



**Waitemata**  
District Health Board  
**Best Care for Everyone**

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Nigel Jones  
[Fyi-request-5638-d471776e@requests.fyi.org.nz](mailto:Fyi-request-5638-d471776e@requests.fyi.org.nz)

Dear Nigel

**Re: Official Information Act request – use of Windows XP**

Thank you for your Official Information Act (OIA) request received 30 March 2017 seeking details of Waitemata District Health Board's (DHB) use of devices running on Windows XP software.

Upon receipt of this request, the DHB wrote back to you on the same date advising of our Board's rule of allowing the first five hours of collation time in response to each OIA request free-of-charge.

Thereafter, the requester is charged at a rate consistent with the Ministry of Justice guidelines:

<https://www.justice.govt.nz/about/official-information-act-requests/directory-of-official-information/charging-guidelines-for-oia-requests/>

We had estimated it would take 30 hours of collation time to respond in full to your request. Your subsequent response challenged the 30 hours assessment.

Waitemata DHB treats its responsibility to be transparent and accountable seriously and this commitment is reflected in a recent report by the State Services Commission finding Waitemata DHB has the best on-time OIA performance of the country's metropolitan DHBs.

Our goal is to provide information unless doing so diverts an unreasonable amount of resource from core functions or unless we believe that specific grounds for refusal under the Act are applicable.

In order to balance our duties to disclose against operational requirements, your request and subsequent correspondence was discussed at Waitemata DHB's regular Privacy and Security Governance Group (PSGG) meeting on 4 April.

The answers provided in response to your questions below are consistent with the feedback from the PSGG discussion and have been provided within the free five-hour period.

- 1) *How many devices do Waitemata DHB own that run Windows XP, or other End-Of-Life'ed (EOL) operating systems (Including for instance: Windows Server 2003).  
-> If possible, please advise counts for the following criteria:  
--- Number of Devices that have network connectivity of any sort  
--- Counts per different Operating System type & version*

Waitemata DHB cares for the largest and fastest-growing population in the country – currently just on 600,000 people. We employ around 7500 staff and use over 4500 devices to support high-quality care to our communities.

Of these, only three PCs are running Microsoft Windows XP. These are not connected to the network and are used for specific, non-mission critical applications. There are processes in place to replace by the end of the 2017 calendar year.

We fully understand the server and PC fleet numbers for which we have contracts and mitigations in place to protect our network.

- 2) *With regard to companies that provide services on behalf of WDHB that handle patient information, or have access to patient information:*  
a) *What requirements are set out with regards to information security?*

Waitemata DHB takes the security of patient information extremely seriously. We require all systems to have appropriate security provisions. We have stringent requirements for anyone needing access to our systems.

The supplier is responsible for the proper use and protection of the customer's information system with regards to remote access and will ensure that its support personnel have an understanding of, and comply with, the provisions of the Privacy Act 1993 and the Health Information Privacy Code 1994.

- b) *Do WDHB perform any auditing of outside systems that may be used to handle patient information?*

We have one system with patient information that is externally hosted on a secure IaaS platform. We have full access to the audit logs when required.

- c) *Regardless of b, does the WDHB perform any "OS fingerprinting" to detect potentially insecure or "EOL" devices wanting to access patient records.*

healthAlliance actively monitors for unknown devices being connected to our network. Alerts are generated if 'foreign' devices are detected and these are followed up with the area concerned. If it is not possible to quickly identify the device that has been connected, they have the ability to remotely shutdown all communication from that device.

- 3) *With regards to WDHB controlled managed devices:*  
a) *What policies are in place for the connection of "EOL'ed" devices to the hospital networks (even if they can't, for instance, access the internet).*

Waitemata DHB does not allow any new connections of devices designated EOL to its network. From time to time, it is not possible or practical to upgrade or remove a device that has been designated EOL and, in these situations, mitigations are put in place to manage the risk. Such mitigations may include removing the device from the network or containing it within a firewalled environment.

- b) *For devices that run End of Life software or Operating systems:*  
(i) *For what proportion does WDHB have special contracts for extraordinary support from vendors.*

As described in response to question 1, we have a very limited number of devices running EOL operating systems. In all cases, daily operations would be unaffected if these were unavailable, hence these do not have contracts in place for extraordinary support.

Other than the three devices identified we are not aware of any EOL software operating in our environment. In almost all cases, our critical systems are supported both internally by DHB staff and externally by vendors.

*(ii) What plans, if any does WDHB have for migration to supported platforms for these devices.*

Answered in previous responses – three Windows XP PCs will be migrated by the end of the 2017 calendar year.

If you are unhappy with any of the decisions in response to your questions, you have the right to make a complaint to the Ombudsman, whose details are available via [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

I trust this information will satisfy your request.

Yours sincerely



**Stuart Bloomfield**  
**Chief Information Officer**  
**Waitemata District Health Board**