

## Functional and non-functional specification: Functional Requirements clarification

QR007	<p>The data collected from the Solution can be integrated with the contact tracing solution (PHOCUS).</p> <p>It is expected that contacts associated with a confirmed case would be imported into PHOCUS and populated with the following information:</p> <ol style="list-style-type: none"> <li>1. First Name</li> <li>2. Last Name</li> <li>3. Phone Number</li> <li>4. Email (if provided)</li> <li>5. QR Code details (date, time, venue location, venue name, venue contact details)</li> <li>6. Flag that these details were imported from the QR code solution</li> </ol> <p>QR007.1 (supplementary interim MVP): WA Health Public Health Operations Team must have direct access to real-time QR Reader data. It is estimated that up to 100 contact tracers must have individual access to the data (during launch, with 750 contact tracers as the upper limit during a surge).</p> <p><b>Use case:</b></p> <p>As a user I want to perform two searches of the data directly and with an immediate response;</p> <p style="padding-left: 40px;">First by individual – All locations scanned into related to a specified phone number within a time and date range and all other individuals who scanned into these locations within a specified time and date range;</p> <p>Second by venue within a date and time period</p> <p style="padding-left: 40px;">All individuals who've scanned into a specified venue within a specified time and date range.</p> <p>Data provided in the solution (on screen) with the facility to download as a CSV file containing all the variables listed above.</p>	M
QR024 QR025 QR026	<p>A support phone number and email are available for the primary contact of a location to contact for support issues.</p> <p>A support channel (such as email or chatbot) is available for members of the public to contact for any support issues.</p> <p>Appropriate level of support is available for PHOps representatives for any support issues.</p> <p><i>Supplementary information for QR024, 025, 026</i></p>	.M

The support model will be 7 days a week (including public holidays), as follows:

**a) For members of the public and businesses:**

Between 08:00-18:00:

1. In-solution troubleshooting / FAQs. (If unresolved directed to...)
2. The 13 Covid hotline. (If unresolved call forwarded to...)
3. Vendor technical support hotline.

Between 18:00-08:00:

1. In-solution troubleshooting / FAQs (If unresolved directed to...)
2. Vendor email address or webform.

**b) For Public Health Operations:**

Direct liaison with vendor technical support hotline during the operating hours specified (08:00-18:00).

**To fulfil the above model, the vendor must:**

- Provide troubleshooting / FAQ material both in the solution, and for use by the 13 Covid hotline personnel. For unresolved issues, the solution-based troubleshooting material should direct members of the Public and Business:
  - to the 13 Covid support line (132 68 43) during its operating hours of 08:00-18:00 (AWST).
  - to an email address or webform that is received by the vendor's service desk during operating hours and resolved within 24 hours of submission.
- Provide technical support personnel via a telephone service desk 7 days a week (including public holidays), between the hours of 08:00-18:00 (AWST) for 13 Covid staff to transfer public or business callers with unresolved issues.

The below assumptions and estimations are provided to support service desk planning.

Assume 70% uptake equating to 73k businesses and 1.7m members of the public (adjusted for business type and age profile).

	No. of calls received in first 28 days		Daily average
	Received by 13 Covid	Forwarded to vendor	

	Business	7,300	365	13	
	Public	60,000	3,000	107	
	Public Health Ops	Unknown			