

Translation

Already a few hours before 11pm, the fixed date for the opening of reservations on the Apss online Cup of appointments for vaccines with AstraZeneca of people aged between 75 and 79, on Saturday evening there were hundreds of people trying to see if there was a chance to enter first. It is 10:47 pm when Sergio Manzana, Asa Care director of the GPI, the company that manages the booking center for the healthcare company, gives the green light and at that point it is an assault, at least in the first three hours. In the headquarters of the GPI, in via Ragazzi del '99, the computer scientists had been at work for days but on Saturday, in what Maurizio Fugatti (president of Provincia Autonoma di Trento) continued to reiterate that it was not intended to be a click day, but that in fact, for those concerned, it was turned into a rush to secure the vaccine appointment as soon as possible, the tension was palpable in the operations room. Despite the latest information on AstraZeneca, the investigations regarding some deaths that are being investigated to understand if there is a link between the vaccine and the death of the subjects, the news arriving from other states where the administration has been suspended, the desire to protection among the elderly is still high. The virus is scary, especially among those who have seen friends and peers die or feel bad after the infection. On February 1st, during the first race for over 80s, there were 2,500 seats that could be booked. Then another 22,500. This time the bar has risen further: more than 26,000 people are interested. The maximum number of sessions with 3,527 connected users was recorded between 10pm and 11pm. At 11 pm, the scheduled departure time, the system was already managing 700 users and a "queue" was formed which, until after midnight, exceeded 2 thousand people. To these users the message appeared that they were waiting and that therefore they had to wait for someone to complete the procedure to be able to enter. Until then there were rather long waits and also some technical problems due to the strong influx. At around 11.30pm, there were nearly 3,500 people simultaneously trying to make an appointment. In the operations room of the GPI, computer scientists worked tirelessly to regulate flows, solve problems, check minute by minute that everything was working. On the big screen, the people who were making reservations, those who were waiting, but also the type of device they were working from, appeared in real time. If up to 11 pm the checks were made through mobile phones, then the elderly, grandchildren, children and everyone who helped the over 75-year-olds to book, mainly used a desktop computer. Like traffic fighters, the computer scientists opened or closed flows to prevent those inside the system from finding the procedures too slow and those waiting outside having to wait too long. It is inevitable that for some, on Saturday, the wait lasted a long time also because the numbers are frightening.

At 9 am yesterday the reservations made were 8,294 which if we calculate the double dose become 16,588. The GPI calculated that the number of users who connected to the system between Saturday and Sunday were 22,695 with 43,029 open sessions and 437,756 pages surfed. The average stay time for registering a booking was 7 minutes and 50 seconds, but the duration depended a lot on the time the booking took place but also on the speed with which users chose dates and locations. The first user who booked, for example, did so in two minutes after opening the system, therefore very quickly. In the first hour, when the flow was maximum, there were 410 bookings. Yesterday morning at 7 am they were 4,154 and at 5:30 pm practically double. In the first day, therefore, 30% of potential users had already grabbed the place. Following what the technicians call "go live", that is the final phase of a process of implementation and installation of software systems, in the operations center set up for the occasion there was also Matteo Santoro, general manager of the GPI group, and Ruggero Pedri, director of Asa Software, as well as of course Sergio Manzana who directed the work all day and night and also kept in touch with the health company for which Bruno Zanon was in connection. In the next few days, even those who have received the appointment over time or in an area not to their liking could, however, anticipate or change location. On the online cup, in fact, reservations are also open to those who have a family doctor who vaccinates. If, speaking with their trusted doctor, patients decide to go to your clinic, they could cancel appointments already set in the vaccination centers.

