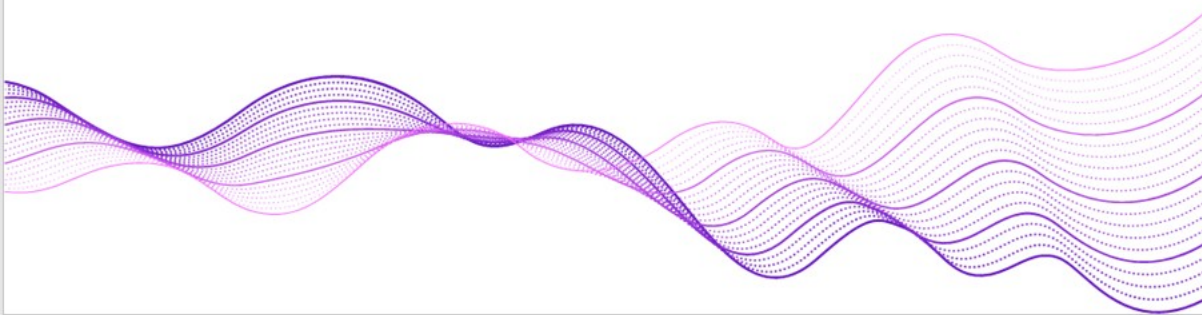




NASA: COVID-19 Contact Tracking and Tracing (CTT) Application



NASA Contact Tracing Application

TRACK & TRACE TO MANAGE COVID-19 SPREAD

SITUATION

The COVID-19 virus has transformed the way we manage our workforce, keep our employees' healthy, and continue to deliver in our mission. NASA Medical team is tracing manually and lack a unified and modern solution.

Contact-tracing solution designed to deliver end-to-end support to exposed individuals



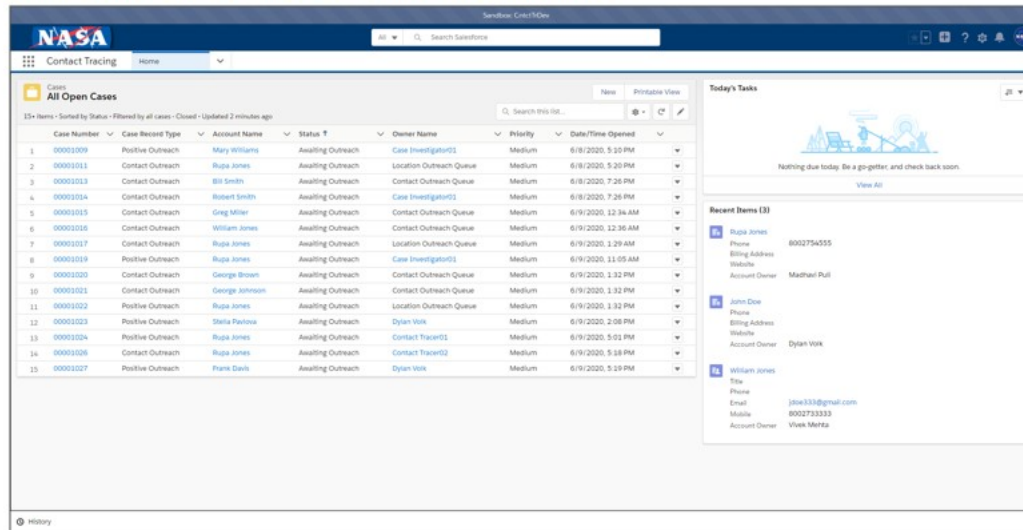
GOAL & APPROACH

Enable NASA to safely return 60,000 employees and contractors across 10 space centers and facilities by tracking via a modern unified application.

- Through interviews from contact tracers, the organization can quickly determine who is at risk of infection and limit the spread
- Contact COVID-19 confirmed/suspected positive situations and identify the individuals they have been in close contact with
- Contact, inform, and guide all exposed contacts who are at risk or suspected positive
- Provide ongoing support during quarantine and self-isolation, including routine check-ins & identifying at-risk population (food, etc.)

Home Page

The Contact Tracing home page is the starting point when a Contact Tracer first uses the application. From the home page, the Contact Tracer can navigate to an existing case to work or create a new case.



The screenshot displays the NASA Contact Tracing application's home page. The interface features a top navigation bar with the NASA logo, a search bar, and a 'Contact Tracing' dropdown menu. The main content area is titled 'All Open Cases' and shows a list of 15 cases. Each case entry includes a case number, case record type, account name, status, owner name, priority, and date/time opened. To the right of the case list, there are two side panels: 'Today's Tasks' and 'Recent Items (3)'. The 'Today's Tasks' panel shows a message: 'Nothing due today. Be a go-getter, and check back soon.' The 'Recent Items (3)' panel lists three recent items, each with a name, phone number, email address, and account owner.

Case Number	Case Record Type	Account Name	Status	Owner Name	Priority	Date/Time Opened
00001009	Positive Outreach	Mary Williams	Awaiting Outreach	Case Investigator01	Medium	6/8/2020, 5:10 PM
00001011	Contact Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/8/2020, 5:20 PM
00001013	Contact Outreach	Bill Smith	Awaiting Outreach	Contact Outreach Queue	Medium	6/8/2020, 7:26 PM
00001014	Contact Outreach	Robert Smith	Awaiting Outreach	Case Investigator01	Medium	6/8/2020, 7:26 PM
00001015	Contact Outreach	Greg Miller	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 12:36 AM
00001016	Contact Outreach	William Jones	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 12:36 AM
00001017	Contact Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/9/2020, 1:29 AM
00001019	Positive Outreach	Rupa Jones	Awaiting Outreach	Case Investigator01	Medium	6/9/2020, 11:45 AM
00001020	Contact Outreach	George Brown	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 1:32 PM
00001021	Contact Outreach	George Johnson	Awaiting Outreach	Contact Outreach Queue	Medium	6/9/2020, 1:32 PM
00001022	Positive Outreach	Rupa Jones	Awaiting Outreach	Location Outreach Queue	Medium	6/9/2020, 1:32 PM
00001023	Positive Outreach	Stella Pavlos	Awaiting Outreach	Dylan Volk	Medium	6/9/2020, 2:08 PM
00001024	Positive Outreach	Rupa Jones	Awaiting Outreach	Contact Tracer01	Medium	6/9/2020, 5:01 PM
00001026	Contact Outreach	Rupa Jones	Awaiting Outreach	Contact Tracer02	Medium	6/9/2020, 5:18 PM
00001027	Positive Outreach	Frank Davis	Awaiting Outreach	Dylan Volk	Medium	6/9/2020, 5:19 PM

Today's Tasks

Nothing due today. Be a go-getter, and check back soon.

[View All](#)

Recent Items (3)

- Rupa Jones**
Phone: 8002754555
Billing Address: Madras, Pull
Website: Madras, Pull
Account Owner: Madras, Pull
- John Doe**
Phone: 8002754555
Billing Address: Madras, Pull
Website: Madras, Pull
Account Owner: Madras, Pull
- William Jones**
Phone: 8002754555
Billing Address: Madras, Pull
Website: Madras, Pull
Account Owner: Madras, Pull

Create a New Case

As a NASA civil servant or contractor is identified as being positive or presumed positive for COVID-19, the Contact Tracer will create a new 'Positive Outreach' case in the application.

The screenshot shows the 'New Case: Positive Outreach' form within the NASA Contact Tracing application. The form is titled 'New Case: Positive Outreach' and is located in the 'Contact Tracing' section. The form includes the following fields and sections:

- Account Name:** Search Accounts... (with a magnifying glass icon)
- Case Owner:** Contact Tracer01
- Status:** Awaiting Outreach (dropdown menu)
- NASA Location:** --None-- (dropdown menu)
- Outreach Outcome:** --None-- (dropdown menu)
- Closed Reason:** --None-- (dropdown menu)
- Symptoms Information:**
 - Symptoms:** --None-- (dropdown menu)
 - Symptom Onset Date:** (calendar icon)
 - Test Taken Date:** (calendar icon)
 - Symptom Resolution Date:** (calendar icon)
- Exposure Information:**
 - Other Exposure Notes:** (text area)
 - No Contacts Reported:** ☐
- Guided Script:**
 - Interview Completed Date:** Date (calendar icon) and Time (clock icon)
 - Provided Isolation Instructions:** ☐

At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'. A 'History' link is visible in the bottom left corner of the application window.

Create a Contact

As a NASA civil servant or contractor is identified as being positive or presumed positive for COVID-19, the Contact Tracer will create a new Person Account in order to link it to the 'Positive Outreach' case being created.

The screenshot shows a web application interface for NASA's Contact Tracing system. A modal window titled "New Account: Person Account" is open, displaying a form for creating a new person account. The form is divided into two main sections: "Account Information" and "System Information".

Account Information:

- Account Name:** Includes a "Salutation" dropdown menu (currently set to "--None--") and a "Mobile" text input field.
- First Name:** A text input field.
- Middle Name:** A text input field.
- *Last Name:** A text input field.
- Suffix:** A text input field.
- Employment Type:** A dropdown menu (currently set to "--None--").
- Phone:** A text input field.
- NASA Location:** A dropdown menu (currently set to "--None--").
- Email:** A text input field.
- Supervisor Name:** A text input field.

System Information:

- Account Record Type:** A dropdown menu currently set to "Person Account".

At the bottom of the modal, there are three buttons: "Cancel", "Save & New", and "Save". The "Save" button is highlighted in blue. The background of the application shows a NASA logo and a "Contact Tracing" header.

Case Page



The Positive Outreach case is used to collect and store data relevant to the Positive Outreach contact tracing. From the Positive Outreach case, a Contact Tracer will launch a Guided Script to guide them through the Contact Tracing outreach phone call.

The screenshot displays the NASA Contact Tracing Case Page. The interface is divided into several sections:

- Header:** Includes the NASA logo, a search bar, and navigation tabs for Home, 00001189, and Search Solutions.
- Left Sidebar:**
 - Actions & Recommendations:** Contains an 'Add' button and a message: "You don't have any actions yet. Add an action to get started."
 - Contact Details:** Lists information for John Doe, including Mobile (111-111-1111), Phone (222-222-2222), NASA Location (Headquarters), Email (jd@example.com), and Supervisor Name.
 - Related Cases (0):** A section for related cases, currently empty.
 - History:** A link to view the case history.
- Main Content Area:**
 - Outreach Status:** Shows 'Awaiting Outreach' with a 'Mark Status as Complete' button.
 - Case Information:** Displays Case Number 00001189, Priority Medium, and Status Awaiting Outreach. Buttons for Follow, Change Owner, and Edit are available.
 - Details:**
 - Other Actions:** A table showing actions like Account Name (John Doe), Status (Awaiting Outreach), Outreach Outcome, Closed Reason, Case Owner (Contact Tracer01), NASA Location (Headquarters), Date/Time Opened (6/20/2020, 1:23 PM), and Date/Time Closed.
 - Symptoms Information:** Fields for Symptoms, Test Taken Date, and Symptom Onset Date.
 - Exposure Information:** Fields for Other Exposure, Notes, and No Contacts Reported.
 - Guided Script:** Fields for Interview Completed Date and Provided Isolation Instructions.
 - Description:** A field for the case description.
 - System Information:** A field for system-related information.
- Right Sidebar:**
 - Activity:** Shows filters for All time, All activities, and All types. It includes a 'Refresh' button and a 'View All' link.
 - Upcoming & Overdue:** A section for upcoming and overdue activities, currently showing 'No next steps' and a message: 'To get things moving, add a task or set up a meeting.'
 - Show All Activities:** A button to view all activities.

Guided Script

The Contact Tracer will progress through the Guided Script in order to consistently collect important data relevant to Contact Tracing. Data captured in this flow will be stored on the Positive Outreach case as well as create new Contact Outreach cases.

The screenshot displays the NASA Contact Tracing web application. The interface is divided into three main sections: a left sidebar for navigation, a central content area for the script, and a right sidebar for activity and chat.

- Left Sidebar:** Contains 'Actions & Recommendations' with a list of steps in the 'Guided Script: Positive Outreach' (In Progress). The current step is 'Introduction and Confirming Caller Identity'. Below this is 'Contact Details' for 'John Doe' with fields for Mobile (111-111-1111) and Employment Date. A 'History' link is at the bottom.
- Central Content Area:** Titled 'Positive Outreach - Introduction and Confirming Caller Identity'. It contains a script for a contact tracer to call John Doe. The script includes a greeting, a confirmation question, conditional instructions based on the answer, a thank you, and a question about speaking time. Navigation buttons 'Previous' and 'Next' are at the bottom.
- Right Sidebar:** Titled 'Activity' and 'Chatter'. It shows filters for 'All time' and 'All activities'. Under 'Upcoming & Overdue', it states 'No next steps' and provides a prompt to add tasks or meetings. A 'Show All Activities' button is present.

