

#### NL overview of initiatives in the area of digitisation to address the Covid-19 crisis

- Data traffic on the Dutch telecom and internet networks is significantly higher than before the Corona crisis. The downstream traffic on the fixed access network is comparable to the maximum traffic on a busy day for government measures to take effect. Upstream traffic on the fixed access network has increased by 15-20% compared to the period before 15 March. This is due to an increase in video calling. Mobile voice traffic has increased by 50%. Mobile data traffic is decreasing, people are using more WiFi. There are no capacity problems.
- A reporting system has been set up in which ACM reports to BEREK in order to be able to anticipate and anticipate potential capacity problems.
- Individual organizations are dealing with capacity problems in ICT. In consultation with their providers, many organizations have considerably expanded the capacity of network connections, servers, numbers of software licenses and the like. Service providers such as Microsoft have also expanded their capacity due to a large increase in demand for platforms that work together and support working from home.
- The Netherlands Parliament, House of representatives has demanded that there cannot be any closures of telecom, gas, water and light if people cannot afford this. Talks with the major telecom providers have already been made about the internet in households with payment arrears that receive debt assistance are not being ended. prepared by the Ministry of Economic Affairs & Climate and the Radio Communications Agency to prevent excavation damage to networks. This is published through various organizations (Kadaster, NL organization of construction companies "Bouwend Nederland" ). The organization of NL municipalities (VNG) has been asked to send these to all municipalities.  
<https://zakelijk.kadaster.nl/-/ministerie-van-ezk-vraag-graafsector-om-extra-zorgvaardigheid-in-verband-met-covid-19>
- At the request of the Ministry of Economic Affairs & Climate, telecom operators have increased (temporary) communication capacity where necessary to combat the Corona crisis.
- At the request of various security regions, the Ministry of Economic Affairs & Climate has investigated whether it is possible to make a 'pressure map' of the Netherlands on the basis of aggregated antenna data, comparable to traffic maps. This would enable them to draw the public's attention to the risks to public health if it becomes (too) busy somewhere or if necessary take appropriate measures. This project was stopped after negative advice from AP regarding the use of antenna data.
- The Alliance for Digital Coexistence, together with all relevant Ministries, has launched a national campaign to provide as many people as possible with digital devices. It takes care of the central coordination of the collection, cleaning, installation and distribution of the devices and the assistance.
- Criminals abuse the situation of attacking healthcare institutions and healthcare providers digitally, for example by distributing ransomware. Cyber experts in the Netherlands have joined the "We support Hospitals" coalition [www.wijhelpenziekenhuizen.nl](http://www.wijhelpenziekenhuizen.nl) to provide free help to all healthcare institutions in the Netherlands who want to make use of cyber experts urgently in order to continue to provide safe care.
- The Radio Telecom Agency, Digital Trust Center and the website safe internet "veiligintemetten.nl" provide information on how to use the capacity of your (home) network as efficiently as possible and how to use the safe internet (working from home makes you more vulnerable to cyber attacks).
- In the NL 18 fires in mobile phone towers have taken place in in recent weeks. On social media, a connection is made between 5G radiation and the Corona virus. Some social media have been approached to test this type of reporting against their own frameworks. The NL Knowledge Platform Electromagnetic Fields and Health has indicated on its website that there is no connection between 5G and corona and that reports about this are nonsense and are based on scare. The Prime Minister and Cabinet Members have publicly condemned these fires and pointed out the dangers that emergency services cannot be reached in the event of telecommunication failure. Police conduct criminal investigations; tips were requested via national television.
- Mobile apps and Covid-19. During a recent press conference in the first half of April the Ministry of Health announced technology could help to control the spread of the virus, with

an app to trace Covid-19 cases by researching contacts between people being an obvious example:

- Using Bluetooth, an app user's phone could register automatically if it has been in the vicinity of a person who has tested positive for the virus. These Bluetooth connections would be stored locally under a unique number. The corona app could then load a list of unique numbers where a virus infection has been detected. If someone is infected, they can indicate this in the app and a message will be sent to the numbers with which their phone has recently made a Bluetooth connection.
- Privacy and security are important aspects in developing the app.
- The Dutch government called on developers to submit proposals, and about 750 did so, of which seven made a short list and were presented to the public and experts in an Appathon during the weekend, but none of the apps have matched the criteria.
- the national Parliament has organized a hearing of experts, the conclusions of this hearing have been taken into account and has formulated important additional requirements covering contact research, privacy and information security. The coming weeks an update on the mobile apps will follow <https://www.rijksoverheid.nl/onderwerpen/coronavirus-app/nieuws/2020/04/19/kabinet-beslist-komende-week-over-volgende-stap-inzet-corona-apps>
- [Healthcare in general: The Ministry of Health, Welfare and Sports gives active support to make the use of e-health applications / digital care and support \(remote\) during and after the Covid-19 crisis part of the new normal. In the past period, an enormous upscaling took place with the name of screen care and remote guidance / coaching. The aim is that this effect remains structural. \("Digital unless"\). And thus giving substance to correct \(digital\) care in the right place and keeping care organized, also motivated by the scarcity on the labor market. And in the coming period, the interpretation of the 1.5 meter society will be fleshed out, including in the practices of care providers. So part of the activities links the ambitions for the crisis with the developments during the crisis. But also with an extra boost during this first phase of the Covid-19 crisis.](#)
- [Overview digital support at Covid-19 on Zorg van Nu: https://www.zorgvannu.nl/themas/digitale-ondersteuning-bij-covid-19-coronavirus](#)
- Furthermore additional measures are taken to increase digital resilience in healthcare: Z-CERT is included in the NDN (National Detection Network) of the NCSC with which threat information about hospitals is exchanged with Z-CERT.
- The E-health Thuis incentive scheme - emergency scheme to accelerate e-health for the continuity of care and support for vulnerable persons: <https://www.rvo.nl/subsidie-en-financieringswijzer/stimuleringsregeling-ehealth-thuis-set/uitbreiding-set-covid19>
- Contribute to making more data available electronically for the right care at the right place and at the right time. To relieve the pressure on care and to guarantee the quality of care as well as possible by means of two temporary emergency measures: Corona opt-in and emergency provision Philips.
- But also the Signpost AI and Corona:  
The Ministry of Health, Welfare and Sport has drawn up the AI and Corona signpost in collaboration with experts from the field. This guide includes FAQs, publications, data sources, and best practices, as well as tools for analyzing information and communities that help quickly share knowledge about the capabilities and what it takes to deploy AI to fight COVID -19 in healthcare: <https://www.datavoorgezondheid.nl/wegwijzer-ai-en-corona>

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