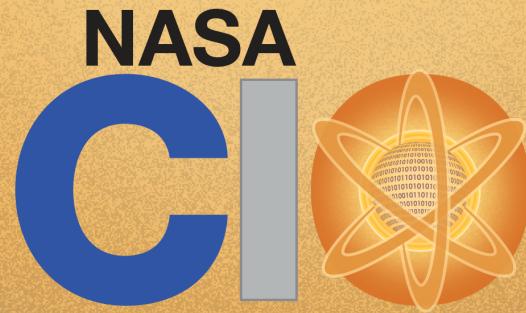


National Aeronautics and Space Administration



# Contract Tracing & Tracking Application

Release Items – September XX, 2020



[www.nasa.gov](http://www.nasa.gov)

Office of the Chief Information Officer



# Agenda

- Welcome
- Maintaining PII in the CTT application
- Importance of ensuring current data is entered in CTT
- Training environment update & availability
- Overview of anticipated release items for 09/XX/20
- Wrap-up



# Training Environment Update

- CTT Training Environment will be available for use again the week of September 28
  - <https://nasahealth--training.lightning.force.com/>
  - Users will be notified when the environment is available
  - All users should have an account in this environment
  - The ability to exercise the new features in the training environment will be available at a future date



## New Functionality – PubDir Integration

- PubDir Integration provides Contact lookup
  - The CTT application will
    - Automatically populate the name, phone number and NASA email of the “Positive Inquiry” upon account creation by selecting the persons identity from the “Account Field”
    - The CTT application will Automatically populate the name, phone number and NASA email for possibly exposed contacts upon selection of their name in the “Accounts” field of the “Guided Script – Positive Outreach”
  - If the CTT application does not list the correct information when creating a “New Account” or “Contact Outreach” then the Contact Tracer can select a checkbox labeled “New Contact” for manual entry
    - Visitors will need to be entered manually
  - The email field populated with the Positive Inquiries NASA email, which is used by the O365 integration, is hidden but a Preferred email field can be updated if the Positive Inquiry would prefer a different email to initiate and respond to emails from the NASA clinic or Contact Tracer



## New Functionality –O365 Integration

- The O365 integration will only pull back calendar/meeting information that meets the below parameters
  - Must occur within the defined period reported by the Positive Inquiry (2 days prior to symptom onset or the test taken date through the last onsite date)
  - Only those individuals listed in the invite field of the Positive Inquiries O365 calendar will be searched and displayed in the CTT application
    - Meeting name, notes and attachments will not be searched, stored or displayed in CTT
  - Meetings that have more than 10 attendees will not be presented in the list and displayed in CTT
  - Only attendees with a NASA email will be presented in the list and displayed in CTT
- The O365 integration will take approximately 30 seconds or less to retrieve and display information from Positive Inquiries calendar



# Create New Positive Inquiry

## New Inquiry: Positive Outreach

\* Account Name

\* Status

Contact Inquiries

Inquiry Owner

Online Exposure Location

Symptom Information

Symptoms <input type="text" value="--None--"/>	Symptom Onset Date <input type="text"/>
Have you already been tested? <input type="checkbox"/>	Symptom Resolution Date <input type="text"/>
Test Status <input type="text" value="--None--"/>	Test Taken Date <input type="text"/>
Did you wear a face mask? <input type="checkbox"/>	Test Result Date <input type="text"/>
	Last Onsite Date <input type="text"/>
	Presumptive <input type="checkbox"/>



# Creating Possibly Exposed Contacts During Guided Script

The screenshot shows the Salesforce interface for creating a possibly exposed contact during a guided script. The top navigation bar includes the NASA CI logo, the title "Creating Possibly Exposed Contacts During Guided Script", and tabs for "Guided S..." and "Chatter".

The main workspace displays a guided script titled "Guided Script - Positive Outreach" (In Progress). The steps listed are:

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call
- Coronavirus Information
- Instruct to Call Medical Provider
- Call Objectives
- Confirm Employee/Contractor Details
- Symptom Check
- Location check stage
- Contact Tracing Overview
- Identify Potentially Exposed Contacts and Locations** (This step is currently active)
- Call Closure

The "Identify Potentially Exposed Contacts and Locations" step is expanded, showing a form for entering exposure details. The "Accounts" section contains a list with one item: "Vand [REDACTED] Test". This item is circled in red. Below it are fields for "Primary NASA Location" (set to "Marshall Space Flight Center") and "Type of Exposure" (set to "Conference Room"). There is also a "Other Exposure Notes" text area and a dropdown for "Does contact know you have tested positive for COVID-19 and may have been exposed to you?" (set to "No"). A note at the bottom of this section reads: "IMPORTANT: Only proceed with this checked if there is another contact to add." A checkbox for "Do you have another contact to disclose?" is present but unchecked. Navigation buttons "Previous" and "Next" are at the bottom right of the form.

The right sidebar shows the "Activity" and "Chatter" sections. The "Activity" section includes filters for "All time • All activities • All types" and buttons for "Refresh", "Expand All", and "View All". The "Chatter" section indicates "No past activity. Past meetings and tasks marked as done show up here."



# Manual Entry of Exposed Contact

National Aeronautics and Space Administration

All Search... Activity Chatter

Contact Tracing Inquiries 00001436

00001436 Kellie Wh... Guided S...

For each contact created, fill in at least the required fields.

- If required information is not available but there is any possibility of finding the information you can fill in with 'X' and indicate in description how we can locate the missing information (e.g. if we have email but not phone)
- Keep the 'Do you have another contact to disclose?' checkbox checked until the last contact is collected, this will allow you to enter multiple contacts.

Use the 'Other Exposure Notes' field to capture additional information that may be helpful when contacting the identified individual (e.g., was this person the meeting organizer)

What locations did you visit onsite during this period?  
Building 4601

Accounts

Search Accounts... Q

New Contact

\* First Name

\* Last Name

Phone

\* Primary NASA Location  
Kennedy Space Center

Previous Next

Activity Chatter

Filters: All time • All activities • All types ▼

Refresh • Expand All • View All

Upcoming & Overdue

No next steps.  
To get things moving, add a task or set up a meeting.

This list is filtered.

Show All Activities

Contact Details

Account Name: Kellie White Mobile:



# New Entry Screen to Initiate Access to Positive Inquiries O365 Calendar

NASA National Aeronautics and Space Administration

All Search... 00001436 00001436 Kellie Wh... Guided S...

Contact Tracing Inquiries Actions & Recommendations

Actions History Add

Guided Script - Positive Outreach (In Progress)

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call
- Coronavirus Information
- Instruct to Call Medical Provider
- Call Objectives
- Confirm Employee/Contractor Details
- Symptom Check
- Location check stage
- Contact Tracing Overview
- Identify Potentially Exposed Contacts and Locations**
- Call Closure

Positive Outreach - Access office 365 calendar

Thank you for doing your best to recall persons you may have come in contact with. In order to identify as many as possible, I would like to review a list of names based on your recent meetings. According to the information in your Outlook Calendar you may have had on-site meetings with the following people. Let's go through each one together

start date: September 1, 2020  
end date: September 8, 2020  
email address: kellie.d.white@nasa.gov

\* Skip Integration  
 Continue  
 Skip

Previous Next

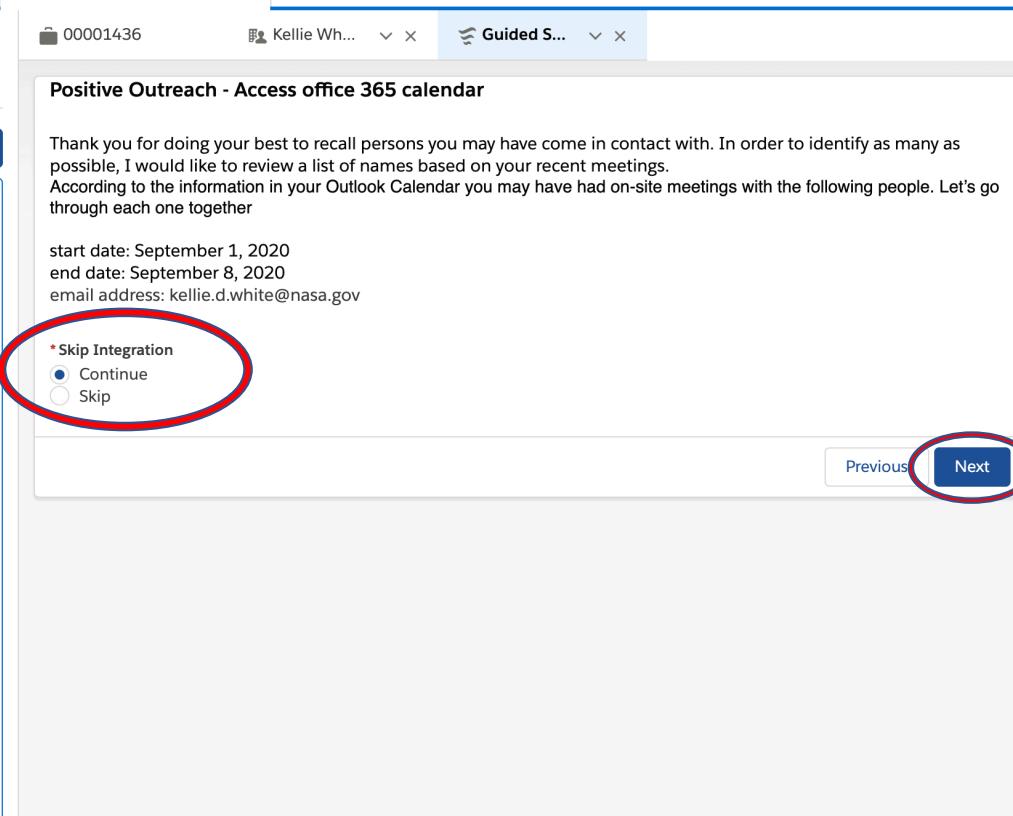
Activity Chatter

Filters: All time • All activities • All types Refresh • Expand All • View All

No next steps.  
To get things moving, add a task or set up a meeting.

This list is filtered.

Show All Activities





# Results; Meetings Found with Attendees

The screenshot shows the NASA CI software interface. At the top, there's a header with the NASA logo, a search bar, and various navigation icons. Below the header, the main title is "Results; Meetings Found with Attendees". The main content area displays a list of attendees from a calendar meeting, with their names and email addresses partially redacted. The interface includes a sidebar for "Actions & Recommendations" and a right-hand panel for "Activity" and "Chatter".

**Positive Outreach - Possible contacts from calendar**

Attendees	Email
Brandon [REDACTED]	[REDACTED]s@at.nasa.gov
Dominique [REDACTED]	[REDACTED]r@at.nasa.gov
ForeignNational Testuser	foreignnational.testuser@nasa.gov
KENNETH [REDACTED]	[REDACTED]@at.nasa.gov
Marla [REDACTED]	[REDACTED]@at.nasa.gov
Seren [REDACTED]	[REDACTED]@at.nasa.gov

**Activity**

Filters: All time • All activities • All types

Refresh • Expand All • View All

**Upcoming & Overdue**

No next steps.  
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.



# Results; No Meetings Found with Attendees

The screenshot shows the NASA CI software interface. The top navigation bar includes the NASA CI logo, a search bar, and various system icons. The main window is titled "Contact Tracing" and displays a "Guided Script - Positive Outreach (In Progress)" list. This list contains 14 items, all of which have been completed, indicated by a checkmark icon. The items include: Pre-call: Tips to the Contact Tracer, Introduction and Confirming Caller Identity, Next Best Time to Call, Coronavirus Information, Instruct to Call Medical Provider, Call Objectives, Confirm Employee/Contractor Details, Symptom Check, Location check stage, Contact Tracing Overview, Identify Potentially Exposed Contacts and Locations, and Call Closure. Below this list is a "Contact Details" section showing Account Name (Kellie White) and Employment Type (Mobile). The central panel shows a search result for "00001436" under "Guided S...". The results indicate "Positive Outreach - Possible contacts from calendar" with the message "There were no meetings scheduled for the time period selected." A "Next" button is visible at the bottom of this panel. To the right, there is an "Activity" section titled "Chatter" with a message about upcoming and overdue tasks. It also includes a "Show All Activities" button.



**Positive Outreach**

Status: Awaiting Outreach      Inquiry Number: 00001436

**Contact Details**

Account Name: Kellie White	Mobile:
Employment Type: Contractor/Subcontractor	Phone: 256.544.4270
Home Center: Marshall Space Flight Center	Email: kdwhite@at.nasa.gov
Building Name: Building 460'	Employer: Tekfive
Supervisor Name:	

**Related Inquiries (3+)**

00001439	Account Name: Van [REDACTED]
Status: Awaiting Outreach	Owner Name: Contact Outreach Queue
00001440	Account Name: John [REDACTED]
Status: Awaiting Outreach	

**Other Actions**

Create Contact Ou... Create Location O... Log a Call Post

\* First Name: [Text Input]

\* Last Name: Please fill out this field. [Text Input]

Phone: [Text Input]

Onsite Exposure Location: --None-- [Dropdown]

\* Type of Exposure: --None-- [Dropdown]

Other Exposure Notes: [Text Area]

\* Does contact know you tested positive? --None-- [Dropdown]

**Activity** Chatter

Filters: All time • All activities • All types

Refresh • Expand All • View All

No next steps.  
To get things moving, add a task or set up a meeting.

This list is filtered.

Show All Activities



Actions History

Add

Guided Script - Positive Outreach

**Guided Script - Positive Outreach**  
\*\*\* (In Progress)

- Pre-call: Tips to the Contact Tracer
- Introduction and Confirming Caller Identity
- Next Best Time to Call
- Coronavirus Information
- Instruct to Call Medical Provider
- Call Objectives
- Confirm Employee/Contractor Details
- Symptom Check
- Location check stage
- Contact Tracing Overview
- Identify Potentially Exposed Contacts and Locations
- Call Closure

00001436 Guided S... X

### Positive Outreach - Confirm Employee/Contractor Details

Before we start, let us make sure we have your correct contact information.

Preferred Phone

Preferred Email **kcdwhite@at.nasa.gov**

\* Primary NASA Location  
Marshall Space Flight Center

Primary work building during infectious period  
Building 460'

\* Employment Type  
Contractor/Subcontractor

Employer Name  
Tekfive

Supervisor Name

Previous Next

Activity Chatter

Filters: All time • All activities • All types ▾

Refresh • Expand All • View All

Upcoming & Overdue

No next steps.  
To get things moving, add a task or set up a meeting.

This list is filtered.

Show All Activities



00001436 Kellie W...

**Contact Details**

Account Name <a href="#">Kellie White</a>	Mobile
Employment Type Contractor/Subcontractor	Phone 256.544.4270
Home Center Marshall Space Flight Center	Email kdwhite@at.nasa.gov
Building Name Building 460'	Employer Tekfive
Supervisor Name Neil Rodgers	

**Related Inquiries (3+)**

00001439	Account Name: [REDACTED] Status: Awaiting Outreach Owner Name: Contact Outreach Queue
00001440	Account Name: [REDACTED] Status: Awaiting Outreach Owner Name: Kellie White

**Details**

Home Center Marshall Space Flight Center	Phone 256.544.4270	Email kdwhite@at.nasa.gov
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**Related List Quick Links**

- Inquiries (1)

**Chatter**

Account Name Kellie White	Mobile
Employment Type Contractor/Subcontractor	Home Phone
Home Center Marshall Space Flight Center	Phone 256.544.4270
Supervisor Name	Email kdwhite@at.nasa.gov

**System Information**

Created By [REDACTED] 9/23/2020, 3:00 PM	Last Modified By Kellie White, 9/23/2020, 5:24 PM
Account Record Type Person Account	

**Activity**

Chatter

Filters: All time - All activities - All types

Refresh • Expand All • View All

We found no potential matches for this person account.

No duplicate rules are active. No duplicate rules to identify records.

Upcoming & Overdue

No next steps.  
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.

New Task Log a Call

Create a task... Refresh

Upcoming & Overdue

No next steps.  
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.