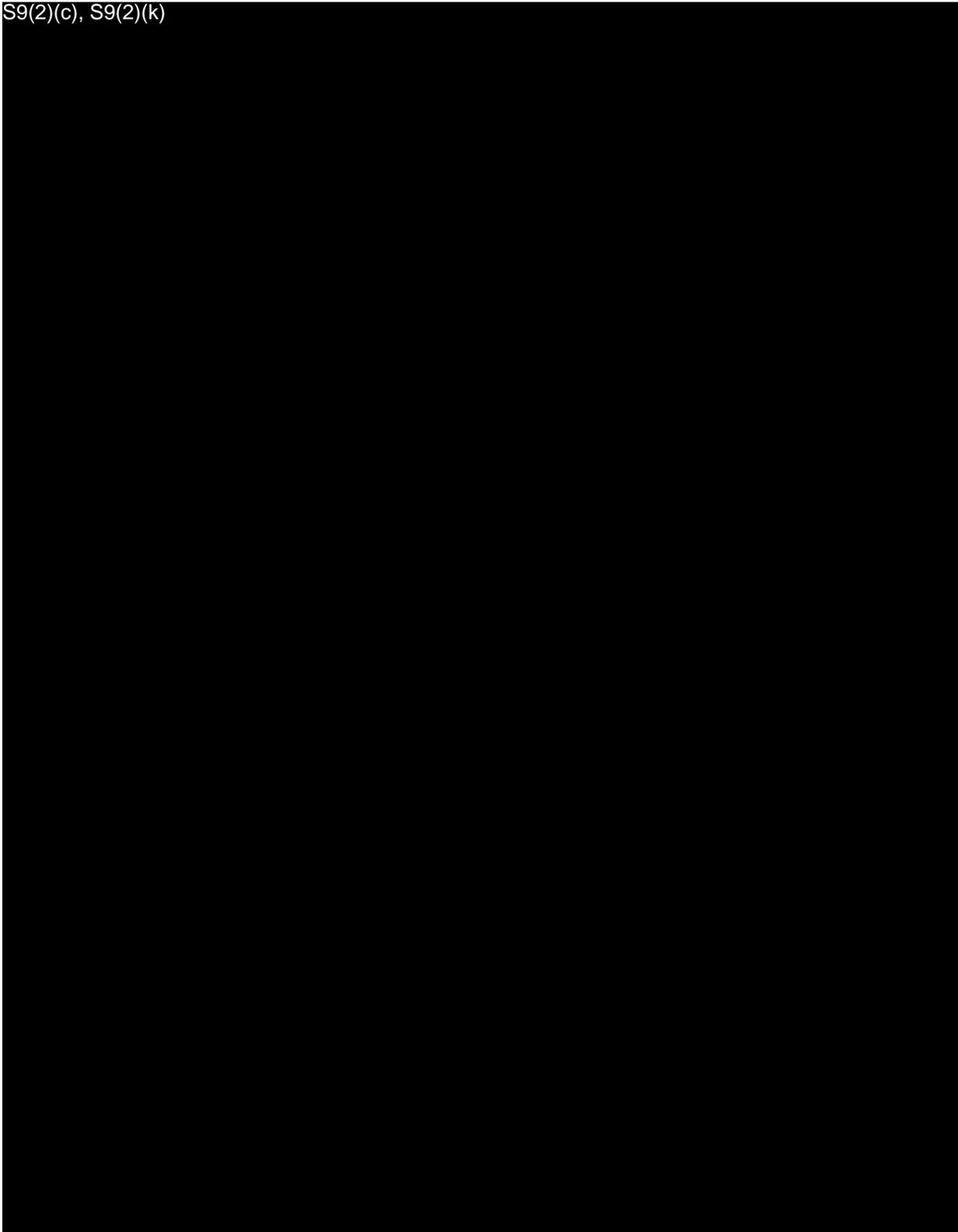
- S6(a) [REDACTED]
- [REDACTED]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on **10 June 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues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

### IT Service Restoration

- Approval for restoration of systems to support prioritised business services including laboratory and payroll was provided on **10 June 2021**. These systems are up and running.
- **Planning has progressed with a focus on the systems anticipated to be released over the next three weeks. A detailed recovery plan is being updated and is expected to be released by 15 June 2021 including the expected date for the information system to come online, and the expected date that operational service delivery will recommence as a result.**
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k) [REDACTED]
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online. Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.

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

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



### **Privacy**

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

## Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once <sup>S9(2)(k)</sup> and other required services are back online.
- Equity priorities identified on the Risk Register.
- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

#### **Between 11 - 13 June 2021:**

- There was <sup>S9</sup> call received through this line with an appointment enquiry
  - Healthline volumes for the area remain in line with expected volumes
  - Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond

## RESTRICTED

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

### **Waikato DHB Comms Update**

#### **Key internal comms**

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for systems, S9(2)(k) coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. Full manual processes are in place and continue, with hospital occupancy rates almost back to normal levels. S9(2)(c), S9(2)(k)
- Radiation therapy resumed at Waikato DHB on Monday 7 June as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

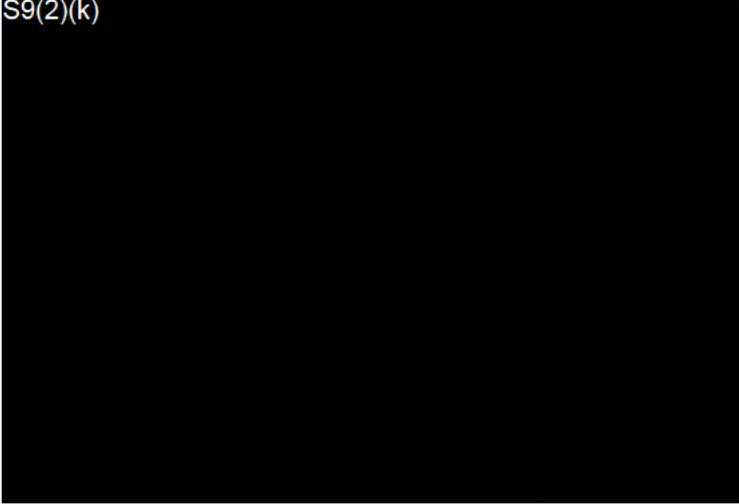
## Co-ordination

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

## Distribution

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

S9(2)(k)



RESTRICTED

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Tuesday, 15 June 2021 11:00  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #20 - 15 June 2021  
**Attachments:** 15062021\_WDHBITIncident\_SitRep\_20.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #20 dated 15 June 2021.

**NHCC Intelligence**

\*\*\*\*\*

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

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

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

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

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# Situation Report



National Cyber Security Centre



Date:	15 June 2021
To:	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
Subject:	<b>Waikato DHB Information Technology Outage Situation Report #20</b>
For your:	Information

## Status

Date/time	15 June 2021, 1100
Info Current as at	15 June 2021, 1030
Next SITREP	16 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- WDHB Neonatal intensive care unit remains closed to admissions for deep cleaning due to an infection control outbreak relating to a gram-negative organism infecting neonatal babies. Deep cleaning of the unit has been completed. NICU is anticipating reopening to admissions later today (15 June 2021). The NICU Incident Operations Centre will be stood down on 15 June 2021 with actions moved to Business as Usual.
- Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. These systems are up and running. Planning has progressed with a focus on the systems anticipated to be released over the next three weeks. A detailed recovery plan is being updated and is expected to be available by 15 June 2021.
- There is no estimate for full return of IT services.

## Service Delivery

- The patient management system <sup>S9(2)(k)</sup> is now available for clinical use, with some limitations. Staff continue to manage well given the challenging environment. However, staff stress is increasing in some clinical services.
- WDHB's Chief Medical Officer continues to meet with senior medical leaders overseeing clinical service decisions and risks where needed. The focus remains on clinical risk identification and management. Contingency plans and risks are continually reviewed.
- On a daily basis, MoH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- In-patient hospital services – continue to be provided.
- Emergency Departments – continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. Presentations in last 24 hours have increased significantly, in line with normal winter demand, resulting in delays across acute services.
- Operating theatres/Interventional suite – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. <sup>S9(2)(c), S9(2)(k)</sup>
- Outpatient services – continue to progress. Outpatient services are reduced where there is information system dependency. There is a process to identify and progress new referrals. WDHB continues to refine and improve processes including the identification of urgent referrals. WDHB are undertaking a reconciliation of patients seen and patients booked since 18 May 2021. Now that the patient management system <sup>S9(2)(k)</sup> is operational, WDHB is working to ensure that their clinics are fully booked, where possible.

### Cancer Services:

- Greater visibility is available for chemotherapy patients and bookings are occurring via <sup>S9(2)(k)</sup>
- Radiation therapy has resumed at WDHB at reduced capacity. It is anticipated that the service will be fully functional by 25 June 2021.
- Te Aho o Te Kahu, National Cancer Control Agency is supporting Waikato DHB with national coordination of radiotherapy as required.
- Radiology services – critical services continuing, with manual review of results. Contingency plans continue. Outsourcing to private as required and where capacity exists. Key pressure areas are ultrasounds and CT. Ultrasound acute and urgent work is being outsourced to meet demand. CT priority is on urgent inpatients and outpatients. The Radiology systems <sup>S9(2)(k)</sup> were released for operational use Friday afternoon, 11 June 2021. There are still some limitations, but provision of radiology services has greatly improved.
- Laboratory services –The Laboratory IT system <sup>S9(2)(k)</sup> went live on 11 June 2021. Reporting internally, via <sup>S9(2)(k)</sup>, is now in place. External reporting is still being done manually. Manual processes continue in rural hospitals. Registering of backlog work has commenced, working from current data backwards to 18 May 2021. Given the large volumes it is anticipated this will take until mid-July to complete.

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- **Intensive Care Unit** – there are plans in place throughout WDHB to divert ICU to ICU transfers if needed. The plan is being reviewed daily. As at **14 June 2021**, planned transfers of patients, due to the IT outage, will no longer be required. Normal transfer of patients to other ICUs will continue for clinical reasons.
- **Cardiac surgery** – WDHB has reviewed the cardiac surgery situation and constraints. WDHB have reviewed and **continue to monitor** the number of in hospital acute patients and elective patients on the waiting list outside of the clinical timeframe. WDHB have dates with private providers for some elective patients. Cardiac surgery has returned to close to usual numbers over the last week.
- **National pathways acute STEMIs and stroke** – **Normal patient referral pathways have resumed. Service currently working at 80% capacity during this transition period.**
- **Trauma management** - continues as per the national policies and regional trauma matrix and reviewed daily by Director of Trauma.
- **WDHB Management of concurrent incidents:**
  1. WDHB COVID-19 Vaccination rollout – continuing as planned with workaround systems for patient booking, reporting and support processes in place.
  2. WDHB is reviewing its COVID-19 resurgence contingency plan. Incident controller identified (Director of Public Health). The test and trace system operated by WDHB has been unaffected by the outage and they would be able to cope as usual if any positive cases emerged. The Waikato PHU is assessing the impacts of the Australian outbreak centred in Victoria.
  3. NZNO industrial action took place on Wednesday **09 June 2021** from 1100hrs to 1900hrs. No adverse outcomes reported to date. There was a second IMT in place to manage this for WDHB.
  4. **NICU** - An infection control outbreak has been declared in NICU relating to a gram-negative organism infecting neonatal babies. A CIMS structure has been initiated, support sought from Middlemore laboratories, all processes in place. Environmental swabs have been sent to Middlemore. **As at 15 June 2021 there are 10 babies with infection still in the unit and being treated with antibiotics. The deep cleaning of the unit has been completed. NICU is anticipating reopening to admissions 15 June 2021. The NICU Incident Operations Centre will be stood down on 15 June 2021.**

## Actions

- **Information services** – once a secure restoration plan has been established it will be rolled-out by prioritised services and areas.
- **Privacy** – WDHB is working closely with legal privacy experts and the Privacy Commissioner to confirm the approach for both patients and staff whose data has been breached. The NCSC has not confirmed the extent of the data that has been exfiltrated. It still remains possible that information beyond that currently being assessed by the WDHB has been exfiltrated. This has informed the final approach in terms of notifications. Helpline is established **24/7. There has been S9(2)(c) since 12 June 2021.** Privacy legal experts continue to work with the Waikato DHB team to ensure that WDHB meet obligations under the Privacy Act.
- A privacy message was sent to staff from the Chief Executive and ED organisational support advising staff that WDHB have been able to identify some staff members who WDHB believe may have had their data affected by this incident including having that data potentially disclosed. As a matter of priority these individuals will be contacted directly and provided with specific information, resources and support. Following this, staff to be advised to

contact the Helpline for advice. Included in this communication is a set of proactive measures and resources available

- **Contingency planning** – remain in place with a transition to recovery over the week.
- **Recovery planning** - progressing with a focus on the systems anticipated to be released over the next week.
- **Support** – WDHB’s Chief Data Officer, the Ministry and NCSC are coordinating efforts in response to the incident.
- **Reporting** – once daily meeting of agencies (0830hrs) followed by a daily SITREP (1100hrs). The Ministry will continue to coordinate a combined NCSC and Ministry SITREP and distribution.

### Cyber Security Incident and Investigation Status

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

- Data has been exfiltrated from WDHB systems, **S6(a)**
- [Redacted]
- [Redacted]
- [Redacted]

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

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

- **S9(2)(k)** It remains possible that the actor had access earlier than this date.

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

RESTRICTED

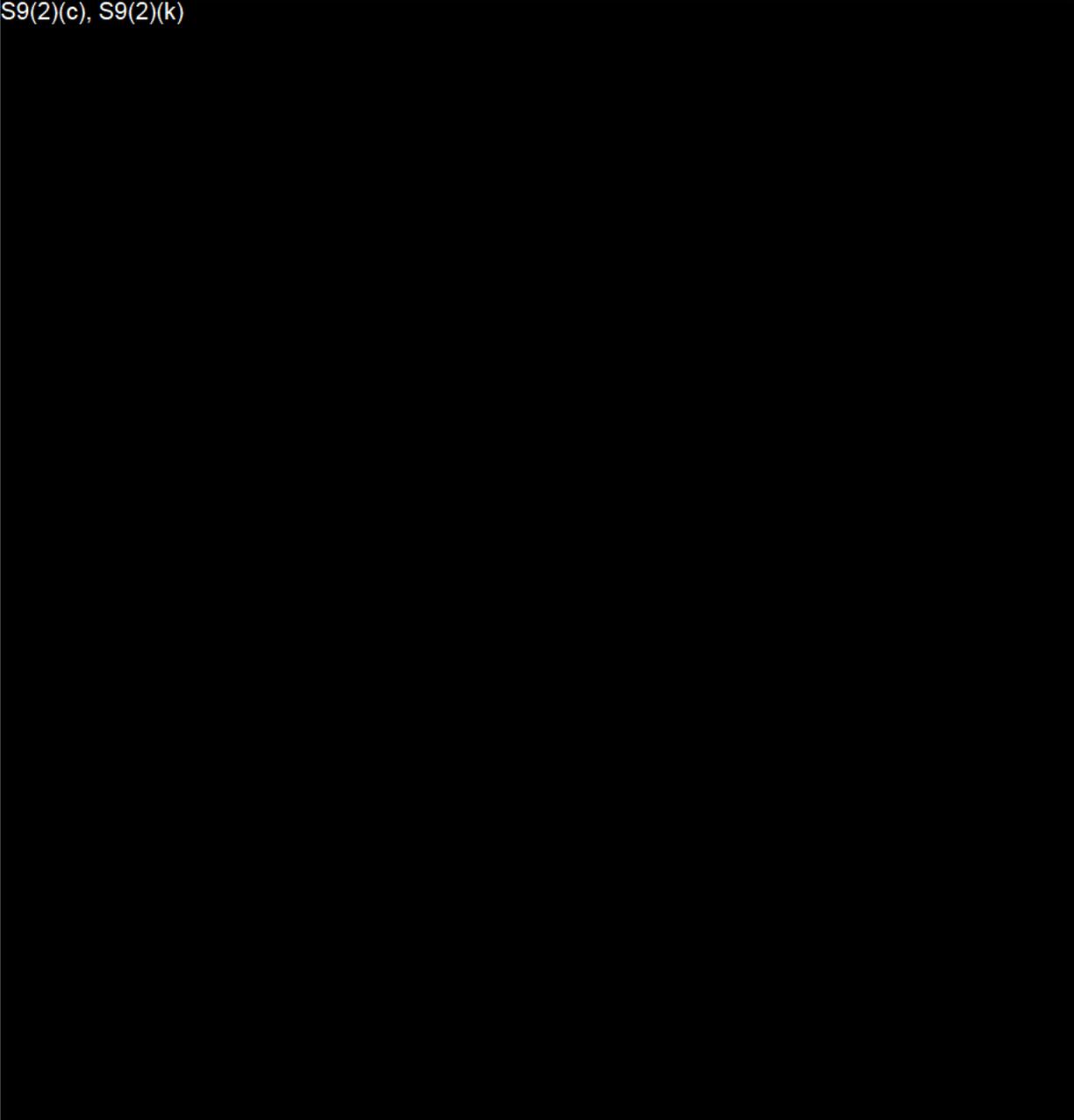
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on **10 June 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears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

### IT Service Restoration

- Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- WDHB servers and end-user devices affected by ransomware remain offline.
  - S9(2)(c), S9(2)(k)
  - There is a risk that restored systems could be re-infected when brought back online. Independent assurance from a member of the DIA Security and Related Services panel will provide written advice before WDHB starts to bring restored systems back on-line and re-connects to the wider health sector. The independent assurance provider will provide a written assurance report and Approval to Operate memo seeking joint approval by the Chief Executive of WDHB and the Ministry of Health SRO to bring restored WDHB systems back online. Additional support from the independent assurance provider has joined WDHB and the assurance process continues to be imbedded.
  - The prioritisation of services to be brought online has been confirmed with the WDHB Emergency Operations Centre.

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

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



## Privacy

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

## Equity

- Waikato DHB Hospital and Community Services Equity Action Plan has been released and is in the process of being disseminated to operations directors. Implementation will be supported by the clinical equity response team.
- Variable visibility of waitlist and backlog of patients by ethnicity will be resolved once  and other required services are back online.
- Equity priorities identified on the Risk Register.

- Clinical equity members have joined the recovery working groups and business to assist in ensuring a pro-equity approach for Māori and Pacific patients.
- **The focus going forward is recovery and managing the backlog of referrals on the waitlist for outpatient and surgical services.**

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

On **14 June 2021**:

- There was <sup>S91</sup> [REDACTED] call received through this line with <sup>S9(2)(c)</sup> [REDACTED] **callers asking to remain anonymous**
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

## Waikato DHB Comms Update

### Key internal comms

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for IT systems coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

### Key media messages for all agencies responding to additional cybersecurity queries

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

### Key public communications messages for WDHB

- Waikato DHB staff continued to keep services running as work continued to restore IT systems. **Where still required**, manual processes are in place.
- Radiation therapy resumed at Waikato DHB **last week** as the supporting system was restored and machines brought back online. The service is not immediately running at full capacity and some patients continue to receive care in Tauranga and Wellington.
- Emergency Departments are operating, however the DHB is encouraging the public to only attend if urgent.
- The latest information on services is available on the Waikato DHB website or by calling the dedicated Waikato DHB call centre on 0800 276 216. The main DHB and hospital is also available for any questions relating to appointments or care on 07 839 8899.
- A number of people whose data may have been accessed have been identified. The DHB has been contacting them directly. Work to identify the full extent of the data taken continues, however at this stage we have not identified any further individuals.
- The COVID-19 Vaccination Programme for Waikato DHB has continued with limited interruption. At this time, the DHB remains ahead of planned schedule.

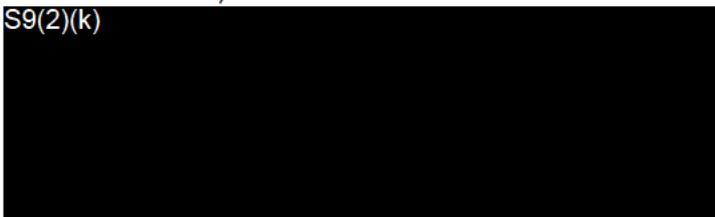
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### Distribution

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

S9(2)(k)



S9(2)(k)



RESTRICTED

S9(2)(k)

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**From:** S9(2)(k)  
**Sent:** Wednesday, 16 June 2021 11:03  
**To:** S6(a), S9(2)(k)  
**Cc:**  
**Subject:** Waikato DHB Information Technology Outage Situation Report #21 - 16 June 2021  
**Attachments:** 16062021\_WDHBITIncident\_SitRep\_21.pdf

Kia ora koutou,

Attached is the Waikato DHB Information Technology Outage Situation Report #21 dated 16 June 2021.

**NHCC Intelligence**

\*\*\*\*\*

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# Situation Report



National Cyber Security Centre



<b>Date:</b>	16 June 2021
<b>To:</b>	Hon Andrew Little, Minister of Health and Minister Responsible for the GCSB
<b>Subject:</b>	<b>Waikato DHB Information Technology Outage Situation Report #21</b>
<b>For your:</b>	Information

## Status

Date/time	16 June 2021, 1100
Info Current as at	16 June 2021, 1030
Next SITREP	17 June 2021, 1100

New information from the previous SITREP is noted in red.

## Summary

- Waikato DHB (WDHB) Information Technology network ransomware outage continues, with information systems (except voice and email) having been down since 0240hrs on 18 May 2021.
- **WDHB Neonatal intensive care unit (NICU) reopened to admissions on 15 June 2021.**
- Approval for restoration of a number of systems which support clinical and business services, including laboratory and payroll, was provided on 10 June 2021. These systems are up and running. Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- There is no estimate for full return of IT services.

## Service Delivery

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

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- On a daily basis, MoH and the DHBs are monitoring overall health system capacity, to ensure contingency services for WDHB can be arranged, should they be required.
- Contingency plans are in place across the tertiary centres to support the logistics and coordination of transfers that may be required across the centres taking into account overall capacity.
- **In-patient hospital services** – continue to be provided.
- **Emergency Departments** – continue to operate with an increase in presentations and acuity at Waikato hospital. Redirection emphasis for non-urgent presentations. WDHB continues to encourage the public to only attend if urgent. Presentations in last 24 hours have increased significantly, in line with normal winter demand, resulting in delays across acute services.
- **Operating theatres/Interventional suite** – acute care is progressing. Planned Care lists are being reviewed and deferred where appropriate. S9(2)(c), S9(2)(k)

- **Outpatient services** – continue to progress. **Some limitations exist as systems still not fully functional. The focus is on ensuring we fully book to capacity while work progresses on detailed recovery planning.**

### Cancer Services:

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

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

### Actions

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

### Cyber Security Incident and Investigation Status

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

S6(a)

- [Redacted]
- The NCSC has provided samples of this data to WDHB to inform their privacy impact assessment work.
- S6(a) [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- S9(2)(k) [Redacted] It remains possible that the actor had access earlier than this date.
- S6(a) [Redacted]
- [Redacted]
- Ongoing investigation of the incident is being conducted by WDHB, the NCSC, Police and commercial vendors. The NCSC issued WDHB a second Incident Analysis Report on **10 June 2021**, setting out the NCSC's interim findings and considerations for WDHB as it continues to respond.
- The actor that appears to be responsible for the ransomware contacted a number of New Zealand media outlets on **24 May 2021**. On **27 May 2021**, Police officially requested news organisations to destroy personally identifiable information provided to them by the malicious actor.
- Deployed NCSC staff returned to Wellington on S6(a) [Redacted]. Further detailed analysis of collected data will continue in Wellington. Police are no longer onsite.

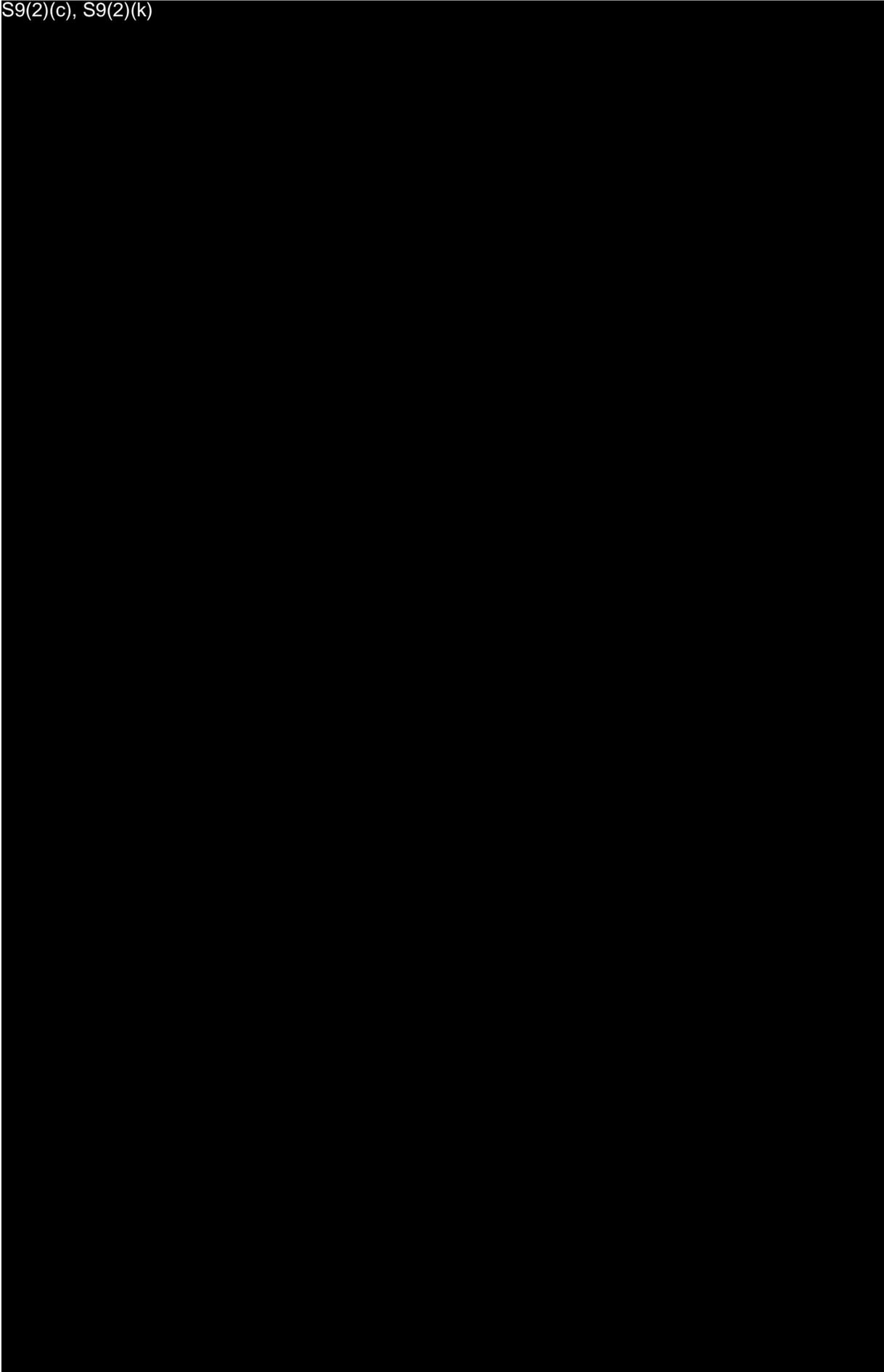
### IT Service Restoration

- Planning has progressed with a focus on the systems anticipated to be released over the next three weeks.
- The risk of re-infection remains relevant and as such an independent assurance provider is being used to verify and check new systems brought online are safe and secure.
- The DHB reports the current status of all services below:

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

[Redacted]

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



## Privacy

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

## Equity

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

## Health and Public Sector Cyber Security

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

## Communication

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

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

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

On **15 June 2021**:

- There was **591** call received through this line.
- Healthline volumes for the area remain in line with expected volumes
- Critical to managing this event will be receiving an early heads up on any communications or developments before they are public to ensure staff are ready and able to respond
- The phones for the Waikato Crisis mental health teams have and continue to be answered by Healthline's team of virtual mental health nurses for triage and referral back to the team on the ground.

### ***Waikato DHB Comms Update***

#### **Key internal comms**

- DHB comms remain focused on internal comms to staff:
  - Steps required for users to get back online as PCs become available
  - Plan for IT systems coming back online and what users will need to do
  - Expectation management regarding what will be available as systems come back online

#### **Key media messages for all agencies responding to additional cybersecurity queries**

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

#### **Key public communications messages for WDHB**

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

## RESTRICTED

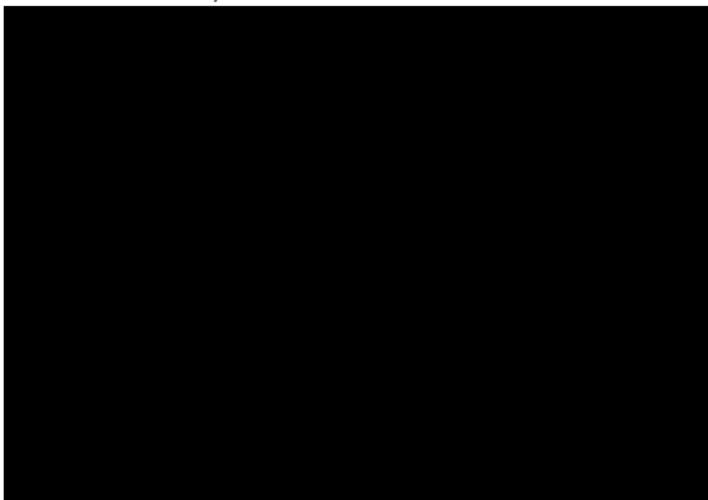
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S9(2)(k)

**From:**

S9(2)(k)

**Sent:**

Thursday, 17 June 2021 14:30

**To:**

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

**Cc:**

**Subject:**

MOH-GCSB Minister Briefing Note re Waikato DHB incident - 17 June

**Attachments:**

2021-06-17 MOH-GCSB briefing note Waikato DHB.pdf

Kia ora S9(2)(k),

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

Ngā mihi

S9(2)(k)

Response Manager

Waikato DHB Ransomware Attack

S9(2)(k)

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