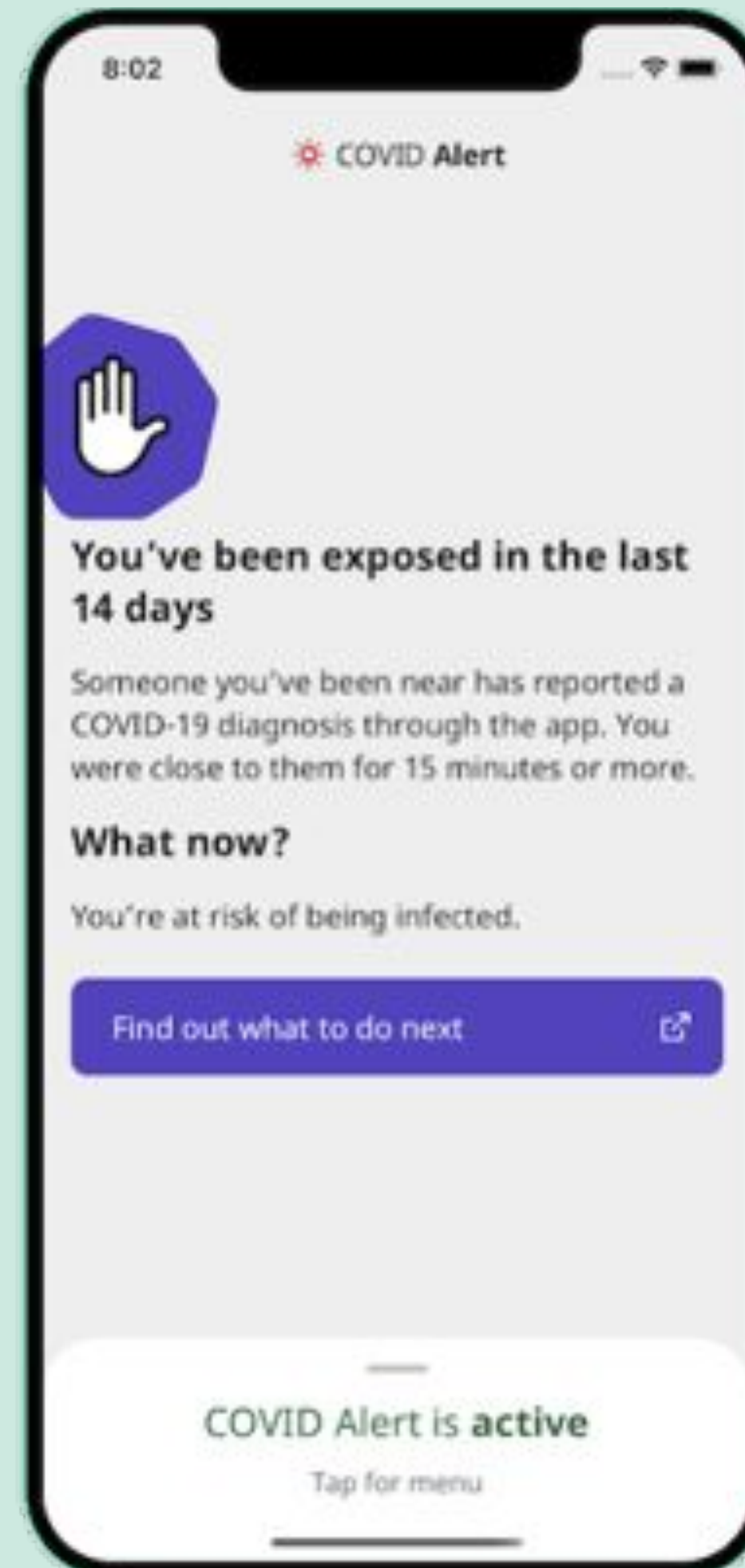




Canada's COVID Alert

Canadian Digital Service | Emily Kuret & Tim Arney



From kick off to launch in 45 days

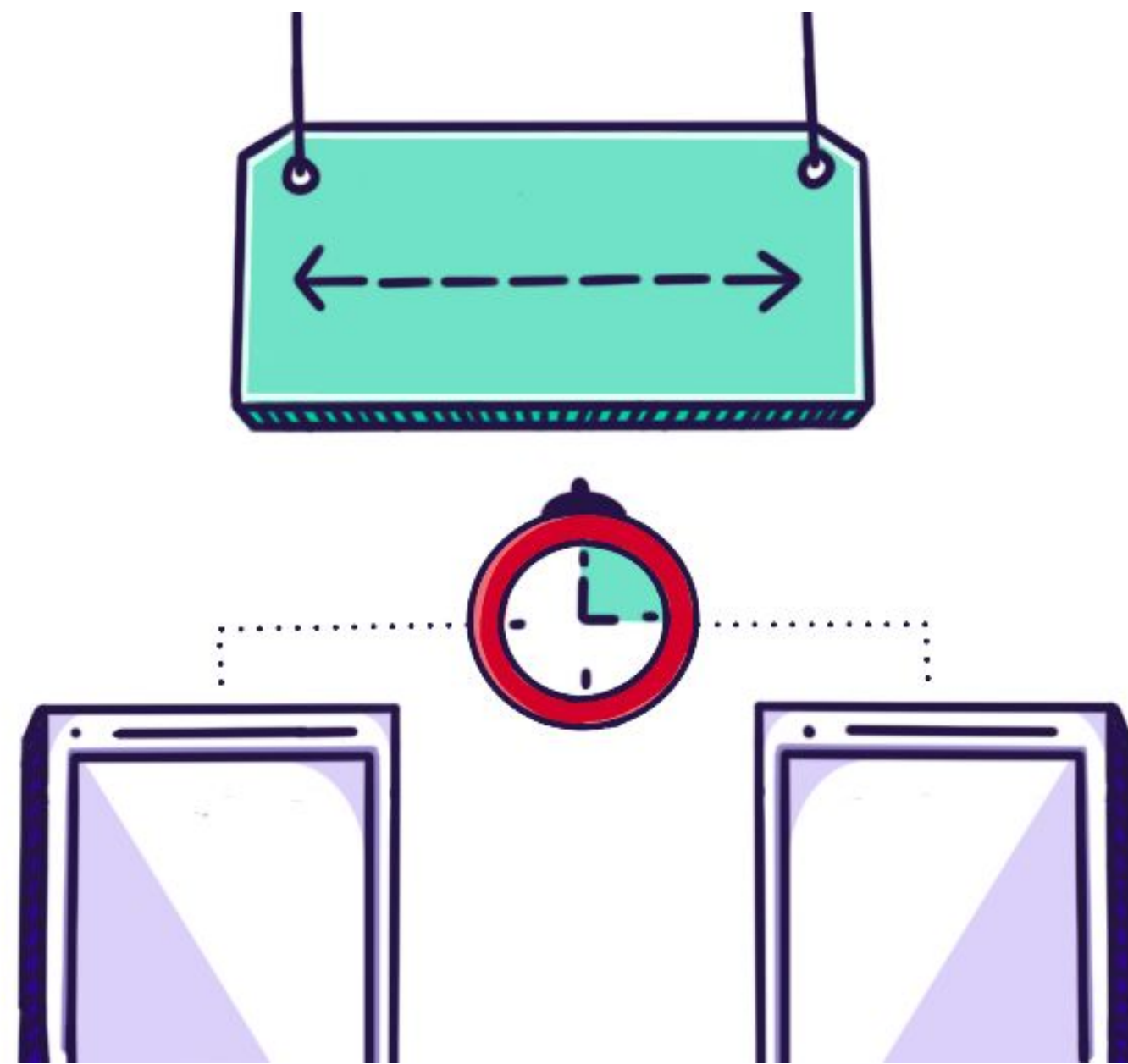
There are a lot of paths we could have taken as we shaped the direction of the initial service, but ultimately two considerations were put above all

1) The service must work well

2) The service must be used by as many people as possible

**1) The service
must work well**

**Detect
Guide**



Detect

The service must know when someone has been in contact with a person with COVID-19.



Guide

The service must direct the person to appropriate action.

2) The service must be used by as many people as possible

Availability

Accessibility

Awareness

Understanding

Trust



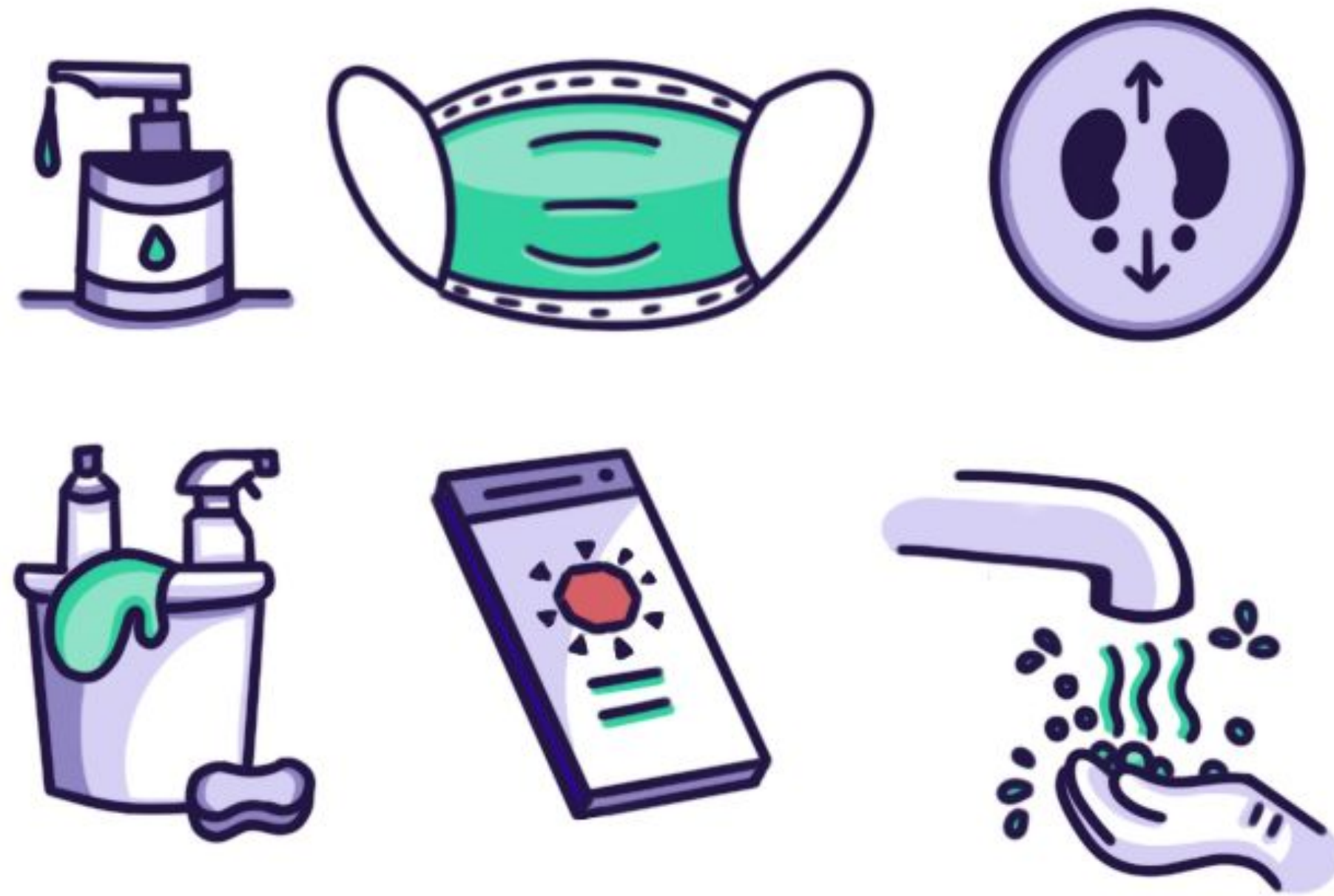
Availability

The service must be available to as many people as possible.



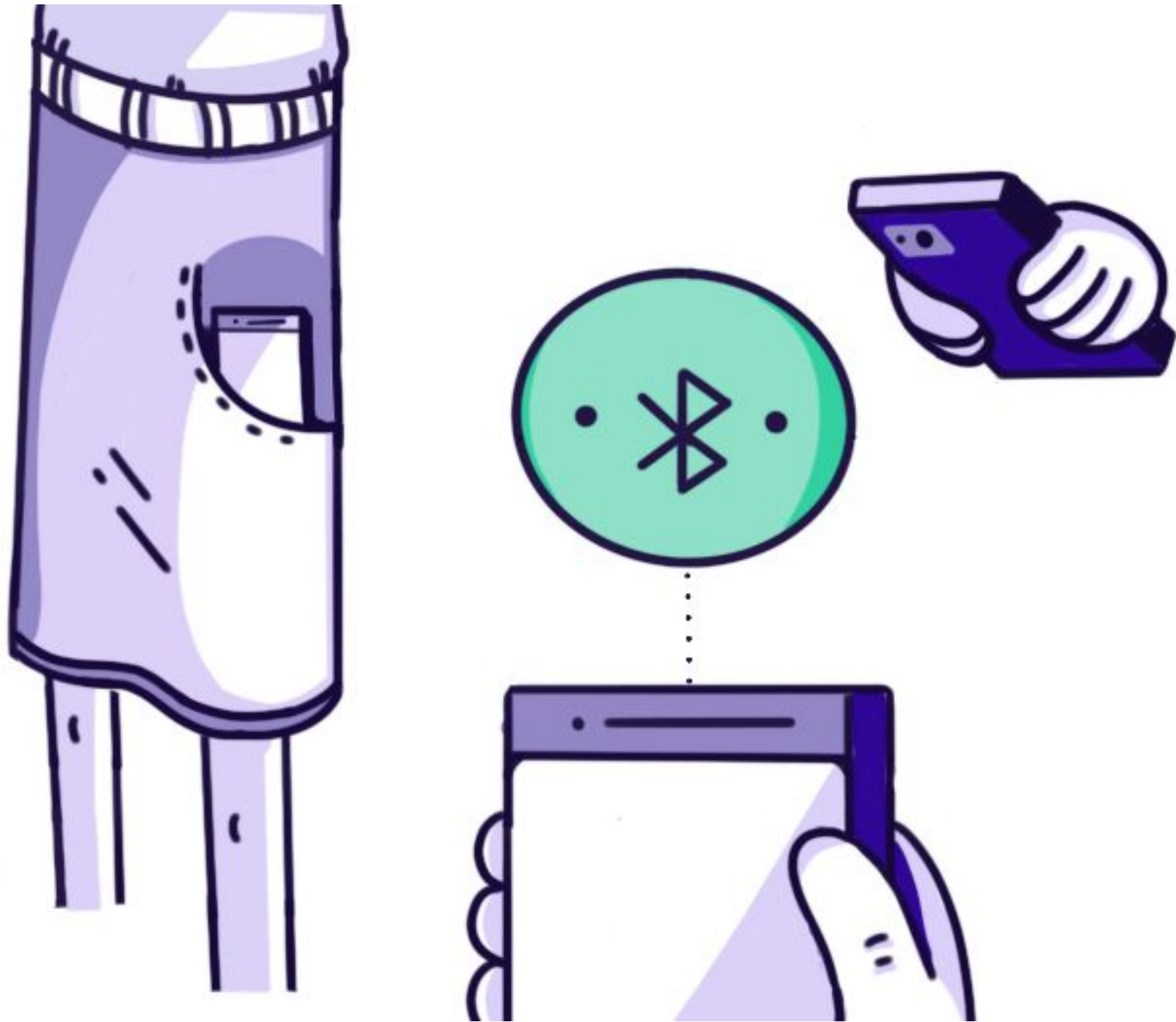
Accessibility

The service must be usable by as many people as possible.



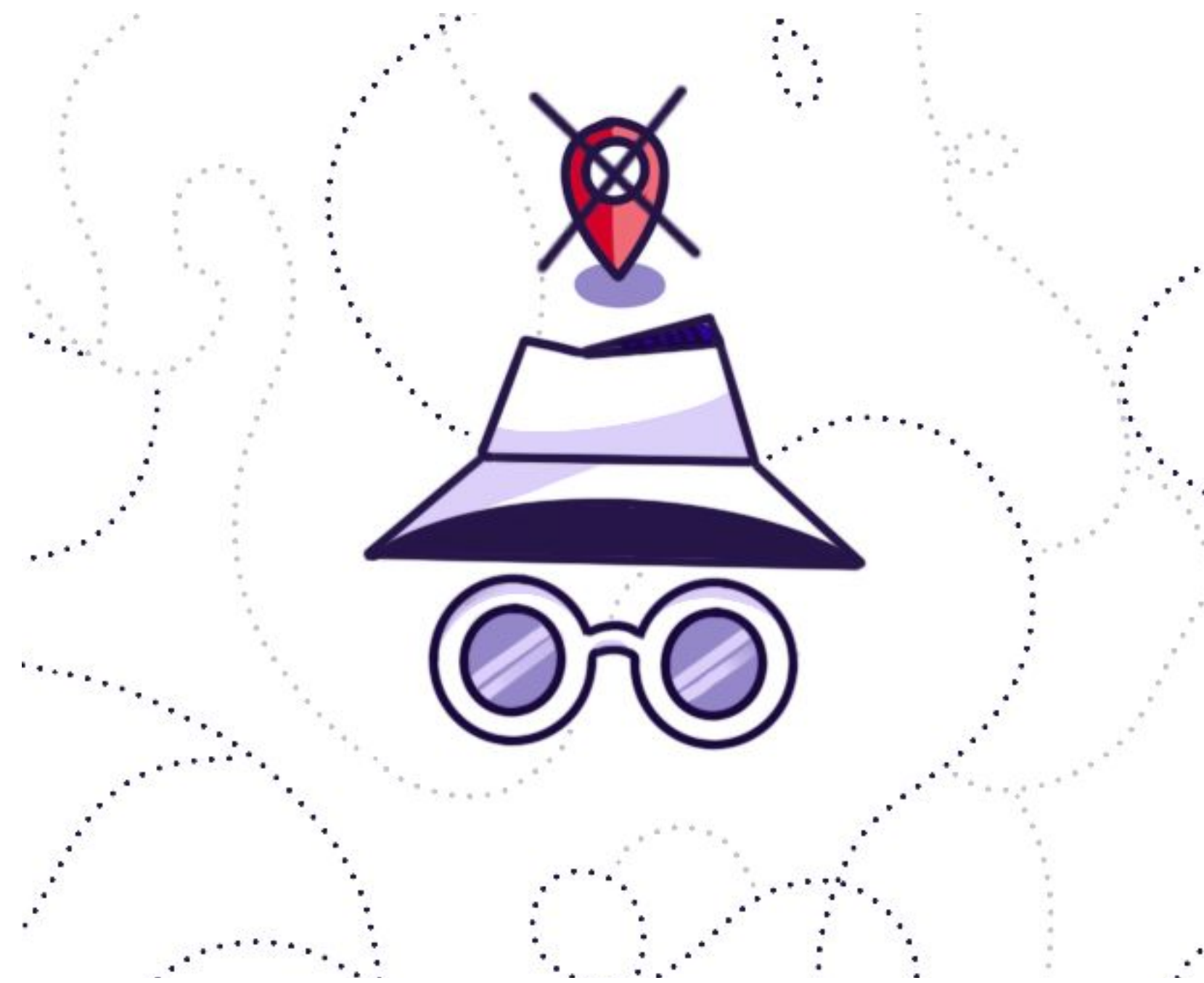
Awareness

People need to know that the service exists and how it can help them and their communities.



Understanding

People need to understand how to use the service and have help available to them when they do not.



Trust

People need to be confident that the app is private, secure, & working with their best interests in mind.

Working in the open & an authentic recap of the journey to get here



We were late before we started

Open by default is a value at CDS, and that means all code is out in the open for others to see what we're up to.

👍 - We had the space to do it right.

😬 - iOS 13.5 included the framework -> people thought they had the app.

📣 - Lots of media coverage talking about delays.

🚧 - We had a lot of work to do.



Using GAEN

Using the Google/Apple framework meant that people could use the app without much interruption to their day-to-day.



- Less interruption to user's lives, more uptake.



- Constant iteration and improvement.



- Things are out of our control.



Forked code

We built our app on the foundation of COVID Shield, and EN app built by a group of volunteers from Shopify.

- ✓ - YAY, the work has already been started!
- ✨ - Proof of concept of how this might work.
- 😬 - Unraveling someone else's work is always a task.
- 😬 - "this is all new" - said everyone around the world.



Code is in the open

Open by default is a value at CDS, and that means all code is out in the open for others to see what we're up to.

❤️ - Thank you to other Countries who are also open.

🕵️ - People can fact check our claims.

😊 - Outside contributors can help us out.

👁️ - We're in the eye of the public.



Code is in the open pt. 2

Open by default is a value at CDS, and that means all code is out in the open for others to see what we're up to.

📖 - Diary of everything, good and bad.

😓 - It takes a lot to work this way.

Testing the app

Open by default is a value at CDS, and that means all code is out in the open for others to see what we're up to.



- BETA Testers turned advocates.



- Testing time from days to minutes.



- Manual testing still haunts us.



Parting words

Think in outcomes and impact

Set your north star and continue to strive for it every step of the way. Bring other folks into your way of working.

- Ensure that everyone is aligned to your goals and values at the very start.
- Understand the impact of your actions, and carry the weight together.
- Standing up a service of this size means that you need to bring people up to speed and along in the journey. Make room for them.
- Let research and healthcare needs steer the product.

Working in the open takes practice

Open source on it's own doesn't grant you automatic trust. You need a strategy.

- Get your organization used to working in the open. You don't want to practice "how to" open source on a large scale very public project.
- Be as timely as possible when responding to issue(s) and set priorities.
- Sharing code + issues helps everyone. We've been able to look at other repos and discover commons problems + bugs.



Thanks!