13th April 2023

Deputy Peadar Tóibín
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 12851/23

"To ask the Minister for Health further to Parliamentary Question No. 645 of 7 March 2023, if a breakdown will be provided by the HSE to this Deputy, of spending, including set-up costs and maintenance costs, on the Covid-19 tracker, by month, in tabular form; and the number of times the app was downloaded and deleted, in each month since the start of the pandemic, in tabular form."

Dear Deputy Tóibín,

Pease accept my apologies for the delay in relation to the response for the above Parliamentary Question as I wanted to ensure that I provided the most accurate and complete response.

The table of Covid Tracker costs (Appendix 1) & the number of times the app has been downloaded and deleted (Appendix 2) are attached.

The costs associated for AWS spiked in Jan-March 2021 as the European Data for similar Covid apps went live, there was a significant increase in cloud traffic as other European nations shared their retrospective anonymous data with us.

The bulk of development was completed in 2020. There were a number of new releases in 2021, which cost €107,484. These included multi-language and implementation of the Covid cert within the app.

There was also a monthly support cost of €19,680.

The below table is an explanation of data in Appendix 2.

iOS Downloads*	# of times the app was downloaded to a device, this could relate to one person with multiple devices or a single person installing greater than one time
iOS Deletions (opt in metric)*	# of times the App was uninstalled

Android Install Event*	# of times the app was downloaded to a device, this could relate to one person with multiple devices or a single person installing greater than one time
Android Uninstall Event*	# of times the App was uninstalled
Nett Monthly	Number of users added or removed during the period.
Total Devices With app	Total number of devices with the app installed

*These numbers were provided to us by Apple and Android. The Nett Monthly and Total devices with apps figures are calculated from these numbers.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

Fran Thompson,
Chief Information Officer, eHealth, HSE.