

Healthcare – Diabetes management tools

April 2018

Problem Overview

Our client is a world leader in blood glucose monitoring devices - globally more than 20 million people depend on their products to manage their diabetes. These include people from the European Union.

European Union had adopted European General Data Protection Regulation (GDPR). Replacing the legal framework based on 1996 privacy directives for privacy and personal data protection in European Economic Area (EEA,) from May 25th, 2018. To harmonize data privacy laws across EEA and to modernize approach to data privacy.

GDPR has provided many data privacy rights including but not limited to:

- Extended rights for individuals
- Right to be forgotten
- Individuals have right to be informed on how their personal data is used
- Right to obtain copy of data
- Right to have their personal data erased under certain circumstances
- Right to data portability/ transfer data in portable format to another data controller/another legal entity
- Notice to individuals, privacy notices, request for consent present in more intelligible form
- It should be easy to withdraw consent as it was to give it
- We have to demonstrate our compliance so more emphasis on internal record keeping
- Stricter breach notifications rule to both individual and regulators e.g. Mandatory notification in 72 hours
- **Penalties can be as high up to 4% of global annual turnover**

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Client products were modified to incorporate the new regulations. We provided comprehensive testing services to ensure GDPR compliance.

Service Provided

These modifications/additions were tested to make sure that Patients in the EU could now delete their own accounts, revoke their consent to process sensitive data and permanently delete their profile and medical data. It was also been tested that patients can edit their profile from the mobile app.

Ennovision test team was responsible for all testing activities. The test team analyzed all business required related to GDPR and designed multiple test scenarios. Once approved by the stakeholders, test cases were written to cover all the scenarios and requirements.

Following types of testing were done:

- Functional - Manual
- Functional - Automated
- Exploratory
- Compatibility
- Localization
- Regression
- Dry Run

Key responsibilities included:

- Develop and review test plans
- Implement test case scenario design.
- Create test cases
- Ad-Hoc Testing
- Develop test summary report
- Develop anomaly review report
- Develop trace Matrix

Key Benefits

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- Harmonized digital templates across the globe, driving optimization and savings in asset creation, implementation and maintenance (additional financial benefit, conservatively not included in ROI analysis)
- Enhanced meter registration experience, driving efficiency in patient data capture
- Aligned the digital ecosystem of the devices to industry standards (mobile optimization) improving conversion
- Built the hosting environment for digital patient, leveraging a corporate solution that was developed according to the needs of the product engagement strategy