REGION OF OTTAWA-CARLETON   MEMORANDUM

RÉGION D'OTTAWA-CARLETON   NOTE DE SERVICE

	Information Previously Distributed
	To be listed on the 9-1-1 Management
	Board Agenda 8 Oct 99

DATE   9 September 1999

TO/DEST.   9-1-1 Management Board

FROM/EXP.   Director, Year 2000 Program

SUBJECT/OBJET   **YEAR 2000 PROGRAM REPORT FOR THE SECOND QUARTER OF 1999 – 9-1-1 MANAGEMENT BOARD**

RECOMMENDATION

That the 9-1-1 Management Board receive the attached copy of the extract of the Year 2000 Program Report for the Second Quarter of 1999 as it relates to the 9-1-1 System.

BACKGROUND

The 9-1-1 Management Board has been taking the Year 2000 problem very seriously and is participating in a corporate-wide comprehensive Year 2000 Program to address potential Year 2000 related failures. A full copy of this Second Quarter Report of 1999 can be accessed at:

http://intris/rmoc/Agenda_and_Minutes/Corporate_Services_and_Economic_Development/ 06Jul99/Q2-repor.pdf

and the Appendices to this report can be accessed at:

http://intris/rmoc/Agenda_and_Minutes/Corporate_Services_and_Economic_Development/ 06Jul99/Q2anxcom.pdf

Approved by
Greg Geddes

cms/attachments

NOTE: As this item will be listed as "Information Previously Distributed" it will not be reprinted for the agenda of 8 October 1999. Members are requested to retain this copy and bring to the meeting at that time.

REGION OF OTTAWA-CARLETON
Extract From

YEAR 2000 PROGRAM
REPORT FOR THE SECOND QUARTER
OF 1999

Presented to the
9-1-1 Management Board
For Information Only

Prepared by the Region of Ottawa-Carleton

Year 2000 Task Force

Please Note:

This report, which was prepared for the exclusive use of the members of 9-1-1 Management Board, consists of extracts from the full report entitled "Year 2000 Program Report on the Second Quarter of 1999" and presented to Corporate Services and Economic Development Committee on 06 July 1999.

Please contact the Region of Ottawa-Carleton Year 2000 Program Office at 560-6065 ext. 5198 to obtain a copy of the full report to Corporate Services and Economic Development Committee.

YEAR 2000 PROGRAM REPORT
on the
Second Quarter of 1999
to the Members of the
9-1-1 Management Board

EXECUTIVE SUMMARY

This document provides a status report to the end of the second quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 16 March 1999 to 15 June 1999.

Key highlights of the Program discussed in the body of this report are as follows:

YEAR 2000 PROGRAM – AT A GLANCE

- The safety of residents of Ottawa-Carleton, visitors to the Region, and staff at the Region continues to drive the priorities of the Program as well as all other communications initiatives, including READY 2000.

- The continued operation of the 9-1-1 Service remains the highest priority system for the Region.

- The Year 2000 Program is not expected to exceed the original budget set by Regional Council in February 1998 of $19.8 million.

- In the second quarter of 1999, we continue to make expected progress on Critical and High priority items.

- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only seventy-six (76) external suppliers are considered critical to our operations. The Region will continue to engage and monitor these critical organizations throughout 1999.

- The READY 2000 partnership is providing the Region with a great opportunity to find out more about the state of Year 2000 readiness of key local service providers. We continue to work in partnership with area municipalities, emergency services providers and key public and private sector organizations to coordinate emergency preparedness planning within Ottawa-Carleton.

CORPORATE HIGHLIGHTS

- In June 1999, Management Committee further defined the critical period for designated essential services staff as 31 December 1999 to 07 January 2000 and 28 February 2000 to 03 March 2000 (from 15 December 1999 to 01 March 2000).

Resource plans supplementing contingency plans are to be completed by the end of June 1999, and will identify essential employees who will be required to work over the critical periods to ensure the continued provision of Regional services. It should be noted that the Ottawa-Carleton Regional Police Service (OCRPS) has cancelled all leave for its employees for the period 28 December 1999 to 31 January 2000 to ensure maximum patrol presence during the millennium changeover.

- We are pleased to report that we have had no problems retaining our existing internal staff and external consultants working with the Program over this past quarter.

- The Standing Offer is still providing a sufficient number of consulting resources to the Program, and the Region continues to share this valuable tool with other organizations, such as local area municipalities and school boards.

- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only 76 external suppliers are considered critical to our operations from an original list of 808.

- Year 2000 vendor compliance research has been completed on 1,861 of 1,988 unique products (from 612 unique vendors) used by the Region (including all business systems, embedded systems, and facilities management systems).

- In this quarter, substantial progress was made towards fixing the large number of PCs that failed Year 2000 tests and completing any outstanding testing that remained, particularly with laptop computers. Over six hundred (600) PCs were fixed and re-tested during the quarter, leaving just under three hundred (300) to fix.

- Contingency planning workshops were held for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support) which will produce twenty-four (24) contingency plans. Most have received preliminary review by the Emergency Measures Unit and more than two-thirds (2/3) have been signed-off by the respective Department Head. The outstanding contingency plans are expected to be signed off early in the third quarter. As part of this contingency planning process, departments will be identifying essential service staff to support their contingency plans and developing training and testing plans.

- The Year 2000 Program is not expected to exceed its three-year capital budget. To date, the cost of addressing Year 2000 issues has resulted in approximately $12,699,000 committed, out of a total allocation of $19,280,000.

- In this quarter, the Year 2000 Program Office participated in numerous READY 2000 initiatives including thirteen (13) community forums. There were also twenty-two (22) presentations made to external agencies about the Year 2000 readiness of key regional services.

- READY 2000 partners launched a communications strategy on 30 March 1999. The focus of this strategy is to inform Ottawa-Carleton residents of the current Year 2000 readiness status of all member organizations while providing valuable information on how residents can prepare themselves for any emergency situation, including the potential impact of the Year 2000.

- The "READY 2000 Emergency Preparedness Guide" was developed and distributed in the *Ottawa Citizen* and *Le Droit* on 11-12 June 1999. This booklet conveys key messages from the READY 2000 partners around their state of Year 2000 readiness and advises on how to deal with any emergency situations at home. The READY 2000 guide is available from local Fire Departments, area municipalities and the Regional Government.

- Co-operation between the Region and other levels of government on Year 2000 related issues continued to be essential and beneficial to the Program. The Inter-municipal Working Group on Year 2000 continued to meet monthly to stage presentations of common interest and to share information and current status of Year 2000 projects. The Year 2000 Program Office also provided detailed briefings to, among others, Industry Canada, the National Contingency Planning Group, local hospitals and Carleton University.

MAJOR SERVICE AREA HIGHLIGHTS

- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. A documentary audit led by the Region's Year 2000 Program Office is now underway.

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in the event of a failure of the 9-1-1 PBX at Police Headquarters.

- The Regional water treatment, delivery and storage system is "Y2K READY" based on the remediation work done last November by Water Division staff on the existing Central Supervisory Control and Data Acquisition (SCADA) System. Therefore, compliant monitoring and control systems are in place to ensure the continued service and delivery of water through all critical roll-over dates.

- Contingency plans for water supply have been revised to address potential Year 2000 problems. A "dry run" of fully manual operations (i.e. all SCADA and Computer

controls turned off) of the water plants and distribution system is tentatively scheduled for the fall of 1999.

- A new Water Billing System was implemented in January 1999 to replace a non-compliant system that ran on the Region's mainframe computer. Further testing of the new system in Q2-1999 confirmed the compliance of this system.

- Year 2000 remedial work on the Supervisory Control and Data Acquisition (SCADA) system for sewage treatment, one of the most critical components of the work plan, is now complete. The required upgrades, as well as an extensive testing program, have been completed ahead of schedule. This permitted the early closure of several other items that interact directly with the SCADA system.

- A total of sixteen (16) challenges in the sewage treatment operations were closed this quarter, all of which were ahead of the Q3-1999 schedule.

- Water Environment Protection Division (WEPD) staff are continuing to check with local area municipalities which operate portions of the sewage collection system, that feed into the Regional system, to ensure that they have remediated their equipment and that they have contingency measures in place. Combined efforts will ensure the continued operation of the region-wide sewage treatment system.

- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed to be compliant. Regardless, there are no safety issues in street operations, due to the presence of the conflict resolution device that would force a "four-way red flash" mode should abnormal conditions arise.

- A significant amount of Year 2000 remediation work has been completed in the past quarter within Homes for the Aged. Many fixes or workarounds are now in place or in the process of being implemented. A comprehensive strategy has been adopted in order to provide for the on-going safety of residents and staff of the three Regional Homes despite potential Year 2000 vulnerabilities.

- Over the past year, Information Systems staff at the Ministry of Community and Social Services (MCSS) have been working to ensure that the social assistance delivery systems (Comprehensive Income Maintenance System (CIMS), Caseworker Technology (CWT) and Ontario Works Technology (OWT)) will continue to operate well into the Year 2000. As a result of these analysis and development efforts, the Year 2000 compliant versions of CIMS and CWT were implemented in April 1999. The Year 2000 compliant version of OWT is being implemented in a phased approach across the six District Offices. Completion is scheduled for July 1999.

- The Record Services and Verify Payments (RSVP) system will replace a number of non-compliant Year 2000 applications which currently run in the now obsolete MAPPER environment on the Region's mainframe system. As the mainframe will not be made Year 2000 compliant, and will be removed at the end of 1999, it is imperative

that the RSVP application be developed, tested and operational before the Year 2000. The RSVP system which converts these applications to run in a client/server architecture is scheduled to complete its initial development phase by the end of June 1999. User acceptance testing and training is still scheduled to occur starting in Q3-1999 and implementation is scheduled for Q4-1999.

- A new Welfare Browser System was implemented in Q1-1999, which replaces the Regional component of the provincial welfare system. Year 2000 compliance of the month-end welfare cheque production function is targeted for Q3-1999.

- The Health Department continues to make progress in repairing systems developed by the Region. The Ministry of Health has remediated and delivered the applications that it provides for use within the Health Department. These applications will be installed early in Q3-1999 by Regional staff.

- The Financial Systems Renewal Program (SAP) is currently being implemented across all Regional Departments. New financial systems are in place with the exception of a small portion of the system being implemented at OC Transpo. This new SAP system is providing compliant replacements for many existing operations management systems within OC Transpo.

- Facilities Management staff have developed comprehensive Year 2000 test protocols and procedures to assess building systems. The test protocols are designed to challenge all building systems and controls on both a stand-alone and integrated basis. These test protocols are available on the Region's Year 2000 Program web site.

- In this quarter, Year 2000 Program Facilities staff efforts were focussed on consolidating information relating to corporate fuel requirements and locations, confirming building inventories, assessing alternative heating options and developing and co-ordinating departmental facility testing and reporting.

- The Year 2000 Program Office continues to monitor developments regarding the Year 2000 readiness programs of major utilities. The Region hosted a two-day session in May with Ontario Power Generation Corporation, the local Hydro utilities, Enbridge Consumers Gas, Trans-Canada Pipelines, and Bell Canada. A follow-up session is scheduled in early Q4-1999.

SIGNIFICANT CHALLENGES

The list of significant challenges is again reduced from the previous quarterly report. We have had many successes over this past quarter and are now getting a clearer picture of the millennium transition.

- While contingency planning has significantly reduced the potential impact of the Year 2000 problem to external utilities and key suppliers for regional essential services, the

potential for Year 2000 related impact brought about by things outside of our control is still cause for concern.

- There is the potential for the public to artificially create an emergency situation if they adopt abnormal behaviours as we move close to the New Year. For example, there is a great safety concern related to many residents deciding to store fuel.

YEAR 2000 BUDGET

- The Year 2000 Program continues to be within budget. In November 1998, the Year 2000 Task Force sought and received pre-approval of the $8,100,000 authority for 1999 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any delays in the normal budget cycle. The Task Force will ask Council this summer for pre-approval of the remaining project authority intended to cover expenses to March 2000.

- The Year 2000 Task Force has developed a more accurate estimate for the balance of the Program and has restated the budget to reflect changes that have occurred during the life of the project. A summary is provided below.

YEAR 2000 BUDGET – Q2-1999

Description	Original Total 3-Year Authority ($000)	Restated Total 3-Year Authority ($000)	1998 Expenditures/ Commitments ($000)	1999 Expenditures/ Commitments To Date ($000)	Forecast to 31 March 2000 ($000)	Projected Final Balance ($000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,252	2,814	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	734	832	-5	Compliance research, consulting services
Business Systems Total	7,100	8,510	3,888	2,766	1,858	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	393	464	6	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	940	630	100	211	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	681	144	-3	Staff time, office costs, consultants

Description	Original Total 3-Year Authority ($000)	Restated Total 3-Year Authority ($000)	1998 Expenditures/ Commitments ($000)	1999 Expenditures/ Commitments To Date ($000)	Forecast to 31 March 2000 ($000)	Projected Final Balance ($000)	Comments
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999 PROGRAM TOTAL	19,280	19,280	6,773	5,926	6,573	8	

STATUS OF ALL BUSINESS SYSTEMS – Q2-1999
"OPEN" as at 15 June 1999

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	19/37	3	15	0	0
Corporate Fleet	0/2	1	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	168/254	4	28	24	30
Finance	33/42	0	8	1	0
Health	21/38	1	2	5	9
Homes for the Aged	15/17	0	2	0	0
Human Resources	12/14	2	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	5/8	0	2	1	0
OC Transpo	295/306	0	4	0	7
Regional Police Service	6/17	4	3	0	4
Planning and Development Approvals	44/57	0	0	4	9
Social Services	20/38	2	6	4	6
Corporate Total	**659/852**	**17**	**72**	**39**	**65**

STATUS OF ALL BUSINESS SYSTEMS — Q2-1999
Completion Targets for "Critical" and "High" Priority Items ONLY

Department	CLOSED	1998		1999				UNKNOWN
		Q3	Q4	Q1	Q2	Q3	Q4	
Audit	0/0					0	0	0
Clerks	10/10					0	0	0
Common	19/37					18	0	0
Corporate Fleet	0/2					2	0	0
Elected Officials	1/1					0	0	0
Environment and Transportation	94/126					22	10	0
Finance	20/28					5	3	0
Health	4/7					3	0	0
Homes for the Aged	11/13					2	0	0
Human Resources	5/7					2	0	0
Information & Public Affairs	7/8					1	0	0
Legal Department	5/7					2	0	0
OC Transpo	126/130					4	0	0
Regional Police Service	3/10					4	3	0
Planning and Development Approvals	17/17					0	0	0
Social Services	11/18					2	5	0
Corporate Total	**333/421**					**67**	**21**	**0**

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q2-1999

ETD	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
Water	29/59	4	20	3	3
WEPD-Sewage	32/40	5	0	0	3

ETD	CLOSED	Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
		Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Water	24/48					5	19	0
WEPD-Sewage	30/35					4	1	0

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q2-1999

	Total Number of Systems Identified as of Q1-1999	Total Number of Systems Assessed as of Q1-1999	Total Number of Systems Identified to Date as of Q2-1999	Total Number of Systems Assessed to Date as of Q2-1999	Total Number of Systems Remaining to Research
Facilities Systems	313	281	315	315	0

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q2-1999

Classification Of Facility	Total Number of Systems that need testing	Number of Systems Remaining to Test as of Q2-1999	Number of Systems with known compliance issues *	Number of compliance issues to resolve as of Q2-1999
Critical	70	45	4	3
High Priority	22	13	1	1
Total	92	58	5	4

* Actual number of unique products is less due to multiple occurrences of the same product.

Information that is more comprehensive is contained in the body of this report. The Year 2000 Program Office is scheduled to present the next quarterly report to Corporate Services and Economic Development Committee in October 1999. Additional information on the Region of Ottawa-Carleton, Year 2000 Program is available by calling the Program Office at (613) 560-6065, ext. 5198, or by electronic mail at 2000@rmoc.on.ca

YEAR 2000 PROGRAM REPORT FOR
THE SECOND QUARTER OF 1999

PART 1 – INTRODUCTION

1.1   Overview

This quarterly report is intended to provide an update on the Year 2000 Program at the Region of Ottawa-Carleton for the period 16 March 1999 to 15 June 1999 (herein referred to as Q2-1999). This detailed report reflects the progress and the current status of the Program to approximately 15 June 1999.

This quarterly report is being presented according to the following schedule:

- Corporate Issues Committee – 29 June 1999;
- Management Committee – 05 July 1999;
- Corporate Services and Economic Development Committee – 06 July 1999 (target date);
- Regional Council – 14 July 1999 (target date).

    For information only:
- Police Services Board;
- Ottawa-Carleton Regional Transit Commission;
- 9-1-1 Management Board.

This report follows the same format as the Report for the First Quarter of 1999 dated 20 April 1999. In this latest version, the information presented provides quarter-over-quarter progress. Much of the information from Q1-1999 is repeated for easy reference.

Again, this report covers four areas:

- Introduction;
- Status of Corporate initiatives associated with the Year 2000 Program;
- Status by Major Service Area; and
- Next Steps.

Detailed appendices are available to provide information on the status of individual Year 2000 initiatives in each service area in relation to the previous quarter.

This report is focussed on incremental changes from Q1-1999; and therefore, does not provide detail on the history and progress of the Region's Year 2000 Program before March 1999. Readers are encouraged to consult the Region's Year 2000 web site (*www.rmoc.on.ca/2000*) for previous quarterly reports should they be interested in further details about the Program.

1.2 Observations

There are four observations that characterize the Year 2000 Program at the end of the second quarter of 1999:

"Now that most contingency plans are completed, we are moving ahead in the development of resource plans and development of scenarios for testing the plans."

Contingency planning activities dominated the second quarter of 1999. The outstanding workshops for some of the twenty-four (24) plans were completed during this period. At the end of the quarter two-thirds (2/3) of the plans had been either signed off by Department Heads, and/or had been reviewed by the Emergency Measures Unit. The remaining plans will be completed early in Q3-1999.

Once each plan is completed, a resource plan is developed to identify the staffing levels that must be in place to support it should there be a need to implement it. The resource plan also identifies the staffing levels that must be in place when there is the highest potential for Year 2000 related impact on Regional operations during the critical periods. The resource plans will be used to identify which Regional staff will be designated asessential services staff.

One immediate benefit of the contingency planning exercises has been a re-thinking of the definition of the "critical" period. To this point in time, the Region was defining the critical period as 15 December 1999 to 01 March 2000 (27 December 1999 to 01 February 2000 for the Police). This broad-based window was intended to accommodate differences between various departments in the time required to put contingency plans in place, and was meant to be used as an overall guideline for millennium transition planning.

Contingency planning workshops, combined with more up-to-date information on the Year 2000 readiness of key utilities and suppliers, has allowed Management to replace this broad window with two smaller windows of time: 31 December 1999 to 07 March 2000, and 28 February 2000 to 03 March 2000. The critical period for the Police has not been revised.

"Most remediation efforts are now focussed on testing."

Regional staff has been addressing Year 2000 issues for several years and many of the research, analysis, major code revisions, and packaged software implementations have been completed. As a result, most of the activity of the Year 2000 Program is currently focussed on testing.

This testing not only includes the testing of remediation work, but also the testing of replacement systems, testing of components that were deemed to be Year 2000 compliant by the manufacturers and integration testing (testing of systems that are interconnected).

Larger departments have established separate testing beds for testing software applications, and the Year 2000 Program Office has a larger test facility, for the use of departments.

Some complex new systems have recently been implemented (such as the new SAP financial system) to replace a number of existing financial systems. The normal implementation process dictates a certain amount of time to ensure the stability of the new system, before the final Year 2000 testing can take place. Year 2000 compliance issues were part of the selection and implementation of these systems; and therefore, the final testing is intended to be a safeguard before "closing" the system from a Year 2000 perspective.

It is expected that testing will continue to be the major remediation activity during the remainder of 1999.

"The Year 2000 Program is not expected to exceed the budget set by Regional Council in February of 1998."

The Region's Year 2000 Program continues to remain within the budget approved by Regional Council. At the end of the second quarter of 1999, total expenditures were $12,699,000 against a total budget allocation of $19,280,000.

In the second quarter of 1999, the Task Force developed an updated estimate of total anticipated expenditures to the end of the Program (currently projected as March 2000). This forecast shows that total Program expenditures will be within the total Program budget of $19,280,000.

The Year 2000 Program Office continues to monitor expenditures closely.

"Based on the information we have regarding the readiness of outside agencies, suppliers and utilities, we can expect little or no disruption in essential services provided by the Region."

Our dependency on outside suppliers, private and public sector business partners and utilities in the provision of essential services to the public has always been a key concern for the Program. A process of actively engaging these suppliers combined with contingency planning workshops has significantly reduced the potential for Year 2000 impact from the outside world.

Our work with the local READY 2000 partnership has provided us with extensive contact with representatives from many of the key business sectors within Ottawa-Carleton. These people are openly demonstrating their commitment to addressing Year 2000 problems within their organizations and related business associations.

This is not to say that we do not expect organizations to experience any Year 2000 related problems. Our view at this time is that there will be some Year 2000 problems experienced within the Region's operations. However, these are not anticipated to be catastrophic failures as predicted by some outsides agencies; but instead; will likely have about the same impact, and be about as serious in nature, as the normal day-to-day problems experienced with information systems.

Regardless, one cannot completely dismiss the potential for Year 2000 failure brought about by outside influence, and we will continue to work with, and monitor, key external agencies throughout 1999.

1.3   Overall Program Status

The Region's Year 2000 Program is following a standard process for addressing Year 2000 issues that is consistent with most similar sized organizations. The high level process has seven components to it:

- Raise awareness;
- Create an inventory;
- Prioritize problems;
- Analyze compliance, risks, and potential solutions;
- Develop a plan for addressing each problem;
- Develop, test and implement solutions; and
- Monitor and communicate progress.

As mentioned above, much of the work within the Region's Year 2000 Program is currently focussed on the last two steps – more specifically, the testing of solutions.

The following criteria were used to establish priorities within the Year 2000 work plan:

- Loss of life/limb or potential health hazard to staff or the public;
- Major disruption in service to the public;
- Major loss in revenue;
- Legal exposure based on statutory requirements;
- Loss or damage to facilities, equipment and systems; and
- Damage to the image of the Corporation.

Highlights of Year 2000 Program activities within the second quarter of 1999 have included the following:

- Continued work in all areas to identify and implement solutions to address Critical and High priority issues. Some Medium and Low priority items have also been closed in the process.

- Successful completion of Year 2000 testing of the Supervisory Control and Data Acquisition (SCADA) System at the Sewage Treatment Plant.

- Successful implementation of Year 2000 changes to a number of systems in the Social Services Department by the Provincial Ministry of Community and Social Services.

- Receipt of Year 2000 Ready systems for implementation in the Health Department from the Provincial Ministry of Health.

- Completion of contingency planning workshops in all business areas with most plans either completed or to be completed in early Q3-1999.

- Commencement of a project to undertake a detailed review and documentary audit of the Year 2000 readiness of all 9-1-1 partners in Ottawa-Carleton at the request of the 9-1-1 Management Board.

- Completion of compliance information research associated with an additional 408 third-party products, bringing the total of completed research items from 1,453 to 1,861 products.

- Completion of the remediation and re-testing of over 600 personal computers to bring the remaining inventory of non-compliant PCs down to 294.

- Participation in the development of the "READY 2000 Emergency Preparedness Guide" distributed in the 11-12 June 1999 editions of the *Ottawa Citizen* and *Le Droit*, and a series of thirteen (13) Year 2000 community forums throughout the Ottawa-Carleton Region.

PART 2 – UPDATE BY MAJOR SERVICE AREA

2.1   THE 9-1-1 SERVICE

This section covers Year 2000 issues associated with the 9-1-1 Service. There are twenty-two (22) local partners involved in the 9-1-1 Service within Ottawa-Carleton, however, the overall responsibility for the Service rests with the Emergency Measures Unit within the Environment and Transportation Department at the Region. The 9-1-1 Call Center, which is operated and managed by the Ottawa-Carleton Regional Police Service, is located at the Police Headquarters at 474 Elgin Street.

N.B. For clarity, some of the information shown in this section is repeated under the section for the Ottawa-Carleton Regional Police Service.

2.1.1   Q2-1999 Remediation Highlights for the Regional portion of the 9-1-1 Service

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in case of a failure of the 9-1-1 PBX at Police Headquarters.

- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. The documentary audit led by the Region's Year 2000 Program Office is now underway.

- The documentary audit will identify all components of the 9-1-1 Service (including ambulance and fire), and will determine any degree of further compliancy and testing that is required. It will also recommend other steps necessary to ensure the continued operation of the 9-1-1 Service. The audit will proceed during the summer months, and it is expected that results will be available for the next quarterly report.

2.1.2   Q2-1999 Contingency Planning Highlights for the 9-1-1 Service

- The 9-1-1 system is the most critical service provided by the Ottawa-Carleton Regional Police Service (OCRPS). A contingency plan has been developed and

approved by the OCRPS Year 2000 Steering Committee to ensure continued operation of the 9-1-1 system over the millennium period.

- All area 9-1-1 partners continue to participate in the READY 2000 initiative, a public and private sector partnership designed to minimize the impact of the Year 2000 problem on municipal services. Through this initiative, all 9-1-1 partners continue to share information about Year 2000 remediation and contingency plan progress with respect to their own organizations.

- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a comprehensive review of the Year 2000 readiness and the contingency plans of all area 9-1-1 partners in order to ensure the operability of the entire 9-1-1 Service well into the new millennium.

2.1.3   Potential Problems and Issues for the 9-1-1 Service

- The dependency on Bell Canada's 9-1-1 network.

- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.

2.1.4   Current Focus of Media, Residents, Public and Private Sector

- What are the contingencies for the 9-1-1 Service should a failure in the Bell Canada service occur?

2.2 THE OTTAWA-CARLETON REGIONAL POLICE SERVICE

This section covers Year 2000 remediation efforts at the Ottawa-Carleton Regional Police Service (OCRPS). The Regional Police continue to make progress with the remediation and testing of the 9-1-1 system, as well as other critical and high priority systems within their operations. They are also key players in local planning around millennium celebrations within Ottawa-Carleton.

N.B. For clarity, some of the information presented here is repeated in the section regarding the 9-1-1 Service.

2.2.1 Year 2000 Business Systems Priorities Summary – Ottawa-Carleton Regional Police Service

		"OPEN" as at 15 June 1999			
OCRPS	**"CLOSED"**	**Critical**	**High**	**Medium**	**Low**
As of Q1 –1999	*1/17*	*5*	*4*	*2*	*5*
As of Q2-1999	**6/17**	**4**	**3**	**0**	**4**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
OCRPS	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*1*				*2*	*6*	*1*	*0*
Q2-1999 Targets	**3**					**4**	**3**	**0**

2.2.2 Ordered list of "Critical" and "High" – Ottawa-Carleton Regional Police Service

YEAR 2000 CHALLENGE	RANKING	*Q1 TARGET FOR CLOSURE*	**Q2-1999 TARGET FOR CLOSURE**
Computer Aided Dispatch (CAD)	C-1	*Closed*	**Closed**
9-1-1 System (PBX Upgrade)*	C-1	*Q2-1999*	**Closed**
Radio Infrastructure Project	C-1	*Q3-1999*	**Q3-1999**
Records Management System (RMS)	C-2	*Q3-1999*	**Q3-1999**
Court Preparation System	C-2	*Q3-1999*	**Q4-1999**
Time and Attendance Scheduling	C-2	*Q3-1999*	**Q3-1999**

YEAR 2000 CHALLENGE	RANKING	*Q1 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Mobile Work Station (laptops)	H-1	*Q4-1999*	**Q4-1999**
Cell Block Management	H-1	*Q3-1999*	**Q4-1999**
Automated Fingerprint Identification System	H-1	*Q2-1999*	**Closed**
CREMMS (RCMP link)	H-2	*Q3-1999*	**Q3-1999**

* Only OCRPS portion of 9-1-1Service

- For more detailed information please refer to Appendix A – Detailed Summary of Critical and High Priority Business Applications for All Departments.

2.2.3   Supply Chain Assessment Status as of 15 June 1999 - Ottawa-Carleton Regional Police Service

DEPARTMENT/ DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	Number of Key Suppliers Identified as of Q2-1999	Number of Key Suppliers Contacted as of Q2-1999	Number of responses received to Date as of Q2-1999	Number of Critical Suppliers Identified
OCRPS	*40*	*40*	**42**	**42**	**21**	**9**

- Letters have been sent to OCRPS key suppliers and 21 have responded as of 15 June 1999. Critical suppliers continue to be engaged directly as part of the 9-1-1 comprehensive review or by personal contact.

2.2.4   Q2-1999 Remediation Highlights for the Ottawa-Carleton Regional Police Service

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in case of a failure of the 9-1-1 PBX at Police Headquarters.

- Detailed asset inventories have been completed for all business units and vendor compliance research has been substantially completed. Remediation activities are underway to address non-compliant assets with Critical and High priority assets being addressed first. These remediation efforts will be largely complete in Q3-1999.

- A comprehensive Information Technology plan has been created to support remediation efforts. Several of the Information Technology infrastructure assets have already been upgraded to compliant versions/models. With few exceptions, the personal computers (including laptops) that have been upgraded in this quarter are now Year 2000 compliant.

- An assessment of the extent of Year 2000 testing that was done by the vendors of the various 9-1-1 components has been completed. A documentary audit led by the Region's Year 2000 Program Office is underway. The audit will identify all components of the 9-1-1 Service (including ambulance and fire), and will determine the degree of additional compliancy and testing required. It will then recommend other steps necessary to ensure the continued operation of the 9-1-1 Service. The audit will proceed during the summer months, and it is expected that results will be available for the next quarterly report.

- Inspector K. Erfle, who represents the OCRPS on the READY 2000 Contact Group, participated in the development of the "READY 2000 Emergency Preparedness Guide" distributed in the 11-12 June 1999 editions of the *Ottawa Citizen* and *Le Droit*. He also took part in a series of Year 2000 community forums throughout the Ottawa-Carleton Region. Acting Inspector R. Murphy continues to represent the OCRPS on the READY 2000 Communications Group.

- Inspector K. Erfle continues to represent the OCRPS with a number of organizations, including the RCMP Year 2000 Committee, the OPP, the National Capital Commission, the Region of Ottawa-Carleton Emergency Measures Unit and the U.S. Embassy. As well, the OCRPS is represented on an Outaouais-wide Year 2000 Committee by Acting Inspector G. Larochelle.

2.2.5 Q2-1999 Contingency Planning Highlights for the Ottawa-Carleton Regional Police Service

- The four contingency plans developed in Q1-1999 were compressed into three (3) plans to ensure that operational responsibilities are clearly articulated. The three plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan and cover the following business areas:

  - Communications (includes 9-1-1) Service;
  - Patrol Operations (includes Operations Support); and
  - Information Technology.

- Business managers developed action plans identifying the activities that need to be completed to ensure a functional contingency plan. Personnel that can be reassigned to Patrol have been identified, including their equipment, training and uniform requirements. This will permit maximum patrol presence over the millennium period.

Plans will be fully documented and rehearsed in Q3-1999 and Q4-1999. The OCRPS Corporate Planning Group will coordinate the preparation of a consolidated contingency plan.

- The OCRPS, in conjunction with the Facilities staff at the Region, have analyzed the level of "hardening" necessary for the four (4) key police buildings. This activity has resulted in the decision to order backup generators for the Bank Street and Greenbank Road buildings and to install external electrical hookups at these locations. This will ensure that the OCRPS will be able to provide operational services from their primary buildings during the critical Year 2000 period. Backup generators are already in place at the other two key police buildings (Elgin and Blair Road).

2.2.6 Q2-1999 Millennium Celebration Planning Highlights for the Ottawa-Carleton Regional Police Service

- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence. The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with a number of Staff Sergeants to coordinate the detail planning for the millennium period. This group will also be responsible for finalizing and rehearsing the Operations Contingency Plan. Activities in support of this initiative in Q2-1999 were as follows:

  - Coordination meetings with the RCMP and National Capital Commission; and
  - Received some responses to a letter sent to area municipalities requesting information on the millennium celebrations being planned. Requirements for police presence in order to assist with crowd control and other related issues around the millennium period are being assessed.

2.2.7 Potential Problems and Issues for the Ottawa-Carleton Regional Police Service

- The dependency on Bell Canada's 9-1-1 network.

- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.

- Millennium celebrations across the Region could potentially create a strain on police resources.

2.2.8 Current Focus of Media, Residents, Public and Private Sector

- What are the contingencies for the 9-1-1 Service should a failure in the Bell Canada service occur?

- Will Ottawa-Carleton be safe come the new millennium?

PART 3 – NEXT STEPS

3.1   Upcoming Milestones

- Develop resource plans for contingency plans and assist Human Resources to inform all staff who will be required to work during the critical transition period.

- Develop test plans for contingency plans.

- Departmental senior management briefings in July 1999 – current quarterly results and contingency plans.

- Memorandum to all Regional staff to update them on Year 2000 progress.

- Continued work with READY 2000 partners throughout the next quarter.

- Next quarterly report in September/October 1999.

PART 4 – SUMMARY

There are approximately six months until 01 January 2000.

The Region's Year 2000 Program continues to meet major milestones while remaining under budget. Many of the major service areas such as water and traffic control are now Year 2000 Ready.

Regional staff continues to make great progress in addressing Critical and High priority issues throughout the Corporation with good news to deliver in all major service areas.

Most contingency plans are complete, and the remaining plans will be completed early in Q3-1999. The Region is continuing to benefit from the READY 2000 partnership that involves all area municipalities and key local public and private sector organizations. This partnership will continue to serve as a focal point for public communications on the Year 2000 readiness of the member agencies, as well as provide timely and relevant information about how the public can prepare themselves at home for any emergency, including the millennium changeover.

The Region's Year 2000 Task Force will continue to provide detailed quarterly reports to senior management and Regional Council members through the remainder of 1999 and early in 2000. The next report will be presented in October 1999.

Original signed by:
Greg Geddes
Director, Year 2000 Program

Year 2000 Task Force Members

Greg Geddes, Year 2000 Program Office, Chair
Gerry Champagne, Year 2000 Program Office (Liaison for Administrative Departments and Homes for the Aged)
Inspector Karl Erfle, Ottawa-Carleton Regional Police Service
Carole Lavigne, Year 2000 Program Office
Glen Mullins, OC Transpo
Doug McCaslin, Year 2000 Program Office
Ken McDougall, Information Systems Division
Bill McKinnon, Year 2000 Program Office
Neil Monkman, Environment and Transportation Department
Dr. Sam Nutt, Health Department
Larry Ostler, Social Services Department
Elaine Panke, Information Systems Division
David White, Legal Department