

VIVA

A CRITICAL EVALUATION OF
DIGITAL INNOVATIONS THAT
COULD DEVELOP COMMUNITIES
IN THE PRESENT AND FUTURE.





WHAT ARE DIGITAL TOOLS?



DIGITAL TOOLS THAT GAINED IMPORTANCE DURING COVID-19



TRACK AND TRACE APP



FACEBOOK MESSENGER



FACETIME



VIDEO CONSULTATIONS



TEAMS/ZOOM

HOW COMMUNITIES RELIED ON THE TOOLS

MICROSOFT TEAMS

ZOOM



HWB

FACETIME

EMAILS

Family & Friends

SNAPCHAT

FACEBOOK MESSENGER



TRACK AND TRACE APP

(WELSH GOVERNMENT, 2023b) (BARNES GREENWAY AND MORGAN, 2021) (NEILL ET AL, 2021)
(RODRIGUEZ-MORENO ET AL, 2021). (SUTCLIFFE ET AL, 2023) (FILER AND GHEORGHIU, 2020) (ROSE ET AL, 2021)



(DERAR 2020) (PAL, AND VANIJJA, 2020)

(STEPNOV, 2021) (MAKOSA, 2013). (O'HAGAN AND WESTEMAN, 2021) (AHMED ET AL, 2020) (HUTCHINGS, 2020)

PREDICTIONS HOW THE TOOLS CAN HELP COMMUNITIES IN THE FUTURE

THE TRACK AND TRACE APP COULD BE USED
FOR MORE PANDEMICS.

VIDEO CONSULTATIONS CAN STILL BE USED
WITHIN GP SURGERIES AND HOSPITALS.

SCHOOLS, COLLEGES AND UNIVERSITIES WILL BE
KNOWLEDGEABLE USING MICROSOFT TEAMS
AND ZOOM.



REFERENCES

- Ahmed, N. Michelin, K. Xue, W. Ruj, S. Malaney, R. Kanhere, S. Senevirante, A. Hu, W. Janicke, H. and Jha, S., (2020) 'A survey of covid-19 contact tracing apps', *IEEE access*, 8, pp 134577-134601.
- Barnes, J. Greenway, C. Morgan, C., (2021) *How the covid 19 affected how teacher educators engage their students in learning?* Available at:
https://scholar.google.com/scholar?hl=en&as_sdt=0%2C5&q=why+was+zoom+and+teams+used+through+covid+in+schools+in+wales&btnG= (Accessed 09 November 2023).
- Derar, S., (2020) 'Transitioning from face-to-face to remote learning: students' Attitudes and perceptions of using zoom during covid-19 pandemic', *International Journal of Technology in Education and Science*, 4(4), pp 335-342.
- Filer, J. and Gheorghui, D. (2020) 'Test, Track and Trace how is the NHS COVID app performing in a hospital setting?', *Medrxiv*, pp 2020-2006.
- Hutchings, R. (2020) 'The impact of COVID-19 on the use of digital technology in the NHS', *Nuffield Trust*, 27, pp 2002-2008.

Kateb, S. Ruehle, R. Kroon, D. Van Burg, E. and Huber, M., (2022) 'Innovating under pressure: Adopting digital technologies in social care organizations during the COVID-19 crisis', *Technovation*, 115, pp 102536.

Makosa, P., (2023) 'Advantages and disadvantages of digital education', *Biuletyn edukacji medialnej*, (2), pp 21-31.

Marchant, E. Todd, C. James, M. Crick, T. Dwyer, R. and Brophy, S., (2021) *primary school staff perspectives of school closures due to covid-19 experiences of schools reopening and recommendations for the future: A qualitative survey in Wales* Available at: <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0260396> (Accessed 09 November 2023).

Neill, R. Blair, C. Best, P. McGlinchey, E. and Armour, C., (2021) 'Media consumption and mental health during covid-19 lockdown: a UK cross-sectional study across England, Wales, Scotland and Northern Ireland', *Journal of Public Health*, pp 1-9.

O'Hagan, A. and Westeman, B. (2021) 'An investigation into the effectiveness of the *international journal*, 9(2), pp 74-82.

Pal, D. and Vanijja, V., (2020) 'Perceived usability evaluation of Microsoft teams as an online learning platform during covid-19 using system usability scale and technology acceptance model in India', *children and youth services review*, 119, pp 105535.

Public Health Wales (2023) *Use of the Internet and digital technology to manage health in Wales: past, current, and future preferences* Available at: <https://phw.nhs.wales/news/proportion-of-people-using-the-internet-frequently-to-manage-their-health-has-almost-doubled/use-of-the-internet-and-digital-technology-to-manage-health-in-wales-past-current-and-future-preferences/> (Accessed 08 November 2023).

Rahul, D. Pandey, N. and Pal, A., (2020) 'Impact of digital surge during COVID-19 pandemic', *International journal of information management*, 55, pp 162171.

Rodriguez-Moreno, J. Ortiz-Colon, A. Cordon-Pozo, E. and Agreda-Montoro, M., (2021) 'The influence of digital tools and social networks on the digital competence of university students during covid-19 pandemic', *International Journal of Environmental Research and Public Health*, 18(6), pp 2835.

Rose, L. Yu, L. Casey, J. Cook, A. Metaxa, V. Pattinson, N. Rafferty, A. Ramsay, P. Saha, S. Xyrichis, A. and Meyer, J., (2021) 'Communication and virtual visiting for families of patients in intensive care during the covid-19 pandemic: a UK national survey', *Annals of the American Thoracic Society*, 18(10), pp 1685-1692.

Stepnov, I., (2021) 'Advantages and challenges of digital technology, technology and business strategy', *Digital uncertainty and digital solutions*, pp 295-308.

Sutcliffe, A. Bencomo, N. Darby, A. Paucar, L. and Sawyer, P., (2023) 'To download or not to download the covid-19 track and trace app? What is more influential in users' minds?', *International Journal of Human-Computer Studies*, 180, pp 103140.

Welsh Government (2023a) *Wales 'led the way' in providing IT and online learning to pupils at home throughout pandemic* Available at: <https://www.gov.wales/wales-led-way-providing-it-and-online-learning-pupils-home-throughout-pandemic> (Accessed 08 November 2023).

Welsh Government (2023b) *Digital and data strategy for health and social care in Wales* Available at: <https://www.gov.wales/digital-and-data-strategy-health-and-social-care-wales-html> (Accessed 06 November 2023).