

API Programme Services (APS)

Anti-Racism Survey + Waiting Room

Agenda

- What is a Waiting Room?
- Use case - Anti-Racism Survey
- Implementation
- User Experience
- Technology

What is a Waiting Room?

A Waiting Room is a service that sits in front of an application in order to protect it from large spikes in traffic.

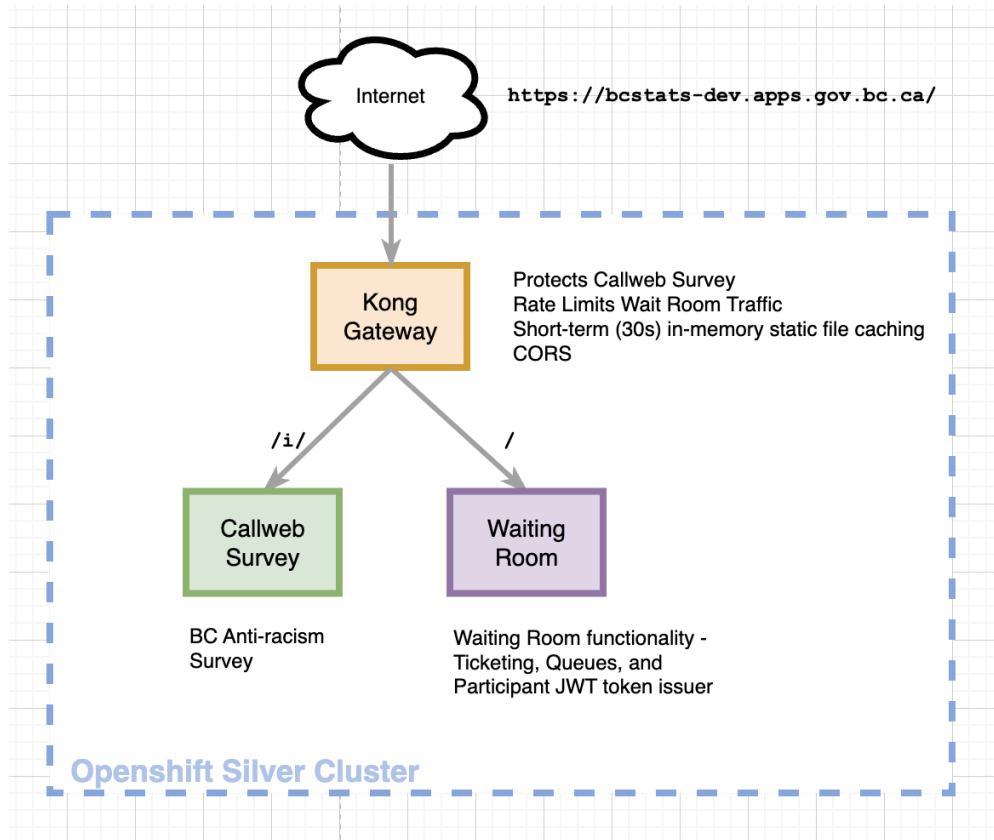
Example: During the time when COVID vaccinations were getting rolled out, large numbers of people would access the site for reserving vaccination times. The vendor solution `Queue-It` was used to limit traffic during those peaks in traffic.

Use case - Anti-Racism Survey

BC Stats will be rolling out a BC-wide survey to collect data related to Anti-Racism <https://antiracism.gov.bc.ca/> and it is expected to have spikes in traffic during waves of communication regarding the survey.

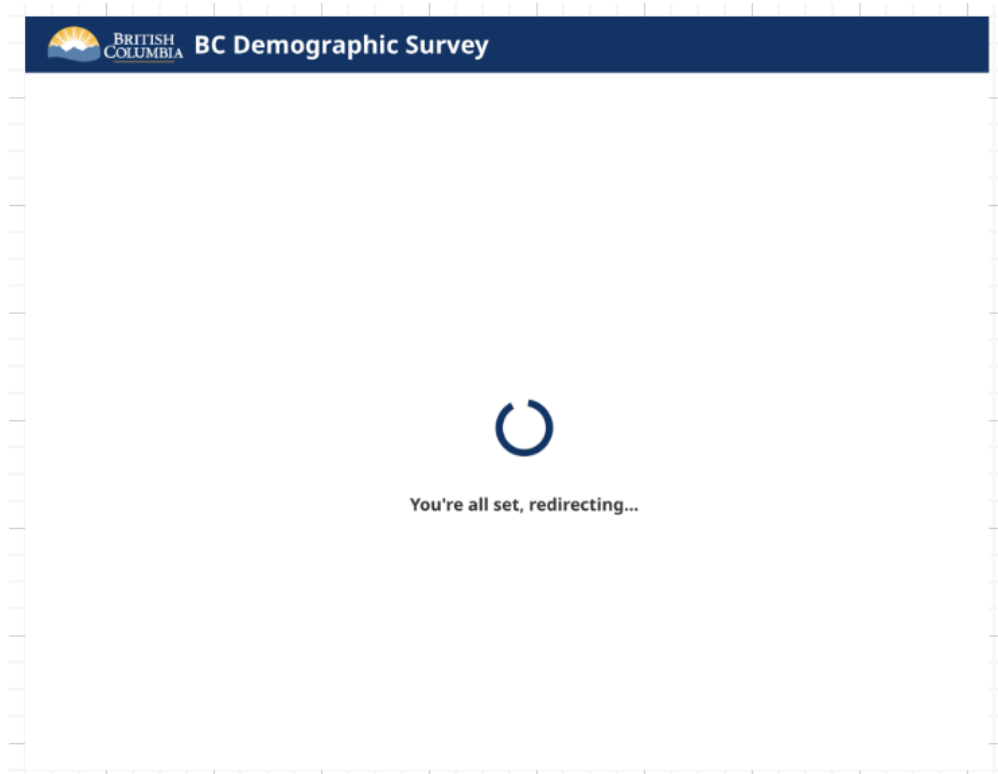
To protect the backend application (Callweb), which is a very resource intensive application, a Waiting Room will be placed in front of it.

Implementation

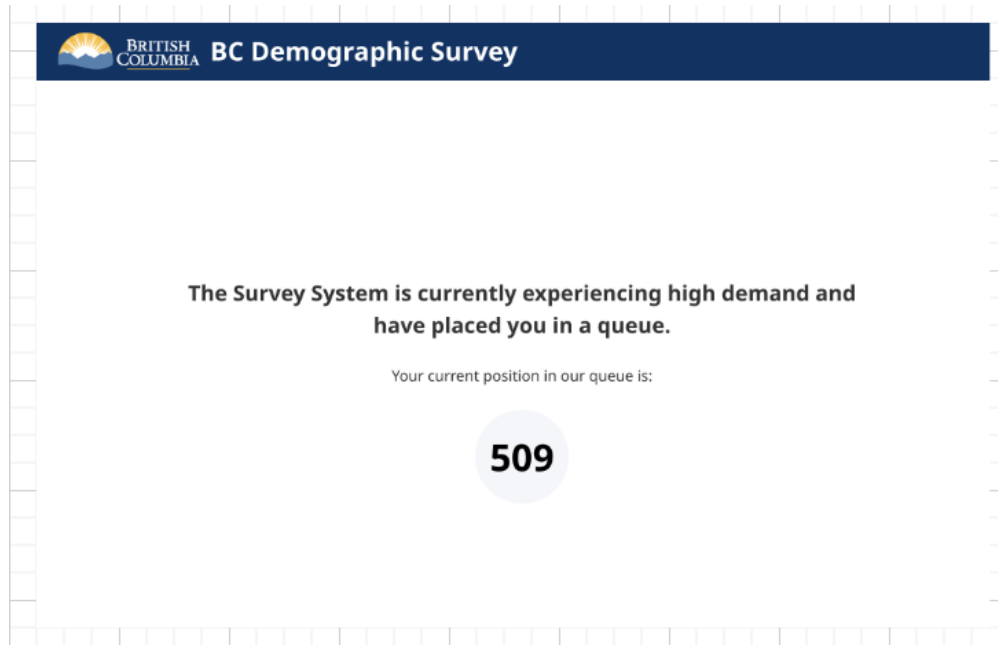


User Experience - Straight Through

<https://bcstats-dev.apps.gov.bc.ca/>



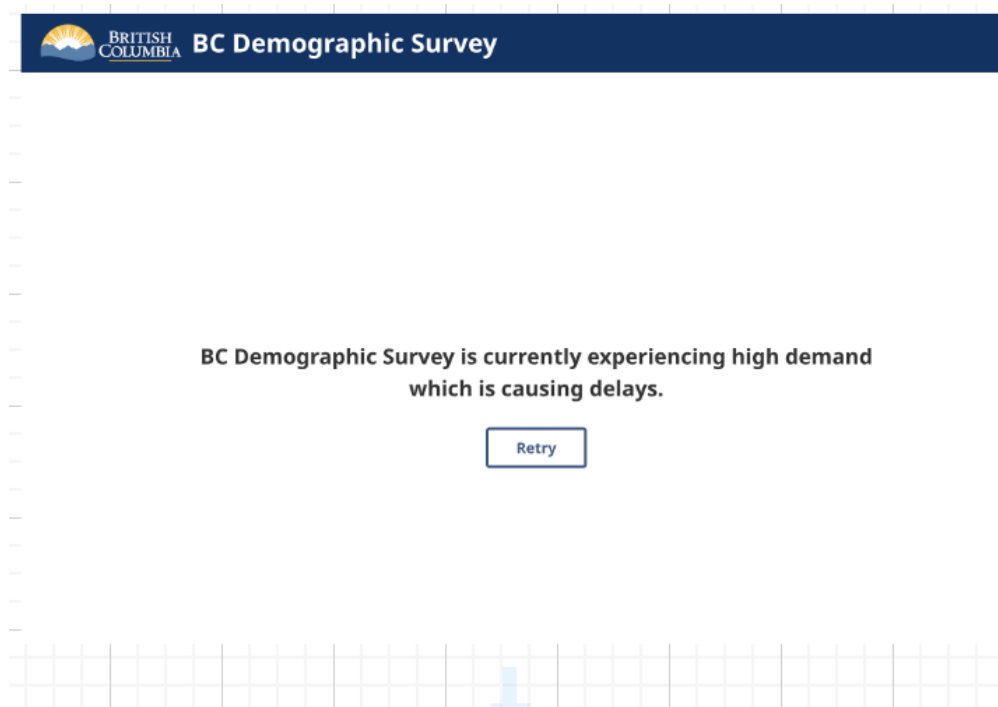
User Experience - Waiting



Example Config:

Room **ARD** has a max queue size of **5000** , with up to **1000** participants.

User Experience - Really Busy

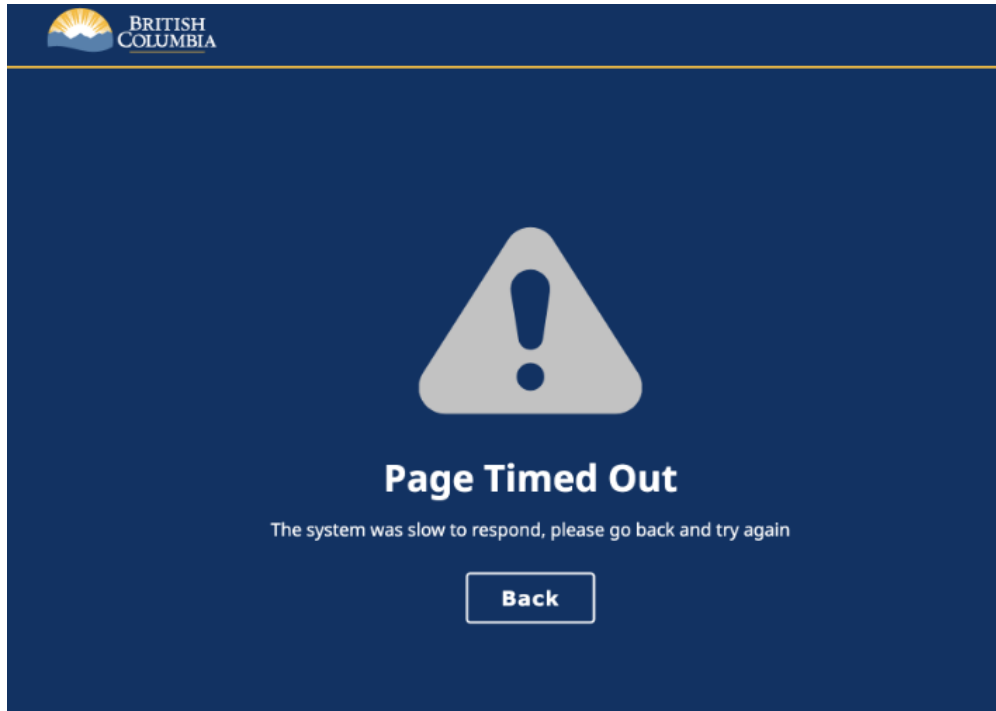


User Experience - Survey Failure

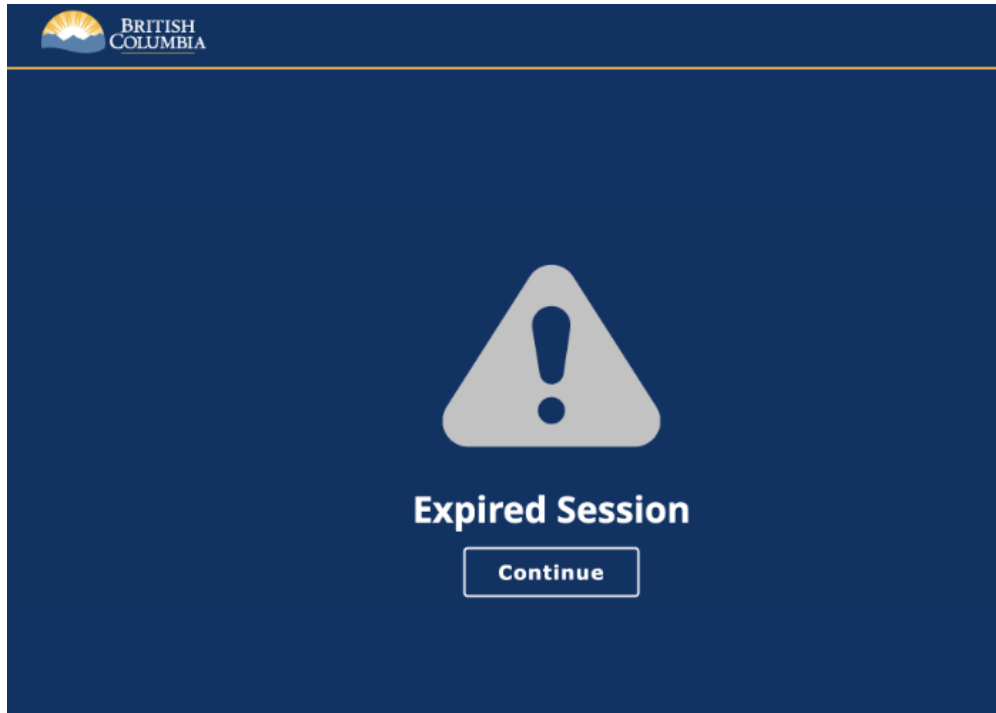


We are sorry but it appears to be impossible to open the "cw221003_roster" questionnaire. Please advise the appropriate authority.
Nous sommes désolés mais il semble qu'il soit impossible d'ouvrir le questionnaire « cw221003_roster ». Veuillez aviser les autorités compétentes.

User Experience - Timeout Exception



User Experience - Expired Session



Technology

Callweb Survey	Vendor survey solution https://callweb.ca
bcgov/WaitingQueue	Open source Waiting Room solution built in collaboration with Health Gateway and APS teams
Kong Gateway	L7 Application/API Gateway provided by APS
Locust.io	Load testing tool used for the Waiting Room and Callweb application

Why build a common Waiting Room?

- consistent UX for Citizens across BC Gov services
- no licensing costs
- flexible deployment options