**Everett Bamba**

| | |
|---|---|
| **From:** | Prue Laven < 73(2)  premiers.qld.gov.au> |
| **Sent:** | Thursday, 4 March 2021 11:11 AM |
| **To:** | Craig Newell |
| **Subject:** | RE: The new version of the app is now available on the Google app store |

Looks great.

**From:** Craig Newell [           ] smartservice.qld.gov.au>
**Sent:** Thursday, 4 March 2021 9:55 AM
**To:** Kirsten Roos [           ] premiers.qld.gov.au>; Andrew Spina (HPW) <[           ] hpw.qld.gov.au>
**Cc:** Simon Kapernick <[           ] smartservice.qld.gov.au>; Phil Nickerson (HPW)
<[           ] hpw.qld.gov.au>; Emma Rees-Smith <[           ] smartservice.qld.gov.au>; Adrienne Lohe
<[           ] premiers.qld.gov.au>; Prue Laven <[           ] premiers.qld.gov.au>; Chris Fechner (HPW)
<[           ] hpw.qld.gov.au>; Kristine Tully <[           ] smartservice.qld.gov.au>; Maja Ryan
<[           ] smartservice.qld.gov.au>
**Subject:** RE: The new version of the app is now available on the Google app store

Well done team:

e     check in qld                                                          ✕  🎤  🔍

🔍 All   🖼 Images   📍 Maps   🛍 Shopping   📰 News   ⋮ More          Settings   Tools

About 245,000,000 results (0.56 seconds)

Ad · www.covid19.qld.gov.au/ ▾
Get the Check In Qld app - Simple, secure venue check ins
Quickly, accurately **check** in individuals and groups at restaurants, cafes, pubs and more. Data
is secured by the **Queensland** Government only for fast, efficient contact tracing. Keep Qlders
safe, Unite and Recover. Free, secure and easy.

I'm a customer                          I'm a business owner
How to download and                     How to register and use
use the app                             the Check In Qld app

www.covid19.qld.gov.au › check-in-qld ▾
Check In Qld app | Queensland Government
5 days ago — The **Check In Qld** app is a contactless, free, secure and convenient way for
customers to sign into a **Queensland** business. By using the **Check In Qld** app you'll be: able to
**check** in to participating businesses or venues without having to enter your details each time.

www.abc.net.au › news › queensland-launches-covid19... ▾
Queensland finally gets a coronavirus tracing app to replace ...
4 days ago — **Check In Qld** app users will be able to scan a QR code at participating venues;
The app will remember their details so they don't need to keep ...

www.itnews.com.au › news › qld-finally-releases-qr-co... ▾
Qld finally releases QR code check-in app - Software - iTnews
3 days ago — The **Check In Qld** app went live over the weekend following weeks of testing and
trials at more than 204 venues between Cairns and Ipswich.

**Craig Newell**

1

Smart Service Queensland
mb 49 Sch 4

**From:** Kirsten Roos < 73(2)  premiers.qld.gov.au>
**Sent:** Tuesday, 2 March 2021 8:09 AM
**To:** Craig Newell < smartservice.qld.gov.au>; Andrew Spina (HPW) < hpw.qld.gov.au>
**Cc:** Simon Kapernick < smartservice.qld.gov.au>; Phil Nickerson (HPW)
< hpw.qld.gov.au>; Emma Rees-Smith < smartservice.qld.gov.au>; Adrienne Lohe
< premiers.qld.gov.au>; Prue Laven < premiers.qld.gov.au>; Chris Fechner (HPW)
< hpw.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Maja Ryan
< smartservice.qld.gov.au>
**Subject:** RE: The new version of the app is now available on the Google app store

Great news Thanks Craig

**Kirsten Roos**
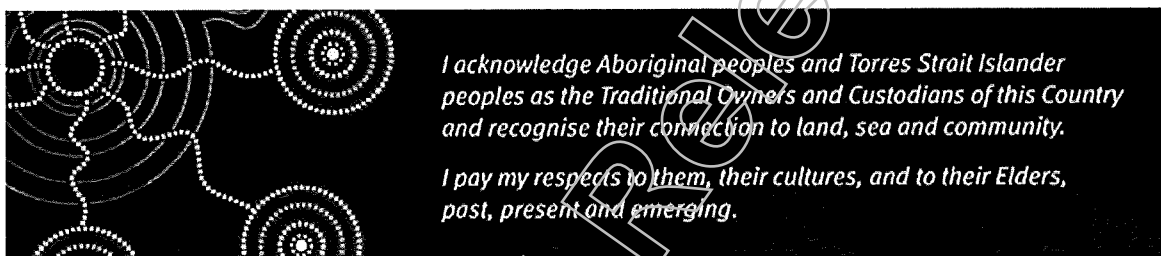A/Director, External Relations and Services
**Integrated Communications**
Department of the Premier and Cabinet
P 07 [    ] M 49 Sch 4
Level 29, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

**Queensland Government**

**Please note: I sometimes work and send correspondence out of hours. Please do not feel obliged to respond outside of your own work hours.**

*I acknowledge Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country and recognise their connection to land, sea and community.*

*I pay my respects to them, their cultures, and to their Elders, past, present and emerging.*

**From:** Craig Newell < 73(2)  smartservice.qld.gov.au>
**Sent:** Tuesday, 2 March 2021 8:07 AM
**To:** Andrew Spina (HPW) < hpw.qld.gov.au>; Kirsten Roos < premiers.qld.gov.au>
**Cc:** Simon Kapernick < smartservice.qld.gov.au>; Emma Rees-Smith <
 smartservice.qld.gov.au>; Adrienne Lohe < premiers.qld.gov.au>; Prue Laven
< premiers.qld.gov.au>; Chris Fechner (HPW) < @hpw.qld.gov.au>; Kristine Tully
< smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Subject:** Re: The new version of the app is now available on the Google app store

All, everything going smoothly overnight. We have basically gone from 100s of crashes for Android 8-5 to negligible (0-10 per 1000 installs/updates). Developers said the graph on crashes basically "fell off a cliff" (thats the cliff we want).

Business Rego flowing in fast as well but we are handling fine. Over 1200 registered to date and 550 came in over night and still coming for our team to kick off with today.

So all good from our perspective to ramp up comms.

Craig Newell
General Manager
Smart Service Queensland
Mobile: 49 Sch 4

2

On 1 Mar 2021, at 16:27, Craig Newell < 73(2) smartservice.qld.gov.au> wrote:

Hi Kirsten, we are confident with the limited data we have. But won't be 100% sure for several hours. Instances could also still occur for a little while due to some people not accepting or getting latest updates.

If urgency is low would be best to wait until tomorrow.

Craig Newell
General Manager
Smart Service Queensland
Mobile: 49 Sch 4

On 1 Mar 2021, at 16:15, Kirsten Roos < 73(2) premiers.qld.gov.au> wrote:

Craig
Are we good to proceed with social media activity and other Comms?

Kirsten Roos
A/Director, External
Relations and Services
Integrated Communications
Department of the Premier and Cabinet
----------------------------------------------------------------------------------------------------------------------
------------------
P 07 [ ] M 49 Sch 4
Level 29, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

**From:** Craig Newell < [ ] smartservice.qld.gov.au>
**Sent:** Monday, March 1, 2021 3:40:52 PM
**To:** Kristine Tully < [ ] smartservice.qld.gov.au>; Campbell Garrett
< [ ] smartservice.qld.gov.au>; Maja Ryan
< [ ] smartservice.qld.gov.au>; Amy Heavey
< [ ] smartservice.qld.gov.au>
**Cc:** Kirsten Roos < [ ] premiers.qld.gov.au>; Simon Kapernick
< [ ] smartservice.qld.gov.au>; Andrew Spina (HPW)
< [ ] hpw.qld.gov.au>; Emma Rees-Smith < [ ]
[ ] smartservice.qld.gov.au>; Karen Willey
< [ ] smartservice.qld.gov.au>; Pauline Vokes
< [ ] smartservice.qld.gov.au>; Ryan Kerr
< [ ] smartservice.qld.gov.au>; Nathan Bines
< [ ] dsiti.qld.gov.au>; Jason Beaumont
< [ ] smartservice.qld.gov.au>
**Subject:** RE: The new version of the app is now available on the Google app store

All...initial tests look good.

3

Maja and Campbell - Can we work on an update response to those relevant reviews on Google play to advise - issue has been resolved and **(assume if not working still) to update app**. Simon or Jason can you confirm the **later point**?

Current version reads:

> Queensland Government February 28, 2021
> Hi John. Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon. If you are unable to check-in please advise the venue staff and they can record your details for you.

Aim will be to respond asap to restore confidence in this group.

**Craig Newell**
Smart Service Queensland
**mb** 49 Sch 4

**From:** Simon Kapernick ‹ 73(2) smartservice.qld.gov.au>
**Sent:** Monday, 1 March 2021 3:14 PM
**To:** Andrew Spina (HPW) 73(2) hpw.qld.gov.au>; Kristine Tully ‹ smartservice.qld.gov.au>; Michael Mcmahon ‹ hpw.qld.gov.au>; Linda Martin ‹ @hpw.qld.gov.au>; Karen Willey ‹ smartservice.qld.gov.au>; Maja Ryan ‹ smartservice.qld.gov.au>; premiers.qld.gov.au; Nathan Bines ‹ dsiti.qld.gov.au>; Phil Nickerson ‹ hpw.qld.gov.au>; Victoria Thomson ‹ justice.qld.gov.au>; Pauline Vokes ‹ smartservice.qld.gov.au>; Kate Coehn ‹ health.qld.gov.au>, Adrienne Lohe ‹ premiers.qld.gov.au>; premiers.qld.gov.au; Craig Newell ‹ smartservice.qld.gov.au>; Rhiannan Howell ‹ desbt.qld.gov.au>; premiers.qld.gov.au; premiers.qld.gov.au; Connie Verschoor ‹ chde.qld.gov.au>; Kieran Benfield ‹ desbt.qld.gov.au>; justice.qld.gov.au; Jo Cawthera ‹ hpw.qld.gov.au>; Emma Rees-Smith ‹ smartservice.qld.gov.au>; Charlotte Grezlo ‹ dsiti.qld.gov.au>; Shane MARSHALL ‹ qgcio.qld.gov.au>; Paul Ryan (OLGR Compliance) ‹ justice.qld.gov.au>; Ryan Kerr smartservice.qld.gov.au>; John Green ‹ health.qld.gov.au>; Bernadette Hill ‹ smartservice.qld.gov.au>; premiers.qld.gov.au; Marnie-Anne Snow ‹ hpw.qld.gov.au>; health.qld.gov.au
**Subject:** The new version of the app is now available on the Google app store

It's just been released by Google.

We have **not** tested yet.

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Release

**Everett Bamba**

| | |
|---|---|
| **From:** | Simon Kapernick |
| **Sent:** | Tuesday, 2 March 2021 8:44 AM |
| **To:** | Craig Newell; Jason Beaumont; Kristine Tully; Campbell Garrett |
| **Subject:** | RE: The new version of the app is now available on the Google app store |

10 crashes on v1.8.2. I suspect this is a normal level of issues considering the large user base and variety of phones/OS's out there.

Only one 1.8.2 review. There are others but they are all old ones from 1.8.1 that have been updated:

- 1 starts - Not good. Doesn't support other QR codes (it's a line of code to say "This isn't a Check In QLD code, but click here to check in"). Adding an extra app makes no sense for anyone. Why this has taken a year to appear makes little sense.

Until there's more take up or DPC's advertising campaign takes effect I think we're going to have to live with this.

See the avg rating below too. 1.8.2 is sitting at a 2.25 rating. Users have rated it higher without review so there's no reviews to look at.

Google Play Console

Q Search Play Console

← All apps

▦ Dashboard

▢ Inbox                         5

▮▮ Statistics

▤⊙ Publishing overview          ⊠

Release

▦◆ Releases overview

△ Production

▶ ⓟ Testing

□□ Device catalogue

(▨) App bundle explorer

▶ ⚙ Setup

Grow

▶ ▷ Store presence

▼ ↗ Store performance

     Store analysis

     Conversion analysis

Quality

▶ ▤ Ratings and reviews

## Production

Crashes ⑦                                          ↧

### 10



━ Crashes (1.8.2)   •• Crashes (All releases)

Explore →

## Ratings and reviews

Average rating ⑦                                   ↧

### 2.25 ★ +0.267▲ vs. all releases



━ Average rating (1.8.2)   •• Average rating (All releases)

Explore →

2

Release

Simon Kapernick

smartservice QUEENSLAND

m[49 Sch 4]

**From:** Craig Newell <[73(2)] smartservice.qld.gov.au>
**Sent:** Tuesday, March 2, 2021 8:07 AM
**To:** Andrew Spina (HPW) <[          ]hpw.qld.gov.au>; Kirsten Roos <[          ]premiers.qld.gov.au>
**Cc:** Simon Kapernick <[          ]smartservice.qld.gov.au>; Emma Rees-Smith <[          ]
[          ]smartservice.qld.gov.au>; Adrienne Lohe <[          ]premiers.qld.gov.au>; Prue Laven
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Craig Newell
General Manager
Smart Service Queensland
Mobile:[49 Sch 4]

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Craig
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3

Kirsten Roos
A/Director, External
Relations and Services
Integrated Communications
Department of the Premier and Cabinet

-------------------------------------------------------------------------------------------------------------

------------------

P 07 `73(2)` M `49 Sch 4`

Level 29, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

**From:** Craig Newell <[_____]smartservice.qld.gov.au>
**Sent:** Monday, March 1, 2021 3:40:52 PM
**To:** Kristine Tully <[_____]smartservice.qld.gov.au>; Campbell Garrett
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<[_____]smartservice.qld.gov.au>; Amy Heavey
<[_____]smartservice.qld.gov.au>
**Cc:** Kirsten Roos <[_____]premiers.qld.gov.au>; Simon Kapernick
<[_____]smartservice.qld.gov.au>; Andrew Spina (HPW)
[_____]hpw.qld.gov.au>; Emma Rees-Smith <[_____]
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<[_____]smartservice.qld.gov.au>; Nathan Bines
<[_____]dsiti.qld.gov.au>; Jason Beaumont
<[_____]smartservice.qld.gov.au>
**Subject:** RE: The new version of the app is now available on the Google app store

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on Google play to advise - issue has been resolved and **(assume if not working still)
to update app**. Simon or Jason can you confirm the **later point**?

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Smart Service Queensland
**mb** `49 Sch 4`

**From:** Simon Kapernick <[_____]smartservice.qld.gov.au>
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<[_____]smartservice.qld.gov.au>; Michael Mcmahon
<[_____]hpw.qld.gov.au>; Linda Martin

4

hpw.qld.gov.au>; Karen Willey
< smartservice.qld.gov.au>; Maja Ryan
< smartservice.qld.gov.au>; premiers.qld.gov.au; Nathan
Bines < dsiti.qld.gov.au>; Phil Nickerson
< hpw.qld.gov.au>; Victoria Thomson
< justice.qld.gov.au>; Pauline Vokes
< smartservice.qld.gov.au>; Kate Coehn
<Kate.Coehn@health.qld.gov.au>; Adrienne Lohe
< premiers.qld.gov.au>; premiers.qld.gov.au;
Craig Newell < smartservice.qld.gov.au>; Rhiannan Howell
< desbt.qld.gov.au>; premiers.qld.gov.au;
premiers.qld.gov.au; Connie Verschoor
< chde.qld.gov.au>; Kieran Benfield
< desbt.qld.gov.au>; justice.qld.gov.au; Jo Cawthera
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smartservice.qld.gov.au>; Charlotte Grezlo
< @dsiti.qld.gov.au>; Shane MARSHALL
< qgcio.qld.gov.au>; Paul Ryan (OLGR Compliance)
< justice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>;
John Green < health.qld.gov.au>; Bernadette Hill
< smartservice.qld.gov.au>; premiers.qld.gov.au;
Marnie-Anne Snow < hpw.qld.gov.au>;
ealth.qld.gov.au

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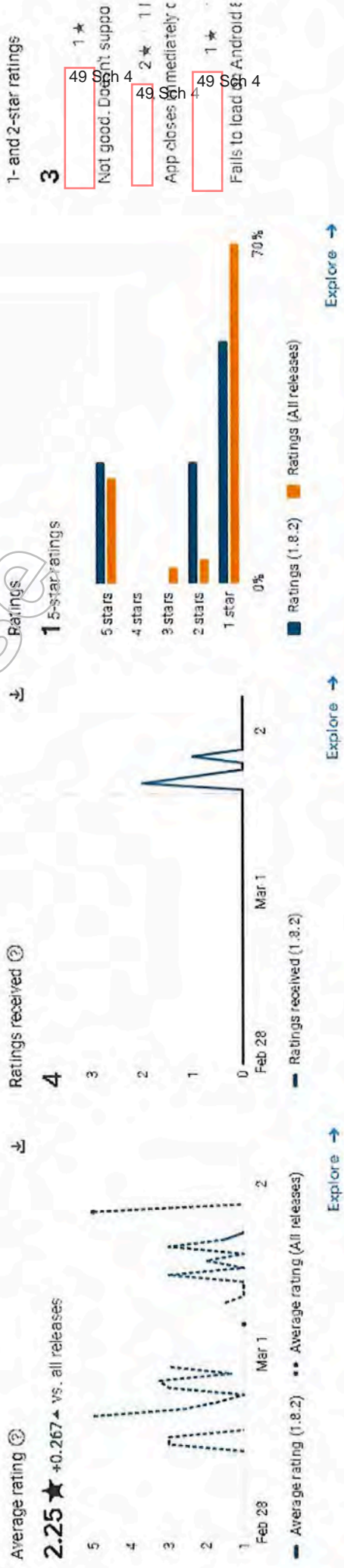
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5

Success

play.google.com/console/u/1/developers/5085816043580961136/app/4976354047538887987/tracks/production?tab=releaseDashboard

Search Play Console

## Production

Crashes ⑦

10

ANRs ⑦

Crashes per 1,000 devices ⑦

900
600
300
0
Feb 28          Mar 1          2

— Crashes (1.8.2) ·· Crashes (All releases)

ANRs per 1,000 devices ⑦

0.06
0.04
0.02
0
Feb 28

— ANRs per 1,000 devices
·· ANRs per 1,000 devices

— Crashes per 1,000 devices (1.8.2)
·· Crashes per 1,000 devices (All releases)

60
40
20
0
Feb 28          Mar 1

ANRs ⑦

10.00

## Ratings and reviews

Average rating ⑦

2.25 ★  +0.267 ▲ vs. all releases

5
4
3
2
1
Feb 28          Mar 1          2

— Average rating (1.8.2)  ·· Average rating (All releases)

Ratings received ⑦

4

3

2

1

0
Feb 28          Mar 1          2

— Ratings received (1.8.2)

Ratings

1 5-star ratings

5 stars
4 stars
3 stars
2 stars
1 star

0%                                          70%

■ Ratings (1.8.2)   ■ Ratings (All releases)

1- and 2-star ratings

3

1 ★                                    49 Sch 4
Not good. Don't suppo

2 ★   11                                49 Sch 4
App closes mediately c

1 ★                                    49 Sch 4
Fails to load   Android 8

**Everett Bamba**

| | |
|---|---|
| **From:** | Simon Kapernick |
| **Sent:** | Monday, 1 March 2021 5:07 PM |
| **To:** | Andrew Spina (HPW); Craig Newell; Jason Beaumont; Campbell Garrett; McDonald, Craig (Health) |
| **Subject:** | RE: A user has updated their review for Check In Qld on March 1, 2021 |
| **Attachments:** | A user has updated their review for Check In Qld on March 1, 2021 |

Just got a 2nd one. They bumped it up 1 star (from 1 to 2) as well.

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]

**From:** Andrew Spina < [73(2)] hpw.qld.gov.au>
**Sent:** Monday, March 1, 2021 4:58 PM
**To:** Craig Newell < _____ smartservice.qld.gov.au>; Simon Kapernick
< _____ smartservice.qld.gov.au>; Jason Beaumont < _____ smartservice.qld.gov.au>;
Campbell Garrett < _____ smartservice.qld.gov.au>; McDonald, Craig (Health)
< _____ act.gov.au>
**Subject:** RE: A user has updated their review for Check In Qld on March 1, 2021

That's good feedback.

**From:** Craig Newell < _____ smartservice.qld.gov.au>
**Sent:** Monday, 1 March 2021 4:56 PM
**To:** Simon Kapernick (SSQ) < _____ smartservice.qld.gov.au>; Jason Beaumont
< _____ smartservice.qld.gov.au>; Campbell Garrett (SSQ) < _____ smartservice.qld.gov.au>;
McDonald, Craig (Health) < _____ act.gov.au>
**Cc:** Andrew Spina < _____ hpw.qld.gov.au>
**Subject:** RE: A user has updated their review for Check In Qld on March 1, 2021

Great!
**Craig Newell**
Smart Service Queensland
**mb** [49 Sch 4]

**From:** Simon Kapernick < _____ smartservice.qld.gov.au>
**Sent:** Monday, 1 March 2021 4:51 PM
**To:** Craig Newell < _____ smartservice.qld.gov.au>; Jason Beaumont
< _____ smartservice.qld.gov.au>; Campbell Garrett < _____ smartservice.qld.gov.au>;
McDonald, Craig (Health) < _____ act.gov.au>
**Subject:** FW: A user has updated their review for Check In Qld on March 1, 2021

Gentlemen.

See updated user review, confirms 1.8.2 solved their crash problems.

1

Just nice to get some external confirmation. Though they didn't' up their rating!

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]

**From:** [_____google.com _____google.com>
**Sent:** Monday, March 1, 2021 4:44 PM
**To:** Simon Kapernick <[_____]smartservice.qld.gov.au>
**Subject:** A user has updated their review for Check In Qld on March 1, 2021
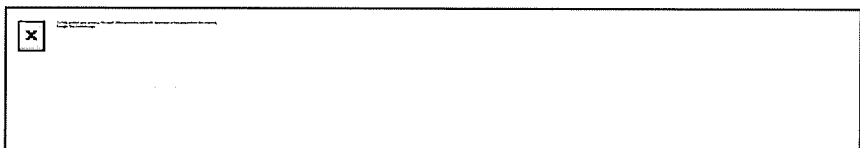
Hello,

We wanted to let you know that a user updated a review that you previously replied to. You can write a new reply to the user's review on the Google Play Developer Console.

Updated user review on Mar 1, 2021 at 6:43 AM GMT

★

*Fails to load on Android 8.0... (Deleted and reinstalled 4 times, same error) #Updated version 1.8.2 fixed the issue.*

Reply

Previous user review on Mar 1, 2021 at 2:55 AM GMT

★

*Fails to load on Android 8.0... (Deleted and reinstalled 4 times, same error)*

**Queensland Government** on Mar 1, 2021 at 6:32 AM GMT
Hi [49 Sch 4] thanks for your feedback. We've just released version 1.8.2 of the app which should resolve this issue. You can update to this version of the app through the Google Play store. If you are still unable to check-in please advise the venue staff and they can record your details for you.

Sincerely,
**The Google Play team**

All replies must follow our posting guidelines.
If you have concerns about a user's review, contact support.
If you don't want to receive notifications when users update reviews you've replied to, update your email preferences.

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2

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Thank you.

Release

**Everett Bamba**

| | |
|---|---|
| **From:** | 73(2) google.com |
| **Sent:** | Monday, 1 March 2021 5:00 PM |
| **To:** | Simon Kapernick |
| **Subject:** | A user has updated their review for Check In Qld on March 1, 2021 |

Hello,

We wanted to let you know that a user updated a review that you previously replied to. You can write a new reply to the user's review on the Google Play Developer Console.

**Updated user review** on Mar 1, 2021 at 6:59 AM GMT

★★

*App closes immediately on opening. No use whatsoever - Samsung S7.... Just reinstalled... The app does not crash on opening now.*

**Reply**
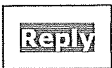
Previous user review on Mar 1, 2021 at 1:26 AM GMT

★

*App closes immediately on opening. No use whatsoever - Samsung S7*

**Queensland Government** on Mar 1, 2021 at 6:33 AM GMT
Hi 49 Sch 4 thanks for your feedback. We've just released version 1.8.2 of the app which should resolve this issue. You can update to this version of the app through the Google Play store. If you are still unable to check-in please advise the venue staff and they can record your details for you.

Sincerely,
**The Google Play team**

All replies must follow our posting guidelines.
If you have concerns about a user's review, contact support.
If you don't want to receive notifications when users update reviews you've replied to, update your email preferences.

# Andrew Spina

**From:** 73(2) premiers.qld.gov.au>
**Sent:** Monday, 1 March 2021 4:46 PM
**To:** Andrew Spina
**Subject:** RE: google check-in app updated

Thanks Andrew

Great news and don't worry about the call- I always prefer to know.

**Mark Cridland**
Deputy Director-General
Policy Division
Department of the Premier and Cabinet

P 07 73(2) M 49 Sch 4
Level 30, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

**Queensland Government**

**From:** Andrew Spina < 73(2) hpw.qld.gov.au>
**Sent:** Monday, 1 March 2021 4:45 PM
**To:** Mark Cridland < premiers.qld.gov.au>
**Subject:** google check-in app updated

Hi Mark,

- The google app is now updated
- It has passed testing on several versions of Android, including version 8 which was not working this morning.
- We've had at least two real (non-test) patrons check in with version 1.8.2 (Toowoomba and Redland City).

We still want to look a bit more at the reports on the Google Play Console, however there's a lag of at least several hours. Google are vague on when these things are updated.

Sorry about the early Sunday morning call. Just thought I would close the loop.

Andrew

**Andrew Spina**
Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
**ph** 07 73(2) |**email** 73(2) hpw.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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1

**Andrew Spina**

| | |
|---|---|
| **From:** | Clare O'Connor [49 Sch 4] communities.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 4:42 PM |
| **To:** | Andrew Spina |
| **Cc:** | Chris Burns |
| **Subject:** | Re: Google app now updated |

Thanks Andrew that's great news
Clare


Thanks
Clare
**Clare O'Connor** | Director-General
Department of Communities, Housing and Digital Economy
Level 32, 1 William Street Brisbane QLD 4001
T: [73(2)] | M: [49 Sch 4]
E: [73(2)] communities.qld.gov.au


**From:** Andrew Spina < [ ] hpw.qld.gov.au>
**Sent:** Monday, March 1, 2021 4:26:48 PM
**To:** Clare O'Connor < [ ] communities.qld.gov.au>
**Cc:** Chris Burns < [ ] ministerial.qld.gov.au>
**Subject:** Google app now updated
 Hi Clare,
- The google app is now updated.
- It has passed testing on several versions of Android, including version 8 which was crashing this morning.
- We've had at least two real (non-test) patrons check in with version 1.8.2 (Toowoomba and Redland City).

We will monitor the reports on the Google Play Console, however there's a lag of at least several hours. Google are vague on when these things are updated.
Andrew
**Andrew Spina**
Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
ph 07 [73(2)] |email [ ] hpw.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001
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Thank you.

| | |
|---|---|
| **From:** | Craig Newell < [73(2)] smartservice.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 4:13 PM |
| **To:** | Chris Fechner; Andrew Spina |
| **Subject:** | Fwd: The new version of the app is now available on the Google app store |

FYI we are still waiting for the console to catch up on data re crashes. But based on testing it all looks good and we are confident issues addressed.

Craig Newell
General Manager
Smart Service Queensland
Mobile: [49 Sch 4]

Begin forwarded message:

> **From:** Simon Kapernick < [73(2)] smartservice.qld.gov.au>
> **Date:** 1 March 2021 at 16:08:27 AEST
> **To:** "Andrew Spina (HPW)" <_____ hpw.qld.gov.au>, Kristine Tully
> <_____ smartservice.qld.gov.au>, Michael Mcmahon <_____ hpw.qld.gov.au>,
> Linda Martin <_____ hpw.qld.gov.au>, Karen Willey <_____ smartservice.qld.gov.au>,
> Maja Ryan <_____ smartservice.qld.gov.au>, _____ premiers.qld.gov.au, Nathan Bines
> <_____ dsiti.qld.gov.au>, Phil Nickerson <_____ hpw.qld.gov.au>, Victoria Thomson
> <_____ justice.qld.gov.au>, Pauline Vokes <_____ smartservice.qld.gov.au>, Kate
> Coehn <_____ health.qld.gov.au>, Adrienne Lohe <_____ premiers.qld.gov.au>,
> _____ premiers.qld.gov.au, Craig Newell <_____ smartservice.qld.gov.au>, Rhiannan
> Howell <_____ desbt.qld.gov.au>, _____en@premiers.qld.gov.au,
> _____ premiers.qld.gov.au, Connie Verschoor <_____ chde.qld.gov.au>, Kieran
> Benfield <_____ desbt.qld.gov.au>, _____ justice.qld.gov.au, Jo Cawthera
> <_____ hpw.qld.gov.au>, Emma Rees-Smith <_____ smartservice.qld.gov.au>,
> Charlotte Grezlo <_____ dsiti.qld.gov.au>, Shane MARSHALL
> _____ qgcio.qld.gov.au>, "Paul Ryan (OLGR Compliance)" <_____ justice.qld.gov.au>,
> Ryan Kerr <_____ smartservice.qld.gov.au>, John Green <_____ health.qld.gov.au>,
> Bernadette Hill <_____ smartservice.qld.gov.au>, _____ premiers.qld.gov.au,
> Marnie-Anne Snow <_____ hpw.qld.gov.au> _____health.qld.gov.au
> **Subject: RE: The new version of the app is now available on the Google app store**
>
> The app has passed testing on several versions of Android, including version 8 which was crashing this morning.
> We will monitor the crash reports on the Google Play Console, however there's a lag of at least several hours. Google are vague on when these things are updated.
> We've had at least two real (non-test) patrons check in with version 1.8.2 (Toowoomba and Redland City).
> Simon Kapernick
> smartservice QUEENSLAND
> m: [49 Sch 4]

**From:** Simon Kapernick
**Sent:** Monday, March 1, 2021 3:14 PM
**To:** Andrew Spina < [73(2)] hpw.qld.gov.au>; Kristine Tully
< smartservice.qld.gov.au>; Michael Mcmahon < hpw.qld.gov.au>;
Linda Martin < hpw.qld.gov.au>; smartservice.qld.gov.au; Maja Ryan
(SSQ) < smartservice.qld.gov.au>; premiers.qld.gov.au; Nathan Bines
< hpw.qld.gov.au>; Phil Nickerson < hpw.qld.gov.au>; Victoria Thomson
< justice.qld.gov.au>; Pauline Vokes < smartservice.qld.gov.au>; Kate
Coehn < health.qld.gov.au>; Adrienne Lohe < premiers.qld.gov.au>;
premiers.qld.gov.au; NEWELL Craig < smartservice.qld.gov.au>;
Rhiannan Howell < desbt.qld.gov.au>; premiers.qld.gov.au; Scott Duffield
< premiers.qld.gov.au>; Connie Verschoor < chde.qld.gov.au>; Kieran
Benfield < desbt.qld.gov.au>; justice.qld.gov.au; Jo Cawthera
< hpw.qld.gov.au>; Emma Rees-Smith (SSQ) <
smartservice.qld.gov.au>; Charlotte Grezlo < hpw.qld.gov.au>; Shane
Marshall < hpw.qld.gov.au>; Paul Ryan (OLGR Compliance)
< justice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; John Green
< health.qld.gov.au>; Bernadette Hill < smartservice.qld.gov.au>;
premiers.qld.gov.au; Marnie-Anne Snow < hpw.qld.gov.au>;
health.qld.gov.au
**Subject:** The new version of the app is now available on the Google app store
It's just been released by Google.
We have **not** tested yet.

2

Release

| From: | Campbell Garrett |
| --- | --- |
| To: | Craig Newell; Kristine Tully; Maja Ryan; Amy Heavey |
| Cc: | 73(2)          premiers.qld.gov.au; Simon Kapernick; Andrew Spina (HPW); Emma Rees-Smith; Karen Willey; Pauline Vokes; Ryan Kerr; Nathan Bines; Jason Beaumont |
| Subject: | RE: The new version of the app is now available on the Google app store (4) |
| Date: | Monday, 1 March 2021 4:12:52 PM |

Thanks Craig – I've just spoken with Jason and we've worked out a response that we'll provide to all customer's who've already left reviews about this issue.

## Campbell Garrett

Digital Service Delivery Manager | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing, Digital Economy and the Arts
Ph 07 73(2)    | **Mob** 73(2)   | **Email**                    t@smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au
**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**From:** Craig Newell < 73(2)          smartservice.qld.gov.au>
**Sent:** Monday, 1 March 2021 3:41 PM
**To:** Kristine Tully <                smartservice.qld.gov.au>; Campbell Garrett
<                    smartservice.qld.gov.au>; Maja Ryan
<                    smartservice.qld.gov.au>; Amy Heavey <                smartservice.qld.gov.au>
**Cc:**              premiers.qld.gov.au; Simon Kapernick
<                    smartservice.qld.gov.au>; Andrew Spina (HPW)
<                hpw.qld.gov.au>; Emma Rees-Smith <
          @smartservice.qld.gov.au>; Karen Willey <                smartservice.qld.gov.au>; Pauline
Vokes <              smartservice.qld.gov.au>; Ryan Kerr
<                smartservice.qld.gov.au>; Nathan Bines <              dsiti.qld.gov.au>; Jason
Beaumont <                    smartservice.qld.gov.au>
**Subject:** RE: The new version of the app is now available on the Google app store
**Importance:** High

All...initial tests look good.

Maja and Campbell - Can we work on an update response to those relevant reviews on Google play to advise - issue has been resolved and **(assume if not working still) to update app**. Simon or Jason can you confirm the **later point**?

Current version reads:

Queensland Government February 28, 2021
Hi 49 Sch Thanks for your feedback. We are aware some users on older versions of android are experiencing issues. A fix will be available very soon. If you are unable to check-in please advise the venue staff and they can record your details for you.

Aim will be to respond asap to restore confidence in this group.

**Craig Newell**

Smart Service Queensland

**mb** 49 Sch 4

**From:** Simon Kapernick <                smartservice.qld.gov.au>
**Sent:** Monday, 1 March 2021 3:14 PM
**To:** Andrew Spina (HPW) <                hpw.qld.gov.au>; Kristine Tully
<                smartservice.qld.gov.au>; Michael Mcmahon
<                    hpw.qld.gov.au>; Linda Martin <                hpw.qld.gov.au>; Karen
Willey <                smartservice.qld.gov.au>; Maja Ryan
<                smartservice.qld.gov.au>;                premiers.qld.gov.au; Nathan Bines
<              dsiti.qld.gov.au>; Phil Nickerson <                hpw.qld.gov.au>; Victoria

Thomson <_____justice.qld.gov.au>; Pauline Vokes
<_____smartservice.qld.gov.au>; Kate Coehn <_____health.qld.gov.au>;
Adrienne Lohe <_____premiers.qld.gov.au>; _____premiers.qld.gov.au;
Craig Newell <_____smartservice.qld.gov.au>; Rhiannan Howell
<_____desbt.qld.gov.au>; _____premiers.qld.gov.au;
_____premiers.qld.gov.au; Connie Verschoor <_____chde.qld.gov.au>;
Kieran Benfield <_____desbt.qld.gov.au>; _____justice.qld.gov.au; Jo Cawthera
<_____hpw.qld.gov.au>; Emma Rees-Smith <_____
_____smartservice.qld.gov.au>; Charlotte Grezlo <_____dsiti.qld.gov.au>; Shane
MARSHALL <_____qgcio.qld.gov.au>; Paul Ryan (OLGR Compliance)
<_____justice.qld.gov.au>; Ryan Kerr <_____smartservice.qld.gov.au>; John Green
<_____health.qld.gov.au>; Bernadette Hill <_____smartservice.qld.gov.au>;
_____premiers.qld.gov.au; Marnie-Anne Snow <_____
_____hpw.qld.gov.au>;_____health.qld.gov.au

**Subject:** The new version of the app is now available on the Google app store

It's just been released by Google.

We have **not** tested yet.

| | |
|---|---|
| **From:** | Simon Kapernick < 73(2) smartservice.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 4:08 PM |
| **To:** | Andrew Spina; Kristine Tully; Michael Mcmahon; Linda Martin; Karen Willey (DSITI); Maja Ryan (SSQ); premiers.qld.gov.au; Nathan Bines (DSITI); Phil Nickerson; Victoria Thomson; Pauline Vokes; Kate Coehn; Adrienne Lohe; premiers.qld.gov.au; Craig Newell; Rhiannan Howell; premiers.qld.gov.au; premiers.qld.gov.au; Connie Verschoor; Kieran Benfield; justice.qld.gov.au; Jo Cawthera; Emma Rees-Smith (SSQ); Charlotte Grezlo; Shane MARSHALL; Paul Ryan (OLGR Compliance); Ryan Kerr; John Green; Bernadette Hill (DSITI); premiers.qld.gov.au; Marnie-Anne Snow; health.qld.gov.au |
| **Subject:** | RE: The new version of the app is now available on the Google app store |

The app has passed testing on several versions of Android, including version 8 which was crashing this morning.

We will monitor the crash reports on the Google Play Console, however there's a lag of at least several hours. Google are vague on when these things are updated.

We've had at least two real (non-test) patrons check in with version 1.8.2 (Toowoomba and Redland City).

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, March 1, 2021 3:14 PM
**To:** Andrew Spina < hpw.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Michael Mcmahon < hpw.qld.gov.au>; Linda Martin < hpw.qld.gov.au>; smartservice.qld.gov.au; Maja Ryan (SSQ) < smartservice.qld.gov.au>; premiers.qld.gov.au; Nathan Bines < hpw.qld.gov.au>; Phil Nickerson < hpw.qld.gov.au>; Victoria Thomson < justice.qld.gov.au>; Pauline Vokes < smartservice.qld.gov.au>; Kate Coehn < health.qld.gov.au>; Adrienne Lohe < premiers.qld.gov.au>; premiers.qld.gov.au; NEWELL Craig < smartservice.qld.gov.au>; Rhiannan Howell < desbt.qld.gov.au>; premiers.qld.gov.au; Scott Duffield < premiers.qld.gov.au>; Connie Verschoor < chde.qld.gov.au>; Kieran Benfield < desbt.qld.gov.au>; justice.qld.gov.au; Jo Cawthera < hpw.qld.gov.au>; Emma Rees-Smith (SSQ) < smartservice.qld.gov.au>; Charlotte Grezlo < hpw.qld.gov.au>; Shane Marshall < hpw.qld.gov.au>; Paul Ryan (OLGR Compliance) < justice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; John Green < health.qld.gov.au>; Bernadette Hill < smartservice.qld.gov.au>; premiers.qld.gov.au; Marnie-Anne Snow < hpw.qld.gov.au>; health.qld.gov.au
**Subject:** The new version of the app is now available on the Google app store

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It's just been released by Google.

We have **not** tested yet.

2

**Andrew Spina**

| | |
|---|---|
| **From:** | Simon Kapernick <[73(2)] smartservice.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 12:30 PM |
| **To:** | Andrew Spina; Kristine Tully; Michael Mcmahon; Linda Martin; Karen Willey (DSITI); Maja Ryan (SSQ)[____]premiers.qld.gov.au; Nathan Bines (DSITI); Phil Nickerson; Victoria Thomson; Pauline Vokes; Kate Coehn; Adrienne Lohe; [____]premiers.qld.gov.au; Craig Newell; Rhiannan Howell; [____]premiers.qld.gov.au; [____]premiers.qld.gov.au; Connie Verschoor; Kieran Benfield;[____]justice.qld.gov.au; Jo Cawthera; Emma Rees-Smith (SSQ); Charlotte Grezlo; Shane MARSHALL; Paul Ryan (OLGR Compliance); Ryan Kerr; John Green; Bernadette Hill (DSITI); [____]premiers.qld.gov.au; Marnie-Anne Snow[____]health.qld.gov.au |
| **Cc:** | Russell Mcnaull (SSQ); QOL Service Management |
| **Subject:** | Check in App outage notifications |

Hi Everyone,

No news on the release of v1.8.2 by Google.

We currently have a distribution list of outage notifications for the Check in App, it's a very DCHDE focused list.

I imagine some of you would be keen to know of planned and unplanned outages and when the service is degraded (like it is now with Android 6-8).

- If you would like to be personally emailed can you please send Russell your details?
- And/or if you have a central Service Management team / distribution email address you would like to be notified please send that to Russell too.

For the DCHDE team the current distribution list is:

- DL SSQ Client Solutions
- DL SSQ QOL
- [____]smartservice.qld.gov.au
- [____]qld.gov.au
- SM SSQ CRM Inbox
- SM SSQ Service Centre

Thanks,

Simon.

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]

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-----Original Appointment-----
**From:** Andrew Spina < 73(2)       hpw.qld.gov.au>
**Sent:** Friday, February 26, 2021 11:10 AM
**To:** Andrew Spina; Kristine Tully; Simon Kapernick (SSQ); Michael Mcmahon; Linda Martin;
[          ]smartservice.qld.gov.au; Maja Ryan (SSQ);[          ]premiers.qld.gov.au; Nathan Bines; Phil
Nickerson; Victoria Thomson; Pauline Vokes; Kate Coehn; Adrienne Lohe;[          ]premiers.qld.gov.au;
NEWELL Craig; Rhiannan Howell;[          ]premiers.qld.gov.au; Scott Duffield; Connie Verschoor; Kieran Benfield;
[          ]ustice.qld.gov.au; Jo Cawthera; Emma Rees-Smith (SSQ); Charlotte Grezlo; Shane Marshall; Paul Ryan
(OLGR Compliance); Ryan Kerr; John Green; Bernadette Hill;[          ]premiers.qld.gov.au; Marnie-Anne Snow;
[          ]health.qld.gov.au
**Subject:** QLD Covid Check-in App
**When:** Monday, March 1, 2021 11:00 AM-11:30 AM (UTC+10:00) Brisbane.
**Where:** Microsoft Teams Meeting

Extending this series for one more week, we will discuss the need for further check-ins on Friday.

_____

# Microsoft Teams meeting

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Click here to join the meeting

**Join with a video conferencing device**
teams@hpwqld.onpexip.com
Video Conference ID: 136 248 353 0
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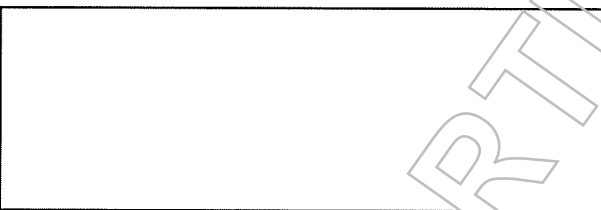
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Thank you.

**Andrew Spina**

| | |
|---|---|
| **From:** | Paul X O'Driscoll < 73(2) communities.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 9:50 AM |
| **To:** | Andrew Spina |
| **Cc:** | Clare O'Connor |
| **Subject:** | URGENT - DG to update Leadership Board re: app |

Hi Andrew

Dave has asked for Clare to give an update at Leadership Board at 10:45am this morning. Could you pls provide some dot points fre: key stats, the Google issue and what is being done about it and by when to me and Clare by 10:15am today?

Thanks,

Paul

**Paul O'Driscoll**
Director
Office of the Director-General
Department of Communities, Housing and Digital Economy
**P:** 07 73(2) | **M:** 49 Sch 4 | **E:** 73(2) communities.qld.gov.au

**Andrew Spina**

| | |
|---|---|
| **From:** | Paul X O'Driscoll < 73(2) communities.qld.gov.au> |
| **Sent:** | Monday, 1 March 2021 7:03 AM |
| **To:** | Andrew Spina |
| **Subject:** | RE: Min/DG |

Thanks Andrew

Thanks,

Paul

**Paul O'Driscoll**

Director

Office of the Director-General

Department of Communities, Housing and Digital Economy

P: 07 73(2) | M: 49 Sch 4 | E: 73(2) communities.qld.gov.au

**From:** Andrew Spina [mailto:Andrew.SPINA@hpw.qld.gov.au]
**Sent:** Monday, 1 March 2021 6:58 AM
**To:** Paul X O'Driscoll < communities.qld.gov.au>; Chris Fechner < hpw.qld.gov.au>
**Subject:** Re: Min/DG

I can attend,

Andrew

Get Outlook for Android

---

**From:** Paul X O'Driscoll < communities.qld.gov.au>
**Sent:** Monday, March 1, 2021 6:12:30 AM
**To:** Chris Fechner < hpw.qld.gov.au>; Andrew Spina < hpw.qld.gov.au>
**Subject:** Re: Min/DG

Ok thanks Chris. Andrew – are you able to attend Min Dg mtg this morning?

Thanks,

Paul

Paul O'Driscoll

Director

Office of the Director-General

Department of Communities, Housing and Digital Economy

P: 07 73(2) | M: 49 Sch 4 | E: 73(2) communities.qld.gov.au

---

**From:** Chris Fechner < hpw.qld.gov.au>
**Sent:** Monday, March 1, 2021 5:47:16 AM
**To:** Paul X O'Driscoll < communities.qld.gov.au>; Andrew Spina < hpw.qld.gov.au>
**Subject:** RE: Min/DG

Hi Paul,

49 Sch 4

Andrew has all of the details on the change to the app.

Despite all our efforts to escalate in Google, we are unfortunately still waiting on confirmation of the fix being applied for the Android environment.

Andrew also has all of the data with onboarding businesses, citizen enrolments, and crash data (from the Android issue.)

My apologies 49 Sch 4

Kind Regards,

1

Chris

**Chris Fechner**
Chief Customer and Digital Officer | Customer and Digital Group
Department of Communities, Housing, and Digital Economy
Level 25 | 140 Creek Street | City
mb [49 Sch 4] | ph 07 [73(2)]
email [73(2)] hpw.qld.gov.au
www.hpw.qld.gov.au

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I acknowledge the traditional custodians past and present on whose land I walk, I work, I live and respect.

**From:** Paul X O'Driscoll < communities.qld.gov.au>
**Sent:** Sunday, 28 February 2021 8:20 AM
**To:** Chris Fechner < hpw.qld.gov.au>
**Cc:** Andrew Spina < hpw.qld.gov.au>; Rebecca M Williams
< communities.qld.gov.au>; Emma J Knudsen < communities.qld.gov.au>;
Geraldine Moisevich < communities.qld.gov.au>
**Subject:** Fwd: Min/DG

Hi Chris

See email below – are you available to attend Min DG mtg tomorrow pls?

Meeting is 9:30am-10:30am Monday in the Ministers conference room. Could you pls be ready and sitting in the waiting area outside the conference room from 9:15am and we will call you in when it's time for that item?

Thanks,

Paul

Paul O'Driscoll

Director

Office of the Director-General

Department of Communities, Housing and Digital Economy

P: 07 3097 8929 | M: [49 Sch 4] | E: communities.qld.gov.au

---

**From:** Clare O'Connor < [73(2)] communities.qld.gov.au>
**Sent:** Sunday, February 28, 2021 8:13 am
**To:** Paul X O'Driscoll
**Subject:** Re: Min/DG

Yes pls Paul

And Chris Fechner needs to attend– there is a problem with the Check in App

Thanks

Clare

Thanks

Clare

**Clare O'Connor** | Director-General
Department of Communities, Housing and Digital Economy
Level 32, 1 William Street Brisbane QLD 4001
T: 3097 8928 | M: [49 Sch 4]
E: communities.qld.gov.au

email.

2

**22025R RTI documents - Page 147**

Release

# Donna Lawrence

**From:** Donna Lawrence < 73(2) chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:21 PM
**To:** SM SSQ Correspondence; Andrew Vonhoff
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

**Importance:** High

Hi Everett - Simon mentions there may be a HIB in progress? Please let me know ASAP if I need to start drafting.

Kind regards
Donna

---

**From:** Simon Kapernick < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:07 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Nathan Bines < chde.qld.gov.au>; Maja Ryan (SSQ) < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; qol.service < smartservice.qld.gov.au>; Karen Willey (DSITI) < dsiti.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; SM SSQ Correspondence < smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) < smartservice.qid.gov.au>; Donna Hamer < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Talk to Everett about the HIB.

He's done a draft form the weekend's degradation. Might be best to add to that one?

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Craig Newell < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:58 PM
**To:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

1

Thanks Nathan,  Donna Lawrence can we start to pull together a HIB on this.

Nathan when able (or sing out if someone else can assist)  can you summarise cause/issue and duration for input into this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna  – advised call centre etc and got online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) – appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** ........................smartservice.qld.gov.au

**From:** Nathan Bines <........................chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick <........................smartservice.qld.gov.au>; Maja Ryan <........................smartservice.qld.gov.au>; Craig Newell <........................smartservice.qld.gov.au>; Ryan Kerr <........................smartservice.qld.gov.au>; QOL Service Management <........................smartservice.qld.gov.au>; Karen Willey <........................smartservice.qld.gov.au>
**Cc:** Kristine Tully <........................smartservice.qld.gov.au>; Ronnie Murray <........................smartservice.qld.gov.au>; Donna Hamer <........................chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level.

Will follow up with detailed explanation soon.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** `49 Sch 4` | **email** `73(2)` .....................chde.qld.gov.au
Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick <........................smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) <........................martservice.qld.gov.au>; Craig Newell <........................smartservice.qld.gov.au>; Ryan Kerr <........................smartservice.qld.gov.au>; qol.service <........................smartservice.qld.gov.au>; Karen Willey (DSITI) <........................dsiti.qld.gov.au>
**Cc:** Nathan Bines <........................chde.qld.gov.au>; Kristine Tully <........................smartservice.qld.gov.au>; Ronnie-

2

Louise Murray (SSQ) <73(2) smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

All of this has been done:

| 1 | **Alert** - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | **Who** |
|---|---|---|
| 1. | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form [____]qld.gov.au<br><br>**Note:** Urgent issues are advised immediately via phone call to 07 [73(2)] | QOL on-call Incident Manager |
| 2. | Log Incident record. | QOL on-call Incident Manager |
| 3. | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 4. | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 5. | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 6. | Raise issue and scope with QOL Director. | QOL on call Manager |
| 7. | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 8. | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan <[____]smartservice.qld.gov.au>; Craig Newell <[____]smartservice.qld.gov.au>; Ryan Kerr <[____]smartservice.qld.gov.au>; QOL Service Management <[____]smartservice.qld.gov.au>; Karen Willey <[____]smartservice.qld.gov.au>
**Cc:** 'Nathan Bines' <[____]chde.qld.gov.au>; Kristine Tully <[____]smartservice.qld.gov.au>; Ronnie Murray <[____]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

3

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage https://www.covid19.qld.gov.au/check-in-qld **Unplanned outage** The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. **Planned outage** Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines]. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check in Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | CIQ app and/or online business registration form | SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT) |
|---|---|---|
| | • Downtime ongoing | • Communication to departments, businesses and public |
| | • Problem unknown, no resolution ETA (> 2hrs or no idea) | • Provide regular status report to CIQ DMT |
| | **Contact Centre Business Registrations** | • Decision to get the app to fail gracefully and re-direct to website (enhancement) |
| | • Business Registrations Process not available. | |
| | • Exceeding 6000 applications per day, multiple days in succession. | |
| | • Inability to process within 3 business day SLA. | |
| | **Data and Information Services (DIS)** | |
| | • Servers compromised or unavailable. | |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Maja Ryan <_____ smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell <_____ smartservice.qld.gov.au>; Ryan Kerr <_____ smartservice.qld.gov.au>
**Cc:** Nathan Bines <_____ chde.qld.gov.au>; Simon Kapernick <_____ smartservice.qld.gov.au>;
Kristine Tully <_____ smartservice.qld.gov.au>; Ronnie Murray <_____ smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) | **email** _____ smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell <_____ smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr <_____ smartservice.qld.gov.au>; Maja Ryan <_____ smartservice.qld.gov.au>
**Cc:** Nathan Bines <_____ chde.qld.gov.au>; Simon Kapernick <_____ smartservice.qld.gov.au>;
Kristine Tully <_____ smartservice.qld.gov.au>; Ronnie Murray <_____ smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

5

On 23 Aug 2021, at 13:57, Ryan Kerr < [ 73(2) ] smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2) | **email** 73(2) smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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**From:** QOL Service Management < [ ] smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < [ ] smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery < [ ] smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OUT

**Smart Service Queensland**
Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**
A service outage is currently impacting the below services.

- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23rd August 2021 – 1:35 pm
**End**: ONGOING

We're here to help

6

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) [73(2)]
**Email:** [73(2)] smartservice.qld.gov.au
**Reference:** DC-25644

---

Department of Communities, Housing and Digital Economy

Queensla
Governm

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Please note: the Department of Housing and Public Works carries out automatic software scanning, filtering and blocking of E-mails and attachments (including emails of a personal nature) for detection of viruses, malicious code, SPAM, executable programs or content it deems unacceptable. All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 2009 (Qld). Personal information will only be used for official purposes, e.g. monitoring Departmental Personnel's compliance with Departmental Policies. Personal information will not be divulged or disclosed to others, unless authorised or required by Departmental Policy and/or law.
Thank you.

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7

Release

# Andrew Spina

| | |
|---|---|
| **From:** | Kate Coehn < 73(2) health.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:10 PM |
| **To:** | Craig Newell; Ruth Farrell; John Green |
| **Cc:** | SSQ DL SSQ Leadership Team; Andrew Spina; Phil Nickerson; Simon Kapernick (SSQ); Maja Ryan (SSQ) |
| **Subject:** | RE: FOR Approval - CIQ BCPRyan Kerr < smartservice.qld.gov.au> |

Fantastic work

**From:** Craig Newell < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:59 PM
**To:** Kate Coehn < health.qld.gov.au>; Ruth Farrell < health.qld.gov.au>; John Green < health.qld.gov.au>
**Cc:** DL SSQ Leadership Team < smartservice.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Subject:** RE: FOR Approval - CIQ BCPRyan Kerr < smartservice.qld.gov.au>

**This email originated from outside Queensland Health. DO NOT click on any links or open attachments unless you recognise the sender and know the content is safe.**

All this was addressed by 14:28. Hib and PIR in development.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb 49 Sch 4 |email 73(2) smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Simon Kapernick ( smartservice.qld.gov.au) < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>; Kate Coehn < health.qld.gov.au>; Ruth Farrell < health.qld.gov.au>; John Green < health.qld.gov.au>
**Cc:** SSQ Leadership Team ( smartservice.qld.gov.au) < smartservice.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>
**Subject:** FW: FOR Approval - CIQ BCP
**Importance:** High

All as per attached. CIQ is down and investigations continue. Please continue to activate the BCP as agreed.

Key message is:

The issue is currently being investigated.

1

Venues/customer will need to use an alternate method of recording customer contact details if the customers can't check in. *Please refer to content*

**Internal notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | News Item | The Check In Qld app is currently experiencing an unexpected outage. The issue is currently being investigated. Venues will need to use an alternate method of recording customer contact details if the customers can't check in. ***Please refer to content*** | ICC Ops Managers/ TL |
| Online registration form is down | News Item (contact centre and MCT) | **Outage** The Check In Qld registration form is currently experiencing an unexpected outage. The issue is currently being investigated. Ask the caller to try again later. | ICC Ops Managers/TL |

**External notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage https://www.covid19.qld.gov.au/check-in-qld **Unplanned outage** The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. **Planned outage** Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines]. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check In Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |

2

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations│Queensland Government Customer and Digital Group│
**mb** [49 Sch 4] │**email** [73(2)] smartservice.qld.gov.au

**From:** Maja Ryan < [    ] smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:15 PM
**To:** Craig Newell < [    ] smartservice.qld.gov.au>; Kristine Tully < [    ] smartservice.qld.gov.au>
**Cc:** Jason Beaumont < [    ] smartservice.qld.gov.au>; Simon Kapernick
< [    ] smartservice.qld.gov.au>
**Subject:** FW: FOR Approval - CIQ BCP

Good afternoon Craig and Kris,
Cc Simon and Jason

Final draft of the  Check In Qld BCP.docx is here (I've also downloaded a copy and attached in case you cannot open Teams link.

Draft is for your review and approval, and if the latter, also a permission request to share with wider working group this afternoon.

Kind regards,
Maja

## Maja Ryan
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 [73(2)] │ **email** [73(2)] smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Bobak Alavi < [73(2)] smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:02 PM
**To:** Maja Ryan < [    ] smartservice.qld.gov.au>
**Subject:** FOR Approval - CIQ BCP

Hi Maja,

Please find here the final version of the  Check In Qld BCP.docx including the Downtime checklist (Appx. C) for review and approval.

Thanks,
Bobak

## Bobak Alavi
Senior Business Analyst | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann Street | Brisbane

**Ph** 07 [73(2)] **| email** [73(2)] smartservice.qld.gov.au
www.qld.gov.au

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\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

4

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Maja Ryan |
| **Sent:** | Monday, 23 August 2021 3:06 PM |
| **To:** | Blair Ryan; CS Online |
| **Cc:** | Craig Newell; Adrian Greaves; Kristine Tully; Simon Kapernick |
| **Subject:** | RE: Service Outage: Check In Qld App (Production) [Monday 23 August] ADD TO RTI |

Thank you Blair 😊

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 `73(2)` | **email** `73(2)` smartservice.qld.gov.au

**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**From:** Blair Ryan < premiers.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:04 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; CS Online < premiers.qld.gov.au>
**Cc:** Craig Newell < smartservice.qld.gov.au>; Adrian Greaves < smartservice.qld.gov.au>;
Kristine Tully < smartservice.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Actually Maja – we were just about to publish when the app came back up and we got told to hold.. so no message went up.

We did have it in DEV from about 2 minutes after you sent it though 😊

**Blair Ryan**
Manager, Online and Creative Services
**Strategy and Engagement**
Department of the Premier and Cabinet

**Queensland**
**Government**

P 07 [        ] M `49 Sch 4`
1 William Street, Level 29, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

*I acknowledge Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country and recognise their connection to land, sea and community.*

*I pay my respects to them, their cultures, and to their Elders, past, present and emerging.*

**From:** Maja Ryan < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:02 PM
**To:** Blair Ryan < premiers.qld.gov.au>; CS Online < premiers.qld.gov.au>

1

**Cc:** Craig Newell < ▢▢▢▢ smartservice.qld.gov.au>; Adrian Greaves < ▢▢▢▢ smartservice.qld.gov.au>;
Kristine Tully < ▢▢▢▢ smartservice.qld.gov.au>; Simon Kapernick < ▢▢▢▢ smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi Blair and team,

Thank you so much for getting alert message up.
Issue is now resolved; can we please remove alert message from CIQ site?

Your assistance with this is immensely appreciated.

Kind regards,
Maja

## Maja Ryan

Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) ▢ | **email** ▢▢▢ smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Maja Ryan
**Sent:** Monday, 23 August 2021 2:14 PM
**To:** Blair Ryan < ▢▢▢ premiers.qld.gov.au>; CS Online < ▢▢▢ premiers.qld.gov.au>
**Cc:** Craig Newell < ▢▢▢▢ smartservice.qld.gov.au>; Adrian Greaves < ▢▢▢▢ smartservice.qld.gov.au>;
Kristine Tully < ▢▢▢▢ smartservice.qld.gov.au>; Simon Kapernick < ▢▢▢▢ smartservice.qld.gov.au>
**Subject:** FW: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi Blair,

As per conversation, can team urgently place an alert on the CIQ landing page: https://www.covid19.qld.gov.au/check-in-qld

The Check In Qld app is experiencing an outage. Our team is currently working to restore this service.
As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.

Kind regards,
Maja

## Maja Ryan

Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) ▢ | **email** ▢▢▢ smartservice.qld.gov.au

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2

**From:** Craig Newell < [smartservice.qld.gov.au] >
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr < [smartservice.qld.gov.au] >; Maja Ryan < [smartservice.qld.gov.au] >
**Cc:** Nathan Bines < [chde.qld.gov.au] >; Simon Kapernick < [smartservice.qld.gov.au] >;
Kristine Tully < [smartservice.qld.gov.au] >; Ronnie Murray < [smartservice.qld.gov.au] >
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr < [smartservice.qld.gov.au] > wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2)   | **email** 73(2)   smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce**

**From:** QOL Service Management < [smartservice.qld.gov.au] >
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < [smartservice.qld.gov.au] >
**Cc:** QOL Development & Delivery < [smartservice.qld.gov.au] >
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OU

**Smart Service Queensland**

Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**

3

A service outage is currently impacting the below services.

- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23$^{rd}$ August 2021 – 1:35 pm
**End**: ONGOING

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) 73(2)
**Email:** smartservice.qld.gov.au
**Reference:** DC-25644

---

Department of Communities, Housing and Digital Economy

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Governm

4

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Craig Newell < 73(2) smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 2:58 PM |
| **To:** | Nathan Bines; Simon Kapernick (SSQ); Maja Ryan (SSQ); Ryan Kerr; qol.service; Karen Willey (DSITI); Donna Lawrence; Kristine Tully |
| **Cc:** | Ronnie-Louise Murray (SSQ); Donna Hamer; Phil Nickerson; Andrew Vonhoff |
| **Subject:** | RE: Service Outage: Check In Qld App (Production) [Monday 23 August] |

Thanks Nathan, Donna Lawrence can we start to pull together a HIB on this.

Nathan when able (or sing out if someone else can assist) can you summarise cause/issue and duration for input into this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna – advised call centre etc and got online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) – appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4 | **email** smartservice.qld.gov.au

**From:** Nathan Bines < chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < >smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>
**Cc:** Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level.

Will follow up with detailed explanation soon.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** 49 Sch 4 | **email** chde.qld.gov.au
Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

1

**Chat with me in Teams**

All of this has been done:

| 1 | **Alert** - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | **Who** |
|---|---|---|
| 1.1 | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form [____] qld.gov.au<br><br>**Note:** Urgent issues are advised immediately via phone call to 07 [73(2)] | QOL on-call Incident Manager |
| 1.2 | Log Incident record. | QOL on-call Incident Manager |
| 1.3 | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 1.4 | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 1.5 | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 1.6 | Raise issue and scope with QOL Director | QOL on call Manager |
| 1.7 | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 1.8 | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

2

**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage<br>https://www.covid19.qld.gov.au/check-in-qld<br>**Unplanned outage**<br>The Check In Qld app is experiencing an outage. Our team is currently working to restore this service.<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.<br>**Planned outage**<br>Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines].<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page<br>https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form<br>**Unplanned outage**<br>We're experiencing an outage with the Check In Qld business registration form.<br>Please try again soon.<br>**Planned outage**<br>Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines].<br>Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick

smartservice QUEENSLAND

m: <span style="border:1px solid red">49 Sch 4</span>

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan <span style="border:1px solid red"> </span> smartservice.qld.gov.au>; Craig Newell <span style="border:1px solid red"> </span> smartservice.qld.gov.au>; Ryan Kerr <span style="border:1px solid red"> </span> smartservice.qld.gov.au>
**Cc:** Nathan Bines <span style="border:1px solid red"> </span> chde.qld.gov.au>; Kristine Tully <span style="border:1px solid red"> </span> smartservice.qld.gov.au>; Ronnie

Murray < 73(2) smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | |
|---|---|
| **CIQ app and/or online business registration form**<br>• Downtime ongoing<br>• Problem unknown, no resolution ETA (> 2hrs or no idea)<br><br>**Contact Centre Business Registrations**<br>• Business Registrations Process not available.<br>• Exceeding 6000 applications per day, multiple days in succession.<br>• Inability to process within 3 business day SLA.<br><br>**Data and Information Services (DIS)**<br>• Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT)<br>• Communication to departments, businesses and public<br>• Provide regular status report to CIQ DMT<br>• Decision to get the app to fail gracefully and re-direct to website (enhancement) |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Maja Ryan < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) **email** smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

4

Craig Newell
Mobile: 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr < _____ smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2) _____ **email** _____ smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**From:** QOL Service Management < _____ smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < _____ smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery < _____ smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OU

**Smart Service Queensland**
Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**
A service outage is currently impacting the below services.
- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start:** Monday 23rd August 2021 – 1:35 pm
**End:** ONGOING

5

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) [73(2)]
**Email:** [73(2)] smartservice.qld.gov.au
**Reference:** DC-25644

---

Department of Communities, Housing and Digital Economy

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Thank you.

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and may be subject to a claim of legal privilege. If you have received this E-Mail in error, please notify the author and delete this message immediately.

7

**Donna Lawrence**

| | |
|---|---|
| **From:** | Craig Newell |
| **Sent:** | Monday, 23 August 2021 2:25 PM |
| **To:** | Simon Kapernick; Maja Ryan; Ryan Kerr; QOL Service Management; Karen Willey |
| **Cc:** | Nathan Bines; Kristine Tully; Ronnie Murray |
| **Subject:** | RE: Service Outage: Check In Qld App (Production) [Monday 23 August]  ADD TO RTI |

Just pause...are still some issues.  Get ready to go if continue to experience problems.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations | Queensland Government Customer and Digital Group |
mb 49 Sch 4      | email 73(2)           smartservice.qld.gov.au

**From:** Simon Kapernick <                    smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:24 PM
**To:** Maja Ryan <              smartservice.qld.gov.au>; Craig Newell <                smartservice.qld.gov.au>; Ryan Kerr <              smartservice.qld.gov.au>; QOL Service Management <                smartservice.qld.gov.au>; Karen Willey <              smartservice.qld.gov.au>
**Cc:** Nathan Bines <                chde.qld.gov.au>; Kristine Tully <                smartservice.qld.gov.au>; Ronnie Murray <                smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

We should probably cancel this.

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Maja Ryan 73(2)           smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:23 PM
**To:** Simon Kapernick <                smartservice.qld.gov.au>; Craig Newell <                smartservice.qld.gov.au>; Ryan Kerr <              smartservice.qld.gov.au>; QOL Service Management <              smartservice.qld.gov.au>; Karen Willey <                smartservice.qld.gov.au>
**Cc:** Nathan Bines <                chde.qld.gov.au>; Kristine Tully <                smartservice.qld.gov.au>; Ronnie Murray <                smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

HI All,

DPC have outage message and are placing it on web site.
QOL, can you let me know when registration form landing page has alert placed (form is submitting but on page it errors out with so we will get multiple registrations):

1

```
Please fix the following errors before submitting.

  • ERROR TRYING TO INSERT LOCATION CODE=100000194567
```

Kind regards,
Maja

## Maja Ryan
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 `73(2)` | **email** `73(2)` smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Simon Kapernick <⬚⬚⬚⬚⬚⬚smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan <⬚⬚⬚⬚⬚smartservice.qld.gov.au>; Craig Newell <⬚⬚⬚⬚⬚smartservice.qld.gov.au>; Ryan Kerr <⬚⬚⬚⬚⬚smartservice.qld.gov.au>; QOL Service Management <⬚⬚⬚⬚⬚smartservice.qld.gov.au>; Karen Willey <⬚⬚⬚⬚⬚smartservice.qld.gov.au>
**Cc:** Nathan Bines <⬚⬚⬚⬚⬚chde.qld.gov.au>; Kristine Tully <⬚⬚⬚⬚⬚smartservice.qld.gov.au>; Ronnie Murray <⬚⬚⬚⬚⬚smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
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2

| Online registration form is down | Website Alert | Business reg form page  https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check In Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |
|---|---|---|---|

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | **CIQ app and/or online business registration form** • Downtime ongoing • Problem unknown, no resolution ETA (> 2hrs or no idea) **Contact Centre Business Registrations** • Business Registrations Process not available. • Exceeding 6000 applications per day, multiple days in succession. • Inability to process within 3 business day SLA. **Data and Information Services (DIS)** • Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT) • Communication to departments, businesses and public • Provide regular status report to CIQ DMT • Decision to get the app to fail gracefully and re-direct to website (enhancement) |
|---|---|---|

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

3

**From:** Maja Ryan <[73(2)]martservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell <[ ]smartservice.qld.gov.au>; Ryan Kerr <[ ]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[ ]chde.qld.gov.au>; Simon Kapernick <[ ]smartservice.qld.gov.au>; Kristine Tully <[ ]smartservice.qld.gov.au>; Ronnie Murray <[ ]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
ph 07 [73(2)]　**email** [ ]smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell <[ ]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr <[ ]martservice.qld.gov.au>; Maja Ryan <[ ]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[ ]chde.qld.gov.au>; Simon Kapernick <[ ]smartservice.qld.gov.au>; Kristine Tully <[ ]smartservice.qld.gov.au>; Ronnie Murray <[ ]smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: [49 Sch 4]

> On 23 Aug 2021, at 13:57, Ryan Kerr <[ ]smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph 07 [73(2)]　**email** [ ]smartservice.qld.gov.au
www.qld.gov.au  |  www.hpw.qld.gov.au

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SERVICE OU

## Smart Service Queensland
Queensland Online

## Service Outage: Check In Qld App (Production)

### What's happening?
A service outage is currently impacting the below services.
- Check In Qld App

### What's the impact?
Users of the app may be experiencing failed or slow check-ins.

### When did this happen?
**Start:** Monday 23rd August 2021 – 1:35 pm
**End:** ONGOING

### We're here to help

For further information or if you require support, please contact the Service Management team:

**Phone:** (07   73(2)
**Email:**      smartservice.qld.gov.au
**Reference:** DC-25644

Department of Communities, Housing and Digital Economy

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Governm

**22025R RTI documents - Page 174**

Release

**Andrew Spina**

| | |
|---|---|
| **From:** | Craig Newell < 73(2) smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 2:21 PM |
| **To:** | Andrew Spina |
| **Cc:** | Phil Nickerson |
| **Subject:** | FW: Service Outage: Check In Qld App (Production) [Monday 23 August] |

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb 49 Sch 4    email    smartservice.qld.gov.au

**From:** Nathan Bines < chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:20 PM
**To:** Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>;
Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service
Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>
**Cc:** Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>;
Donna Hamer < chde.qld.gov.au>; Dallas Stower < chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all check ins are now being received, but the server is having issues with the volume now. We are scaling up the server now to provide more resources.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
mb 49 Sch 4    | email    chde.qld.gov.au
Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>;
Ryan Kerr < smartservice.qld.gov.au>; qol.service < smartservice.qld.gov.au>; Karen Willey
(DSITI) < dsiti.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie-
Louise Murray (SSQ) < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

All of this has been done:

| 1 | Alert - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | Who |
|---|---|---|

1

| 1.1 | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form online@qld.gov.au<br><br>**Note:** Urgent issues are advised immediately via phone call to 07 `73(2)` | QOL on-call Incident Manager |
|-----|----------------------------------------------------------------------------------------------------------------|------------------------------|
| 1.2 | Log Incident record. | QOL on-call Incident Manager |
| 1.3 | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 1.4 | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 1.5 | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 1.6 | Raise issue and scope with QOL Director. | QOL on call Manager |
| 1.7 | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 1.8 | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND
m: `49 Sch 4`

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan <⬚smartservice.qld.gov.au>; Craig Newell <⬚smartservice.qld.gov.au>; Ryan Kerr <⬚smartservice.qld.gov.au>; QOL Service Management <⬚smartservice.qld.gov.au>; Karen Willey <⬚smartservice.qld.gov.au>
**Cc:** 'Nathan Bines' <⬚chde.qld.gov.au>; Kristine Tully <⬚smartservice.qld.gov.au>; Ronnie Murray <⬚smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|-------------------|--------------|---------------------|-----------|
| CIQ App is down | Website Alert | Check In Qld webpage<br>https://www.covid19.qld.gov.au/check-in-qld<br>**Unplanned outage**<br>The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. | DPC online team or QOL Online Experience team |

| | | As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.<br>**Planned outage**<br>Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines].<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | |
|---|---|---|---|
| Online registration form is down | Website Alert | Business reg form page<br> https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form<br>**Unplanned outage**<br>We're experiencing an outage with the Check In Qld business registration form.<br>Please try again soon.<br>**Planned outage**<br>Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines].<br>Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < martservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

3

| CIQ app and/or online business registration form | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT) |
|---|---|
| • Downtime ongoing<br>• Problem unknown, no resolution ETA (> 2hrs or no idea)<br><br>**Contact Centre Business Registrations**<br>• Business Registrations Process not available.<br>• Exceeding 6000 applications per day, multiple days in succession.<br>• Inability to process within 3 business day SLA.<br><br>**Data and Information Services (DIS)**<br>• Servers compromised or unavailable. | • Communication to departments, businesses and public<br>• Provide regular status report to CIQ DMT<br>• Decision to get the app to fail gracefully and re-direct to website (enhancement) |

Simon Kapernick

smartservice QUEENSLAND

m: 49 Sch 4

**From:** Maja Ryan <[ ]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell <[ ]smartservice.qld.gov.au>; Ryan Kerr <[ ]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[ ]chde.qld.gov.au>; Simon Kapernick <[ ]smartservice.qld.gov.au>; Kristine Tully <[ ]smartservice.qld.gov.au>; Ronnie Murray <[ ]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

## Maja Ryan

Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) | **email** [ ]smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell <[ ]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr <[ ]smartservice.qld.gov.au>; Maja Ryan <[ ]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[ ]chde.qld.gov.au>; Simon Kapernick <[ ]smartservice.qld.gov.au>; Kristine Tully <[ ]smartservice.qld.gov.au>; Ronnie Murray <[ ]smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

4

On 23 Aug 2021, at 13:57, Ryan Kerr <73(2) smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
ph 07 73(2) email 73(2) smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** QOL Service Management <73(2) smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery < smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OUT

**Smart Service Queensland**
Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**
A service outage is currently impacting the below services.
- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start:** Monday 23rd August 2021 – 1:35 pm
**End:** ONGOING

💬 **We're here to help**

5

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) 73(2)
**Email:** 73(2) smartservice.qld.gov.au
**Reference:** DC-25644

---

Department of Communities, Housing and Digital Economy

Queensla
Governm

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Thank you.

Release

# Andrew Spina

| | |
|---|---|
| **From:** | Craig Newell < 73(2) smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 2:15 PM |
| **To:** | Simon Kapernick (SSQ); Ryan Kerr; Maja Ryan (SSQ); Kate Coehn; Ruth Farrell; John.green2 |
| **Cc:** | SSQ DL SSQ Leadership Team; Andrew Spina; Phil Nickerson |
| **Subject:** | FW: FOR Approval - CIQ BCP |
| **Attachments:** | Check In Qld BCP v0.4.docx |

**Importance:** High

All as per attached. CIQ is down and investigations continue. Please continue to activate the BCP as agreed.

Key message is:

The issue is currently being investigated.
Venues/customer will need to use an alternate method of recording customer contact details if the customers can't check in. *Please refer to content*

**Internal notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | News Item | The Check In Qld app is currently experiencing an unexpected outage. The issue is currently being investigated. Venues will need to use an alternate method of recording customer contact details if the customers can't check in. *Please refer to content* | ICC Ops Managers/ TL |
| Online registration form is down | News Item (contact centre and MCT) | **Outage** The Check In Qld registration form is currently experiencing an unexpected outage. The issue is currently being investigated. Ask the caller to try again later. | ICC Ops Managers/TL |

**External notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| | | | |

1

| | | | |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage<br>https://www.covid19.qld.gov.au/check-in-qld<br>**Unplanned outage**<br>The Check In Qld app is experiencing an outage. Our team is currently working to restore this service.<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.<br>**Planned outage**<br>Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines].<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page<br>https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form<br>**Unplanned outage**<br>We're experiencing an outage with the Check In Qld business registration form.<br>Please try again soon.<br>**Planned outage**<br>Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines].<br>Please try again later. | DPC online team or QOL Online Experience team |

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** `73(2)` smartservice.qld.gov.au

**From:** Maja Ryan < smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:15 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Jason Beaumont < smartservice.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>
**Subject:** FW: FOR Approval - CIQ BCP

Good afternoon Craig and Kris,
Cc Simon and Jason

Final draft of the  Check In Qld BCP.docx is here (I've also downloaded a copy and attached in case you cannot open Teams link.

Draft is for your review and approval, and if the latter, also a permission request to share with wider working group this afternoon.

2

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) | **email** smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Bobak Alavi < smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:02 PM
**To:** Maja Ryan < smartservice.qld.gov.au>
**Subject:** FOR Approval - CIQ BCP

Hi Maja,

Please find here the final version of the 🗄 Check In Qld BCP.docx including the Downtime checklist (Appx. C) for review and approval.

Thanks,
Bobak

**Bobak Alavi**
Senior Business Analyst | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann Street | Brisbane
**Ph** 07 73(2) | **email** smartservice.qld.gov.au
www.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Leisha X Myers < [REDACTED] communities.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 4:22 PM |
| **To:** | Craig Newell |
| **Cc:** | Andrew Spina; QGCDG HPW; Phil Nickerson; CHDE Media |
| **Subject:** | RE: Media response: CIQ technical issues |

Thanks very much Craig

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: `49 Sch 4` | E: `73(2)` communities.qld.gov.au

**All Queensland communities are thriving communities.**

**From:** Craig Newell < [REDACTED] smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:15 PM
**To:** Leisha X Myers < [REDACTED] communities.qld.gov.au>
**Cc:** Andrew Spina < [REDACTED] chde.qld.gov.au>; QGCDG HPW < [REDACTED] hpw.qld.gov.au>; Phil Nickerson < [REDACTED] chde.qld.gov.au>; CHDE Media < [REDACTED] chde.qld.gov.au>
**Subject:** RE: Media response: CIQ technical issues

Hi Leisha, some minor tweaks from Andrew in the attached and I adjusted the below a little.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** [REDACTED] smartservice.qld.gov.au

**From:** Leisha X Myers < [REDACTED] communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:11 PM
**To:** Craig Newell < [REDACTED] smartservice.qld.gov.au>
**Cc:** Andrew Spina < [REDACTED] chde.qld.gov.au>; QGCDG HPW < [REDACTED] hpw.qld.gov.au>; Phil Nickerson < [REDACTED] chde.qld.gov.au>; CHDE Media < [REDACTED] chde.qld.gov.au>
**Subject:** Media response: CIQ technical issues
**Importance:** High

Hi Craig

Thanks for your assistance with the holding lines.

We've received a number of media enquiries about this.

This includes the following questions from Channel 7:

1

**\*what was the nature of problems with the code this afternoon?**

**\*How long did the outage last for and where?**

**\*Was it a state wide outage? Where and when did it happen?**

**\*What as the cause of the problem and has it been fixed?**

**\*Is there any message for the public regarding this?**

I'm proposing the response below to the media outlets based on these holding lines and with the key information media are asking:

**PROPOSED RESPONSE:**

We are aware that the Check In Qld app has experienced technical issues affecting areas across the state for a short period of time today (23 August). The issue was first identified about 1.38pm and was quickly resolved by our technical team who monitor the app closely, with all check ins again being received by 2.20pm.

During issues of this nature business are asked could collect information using an alternative method.

Contract tracers have been made aware of the outage and will consider it and the use of alternative data sources in the event that any potential exposure sites are identified during this period.

The Check in Qld App continues to play a pivotal role in keeping Queenslanders safe and remains safe and reliable to use.

Importantly, it has been used more than 304 million times at almost 185,000 businesses and locations across the State since its launch in February 2021.

Could you please approve the above?

Kind regards
Leisha

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: 49 Sch 4 | E: 73(2) communities.qld.gov.au

**All Queensland communities are thriving communities.**

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**Andrew Spina**

| | |
|---|---|
| **From:** | Craig Newell <[73(2)] smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 4:15 PM |
| **To:** | Leisha X Myers |
| **Cc:** | Andrew Spina; QGCDG; Phil Nickerson; CHDE Media |
| **Subject:** | RE: Media response: CIQ technical issues |
| **Attachments:** | Holding Lines - CIQ matter 23.08.21 (004).docx |

Hi Leisha, some minor tweaks from Andrew in the attached and I adjusted the below a little.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb [49 Sch 4] | email [73(2)] smartservice.qld.gov.au

**From:** Leisha X Myers < communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:11 PM
**To:** Craig Newell < smartservice.qld.gov.au>
**Cc:** Andrew Spina < chde.qld.gov.au>; QGCDG HPW <QGCDG@hpw.qld.gov.au>; Phil Nickerson
< chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** Media response: CIQ technical issues
**Importance:** High

Hi Craig

Thanks for your assistance with the holding lines.

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This includes the following questions from Channel 7:

**\*what was the nature of problems with the code this afternoon?**

**\*How long did the outage last for and where?**

**\*Was it a state wide outage? Where and when did it happen?**

**\*What as the cause of the problem and has it been fixed?**

**\*Is there any message for the public regarding this?**

I'm proposing the response below to the media outlets based on these holding lines and with the key information media are asking:

**PROPOSED RESPONSE:**

1

We are aware that the Check In Qld app has experienced technical issues affecting areas across the state for a short period of time today (23 August). The issue was first identified about 1.38pm and was quickly resolved by our technical team who monitor the app closely, with all check ins again being received by 2.20pm.

During issues of this nature business are asked could collect information using an alternative method.

Contract tracers have been made aware of the outage and will consider it and the use of alternative data sources in the event that any potential exposure sites are identified during this period.

The Check in Qld App continues to play a pivotal role in keeping Queenslanders safe and remains safe and reliable to use.

Importantly, it has been used more than 304 million times at almost 185,000 businesses and locations across the State since its launch in February 2021.

Could you please approve the above?

Kind regards
Leisha

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: [49 Sch 4] | E [               ]communities.qld.gov.au

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# Media Q&As

## Check In Qld App unplanned outage

23 August 2021

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## Holding lines

We are aware that the Check In Qld app has experienced technical issues today (23 August).

The issue was quickly resolved by our technical team, who monitor the app closely.

## If required

### How long did the performance issue last?

The issue was first identified about 1.38pm on Monday 23 August, all check ins were again being received by 2.20pm.

### How was the issue detected?

The issue was detected by monitoring and by helpful feedback from a small number of patrons and businesses to the Queensland Government Contact Centre.

### Did the issue affect all Check In Qld app users?

The issue would have affected all app users and all locations during the period.

### Will there be any impact on contract tracing?

Although issues of this nature have not been experienced to date business and patrons are asked to continue to collect and provide contact information using an alternative method.

Contract tracers have been made aware of the outage and will consider it and the use of alternative data sources in the event  potential exposure sites are identified during this period.

Release

**Will** the performance issue occur again?

Technical teams supporting the app in Queensland and Canberra are completing a review of the circumstances that led to the outage and are taking steps to avoid a reoccurrence.

**Was there any breach of data security?**

No.

**What is the benefit of the Check In Qld app?**

The Check in Qld App has played a pivotal role in keeping Queenslanders safe by allowing contract tracers to more effectively assess the movements of people with COVID-19 while they were infectious and determine who in the community may have been "close contacts."

**How successful has the Check In Qld app been?**

The Check In Qld app has been used more than 304 million times at almost 185,000 businesses and locations across the State since its launch in February 2021.

| Author | Phil Nickerson | |
|---|---|---|
| **Approved** | | |
| **Title** | **Name** | **Date** |
| A/DDG SDO QGCDG | Craig Newell | 21 August 2021 |
| DG | Clare O'Connor | |
| | | |

**Andrew Spina**

| | |
|---|---|
| **From:** | Craig Newell <`73(2)` smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:48 PM |
| **To:** | Leisha X Myers; QGCDG; Andrew Spina |
| **Cc:** | Lynn Anderson; Donna Lawrence; Phil Nickerson; CHDE Media |
| **Subject:** | RE: CRITICAL Holding Lines for approval- CIQ outage |
| **Attachments:** | Holding Lines - CIQ matter 23.08.21 (004).docx |

All a couple of other adjustments.  Andrew Spina will complete another review when in the office.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** `73(2)` smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 3:41 PM
**To:** Leisha X Myers < communities.qld.gov.au>; QGCDG HPW < hpw.qld.gov.au>
**Cc:** Lynn Anderson < @chde.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Sorry here it is.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 3:35 PM
**To:** Leisha X Myers < communities.qld.gov.au>; QGCDG HPW < hpw.qld.gov.au>
**Cc:** Lynn Anderson < chde.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Andrew Spina < hde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Have updated/adjusted.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** `49 Sch 4` |**email** smartservice.qld.gov.au

**From:** Leisha X Myers < communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:03 PM
**To:** QGCDG HPW < hpw.qld.gov.au>

1

**Cc:** Lynn Anderson < ⬚ chde.qld.gov.au>; Donna Lawrence < ⬚ chde.qld.gov.au>; Andrew Spina < ⬚ chde.qld.gov.au>; Craig Newell < ⬚ smartservice.qld.gov.au>; Phil Nickerson < ⬚ chde.qld.gov.au>; CHDE Media < ⬚ chde.qld.gov.au>
**Subject:** CRITICAL Holding Lines for approval- CIQ outage
**Importance:** High

HI team

Please find attached draft holding lines re: the CIQ outage.

I've pulled what I can together from recent communications and the holding lines drafted and approved on Saturday.

I've highlighted a couple of questions I don't have answers to.

We've already started receiving media enquiries so I'd appreciate urgent input and approval of the attached.

Kind regards
Leisha


**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: 49 Sch 4     | E: ⬚ communities.qld.gov.au

**All Queensland communities are thriving communities.**

**Andrew Spina**

| | |
|---|---|
| **From:** | Craig Newell < 73(2)  smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:41 PM |
| **To:** | Leisha X Myers; QGCDG |
| **Cc:** | Lynn Anderson; Donna Lawrence; Andrew Spina; Phil Nickerson; CHDE Media |
| **Subject:** | RE: CRITICAL Holding Lines for approval- CIQ outage |
| **Attachments:** | Holding Lines - CIQ matter 23.08.21 (004).docx |

Sorry here it is.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb 49 Sch 4   email            smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 3:35 PM
**To:** Leisha X Myers            communities.qld.gov.au>; QGCDG HPW            hpw.qld.gov.au>
**Cc:** Lynn Anderson <            chde.qld.gov.au>; Donna Lawrence            chde.qld.gov.au>; Andrew Spina <            hde.qld.gov.au>; Phil Nickerson <            chde.qld.gov.au>; CHDE Media <      chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Have updated/adjusted.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb 49 Sch 4   email 73(2)            smartservice.qld.gov.au

**From:** Leisha X Myers <            communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:03 PM
**To:** QGCDG HPW <            hpw.qld.gov.au>
**Cc:** Lynn Anderson <            chde.qld.gov.au>; Donna Lawrence <            chde.qld.gov.au>; Andrew Spina <            chde.qld.gov.au>; Craig Newell <            smartservice.qld.gov.au>; Phil Nickerson <            chde.qld.gov.au>; CHDE Media <            chde.qld.gov.au>
**Subject:** CRITICAL Holding Lines for approval- CIQ outage
**Importance:** High

HI team

Please find attached draft holding lines re: the CIQ outage.

I've pulled what I can together from recent communications and the holding lines drafted and approved on Saturday.

I've highlighted a couple of questions I don't have answers to.

We've already started receiving media enquiries so I'd appreciate urgent input and approval of the attached.

1

Kind regards
Leisha


**Leisha Myers** | Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: 49 Sch 4 | E: communities.qld.gov.au

**All Queensland communities are thriving communities.**

**Andrew Spina**

| | |
|---|---|
| **From:** | Leisha X Myers < [redacted] communities.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:36 PM |
| **To:** | Craig Newell; QGCDG |
| **Cc:** | Lynn Anderson; Donna Lawrence; Andrew Spina; Phil Nickerson; CHDE Media |
| **Subject:** | RE: CRITICAL Holding Lines for approval- CIQ outage |

Thanks very much Craig

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: [49 Sch 4] | E: [redacted] communities.qld.gov.au

**All Queensland communities are thriving communities.**

**From:** Craig Newell < [redacted] smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:35 PM
**To:** Leisha X Myers < [redacted] communities.qld.gov.au>; QGCDG HPW < [redacted] hpw.qld.gov.au>
**Cc:** Lynn Anderson < [redacted] chde.qld.gov.au>; Donna Lawrence < [redacted] chde.qld.gov.au>; Andrew Spina < [redacted] chde.qld.gov.au>; Phil Nickerson < [redacted] chde.qld.gov.au>; CHDE Media < [redacted] chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Have updated/adjusted.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** [redacted] |**email** [redacted] smartservice.qld.gov.au

**From:** Leisha X Myers < [redacted] communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:03 PM
**To:** QGCDG HPW < [redacted] hpw.qld.gov.au>
**Cc:** Lynn Anderson < [redacted] chde.qld.gov.au>; Donna Lawrence < [redacted] chde.qld.gov.au>; Andrew Spina < [redacted] chde.qld.gov.au>; Craig Newell < [redacted] smartservice.qld.gov.au>; Phil Nickerson < [redacted] chde.qld.gov.au>; CHDE Media < [redacted] chde.qld.gov.au>
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**Importance:** High

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Kind regards
Leisha

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: 49 Sch 4 | E: 73(2) communities.qld.gov.au

**All Queensland communities are thriving communities.**

| | |
|---|---|
| **From:** | Craig Newell < 73(2) smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:15 PM |
| **To:** | Andrew Spina; Leisha X Myers; QGCDG |
| **Cc:** | Lynn Anderson; Donna Lawrence; Phil Nickerson; CHDE Media |
| **Subject:** | RE: CRITICAL Holding Lines for approval- CIQ outage |

That is correct Andrew.  Working on adjustments now.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb 49 Sch 4 |email 73(2) smartservice.qld.gov.au

**From:** Andrew Spina < 73(2) chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:10 PM
**To:** Leisha X Myers < communities.qld.gov.au>; QGCDG < chde.qld.gov.au>
**Cc:** Lynn Anderson < chde.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** Re: CRITICAL Holding Lines for approval- CIQ outage

Crang is looking at this.  Business profile mode would not work either I don't believe.

**Andrew Spina**
Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
ph 07 |email chde.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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**From:** Leisha X Myers < communities.qld.gov.au>
**Sent:** Monday, August 23, 2021 3:03:20 PM
**To:** QGCDG chde.qld.gov.au>
**Cc:** Lynn Anderson < chde.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** CRITICAL Holding Lines for approval- CIQ outage

HI team

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I've highlighted a couple of questions I don't have answers to.

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We've already started receiving media enquiries so I'd appreciate urgent input and approval of the attached.

Kind regards
Leisha

**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: 49 Sch 4 | E: @communities.qld.gov.au

**All Queensland communities are thriving communities.**

**Andrew Spina**

| | |
|---|---|
| **From:** | Andrew Spina |
| **Sent:** | Monday, 23 August 2021 2:31 PM |
| **To:** | Hannah Jackson; Clare O'Connor |
| **Cc:** | Debbie Turner; Amelia Norton |
| **Subject:** | RE: Check in Qld App |

Hi Clare and Hannah,

We have identified the cause of the initial problem and implemented a fix.

The Check in App is now working, however we have needed to ramp up the capacity to deal with an increased back log of check ins.

Andrew

**Andrew Spina**
a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
**ph** 07 [ ] **email** 73(2) [ ] chde.qld.gov.au | www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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**From:** Hannah Jackson < [ ] ministerial.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:24 PM
**To:** Andrew Spina < [ ] chde.qld.gov.au>; Clare O'Connor < [ ] communities.qld.gov.au>
**Cc:** Debbie Turner < [ ] ministerial.qld.gov.au>; Amelia Norton < [ ] ministerial.qld.gov.au>
**Subject:** RE: Check in Qld App

Thank you.

**From:** Andrew Spina < [ ] chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:14 PM
**To:** Clare O'Connor <Clare.O'Connor@communities.qld.gov.au>; Hannah Jackson
< [ ] ministerial.qld.gov.au>
**Subject:** Check in Qld App

Clare and Hannah,

We are still investigating the cause with the support of ACT.

We don't have an ETA on resolution.

We are implementing our BCP arrangements and advising contact centre operators to indicate to businesses to retain records.

We are providing pre prepared holding lines to Phil in comms.

1

Andrew

**Andrew Spina**
a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
**ph** 07 73(2) |**email** chde.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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**22025R RTI documents - Page 214**

Release

**Andrew Spina**

| | |
|---|---|
| **From:** | Hannah Jackson < 73(2) ministerial.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 2:24 PM |
| **To:** | Andrew Spina; Clare O'Connor |
| **Cc:** | Debbie Turner; Amelia Norton |
| **Subject:** | RE: Check in Qld App |

Thank you.

**From:** Andrew Spina < 73(2) chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:14 PM
**To:** Clare O'Connor < communities.qld.gov.au>; Hannah Jackson
< ministerial.qld.gov.au>
**Subject:** Check in Qld App

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We are providing pre prepared holding lines to Phil in comms.

Andrew

**Andrew Spina**
a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place|140 Creek Street|BRISBANE QLD 4000
**ph** 07 | **email** 73(2) chde.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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Thank you.

**Andrew Spina**

| | |
|---|---|
| **From:** | Clare O'Connor <73(2) communities.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 2:15 PM |
| **To:** | Andrew Spina; Hannah Jackson (hannah.jackson@ministerial.qld.gov.au) |
| **Subject:** | Re: Check in Qld App |

Thanks Andrew


Thanks
Clare

**Clare O'Connor** | Director-General
Department of Communities, Housing and Digital Economy
Level 33, 1 William Street Brisbane QLD 4001
T: [ ]    M 49 Sch 4
E: 73(2)    communities.qld.gov.au

---

**From:** Andrew Spina < [ ] chde.qld.gov.au>
**Sent:** Monday, August 23, 2021 2:14:09 PM
**To:** Clare O'Connor < [ ] communities.qld.gov.au>; Hannah Jackson
[ ] ministerial.qld.gov.au) < [ ] ministerial.qld.gov.au>
**Subject:** Check in Qld App

Clare and Hannah,

We are still investigating the cause with the support of ACT.

We don't have an ETA on resolution.

We are implementing our BCP arrangements and advising contact centre operators to indicate to businesses to retain records.

We are providing pre prepared holding lines to Phil in comms.

Andrew

**Andrew Spina**
a/Chief Customer and Digital Officer
Department of Communities, Housing and Digital Economy
Level 14 Terrica Place | 140 Creek Street | BRISBANE QLD 4000
**ph** 07 [ ]    **email** [ ] chde.qld.gov.au |www.hpw.qld.gov.au
GPO Box 2457, BRISBANE QLD 4001

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Thank you.

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**Donna Lawrence**

| | |
|---|---|
| **From:** | Phil Nickerson |
| **Sent:** | Monday, 23 August 2021 6:40 PM |
| **To:** | Donna Lawrence |
| **Subject:** | Re: HIB for the outage |

My thanks for that Donna.

Cheers.

Phil

Sent from my iPhone

> On 23 Aug 2021, at 6:12 pm, Donna Lawrence [73(2)] chde.qld.gov.au> wrote:
>
> Hi Phil, FYI Andrew & Criag have decided the holding lines will be sufficient and HIB is not needed. A PPQ will be drafted tomorrow morning for the next Parliamentary sitting.
>
> Kind regards
> Donna
>
> ---
>
> **From:** Donna Lawrence <[73(2)] chde.qld.gov.au>
> **Sent:** Monday, 23 August 2021 5:44 PM
> **To:** Craig Newell <smartservice.qld.gov.au>; Andrew Spina <chde.qld.gov.au>
> **Cc:** Phil Nickerson <chde.qld.gov.au>
> **Subject:** Re: HIB for the outage
>
> Hi Craig/Andrew - not sure if the HIB progressed at all today? Latest version attached with updates just received form Nathan.
>
> Kind regards
> Donna
>
> ---
>
> **From:** Phil Nickerson <chde.qld.gov.au>
> **Sent:** Monday, 23 August 2021 5:29 PM
> **To:** Donna Lawrence <[73(2)] chde.qld.gov.au>
> **Subject:** HIB for the outage
>
> Donna,
>
> The HIB on today's CIQ outage seems to have bypassed me. Is it possible to get a copy please.

1

Appreciate the help.

Cheers

Phil


<image002.png>
**Phil Nickerson**
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
**mob** 49 Sch 4 | **email** 73(2) chde.qld.gov.au
www.chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential |** Be courageous **| Empower people |** Healthy and safe workforce

**Andrew Spina**

| | |
|---|---|
| **From:** | Donna Lawrence |
| **Sent:** | Monday, 23 August 2021 5:54 PM |
| **To:** | Andrew Spina; Craig Newell |
| **Subject:** | Re: HIB CIQ outage |

Shall I send it up the line?

Kind regards
Donna

**From:** Andrew Spina <73(2)chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 5:51 PM
**To:** Craig Newell <smartservice.qld.gov.au>
**Cc:** Donna Lawrence <chde.qld.gov.au>
**Subject:** HIB CIQ outage

Some comments attached.

1

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Andrew Spina |
| **Sent:** | Monday, 23 August 2021 5:51 PM |
| **To:** | Craig Newell |
| **Cc:** | Donna Lawrence |
| **Subject:** | HIB CIQ outage |
| **Attachments:** | HIB CIQ outage.docx |

Some comments attached.

1

Department of Communities, Housing and Digital Economy

## HOT ISSUES BRIEFING NOTE

**Topic:**  Check In Qld app outage – 23 August 2021

Queensland
Government

| ☐ | ☐ | ☒ | ☐ | ☐ | ☐ |
|---|---|---|---|---|---|
| **Communities** | **Housing** | **Digital Economy** | **Arts** | **Strategy, Policy & Engagement** | **Corporate Services** |

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### SUGGESTED RESPONSE

We are aware that the Check In Qld app experienced a short unplanned outage today (23 August).

The issue was first identified about 1.38pm on Monday 23 August, all check ins were again being received by 2.20pm.

The issue was quickly resolved by our technical team, who monitor the app closely.

Although an outage of this nature has not been experienced to date, business and patrons are asked to continue to collect and provide contact information using an alternative method.

### GENERAL INFORMATION

| Incident / Issue | Unplanned Check In Qld app outage | | |
|---|---|---|---|
| Date of Incident | 23 August 2021 | Location | Statewide |
| Electorate | | | |

### DESCRIPTION

**Summary of Incident / Issue:**

- Users of the CIQ app experienced failed or slow check-ins.
- The issue was first identified about 1.38pm on Monday 23 August, all check ins were again being received by 2.20pm. The issue was first detected by the automated monitoring service within one minute of the outage and followed by feedback from a small number of patrons and businesses to the Queensland Government Contact Centre.
- The outage would have affected all app users and all locations during the period.
- Contract tracers have been made aware of the outage and will consider it and the use of alternative data sources in the event potential exposure sites are identified during this period.

**Action in response to the incident and any further actions to be taken:**

BCP was activated including posting a News item to the Queensland Government contact centre for awareness, and preparation of online messages for customers and businesses which would have been published if the outage had persisted.

Technical teams supporting the app in Queensland and Canberra are completing a review of the circumstances that led to the outage and are taking steps to ensure further mitigation and redundancies are put in place to avoid a reoccurrence.

**Any additional background information if relevant / applicable:**

### STAKEHOLDER INVOLVEMENT

| | |
|---|---|
| Areas: | QGCDG |
| External: | Queensland Health has been notified |
| Internal: | Media is aware and enquiries have been received |

### HIB CONTACT

| | | | |
|---|---|---|---|
| Officer, Position: | Craig Newell, A/DDG | Phone | |
| Approved by: | Andrew Spina, A/CCDO | | |
| Date approved: | 23 August 2021 | | |

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Donna Lawrence < 73(2) chde.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 5:44 PM |
| **To:** | Craig Newell; Andrew Spina |
| **Cc:** | Phil Nickerson |
| **Subject:** | Re: HIB for the outage |
| **Attachments:** | HIB CIQ outage.docx |
| | |
| **Importance:** | High |

Hi Craig/Andrew - not sure if the HIB progressed at all today? Latest version attached with updates just received form Nathan.

Kind regards
Donna

---

**From:** Phil Nickerson < ‾‾‾‾‾‾‾‾ chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 5:29 PM
**To:** Donna Lawrence <Donna.Lawrence@chde.qld.gov.au>
**Subject:** HIB for the outage

Donna,

The HIB on today's CIQ outage seems to have bypassed me. Is it possible to get a copy please.

Appreciate the help.

Cheers

Phil

**Phil Nickerson**
A/Executive Director | Communication and Engagement
Department of Communities, Housing and Digital Economy
Level 26 | 41 George Street | Brisbane
**mob** 49 Sch 4 | **email** chde.qld.gov.au
www.chde.qld.gov.au
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Thank you.

2

**Donna Lawrence**

| | |
|---|---|
| **From:** | Nathan Bines < [73(2)] chde.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 5:24 PM |
| **To:** | Donna Lawrence; Craig Newell; Simon Kapernick; Kristine Tully |
| **Cc:** | Ronnie Murray; Andrew Vonhoff; SM SSQ Correspondence; Donna Hamer |
| **Subject:** | RE: Service Outage: Check In Qld App (Production) [Monday 23 August] |

Hi all,

@Donna Lawrence only slight change I would suggest to the HIB is change:

- The issue was first identified about 1.38pm on Monday 23 August, all check ins were again being received by 2.20pm. The issue was detected by monitoring and by feedback from a small number of patrons and businesses to the Queensland Government Contact Centre.

To

- The issue was first identified about 1.38pm on Monday 23 August, all check ins were again being received by 2.20pm. The issue was first detected by the automated monitoring service within one minute of the outage, followed by feedback from a small number of patrons and businesses to the Queensland Government Contact Centre.

Summary of DIS actions:

- Became aware of outage at approximately 1:38.
- Triage in DIS resulted in escalation to ACT and CITEC by 1:45, while commending internal troubleshooting
- Change made in prod by 2:15, however server was under significant load due to the issue and service was still degraded
- Server scaled up at 2:20 to clear backlog
- Errors immediately started reducing from 2:20, until returning to normal levels at 2:38

Will provide detailed info to whoever is putting together the PIR

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** [49 Sch 4] **email** [73(2)] chde.qld.gov.au
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 **Chat with me in Teams**

**From:** Donna Lawrence <Donna.Lawrence@chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:11 PM
**To:** Craig Newell <Craig.Newell@smartservice.qld.gov.au>; Nathan Bines <Nathan.Bines@chde.qld.gov.au>; Simon Kapernick (SSQ) <simon.kapernick@smartservice.qld.gov.au>; Kristine Tully <kristine.tully@smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) <ronnie.murray@smartservice.qld.gov.au>; Donna Hamer

1

<73(2)> hde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>; SM SSQ Correspondence <SSQ.Correspondence@smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]
**Importance:** High

Hi Craig - draft HIB attached for today's outage.

Kind regards

---

**From:** Craig Newell < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:57 PM
**To:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick (SSQ) < smartservice.qld.gov.au>; Maja Ryan (SSQ) < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; qol.service < smartservice.qld.gov.au>; Karen Willey (DSITI) < dsiti.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Thanks Nathan, Donna Lawrence can we start to pull together a HIB on this.

Nathan when able (or sing out if someone else can assist) can you summarise cause/issue and duration for input into this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna – advised call centre etc and got online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) – appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4 |**email** martservice.qld.gov.au

**From:** Nathan Bines <73(2) chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>
**Cc:** Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level.

2

Will follow up with detailed explanation soon.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** 49 Sch 4 | **email** 73(2) chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick · smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; qol.service < smartservice.qld.gov.au>; Karen Willey (DSITI) < dsiti.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

All of this has been done:

| 1 | Alert - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | Who |
|---|---|---|
| 1. | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form _____ qld.gov.au<br><br>**Note:** Urgent issues are advised immediately via phone call to 07 73(2) | QOL on-call Incident Manager |
| 2. | Log Incident record. | QOL on-call Incident Manager |
| 3. | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 4. | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 5. | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 6. | Raise issue and scope with QOL Director. | QOL on call Manager |
| 7. | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 8. | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

3

Simon Kapernick

smartservice QUEENSLAND

m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan <​smartservice.qld.gov.au>; Craig Newell <​smartservice.qld.gov.au>; Ryan Kerr <​smartservice.qld.gov.au>; QOL Service Management <​smartservice.qld.gov.au>; Karen Willey <​smartservice.qld.gov.au>
**Cc:** 'Nathan Bines' <​chde.qld.gov.au>; Kristine Tully <​smartservice.qld.gov.au>; Ronnie Murray <​smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage<br>https://www.covid19.qld.gov.au/check-in-qld<br>**Unplanned outage**<br>The Check In Qld app is experiencing an outage. Our team is currently working to restore this service.<br> As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.<br>**Planned outage**<br>Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines].<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page<br> https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form<br>**Unplanned outage**<br>We're experiencing an outage with the Check In Qld business registration form.<br>Please try again soon.<br>**Planned outage**<br>Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines].<br>Please try again later. | DPC online team or QOL Online Experience team |

4

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray <| smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | |
|---|---|
| **CIQ app and/or online business registration form**<br>• Downtime ongoing<br><br>• Problem unknown, no resolution ETA (> 2hrs or no idea)<br>**Contact Centre Business Registrations**<br>• Business Registrations Process not available.<br>• Exceeding 6000 applications per day, multiple days in succession.<br>• Inability to process within 3 business day SLA.<br>**Data and Information Services (DIS)**<br>• Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT)<br>• Communication to departments, businesses and public<br>• Provide regular status report to CIQ DMT<br>• Decision to get the app to fail gracefully and re-direct to website (enhancement) |

Simon Kapernick
smartservice QUEENSLAND
m [49 Sch 4]

**From:** Maja Ryan < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 [73(2)] | **email** smartservice.qld.gov.au

5

**From:** Craig Newell <73(2) smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick smartservice.qld.gov.au>;
Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr < smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2) | **email** smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

**From:** QOL Service Management < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery < smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OUT

**Smart Service Queensland**

Queensland Online

**Service Outage: Check In Qld App (Production)**

6

**What's happening?**
A service outage is currently impacting the below services.

- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23rd August 2021 – 1:35 pm
**End**: ONGOING

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) 73(2)
**Email:** 73(2) smartservice.qld.gov.au
**Reference:** DC-25644

Department of Communities, Housing and Digital Economy

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Governm

information will not be divulged or disclosed to others, unless authorised or required by Departmental Policy and/or law.

Thank you.

8

Release

**Donna Lawrence**

| | |
|---|---|
| **From:** | Donna Lawrence < 73(2) chde.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 5:09 PM |
| **To:** | Kristine Tully; Craig Newell; Nathan Bines; Simon Kapernick |
| **Cc:** | Ronnie Murray; Donna Hamer; Andrew Vonhoff; SM SSQ Correspondence |
| **Subject:** | Re: Service Outage: Check In Qld App (Production) [Monday 23 August] |
| **Attachments:** | HIB CIQ outage.docx |
| | |
| **Importance:** | High |

Hi Criag - updated HIB attached. Please let me know if you need me to send it on.

Kind regards
Donna

---

**From:** Kristine Tully < 73(2) smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 5:01 PM
**To:** Donna Lawrence < chde.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>;
Nathan Bines < chde.qld.gov.au>; < smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) < smartservice.qld.gov.au>; Donna Hamer
< chde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>; SM SSQ
Correspondence < smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi Donna

Just a note that the online messaging was not published - it was put into Dev but the issue had been resolved before making into Prod.

A News Item was issued to the ICC.

Regards

**Kris Tully**
**Director Engagement**
**Smart Service Queensland**
49 Sch 4

---

**From:** Donna Lawrence < 73(2) chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:11 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Nathan Bines < chde.qld.gov.au>; Simon
Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>;
Andrew Vonhoff < smartservice.qld.gov.au>; SM SSQ Correspondence
< smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

1

Hi Craig - draft HIB attached for today's outage.

Kind regards

---

**From:** Craig Newell <[73(2)]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:57 PM
**To:** Nathan Bines <[          ]chde.qld.gov.au>; Simon Kapernick (SSQ) <[          ]smartservice.qld.gov.au>; Maja Ryan (SSQ) <[          ]smartservice.qld.gov.au>; Ryan Kerr <[          ]martservice.qld.gov.au>; qol.service <[          ]smartservice.qld.gov.au>; Karen Willey (DSITI) <[          ]dsiti.qld.gov.au>; Donna Lawrence <[          ]chde.qld.gov.au>; Kristine Tully <[          ]smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) <[          ]smartservice.qld.gov.au>; Donna Hamer <[          ]chde.qld.gov.au>; Phil Nickerson <[          ]chde.qld.gov.au>; Andrew Vonhoff <[          ]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Thanks Nathan,  Donna Lawrence can we start to pull together a HIB on this.

Nathan when able (or sing out if someone else can assist)  can you summarise cause/issue and duration for input into this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna  – advised call centre etc and got online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) – appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb[49 Sch 4]|email[          ]smartservice.qld.gov.au

**From:** Nathan Bines <[          ]chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick <[          ]smartservice.qld.gov.au>; Maja Ryan <[          ]smartservice.qld.gov.au>; Craig Newell <[          ]smartservice.qld.gov.au>; Ryan Kerr <[          ]martservice.qld.gov.au>; QOL Service Management <[          ]smartservice.qld.gov.au>; Karen Willey <[          ]smartservice.qld.gov.au>
**Cc:** Kristine Tully <[          ]martservice.qld.gov.au>; Ronnie Murray <[          ]smartservice.qld.gov.au>; Donna Hamer <[          ]chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level.

Will follow up with detailed explanation soon.

2

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** `49 Sch 4` **email** `_____`chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick < `_____` smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) < `_____` smartservice.qld.gov.au>; Craig Newell < `_____` smartservice.qld.gov.au>; Ryan Kerr < `_____` smartservice.qld.gov.au>; qol.service < `_____` smartservice.qld.gov.au>; Karen Willey (DSITI) < `_____` dsiti.qld.gov.au>
**Cc:** Nathan Bines < `_____` chde.qld.gov.au>; Kristine Tully < `_____` smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) < `_____` smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

All of this has been done:

| 1 | **Alert** - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | **Who** |
|---|---|---|
| 1. | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form `_____` qld.gov.au <br><br> **Note:** Urgent issues are advised immediately via phone call to 07 `73(2)` | QOL on-call Incident Manager |
| 2. | Log Incident record. | QOL on-call Incident Manager |
| 3. | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 4. | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 5. | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 6. | Raise issue and scope with QOL Director. | QOL on call Manager |
| 7. | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 8. | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND

m `49 Sch 4`

3

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan <73(2)smartservice.qld.gov.au>; Craig Newell <smartservice.qld.gov.au>; Ryan Kerr <smartservice.qld.gov.au>; QOL Service Management <smartservice.qld.gov.au>; Karen Willey <smartservice.qld.gov.au>
**Cc:** 'Nathan Bines' <chde.qld.gov.au>; Kristine Tully <smartservice.qld.gov.au>; Ronnie Murray <smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
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| Online registration form is down | Website Alert | Business reg form page<br> https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form<br>**Unplanned outage**<br>We're experiencing an outage with the Check In Qld business registration form.<br>Please try again soon.<br>**Planned outage**<br>Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines].<br>Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan <[73(2)] ....martservice.qld.gov.au>; Craig Newell < ....smartservice.qld.gov.au>; Ryan Kerr
< ....smartservice.qld.gov.au>
**Cc:** Nathan Bines < ....hde.qld.gov.au>; Kristine Tully < ....smartservice.qld.gov.au>; Ronnie
Murray < ....martservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | **CIQ app and/or online business registration form**<br>• Downtime ongoing<br><br>• Problem unknown, no resolution ETA (> 2hrs or no idea)<br>**Contact Centre Business Registrations**<br>• Business Registrations Process not available.<br>• Exceeding 6000 applications per day, multiple days in succession.<br>• Inability to process within 3 business day SLA.<br>**Data and Information Services (DIS)**<br>• Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT)<br>• Communication to departments, businesses and public<br>• Provide regular status report to CIQ DMT<br>• Decision to get the app to fail gracefully and re-direct to website (enhancement) |
|---|---|---|

Simon Kapernick
smartservice QUEENSLAND
m:[49 Sch 4]

**From:** Maja Ryan < ....smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell < ....smartservice.qld.gov.au>; Ryan Kerr < ....smartservice.qld.gov.au>
**Cc:** Nathan Bines < ....hde.qld.gov.au>; Simon Kapernick < ....smartservice.qld.gov.au>;
Kristine Tully < ....smartservice.qld.gov.au>; Ronnie Murray < ....smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 3022 0641 | **email** ....smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell < ....smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM

5

**To:** Ryan Kerr <73(2) smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>;
Kristine Tully < @smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr < smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2)   **email** smartservice.qld.gov.au
www.qld.gov.au  |  www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** QOL Service Management < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management < smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery < smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OUT

**Smart Service Queensland**

Queensland Online

**Service Outage: Check In Qld App (Production)**

**What's happening?**
A service outage is currently impacting the below services.
- Check In Qld App

6

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23rd August 2021 – 1:35 pm
**End**: ONGOING

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) [73(2)]
**Email:** [73(2)] smartservice.qld.gov.au
**Reference:** DC-25644

___

Department of Communities, Housing and Digital Economy

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and may be subject to a claim of legal privilege. If you have received this E-Mail in error, please notify the author and delete this message immediately.

This E-Mail is intended only for the addressee. Its use is limited to that intended by the author at the time and it is not to be distributed without the author's consent. Unless otherwise stated, the State of Queensland accepts no liability for the contents of this E-Mail except where subsequently confirmed in writing. The opinions expressed in this E-Mail are those of the author and do not necessarily represent the views of the State of Queensland. This E-Mail is confidential and may be subject to a claim of legal privilege. If you have received this E-Mail in error, please notify the author and delete this message immediately.

8

**Donna Lawrence**

| | |
|---|---|
| **From:** | Maja Ryan |
| **Sent:** | Monday, 23 August 2021 5:07 PM |
| **To:** | Simon Kapernick; QOL Service Management |
| **Cc:** | Campbell Garrett; Craig Newell; Kristine Tully |
| **Subject:** | FW: Check in QLD 3IZUKVU8 Summary |
| **Attachments:** | CheckinQLDSummary.pdf |

Hi team,

When I was testing if the form worked, on page it wouldn't present the submit button citing following error and highlighting address field as a field to be corrected:

Please fix the following errors before submitting.

- ERROR TRYING TO INSERT LOCATION CODE=100000194567

It did generate a few applications summary emails (see below) one application but two attempted submissions. These did not register in the Check In Qld Admin at all (checked with Campbell).

My concern is that if anyone else attempted to register during that time, we would have their application, but they would have been issued with registration summary and a reference number.

Can you please let me know if you need any additional details to investigate this?

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) | **email** 73(2) smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Smart Service Queensland < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:16 PM
**To:** hpw.qld.gov.au
**Cc:** Maja Ryan < smartservice.qld.gov.au>
**Subject:** Check in QLD 3IZUKVU8 Summary

1
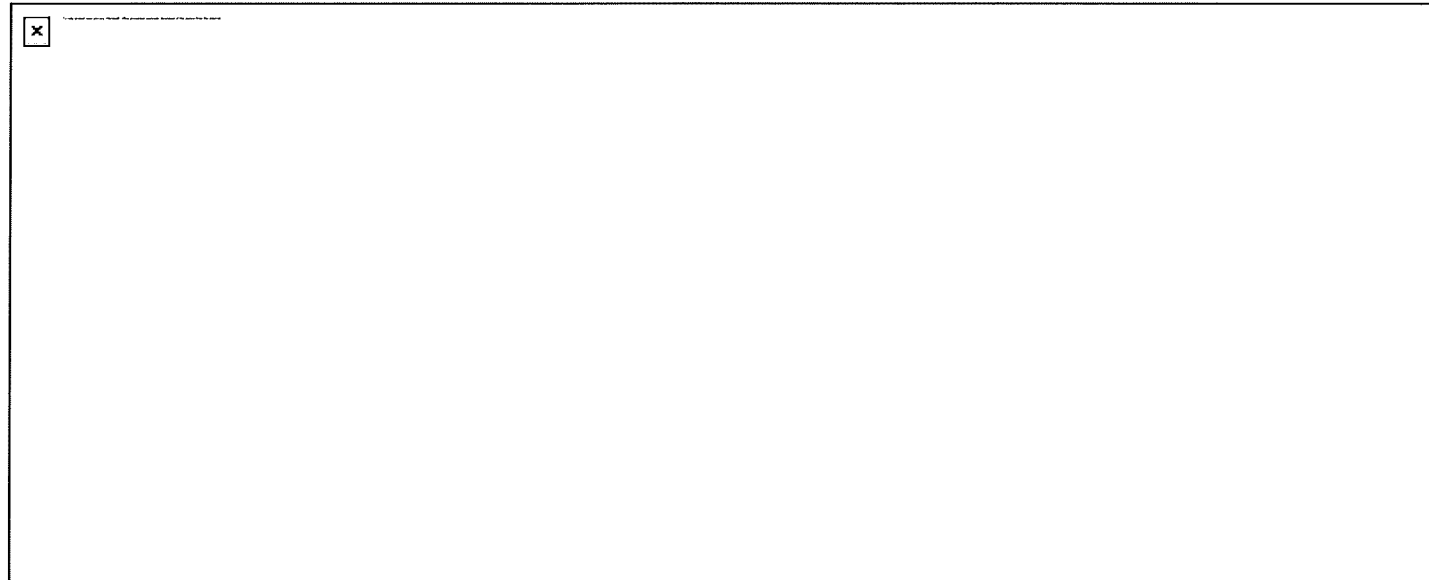
Thank you. You have successfully submitted a Check In Qld business registration application for your venue.

Your reference number is **BIZUKVU8**

Your Business set-up pack, including your QR code, will be sent to [73(2)] smartservice.qld.gov.au

If you do not receive your business pack within three business days, first check your junk mail folder for the pack. If you have not received the pack, please call 134 COVID (13 42 68) for assistance and quote the reference number noted above.

For more information on Check In Qld and frequently asked questions (FAQs) visit https://www.covid19.qld.gov.au/check-in-qld.

Thank you for helping keep Queenslanders safe.

The Check In Qld Team

**From 1 May 2021, all Queensland hospitality businesses must use the Check In Qld app when signing in patrons to their premises.**

2

# Check In Qld app

## Check in Qld App Summary
### Reference number 3IZUKVU8

## Business details

| | |
|---|---|
| ABN/ACN: | 123456789 |
| Business name: | test business - checking that page works |
| Trading name: | test registration only |
| Contact name: | Maja Ryan |
| Phone number: | 49 Sch 4 |
| Email: | 73(2) smartservice.qld.gov.au |
| Vehicle registration: | |

## Venue details

| | |
|---|---|
| Venue address: | 310 ANN ST |
| Town, city or suburb: | BRISBANE CITY |
| Postcode: | 4000 |
| State: | QLD |

## Mailing details

| | |
|---|---|
| Postal address: | 310 ANN ST |
| Town, city or suburb: | BRISBANE CITY |
| Postcode: | 4000 |
| State: | QLD |

Queensland Government

**22025R RTI documents - Page 245**

**Donna Lawrence**

| | |
|---|---|
| **From:** | Donna Lawrence <[73(2)] chde.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 4:51 PM |
| **To:** | Craig Newell |
| **Subject:** | Re: Service Outage: Check In Qld App (Production) [Monday 23 August] ADD TO RTI 1 |

Hi Craig, Andrew V is wondering if you are still expecting a HIB on the CIQ performance issues experienced on Saturday? They are preparing a PIR and I know you said on the weekend probably not required as was not widespread outage. And probably not a hit issue any more...

Kind regards
Donna

---

**From:** Simon Kapernick <[                    ] smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:07 PM
**To:** Craig Newell <[                    ] smartservice.qld.gov.au>; Nathan Bines <[                    ] chde.qld.gov.au>; Maja Ryan (SSQ) <[                    ] smartservice.qld.gov.au>; Ryan Kerr <[                    ] smartservice.qld.gov.au>; qol.service <[                    ] smartservice.qld.gov.au>; Karen Willey (DSITI) <[                    ] dsiti.qld.gov.au>; Donna Lawrence <[                    ] chde.qld.gov.au>; Kristine Tully <[                    ] smartservice.qld.gov.au>; SM SSQ Correspondence <[                    ] smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) <[                    ] smartservice.qld.gov.au>; Donna Hamer <[                    ] chde.qld.gov.au>; Phil Nickerson <[                    ] chde.qld.gov.au>; Andrew Vonhoff <[                    ] smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Talk to Everett about the HIB.

He's done a draft form the weekend's degradation.  Might be best to add to that one?

Simon Kapernick
smartservice QUEENSLAND
m:[49 Sch 4]

**From:** Craig Newell <Craig.Newell@smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:58 PM
**To:** Nathan Bines <[                    ] hde.qld.gov.au>; Simon Kapernick <[                    ] smartservice.qld.gov.au>; Maja Ryan <[                    ] smartservice.qld.gov.au>; Ryan Kerr <[                    ] smartservice.qld.gov.au>; QOL Service Management <[                    ] smartservice.qld.gov.au>; Karen Willey <[                    ] martservice.qld.gov.au>; Donna Lawrence <[                    ] chde.qld.gov.au>; Kristine Tully <Kristine.Tully@smartservice.qld.gov.au>
**Cc:** Ronnie Murray <Ronnie.Murray@smartservice.qld.gov.au>; Donna Hamer <[                    ] chde.qld.gov.au>; Phil Nickerson <[                    ] chde.qld.gov.au>; Andrew Vonhoff <[                    ] smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Thanks Nathan,  Donna Lawrence can we start to pull together a HIB on this.

1

Nathan when able (or sing out if someone else can assist)  can you summarise cause/issue and duration for input into this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna  – advised call centre etc and got online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) – appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4 | **email** 73(2) smartservice.qld.gov.au

**From:** Nathan Bines <_____chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick <_____smartservice.qld.gov.au>; Maja Ryan <_____smartservice.qld.gov.au>; Craig Newell <_____smartservice.qld.gov.au>; Ryan Kerr <_____smartservice.qld.gov.au>; QOL Service Management <_____smartservice.qld.gov.au>; Karen Willey <_____smartservice.qld.gov.au>
**Cc:** Kristine Tully <_____smartservice.qld.gov.au>; Ronnie Murray <_____smartservice.qld.gov.au>; Donna Hamer <_____chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level.

Will follow up with detailed explanation soon.


**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** 49 Sch 4 | **email** 73(2) chde.qld.gov.au
Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick <_____smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) <_____smartservice.qld.gov.au>; Craig Newell <_____smartservice.qld.gov.au>; Ryan Kerr <_____smartservice.qld.gov.au>; qol.service <_____smartservice.qld.gov.au>; Karen Willey (DSITI) <_____dsiti.qld.gov.au>
**Cc:** Nathan Bines <_____chde.qld.gov.au>; Kristine Tully <_____smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) <_____smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

2

All of this has been done:

| 1 | Alert - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | Who |
|---|---|---|
| 1. | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form 73(2) qld.gov.au<br><br>**Note:** Urgent issues are advised immediately via phone call to 07 73(2) | QOL on-call Incident Manager |
| 2. | Log Incident record. | QOL on-call Incident Manager |
| 3. | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 4. | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 5. | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 6. | Raise issue and scope with QOL Director. | QOL on call Manager |
| 7. | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 8. | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr
< smartservice.qld.gov.au>; QOL Service Management < 73(2) smartservice.qld.gov.au>; Karen Willey
< smartservice.qld.gov.au>
**Cc:** 'Nathan Bines' < chde.qld.gov.au>; Kristine Tully smartservice.qld.gov.au>; Ronnie
Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|

3

| CIQ App is down | Website Alert | Check In Qld webpage https://www.covid19.qld.gov.au/check-in-qld **Unplanned outage** The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. **Planned outage** Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines]. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
|---|---|---|---|
| Online registration form is down | Website Alert | Business reg form page https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check In Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick
smartservice QUEENSLAND
m 49 Sch 4

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**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan <          smartservice.qld.gov.au>; Craig Newell <          smartservice.qld.gov.au>; Ryan Kerr <          smartservice.qld.gov.au>
**Cc:** Nathan Bines <          chde.qld.gov.au>; Kristine Tully <          smartservice.qld.gov.au>; Ronnie Murray <          smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

4

| CIQ app and/or online business registration form | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT) |
|---|---|
| • Downtime ongoing | |
| • Problem unknown, no resolution ETA (> 2hrs or no idea) | • Communication to departments, businesses and public |
| **Contact Centre Business Registrations** | • Provide regular status report to CIQ DMT |
| • Business Registrations Process not available. | |
| • Exceeding 6000 applications per day, multiple days in succession. | • Decision to get the app to fail gracefully and re-direct to website (enhancement) |
| • Inability to process within 3 business day SLA. | |
| **Data and Information Services (DIS)** | |
| • Servers compromised or unavailable. | |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Maja Ryan <73(2) smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 73(2) | **email** smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

5

On 23 Aug 2021, at 13:57, Ryan Kerr <​73(2)​ martservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2)   **email** 73(2) smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** QOL Service Management <​____​martservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management <​____​smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery <​____​smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

**SERVICE OUT**

**Smart Service Queensland**
Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**
A service outage is currently impacting the below services.
- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23rd August 2021 – 1:35 pm
**End**: ONGOING

Q↓  **We're here to help**

6

For further information or if you require support, please contact the Service Management team:

**Phone:** (07) [73(2)]
**Email:** [73(2)] smartservice.qld.gov.au
**Reference:** DC-25644

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Department of Communities, Housing and Digital Economy

Queensla
Governm

**Donna Lawrence**

| | |
|---|---|
| **From:** | Maja Ryan |
| **Sent:** | Monday, 23 August 2021 4:51 PM |
| **To:** | Andrew Spina (HPW); Craig Newell; Kristine Tully; Simon Kapernick; Nathan Bines; Ryan Kerr; Kieran Benfield; Andrew Vonhoff; Bernadette Hill; Bobak Alavi; HAMER Donna; Gavin Atkinson; John.green2; Kate.coehn; Kirsten.roos; Patrick Jensen; Paul Ryan (OLGR Compliance); Phil Nickerson (HPW); Ruth Farrell; LUKE Hilton; Adrienne Lohe; Adrian Greaves |
| **Cc:** | Ronnie Murray |
| **Subject:** | FW: QLD Covid Check-in App additional notes and actions from 23/08/2021 |

Good afternoon all,

Notes and actions from QLD Covid Check In Qld App on 23 August:



| Agenda Item | Lead | Notes | Actions |
|---|---|---|---|
| **Welcome** | Craig Newell | Welcomed all. | |
| **Check In App updates** | Nathan Bines/Simon Kapernick | **Unplanned CIQ outage 23/08 – state-wide.** Issue was initially identified at 13:38, the issue was rectified at 14:28, however some performance degradation was still apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the normal level

*Extract from Media (shared in teams chat by NB): Queensland's mandatory check-in app suffered a statewide outage just one day after the Government announced plans to expand its reach.*

*The app, which all Queensland residents and visitors are required to use to record visits to public venues, instead delivered error messages and thumbs-down emoji after users scanned a venue's QR code.*

*The outage reportedly led to long queues outside supermarkets and department stores as customers scrambled to log their visits, while others were forced to record their movements manually, using a pen and paper at stores.*

*A Queensland Government spokesperson confirmed the app suffered "an unexpected outage" about 2pm.* | CIQ Dashboard, new https://app.powerbi b39786f5f3a9/repor 697a443d2ed2/Repo 0928-458f-a835-a74

MR/RK: FAQ consideration (i inclusion of manual be downloaded duri

MR to collate feedba |

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*Users reported the app regained functionality within about 30 minutes.*

*The outage came the day after Deputy Premier Steven Miles announced plans to expand the use of the app to taxis, limousines, and ride-share vehicles, starting on August 30.*

*Queensland recorded one community transmission of Covid-19 today, detected in home quarantine, and another overseas-acquired case, detected in hotel quarantine.*

*The state currently has no Covid-19 exposure sites listed after ending its latest south-east lockdown on August 8.*

*The Check In Qld app, which launched on March 1, has been downloaded over one million times by Google Android users.*

*Queensland was the last state to release a check-in app, with states including New South Wales at the ACT releasing the first apps of that kind in September 2020*

RK noted that businesses are reaching out asking us to enter the details on their behalf. Suggested that a timely message/FAQ to be placed on website "what should I do with my manually collected data". It was also agreed that it would be beneficial to have a manual data collection template for those businesses that are usure what data they need to capture for contact tracing.

Discussion followed into a consideration on what the share ride drivers should do in circumstances where systems unavailable and manual data collection should be utilised (to e further explored offline)

**Reporting dashboard:**
While issues are being worked through, a new Dashboard has been made available, link to new Dashboard is below:
https://app.powerbi.com/groups/8215a9d5-b2b3-434f-ab98-b39786f5f3a9/reports/a13e29ad-b4df-49b9-85eb-697a443d2ed2/ReportSectionde5a46e2c68a48d38d9a?ctid=c8b3c81f-0928-458f-a835-a74452e3b706).

**Weekend outage:**
Outage over the weekend 11am-2pm on 21/08 (where a 1/3 of check ins were returning errors, but when attempted again would work) is still under investigation. PIR is under development.

**CIQ v1.12**
New release of the app (minus Location History Opt Out and Offline Synch) is expected sometime this afternoon, if the version is testing ok, it will be ready for release in the next few days.

| | | Backend synch will be considered for future release inclusion (as it will be easier outcome for contact tracing purposes during unplanned outage circumstance like today, where data would be collected and uploaded once service restored.<br><br>PIRs are in progress for the two noted incidents.<br>Review of BCP post activation to be completed, looking for opportunities to improve process now that it has been used to identify any changes to improve the activation process. | |
|---|---|---|---|
| **OLGR Compliance** | Patrick Jensen | OLGR team continued with inspections with 60+ inspections completed over the weekend; no issues identified.<br><br>OLGR noted a request was received to confirm that a venue has check ins registered against their QR code. Confirmation was given that OLGR can confirm if data is showing at high level, with no specifics or individual details shared. | |
| **Privacy (PIA & Updates)** | Andrew Vonhoff | | |
| **QH Direction, updates and Contact Tracing** | John Green/Ruth Farrell/ Nathan Bines | | |
| **Website, FAQ's & Content** | Ryan Kerr/ Maja Ryan | For consideration: use of braille with locating and use of CIQ (extract from Facebook sent to RK):<br>Braille House has developed tactile QR Code indicator stickers to assist people who are blind or have low vision to use the check-in app without needing assistance.<br>The clear sticker with Braille says "Please Scan QR Code below" and it has a tactile square to indicate where the QR Code is.<br>This is such a wonderful idea and if your business would like to get access to some stickers, they are just $3 ex GST.<br>You can order them through Braille House by phoning 07 3848 5257.<br><br>To be investigated further, including a link in with relevant industry groups and societies for advice on vision impaired requirements and benefits of braille for CIQ check ins/use.<br><br>Following the Direction 25 release and the Ministerial announcement, voiced feedback from Taxi and Rideshare individuals has been arriving, expressing frustration that they were not consulted prior to the Direction Mandate and information release. While there was an Industry consultation, not every group was involved in consultations. Industry briefing is scheduled for tomorrow and mass communication to industry has commenced from today. | |
| **Risks and Issues** | All | | |
| **Open Forum** | All | | |

3

**Next meeting:   15:30 on Friday 27/08/2021**

Wishing you all a quiet and safe weekend!

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann Street | Brisbane
**ph** 07 [73(2)] | **email** [73(2)] smartservice.qld.gov.au
www.qld.gov.au  |  www.hpw.qld.gov.au

**Customers first | Ideas into action | Unleash potential |** Be courageous **| Empower people |** Healthy and safe workforce

4

# Check In Qld app

## Check in Qld App Summary
### Reference number 3IZUKVU8

## Business details

ABN/ACN:                123456789

Business name:          test business - checking that page works

Trading name:           test registration only

Contact name:           Maja Ryan

Phone number:           49 Sch 4

Email:                  73(2)        smartservice.qld.gov.au

Vehicle registration:

## Venue details

Venue address:          310 ANN ST

Town, city or suburb:   BRISBANE CITY

Postcode:               4000

State:                  QLD

## Mailing details

Postal address:         310 ANN ST

Town, city or suburb:   BRISBANE CITY

Postcode:               4000

State:                  QLD

Queensland Government

**Donna Lawrence**

| | |
|---|---|
| **From:** | Donna Lawrence <​[redacted]​chde.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 4:11 PM |
| **To:** | Craig Newell; Nathan Bines; Simon Kapernick; Kristine Tully |
| **Cc:** | Ronnie Murray; Donna Hamer; Andrew Vonhoff; SM SSQ Correspondence |
| **Subject:** | Re: Service Outage: Check In Qld App (Production) [Monday 23 August] |
| **Attachments:** | HIB CIQ outage.docx |
| | |
| **Importance:** | High |
| | |
| **Categories:** | Vesna, Everett, Andrew |

Hi Craig - draft HIB attached for today's outage.

Kind regards

---

**From:** Craig Newell <​[redacted]​smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:57 PM
**To:** Nathan Bines <​[redacted]​chde.qld.gov.au>; Simon Kapernick (SSQ) <​[redacted]​smartservice.qld.gov.au>; Maja Ryan (SSQ) <​[redacted]​smartservice.qld.gov.au>; Ryan Kerr <​[redacted]​smartservice.qld.gov.au>; qol.service <​[redacted]​smartservice.qld.gov.au>; Karen Willey (DSITI) <​[redacted]​dsiti.qld.gov.au>; Donna Lawrence <​[redacted]​chde.qld.gov.au>; Kristine Tully <​[redacted]​smartservice.qld.gov.au>
**Cc:** Ronnie-Louise Murray (SSQ) <​[redacted]​smartservice.qld.gov.au>; Donna Hamer <​[redacted]​chde.qld.gov.au>; Phil Nickerson <​[redacted]​chde.qld.gov.au>; Andrew Vonhoff <​[redacted]​smartservice.qld.gov.au>
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1

Management < [redacted] smartservice.qld.gov.au>; Karen Willey < [redacted] smartservice.qld.gov.au>
**Cc:** Kristine Tully < [redacted] smartservice.qld.gov.au>; Ronnie Murray < [redacted] smartservice.qld.gov.au>;
Donna Hamer < [redacted] chde.qld.gov.au>
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Ryan Kerr < [redacted] smartservice.qld.gov.au>; qol.service < [redacted] smartservice.qld.gov.au>; Karen Willey (DSITI) < [redacted] dsiti.qld.gov.au>
**Cc:** Nathan Bines < [redacted] chde.qld.gov.au>; Kristine Tully < [redacted] smartservice.qld.gov.au>; Ronnie-Louise Murray (SSQ) < [redacted] smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

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| 3. | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
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| 5. | Send templated comms to internal stakeholders | QOL on-call Incident Manager |

2

| 6. | Raise issue and scope with QOL Director. | QOL on call Manager |
|----|------------------------------------------|---------------------|
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<          smartservice.qld.gov.au>
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Murray <          smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|-------------------|--------------|---------------------|-----------|
| CIQ App is down | Website Alert | Check In Qld webpage<br>https://www.covid19.qld.gov.au/check-in-qld<br>**Unplanned outage**<br>The Check In Qld app is experiencing an outage. Our team is currently working to restore this service.<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry.<br>**Planned outage**<br>Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines].<br>As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf.<br>Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |

3

| Online registration form is down | Website Alert | Business reg form page https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check In Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |
| --- | --- | --- | --- |

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smartservice QUEENSLAND
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**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maia Ryan <⬚⬚⬚smartservice.qld.gov.au>; Craig Newell <⬚⬚⬚smartservice.qld.gov.au>; Ryan Kerr <⬚⬚⬚smartservice.qld.gov.au>
**Cc:** Nathan Bines <⬚⬚⬚chde.qld.gov.au>; Kristine Tully <⬚⬚⬚smartservice.qld.gov.au>; Ronnie Murray <⬚⬚⬚smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | **CIQ app and/or online business registration form** • Downtime ongoing • Problem unknown, no resolution ETA (> 2hrs or no idea) **Contact Centre Business Registrations** • Business Registrations Process not available. • Exceeding 6000 applications per day, multiple days in succession. • Inability to process within 3 business day SLA. **Data and Information Services (DIS)** • Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT) • Communication to departments, businesses and public • Provide regular status report to CIQ DMT • Decision to get the app to fail gracefully and re-direct to website (enhancement) |
| --- | --- | --- |

Simon Kapernick
smartservice QUEENSLAND
m:

4

**From:** Maja Ryan <_____smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell <_____smartservice.qld.gov.au>; Ryan Kerr <_____smartservice.qld.gov.au>
**Cc:** Nathan Bines <Nathan.Bines@chde.qld.gov.au>; Simon Kapernick <_____smartservice.qld.gov.au>;
Kristine Tully <\_\_\_\_\_smartservice.qld.gov.au>; Ronnie Murray <_____martservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 ^73(2)  **email** \_\_\_\_\_smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell <_____smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr <_____smartservice.qld.gov.au>; Maja Ryan <_____martservice.qld.gov.au>
**Cc:** Nathan Bines <_____hde.qld.gov.au>; Simon Kapernick <\_\_\_\_\_smartservice.qld.gov.au>;
Kristine Tully <\_\_\_\_\_smartservice.qld.gov.au>; Ronnie Murray <_____smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr < 73(2) martservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2)  | **email** 73(2) smartservice.qld.gov.au
www.qld.gov.au  |  www.hpw.qld.gov.au

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5

SERVICE OUT

**Smart Service Queensland**

Queensland Online

## Service Outage: Check In Qld App (Production)

**What's happening?**
A service outage is currently impacting the below services.

- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**
**Start**: Monday 23$^{rd}$ August 2021 – 1:35 pm
**End**: ONGOING

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07 73(2)
**Email:** _____ smartservice.qld.gov.au
**Reference:** DC-25644

Department of Communities, Housing and Digital Economy

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Governm

and may be subject to a claim of legal privilege. If you have received this E-Mail in error, please notify the author and delete this message immediately.

**Donna Lawrence**

---

| | |
|---|---|
| **From:** | SM SSQ Correspondence |
| **Sent:** | Monday, 23 August 2021 4:08 PM |
| **To:** | Simon Kapernick |
| **Cc:** | Andrew Vonhoff; SM SSQ Correspondence |
| **Subject:** | RE: Service Outage: Check In Qld App (Production) [Monday 23 August] |

Hi Simon

Looking at today's issues, they're impacting both check ins and business registrations.

We've had a chat with Donna and there'll be two HIBs (for Saturday and today).

Please feel free to consult with Nathan and any other interested party. If there's anything we can do on our end, please let us know.

Kind regards

**Everett Bamba**
A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
**ph** 07 73(2) | **email** 73(2) smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Simon Kapernick < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:08 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Nathan Bines < chde.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; SM SSQ Correspondence < smartservice.qld.gov.au>
**Cc:** Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; Andrew Vonhoff < martservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Talk to Everett about the HIB.

He's done a draft form the weekend's degradation.  Might be best to add to that one?

Simon Kapernick
smartservice QUEENSLAND

1

m: 49 Sch 4

**From:** Craig Newell < 73(2) smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:58 PM
**To:** Nathan Bines < chde.qld.gov.au>; Simon Kapernick < smartservice.qld.gov.au>;
Maja Ryan < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service
Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>; Donna
Lawrence < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Ronnie Murray < smartservice.qld.gov.au>; Donna Hamer < chde.qld.gov.au>; Phil
Nickerson < chde.qld.gov.au>; Andrew Vonhoff < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Thanks Nathan, Donna Lawrence can we start to pull together a HIB on this.

Nathan when able (or sing out if someone else can assist) can you summarise cause/issue and duration for input into
this etc that would be great.

Kris, appreciate we took some of the BCP steps can you summarise these for Donna – advised call centre etc and got
online content read.

Thanks all – obviously not what we wanted and will take lessons to avoid a reoccurrence (follow up above with PIR) –
appreciate the focus and steps taken to resolve asap.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4 |**email** smartservice.qld.gov.au

**From:** Nathan Bines < chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:45 PM
**To:** Simon Kapernick < smartservice.qld.gov.au>; Maja Ryan < smartservice.qld.gov.au>;
Craig Newell < smartservice.qld.gov.au>; Ryan Kerr < smartservice.qld.gov.au>; QOL Service
Management < smartservice.qld.gov.au>; Karen Willey < smartservice.qld.gov.au>
**Cc:** Kristine Tully < smartservice.qld.gov.au>; Ronnie Murray < smartservice.qld.gov.au>;
Donna Hamer < chde.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Hi all,

Service has returned to normal. The issue was rectified at 14:28, however some performance degradation was still
apparent. The infrastructure was scaled up and from approximately 14:37 the check in errors have returned to the
normal level.

Will follow up with detailed explanation soon.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

2

mb `49 Sch 4` email `73(2)` chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**Chat with me in Teams**

**From:** Simon Kapernick < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Maja Ryan (SSQ) < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>;
Ryan Kerr < smartservice.qld.gov.au>; qol.service < smartservice.qld.gov.au>; Karen Willey
(DSITI) < dsiti.qld.gov.au>
**Cc:** Nathan Bines < chde.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>; Ronnie-
Louise Murray (SSQ) < smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

All of this has been done:

| 1 | **Alert** - Downtime occurred but expected to be resolved quickly (>5 min and < 15min) | **Who** |
|---|---|---|
| 1.1 | Receive notification of downtime from automatic monitoring and/or contact centre on call Team Leader/Operations Manager via email form  qld.gov.au  **Note:** Urgent issues are advised immediately via phone call to 07 `73(2)` | QOL on-call Incident Manager |
| 1.2 | Log Incident record. | QOL on-call Incident Manager |
| 1.3 | Investigate/triage to determine extent and severity of issue. | QOL on-call Incident Manager |
| 1.4 | Engage DIS and ACT as deemed necessary; based on what the issue is | QOL on-call Incident Manager |
| 1.5 | Send templated comms to internal stakeholders | QOL on-call Incident Manager |
| 1.6 | Raise issue and scope with QOL Director. | QOL on call Manager |
| 1.7 | Alert General Manager, Smart Service Queensland (agree on phase 'Lean Forward' or 'Stand Up') | QOL Director |
| 1.8 | Engage Client Solutions and arrange for preparation of communication for external and internal | QOL on-call Manager |

Simon Kapernick
smartservice QUEENSLAND
m: `49 Sch 4`

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:12 PM
**To:** Maja Ryan < smartservice.qld.gov.au>; Craig Newell < smartservice.qld.gov.au>; Ryan Kerr
< smartservice.qld.gov.au>; QOL Service Management < smartservice.qld.gov.au>; Karen Willey

3

**Cc:** 'Nathan Bines' <███████hde.qld.gov.au>; Kristine Tully <███████smartservice.qld.gov.au>; Ronnie Murray <███████smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

@QOL Service Management

Please work with DPC and Online Experience to put these mess up on the CIQ pages ASAP:

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | Website Alert | Check In Qld webpage <br> https://www.covid19.qld.gov.au/check-in-qld <br> **Unplanned outage** <br> The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. <br> As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. <br> Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. <br> **Planned outage** <br> Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines]. <br> As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. <br> Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
| Online registration form is down | Website Alert | Business reg form page <br> https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form <br> **Unplanned outage** <br> We're experiencing an outage with the Check In Qld business registration form. <br> Please try again soon. <br> **Planned outage** <br> Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. <br> Please try again later. | DPC online team or QOL Online Experience team |

Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4

**From:** Simon Kapernick
**Sent:** Monday, 23 August 2021 2:09 PM
**To:** Maja Ryan <███████smartservice.qld.gov.au>; Craig Newell <███████smartservice.qld.gov.au>; Ryan Kerr <███████smartservice.qld.gov.au>

4

**Cc:** Nathan Bines <[_____]chde.qld.gov.au>; Kristine Tully <[_____]smartservice.qld.gov.au>; Ronnie Murray <[_____]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

This is where we're at, unknown issue, unknown resolution unknown timeframe:

| | |
|---|---|
| **CIQ app and/or online business registration form**<br>• Downtime ongoing<br>• Problem unknown, no resolution ETA (> 2hrs or no idea)<br>**Contact Centre Business Registrations**<br>• Business Registrations Process not available.<br>• Exceeding 6000 applications per day, multiple days in succession.<br>• Inability to process within 3 business day SLA.<br>**Data and Information Services (DIS)**<br>• Servers compromised or unavailable. | • SSQ GM enacts BCP and Stands up CIQ Disaster Management Team (DMT)<br>• Communication to departments, businesses and public<br>• Provide regular status report to CIQ DMT<br>• Decision to get the app to fail gracefully and re-direct to website (enhancement) |

Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]

**From:** Maja Ryan <[_____]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:08 PM
**To:** Craig Newell <[_____]smartservice.qld.gov.au>; Ryan Kerr <[_____]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[_____]chde.qld.gov.au>; Simon Kapernick <[_____]smartservice.qld.gov.au>; Kristine Tully <[_____]smartservice.qld.gov.au>; Ronnie Murray <[_____]smartservice.qld.gov.au>
**Subject:** RE: Service Outage: Check In Qld App (Production) [Monday 23 August]

Sure Craig

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 [73(2)] **email** [_____]smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Craig Newell <[_____]smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:59 PM
**To:** Ryan Kerr <[_____]smartservice.qld.gov.au>; Maja Ryan <[_____]smartservice.qld.gov.au>
**Cc:** Nathan Bines <[_____]chde.qld.gov.au>; Simon Kapernick <[_____]smartservice.qld.gov.au>; Kristine Tully <[_____]smartservice.qld.gov.au>; Ronnie Murray <[_____]smartservice.qld.gov.au>
**Subject:** Re: Service Outage: Check In Qld App (Production) [Monday 23 August]

5

Yes team into it. Go to BCP please.

Craig Newell
Mobile: 49 Sch 4

On 23 Aug 2021, at 13:57, Ryan Kerr <73(2) smartservice.qld.gov.au> wrote:

Hey Nathan and Simon,

I've just had BCC contact me advising the app isn't working, do we need to be putting up some comms onto the website?

Thank you!

Kind Regards,

**Ryan Kerr**
Senior Customer Interaction & Experience Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 4 | 310 Ann Street | Brisbane
**ph** 07 73(2)   **email** 73(2) smartservice.qld.gov.au
www.qld.gov.au  |  www.hpw.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** QOL Service Management <_____smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 1:50 PM
**To:** QOL Service Management <_____smartservice.qld.gov.au>
**Cc:** QOL Development & Delivery <_____smartservice.qld.gov.au>
**Subject:** Service Outage: Check In Qld App (Production) [Monday 23 August]

SERVICE OU

**Smart Service Queensland**

Queensland Online

**Service Outage: Check In Qld App (Production)**

**What's happening?**
A service outage is currently impacting the below services.
- Check In Qld App

**What's the impact?**
Users of the app may be experiencing failed or slow check-ins.

**When did this happen?**

6

**Start**: Monday 23<sup>rd</sup> August 2021 – 1:35 pm
**End**: ONGOING

💬 **We're here to help**

For further information or if you require support, please contact the Service Management team:

**Phone:** (07 [73(2)]
**Email:** [73(2)] smartservice.qld.gov.au
**Reference:** DC-25644

---

Department of Communities, Housing and Digital Economy

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7

**Donna Lawrence**

| | |
|---|---|
| **From:** | SM SSQ Correspondence |
| **Sent:** | Monday, 23 August 2021 4:04 PM |
| **To:** | Donna Lawrence |
| **Cc:** | Andrew Vonhoff; SM SSQ Correspondence |
| **Subject:** | RE: CiQ check in issues |

Thanks Donna. I'll advise Simon that we're running 2 briefs.

**Everett Bamba**
A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
**ph** 07 73(2)          **email** 73(2)     smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

**Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |** Healthy and safe workforce

**From:** Donna Lawrence <D 73(2)     hde.qld.gov.au>
**Sent:** Monday, 23 August 2021 4:03 PM
**To:** SM SSQ Correspondence <                    smartservice.qld.gov.au>
**Cc:** Andrew Vonhoff <                    smartservice.qld.gov.au>
**Subject:** Re: CiQ check in issues

Thanks Everett - I'm drafting a HIB for today as it affected all users (unlike Staurday)

Kind regards
Donna

**From:** SM SSQ Correspondence <                    smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:59 PM
**To:** Donna Lawrence <                    chde.qld.gov.au>
**Cc:** Andrew Vonhoff <                    smartservice.qld.gov.au>; SM SSQ Correspondence
<                    smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Hi Donna

Looking at the email chain, today's issues appear to have impacted check ins (similar to Saturday) and business registrations (new to today).

We're yet to see the PIR. It may provide further linkages.

Kind regards

**Everett Bamba**

1

A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
**ph** 07 [73(2)] | **email** [73(2)] smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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**From:** Donna Lawrence < chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:24 PM
**To:** Andrew Vonhoff < smartservice.qld.gov.au>
**Cc:** SM SSQ Correspondence < smartservice.qld.gov.au>
**Subject:** Re: CiQ check in issues

Thanks Andrew - is it the same continuing issue?

Kind regards
Donna

---

**From:** Andrew Vonhoff < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:22 PM
**To:** Donna Lawrence < chde.qld.gov.au>
**Cc:** SM SSQ Correspondence < smartservice.qld.gov.au>
**Subject:** FW: CiQ check in issues

Hi Donna

This is a draft HIB that was raised in DMT today (and was requested the Team start the HIB) for the issue over the weekend around customers having problems with checking in (currently with Simon to review).  Do we want separate HIBs or join into 1?

Let me know.

Andrew

**From:** SM SSQ Correspondence < smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:44 PM
**To:** Simon Kapernick < smartservice.qld.gov.au>
**Cc:** Andrew Vonhoff < smartservice.qld.gov.au>; SM SSQ Correspondence
< smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Hi Simon

My apologies. Attached as requested.

Kind regards

**Everett Bamba**
A/Senior Policy Officer | Smart Service Queensland

2

Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 [73(2)]    | email [73(2)]    smartservice.qld.gov.au
www.qld.gov.au | www.hpw.qld.gov.au

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**From:** Simon Kapernick <              smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:42 PM
**To:** SM SSQ Correspondence <              smartservice.qld.gov.au>
**Cc:** Andrew Vonhoff <              smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Thanks.

Any chance you can email me the file or put it up on OneDrive?  I have to jump through a few hoops to get access to I: Drive and most of QOL don't' have I: drive access at all.  And Nathan definitely does not have I: drive access.

**And…we've just had another more serious outage to it'll need to be adjusted to cover that.**




Simon Kapernick
smartservice QUEENSLAND
m: [49 Sch 4]


**From:** SM SSQ Correspondence <              smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:39 PM
**To:** Simon Kapernick <              smartservice.qld.gov.au>
**Cc:** Andrew Vonhoff <              smartservice.qld.gov.au>; SM SSQ Correspondence
<              smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Hi Simon

We've compiled the draft HIB from information provided by Nathan. I'm assuming that the PIR will strengthen diagnosis (what caused the issue).

I:\SSQ\Governance Office (formally Strategy Office)\Correspondence\Hot Issues Briefs\HIB Unplanned Check In Qld Disruption (21 August 2021).docx

Cheers



**Everett Bamba**
A/Senior Policy Officer | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
GPO Box 10817 | Adelaide Street | BRISBANE QLD 4000
ph 07 [73(2)]    | email              smartservice.qld.gov.au

3

www.qld.gov.au | www.hpw.qld.gov.au

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**From:** Simon Kapernick <░░░░░░░░░░smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 10:10 AM
**To:** Ula Fitisemanu <░░░░░░░░░smartservice.qld.gov.au>; 'Nathan Bines' <░░░░░░░░chde.qld.gov.au>
**Cc:** Vani Ganapa <░░░░░░░░░smartservice.qld.gov.au>; Kim Leighton <░░░░░░░░░smartservice.qld.gov.au>; SM SSQ Correspondence <░░░░░░░░░smartservice.qld.gov.au>; Andrew Vonhoff <░░░░░░░░░smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues
**Importance:** High

Thanks Ula but sooner could be better.  Jus been asked to get a Hot Issues Brief done forhte DG.

Corro can do the brief but will need input from us.

Would be good to have a draft to Corro by lunch.

Simon Kapernick
smartservice QUEENSLAND
m.: 49 Sch 4

**From:** Ula Fitisemanu <░░░░░░░░░smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 10:00 AM
**To:** 'Nathan Bines' <░░░░░░░chde.qld.gov.au>; Simon Kapernick <░░░░░░░░░smartservice.qld.gov.au>
**Cc:** Vani Ganapa <░░░░░░░smartservice.qld.gov.au>; Kim Leighton <░░░░░░░smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Hi,

Will do – meeting with Vani & Kim this afternoon to pull this together, will send PIR through to you @Nathan Bines for review/input.

**Kind Regards**

**Ula Fitisemanu**
Principal, Service Management | QLD Online - Smart Service Queensland
Queensland Government Customer and Digital Group
**Department of Communities, Housing and Digital Economy**
Level 5 | 310 Ann Street | Brisbane 4000
ph 07 73(2) | email ░░░░░░░smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce
*I acknowledge and respect the traditional custodians past, present and future, of the land on which I walk, I work, I live and respect.*

**From:** Nathan Bines <░░░░░░░chde.qld.gov.au>
**Sent:** Monday, 23 August 2021 9:04 AM
**To:** Simon Kapernick <░░░░░░░░░smartservice.qld.gov.au>; Ula Fitisemanu

4

smartservice.qld.gov.au>
**Cc:** Vani Ganapa <_____ smartservice.qld.gov.au>; Kim Leighton <_____ smartservice.qld.gov.au>
**Subject:** RE: CiQ check in issues

Thanks guys,

I haven't done one of these for SSQ in the past, so if you could fill out what you know then pass to me to add my content?


**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane
**mb** 49 Sch 4 | **email** 73(2) chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential |** Be courageous **| Empower people |** Healthy and safe workforce

**Chat with me in Teams**


**From:** Simon Kapernick <_____ smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 8:58 AM
**To:** Ula Fitisemanu <_____ smartservice.qld.gov.au>
**Cc:** Nathan Bines <_____ chde.qld.gov.au>; Vani Ganapa (DSITI) <_____ dsiti.qld.gov.au>; Leighton Kim (SSQ) <_____ smartservice.qld.gov.au>
**Subject:** FW: CiQ check in issues

Hi Ula,

Can you please help Nathan out with a PIR for the CIQ degradation on Saturday?

Vani was Manager oncall and was involved as was Kim. They'll be able to help with timeframes etc.

Thanks,

Simon.




Simon Kapernick
smartservice QUEENSLAND
m: 49 Sch 4


**From:** Craig Newell <_____ smartservice.qld.gov.au>
**Sent:** Saturday, 21 August 2021 2:45 PM
**To:** Nathan Bines <_____ chde.qld.gov.au>; Simon Kapernick <_____ smartservice.qld.gov.au>; Andrew Spina <_____ chde.qld.gov.au>; Ronnie Murray <_____ smartservice.qld.gov.au>
**Cc:** Donna Hamer <_____ chde.qld.gov.au>; Vani Ganapa <_____ smartservice.qld.gov.au>; Phil Nickerson <_____ chde.qld.gov.au>
**Subject:** Re: CiQ check in issues

5

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Thanks Nathan…know not ideal but thanks for jumping on it and solving.

Simon and Nathan can we pull together a PIR Monday (including potential customer impact -numbers and steps to avoid again).

I'll follow up and give Kate, John, Patrick and Ruth and others a high level heads up of the below.


Craig Newell
Mobile: 49 Sch 4


On 21 Aug 2021, at 14:35, Nathan Bines <​chde.qld.gov.au> wrote:


Hi Craig,

The Issue with CiQ has been resolved.

Background
- From 11am this morning, CiQ started experiencing extremely large volumes of errors on the check in API, up to 10,000 per minute.
- At the same time, the check in verification service that tests the API every few minutes started to return errors, meaning the check in was failing. This was happening on 1/3 check ins on average.
- All back end services were displaying normal levels of availability
- I was able to test check ins and could see that approximately 1/3 of the time it would fail, but on clicking try again it worked. NOTE – any user experiencing the issue could still successfully check in if they tried again. There was no instance in testing where I could not check into a location within 3 attempts.
- ACT were contacted and were able to identify and resolve the issue as at 2pm this afternoon (some detail below for those interested)

Issues To note
- Time to resolution was not ideal. Learnings for me are that next time we will escalate to ACT in parallel with our own troubleshooting, to ensure best chance of fast resolution.
- Troubleshooting was complicated as overnight we had a significant event of malicious traffic hitting the CiQ API. This was similar in effect to the attack we had last month. Considering previous issues, this was investigated as the first priority. After some troubleshooting with CITEC, and blocking the address of the attacks, we were able to rule out that as the cause of the check in issues. At this point I escalated to ACT.
- Additionally our check in reporting database went down yesterday after recent updates to the backend table structures. This compounded the issues as we could not clearly see the impact on checkins immediately.  We will have a limited version of the dashboard up today, while we work on the solution. Medium term solution for this is the Pilot we are running to build  new data and reporting backend for CiQ.

**Nathan Bines**
Director, Insights and Analytics | Data and Information Services
Queensland Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 8, 310 Ann Street | Brisbane

6

**mb** [49 Sch 4] **email** [_____]chde.qld.gov.au
**Customers first | Ideas into action | Unleash potential |** Be courageous **| Empower people |** Healthy and safe workforce

**Chat with me in Teams**

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**Donna Lawrence**

| | |
|---|---|
| **From:** | John Green < [49 Sch 4] health.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:02 PM |
| **To:** | Craig Newell |
| **Subject:** | RE: FOR Approval - CIQ BCPRyan Kerr < [73(2)] smartservice.qld.gov.au> |

Thanks Craig

Kind Regards

**John Green**
**Priority Projects | Coordination Office |**
**Response Lead Function**
Office of the Director General | Queensland Health

P
E [73(2)] health.qld.gov.au
W health.qld.gov.au
A Lvl 14, 111 George Street

**CLEAN HANDS**
**SAVE LIVES** Wash your hands regularly to stop the spread of germs

Queensland Health acknowledges the Traditional Custodians of the land across Queensland, and pays respect to First Nations Elders past, present and future.

**From:** Craig Newell < [ ] smartservice.qld.gov.au>
**Sent:** Monday, 23 August 2021 2:59 PM
**To:** Kate Coehn < [ ] health.qld.gov.au>; Ruth Farrell < [ ] health.qld.gov.au>; John Green < [ ] health.qld.gov.au>
**Cc:** DL SSQ Leadership Team < [ ] martservice.qld.gov.au>; Andrew Spina < [ ] chde.qld.gov.au>; Phil Nickerson < [ ] chde.qld.gov.au>; Simon Kapernick < [ ] smartservice.qld.gov.au>; Maja Ryan < [ ] smartservice.qld.gov.au>
**Subject:** RE: FOR Approval - CIQ BCPRyan Kerr < [ ] smartservice.qld.gov.au>

**This email originated from outside Queensland Health. DO NOT click on any links or open attachments unless you recognise the sender and know the content is safe.**

All this was addressed by 14:28.  Hib and PIR in development.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb [49 Sch 4] email [ ] smartservice.qld.gov.au

1

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 2:15 PM
**To:** Simon Kapernick (73(2)               smartservice.qld.gov.au) <               smartservice.qld.gov.au>; Ryan Kerr <               smartservice.qld.gov.au>; Maja Ryan <               smartservice.qld.gov.au>; Kate Coehn <               health.qld.gov.au>; Ruth Farrell <               health.qld.gov.au>; John Green <               ealth.qld.gov.au>
**Cc:** SSQ Leadership Team <               martservice.qld.gov.au) <               smartservice.qld.gov.au>; Andrew Spina <               chde.qld.gov.au>; Phil Nickerson <               chde.qld.gov.au>
**Subject:** FW: FOR Approval - CIQ BCP
**Importance:** High

All as per attached.  CIQ is down and investigations continue.  Please continue to activate the BCP as agreed.

Key message is:

The issue is currently being investigated.
Venues/customer will need to use an alternate method of recording customer contact details if the customers can't check in. *Please refer to content*

**Internal notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|
| CIQ App is down | News Item | The Check In Qld app is currently experiencing an unexpected outage. The issue is currently being investigated.<br>Venues will need to use an alternate method of recording customer contact details if the customers can't check in. *Please refer to content* | ICC Ops Managers/ TL |
| Online registration form is down | News Item (contact centre and MCT) | **Outage**<br>The Check In Qld registration form is currently experiencing an unexpected outage. The issue is currently being investigated. Ask the caller to try again later. | ICC Ops Managers/TL |

**External notifications:**

| Downtime Scenario | Message Type | Message Description | Issued by |
|---|---|---|---|

| CIQ App is down | Website Alert | Check In Qld webpage https://www.covid19.qld.gov.au/check-in-qld **Unplanned outage** The Check In Qld app is experiencing an outage. Our team is currently working to restore this service. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. **Planned outage** Due to scheduled maintenance. the Check in Qld app will be unavailable [insert day/date/time as per below guidelines]. As a patron, if you are visiting a business during this time, you are required to give your contact information to the venue who is required to collect the information on your behalf. Businesses must make all reasonable efforts to collect contact information about all guests, patrons and staff at the time of entry. | DPC online team or QOL Online Experience team |
|---|---|---|---|
| Online registration form is down | Website Alert | Business reg form page https://www.covid19.qld.gov.au/check-in-qld/check-in-qld-registration-form **Unplanned outage** We're experiencing an outage with the Check In Qld business registration form. Please try again soon. **Planned outage** Due to scheduled maintenance, the Check in Qld business registration form will be unavailable [insert day/date/time as per below guidelines]. Please try again later. | DPC online team or QOL Online Experience team |

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
mb [49 Sch 4] emai [73(2)] smartservice.qld.gov.au

**From:** Maja Ryan < smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:15 PM
**To:** Craig Newell < smartservice.qld.gov.au>; Kristine Tully < smartservice.qld.gov.au>
**Cc:** Jason Beaumont < smartservice.qld.gov.au>; Simon Kapernick
< smartservice.qld.gov.au>
**Subject:** FW: FOR Approval - CIQ BCP

Good afternoon Craig and Kris,
Cc Simon and Jason

Final draft of the  Check In Qld BCP.docx is here (I've also downloaded a copy and attached in case you cannot open Teams link.

Draft is for your review and approval, and if the latter, also a permission request to share with wider working group this afternoon.

3

Kind regards,
Maja

**Maja Ryan**
Principal Consultant | Client Solutions | Smart Service Queensland
Department of Communities, Housing and Digital Economy
**ph** 07 [73(2)] | **email** [_____]smartservice.qld.gov.au

Customers first | Ideas into action | Unleash potential | Be courageous | Empower people | Healthy and safe workforce

**From:** Bobak Alavi <[_____]smartservice.qld.gov.au>
**Sent:** Monday, 2 August 2021 1:02 PM
**To:** Maja Ryan <[_____]smartservice.qld.gov.au>
**Subject:** FOR Approval - CIQ BCP

Hi Maja,

Please find here the final version of the ⊞ Check In Qld BCP.docx including the Downtime checklist (Appx. C) for review and approval.

Thanks,
Bobak

**Bobak Alavi**
Senior Business Analyst | Smart Service Queensland
Queensland Government Customer and Digital Group
Department of Communities, Housing and Digital Economy
Level 5 | 310 Ann Street | Brisbane
**Ph** 07 [73(2)] **email** [_____]smartservice.qld.gov.au
www.qld.gov.au

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Release

**Donna Lawrence**

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| | |
|---|---|
| **From:** | Craig Newell < smartservice.qld.gov.au> |
| **Sent:** | Monday, 23 August 2021 3:48 PM |
| **To:** | Leisha X Myers; QGCDG; Andrew Spina |
| **Cc:** | Lynn Anderson; Donna Lawrence; Phil Nickerson; CHDE Media |
| **Subject:** | RE: CRITICAL Holding Lines for approval- CIQ outage |
| **Attachments:** | Holding Lines - CIQ matter 23.08.21 (004).docx |

All a couple of other adjustments. Andrew Spina will complete another review when in the office.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4    **email** 73(2)    smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 3:41 PM
**To:** Leisha X Myers < communities.qld.gov.au>; QGCDG HPW < hpw.qld.gov.au>
**Cc:** Lynn Anderson < chde.qld.gov.au>; Donna Lawrence < @chde.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Sorry here it is.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4    |**email** smartservice.qld.gov.au

**From:** Craig Newell
**Sent:** Monday, 23 August 2021 3:35 PM
**To:** Leisha X Myers < communities.qld.gov.au>; QGCDG HPW < hpw.qld.gov.au>
**Cc:** Lynn Anderson < chde.qld.gov.au>; Donna Lawrence < chde.qld.gov.au>; Andrew Spina < chde.qld.gov.au>; Phil Nickerson < chde.qld.gov.au>; CHDE Media < chde.qld.gov.au>
**Subject:** RE: CRITICAL Holding Lines for approval- CIQ outage

Have updated/adjusted.

**Craig Newell**
a/Deputy Director-General
Service Delivery and Operations|Queensland Government Customer and Digital Group|
**mb** 49 Sch 4    **email** 73(2)    smartservice.qld.gov.au

**From:** Leisha X Myers < communities.qld.gov.au>
**Sent:** Monday, 23 August 2021 3:03 PM
**To:** QGCDG HPW < hpw.qld.gov.au>

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HI team

Please find attached draft holding lines re: the CIQ outage.

I've pulled what I can together from recent communications and the holding lines drafted and approved on Saturday.

I've highlighted a couple of questions I don't have answers to.

We've already started receiving media enquiries so I'd appreciate urgent input and approval of the attached.

Kind regards
Leisha


**Leisha Myers** I Media Manager

Department of Communities, Housing and Digital Economy
Level 26, 41 George Street, Brisbane QLD 4001
M: [49 Sch 4] | E: [                    ]communities.qld.gov.au

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