REGION OF OTTAWA-CARLETON	REPORT
RÉGION D'OTTAWA-CARLETON	RAPPORT

Our File/N/Réf. Your File/V/Réf.	15-05-99-2000.2194.1
DATE	12 October 1999
TO/DEST.	Co-ordinator Corporate Services and Economic Development Committee
FROM/EXP.	Finance Commissioner
SUBJECT/OBJET	**YEAR 2000 AND THE REGION OF OTTAWA-CARLETON INTERIM REPORT FOR THE FOURTH QUARTER OF 1999 (16 September 1999 to 15 November 1999)**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee and Council receive this report for information.

BACKGROUND

On 11 February 1998, Regional Council approved the three-year capital authority for the Region's Year 2000 Program, and approved the 1998 spending plan. At that time, Regional Council requested regular reports on the progress of this initiative, in recognition of the vital importance of the Region's Year 2000 preparedness and its ability to deliver services to residents.

Attached hereto is the full text of the Year 2000 Program Interim Report for the Fourth Quarter of 1999 (15 September to 15 November 1999) as prepared by the Year 2000 Task Force.

Approved by
Greg Geddes
Director, Year 2000 Program

REGION OF OTTAWA-CARLETON

YEAR 2000 PROGRAM
INTERIM REPORT FOR THE FOURTH
QUARTER OF 1999

(16 SEPTEMBER TO 15 NOVEMBER 1999)

Presented to
CORPORATE SERVICES AND ECONOMIC
DEVELOPMENT COMMITTEE
01 December 1999

Prepared by the Region of Ottawa-Carleton
Year 2000 Task Force

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You may send your questions and comments to us by email at 2000@rmoc.on.ca

REGION OF OTTAWA-CARLETON
YEAR 2000 PROGRAM
INTERIM REPORT FOR THE FOURTH QUARTER OF 1999
(16 September to 15 November 1999)

1.0   Introduction

This document provides an interim status report within the fourth quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides an overview of significant progress that has been made within the Program during the period 16 September 1999 to 15 November 1999.

2.0   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 has remained the highest priority system for the Region. We are pleased to report that all Year 2000 remediation work associated with the Regional portion of the 9-1-1 system is now complete.

- The Year 2000 Program is not expected to exceed the original budget of $19.2 million approved by Regional Council in February 1998.

- Many major service areas including the 9-1-1 Service, the Regional Water Supply System, the Regional Sewage Collection and Treatment System, the Traffic Control System, Public Health Services, our three Homes for the Aged, and OC Transpo are Year 2000 Ready. It is clear that any outstanding remediation work remaining in these areas will have no impact on services delivered to the public as we roll over to the Year 2000.

- Year 2000 remediation and contingency plans will ensure all essential Regional services continue during the roll-over period. It should be said that despite these substantial efforts, we still expect some problems associated with Year 2000 failure. However, we feel that the impact of these failures will be similar to what we encounter every day with information systems.

- At the end of the third quarter of 1999, there was a total of forty-two (42) Critical and High priority business systems left to close. Staff have continued to make significant progress on these remaining items. Only three (3) Critical and twelve (12) High priority items remain open at 15 November 1999, and outstanding items will be completed by year-end (with the exception of five (5) applications in Environment and Transportation that will not be required before February 2000).

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- There are four (4) remaining embedded systems processes to be completed within the Regional sewage treatment system. All remediation of Critical and High priority items in the Regional water system are complete, and it is expected that potential failure within the four (4) remaining items in sewage treatment would have little or no impact in service delivery.

- Year 2000 remediation of facilities management systems is complete. Testing of Critical facilities was completed in October. One (1) High priority facility remains to be tested. It is scheduled to be tested by the end of November.

- All Year 2000 contingency plans are complete, and required staffing has been identified for the rollover period. Regional staff will continue to test some of the contingency plans and make final adjustment over the remainder of the quarter.

3.0   Major Service Area Highlights

9-1-1 Service

- A documentary audit of the Regional portion of the 9-1-1 system was presented to the   9-1-1 Management Board on 08 October 1999 by the Region's Year 2000 Program Office. The audit highlighted a number of Year 2000 related and non-Year 2000 related issues. We are pleased to report that all Critical and High priority remediation work on the Regional portion of the 9-1-1 Service is complete.

- A report entitled "Review of 9-1-1 Local Partners" was distributed to 9-1-1 partners in early October 1999, and presented to the 9-1-1 Management Board on 08 October 1999. The Region's Year 2000 Program Office has found that the risk of Year 2000 related failure to the 9-1-1 Service is low. However, to ensure the continued operation of the   9-1-1 Service, should an emergency situation arise, it is recommended that all 9-1-1 local partners forward to the Region's Emergency Measures Unit a copy their Year 2000 contingency plan or updated emergency preparedness plan.

Ottawa-Carleton Regional Police Service (OCRPS)

- There are four (4) outstanding items within OCRPS. Three (3) of these items are business systems (administrative) and are scheduled to be completed by year-end. Failure to close these items by year-end will have no impact on service to the public. The final item, installation of new mobile workstations in the police cruisers, will be completed by the end of November 1999.

- Planning to deal with the extensive millennium celebrations planned in Ottawa-Carleton is nearing completion. This planning addresses the requirement for enhanced patrol presence. In fact, there will be approximately three times (3x) more police officers working on New Year's

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Eve than in other years. The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with Senior Officers to complete the development of detailed plans for the millennium period.

Water Supply System

- The Regional water treatment, delivery and storage system is "Year 2000 Ready" based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System.

- The Water Division's contingency plan testing has included a "dry run" of fully manual operations within the two plants with all SCADA and computer controls turned to manual. Within the distribution system, "manned" operation of pump stations and wells will be in the "Year 2000 roll-over" mode of operation. The contingency "dry run" scheduled during October-November was successful, with only minor adjustments being made to contingency plans.

Sewage Collection and Treatment

- The Regional sewage collection and treatment system is "Year 2000 Ready" based on the remediation work completed earlier this fall by Water Environment Protection Division (WEPD) staff on the existing central Supervisory Control and Data Acquisition (SCADA) System.

- It should be noted that Water Environment Protection Division staff have contacted all local area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system. Municipalities have assured us that their facilities have been remediated and that contingency measures are in place. This ensures the successful operation of the region-wide sewage collection and treatment system over critical roll-over dates.

Traffic Control

- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed during the first quarter of 1999 to be compliant. 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.

Homes for the Aged

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- Homes for the Aged Department staff have completed all work associated with Critical and High priority business systems.

- The three (3) Regional long-term care facilities contingency plans are built around the recent ice storm experience and now focus on "hardening" the facilities (i.e. generators) in order for residents to remain at their Homes as long as possible. Previous contingency plans were focussed on evacuating residents.

Social Services

- The implementation of the Social Services' Record Services and Verify Payments (RSVP) system is replacing a number of non-compliant Year 2000 applications which currently run in the obsolete MAPPER environment on the Region's mainframe system. The first release of this implementation will be completed on 08 December 1999, which will allow the decommissioning of the mainframe by year-end.

- The monthly production of benefit payments has been out-sourced to a leading national bank, and this revised process is on track for implementation with the November Social Services Department cheque distribution.

Public Health

- Work on all Critical and High priority business systems in Public Health is complete.

OC Transpo

- Work on all Critical and High priority systems at OC Transpo is complete.

Facilities

- Facilities management systems identified as non-compliant have been upgraded or replaced. Facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities have undergone testing to confirm Year 2000 compliance claims by the manufacturers. All critical Regional facilities have been tested and one (1) High priority facility remains to be tested, which will be completed by the end of November.

- As part of contingency planning, backup generators identified for Critical and High priority Regional facilities will be in place by 15 December 1999. All generator hook-ups will be tested by 20 December 1999.

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Corporate Fleet

- A replacement for Gasboy (fuel dispensing system) will be installed by the end of the third week of November, and Year 2000 testing will follow.

- Based on information obtained from sixteen of seventeen (16/17) vehicle manufacturers, no Year 2000 related problems should be encountered with Regional vehicles or equipment. Although the remaining manufacturer has not responded, we do not anticipate any problems as this concerns only one lower priority piece of equipment (typically used in the summer months) in the Regional fleet.

Environment and Transportation (ETD)

- Of the seven (7) outstanding business applications left to complete in ETD, only two (2) must be completed by year-end. The remaining five (5) are not used during the winter period, and will be completed early in the New Year.

Administration

- Work on all Critical and High priority business systems in the Regional Administration is complete.

Computing Infrastructure

- Ottawa-Carleton Regional Police Service and OC Transpo have completed all Year 2000 remediation work on their computing infrastructure. One (1) item remains to be upgraded within the Regional computing infrastructure; namely, a Unix server which will be complete by the end of November.

4.0   Overall Status of Regional Business Systems

At the end of the third quarter of 1999, there was only a total of forty-two (42) Critical and High priority business systems left to close. Staff have continued to make significant progress on these remaining items. Only three (3) Critical and twelve (12) High priority items remain open at 15 November 1999, and outstanding items will be completed by year-end (with the exception of five (5) applications in Environment and Transportation that will not be required before February 2000).

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Closed Critical and High Priority Business
Systems as of 15 November 1999

Department	CLOSED	To Complete	Comments
Audit	0/0	0	• Complete
Clerks	3/3	0	• Complete
Elected Officials	0/0	0	• Complete
Finance	27/27	0	• Complete
Health	6/6	0	• Complete
Homes for the Aged	13/13	0	• Complete
Human Resources	14/14	0	• Complete
Information & Public Affairs	6/6	0	• Complete
Legal Department	5/5	0	• Complete
OC Transpo	130/130	0	• Complete
Planning and Development Approvals	0/0	0	• Complete

Status of Remaining Critical and High Priority Business

Systems as of 15 November 1999

Department	CLOSED	To Complete	Comments
Common	36/37	1	• MAP-Development Tracking (High priority item). Development completed. Implementation is underway. Manual contingency plan in place if needed. *Target completion date is 06 December 1999.*
Corporate Fleet	1/2	1	• New Fuel Dispensing System (High priority item). Application will be installed by the end of the third week of November, and Year 2000 testing will follow. Manual processes can be used as a contingency plan. *Target completion date is 26 November 1999.*

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Department	CLOSED	To Complete	Comments
Environment and Transportation	116/123	7	**Required by Year End:** • Instrument Interfaces Lab changes in WEPD (Critical item). *Target completion date is 30 November 1999.* • Shapes (High priority item*). Target completion date is 23 December 1999.* **Not Required by Year End:** • ITX DEM and ITX TVMA (2 High priority items, but seasonal use*). Target implementation date of 23 December 1999, and data conversion in January 2000*. • Municipal Bridge Appraisal and Data Entry System (MBADES) and Municipal Culvert Appraisal and Data Entry System (MCADES) (2 High priority items but seasonal use). *Target implementation date of end of December, and data conversion in January 2000.* • Sewer Flow Database (High priority item but seasonal use). *Target completion date is end of February 2000.*
Regional Police Service	6/10	4	• Court Preparation System (Pradea) (Critical Item). *Target completion date is 15 December 1999.* • Time and Attendance System (TAS) (Critical item). *Target completion date is 03 December 1999.* • Cell Block Management System (High priority item). *Target completion date is 30 November 1999.* • Mobile Workstation Implementation (High priority item). *Target completion date is 30 November 1999.*

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Department	CLOSED	To Complete	Comments
Social Services	16/18	2	• Record Services/Verify Payments (RSVP) (High priority item). Implementation of this system replaces a number of non-compliant mainframe systems that will not be fixed, as the mainframe is being decommissioned at Year End. *Target completion date is 08 December 1999.* • Monthly production of Benefit Payment Cheques (High priority item). Application has been out-sourced to a leading national bank. Currently on track for completion with the November SSD production cycle. *Target completion date is 26 November 1999.*
Corporate Total	**379/394**	**15**	**3 Critical and 12 High priority items** *(5 High Priority items not required before Year end)*

5.0   Overall Status of Regional Embedded Process Control Systems

Both the Regional Water System and the Sewage Collection and Treatment System are Year 2000 Ready based on the remediation work completed to date. Remediation and testing is completed for seventy-nine (79) of eighty-three (83) embedded systems processes. All remediation of Critical and High priority items in the Regional Water System are complete. There are only four (4) remaining embedded systems processes to be completed within the Regional Sewage Treatment system and it is expected that these remaining items would have little or no impact to service delivery.

Extensive contingency plans have been updated and tested within both service areas providing further protection in the event of a potential internal or external Year 2000 related failure.

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**Status of Remaining Critical and High Priority Embedded
Process Control Systems as of 15 November 1999**

Service Area	CLOSED	To Complete	Comments
Water Supply	48/48	0	• Complete
Water Environment Protection Division (WEPD)	31/35	4	• Primary Treatment. *Target completion date is 30 November 1999.* • Secondary Treatment. *Target completion date is 30 November 1999.* • Energy Management System. *Target completion date is 30 November 1999.* • WEPD – Lab. *Target completion date is 23 December 1999.*
Total	**79/83**	**4**	

6.0   Overall Status of Regional Facilities Management Systems

Year 2000 remediation of facilities management systems is complete. Testing of Critical facilities was completed in October, with only one (1) High priority facility remaining to be tested. This facility is scheduled to be tested by the end of November 1999.

**Status of Remaining Critical and High Priority Facilities
Management as of 15 November 1999**

	Total Number of Systems Identified as of Q3-1999	*Total Number of Systems Assessed as of Q3-1999*	**Total Number of Systems Identified to Date as of 15 November 1999**	**Total Number of Systems Assessed to Date as of 15 November 1999**	**Total Number of Systems Remaining to Research**
Facilities Systems	*316*	*316*	**316**	**316**	**0**

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Remediation and Testing of Facilities Systems as of 15 November 1999

Classification of Facility	Total Number of Systems that need testing	Number of Systems Remaining to Test as of 15 November 1999	Number of Systems with known compliance issues as of 15 November1999 *	Number of compliance issues to resolve as of 15 November 1999
Critical Priority	70	0	4	0
High Priority	22	3	1	0
Total	92	3	5	0

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

7.0 Status of Year 2000 Contingency Planning

Year 2000 contingency plans were developed for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support). These exercises produced twenty-four (24) contingency plans. As part of this contingency planning process, Departments identified essential service staff to support their contingency plans and are still developing and completing training and testing plans.

A list of action items was developed for each plan. These lists include all steps necessary between now and 01 January 2000 to ensure that the contingency plans can be implemented. For example, if the contingency plan involves switching to backup power, then there are action items to ensure there is an external generator hook-up in place, a backup generator has been secured, and the generator and the hook-up have been tested prior to year end. Another example of an action item would be to ensure that a Regional fuel depot is topped up with fuel prior to 31 December 1999.

To ensure that all action items identified in the contingency plans are completed, the Year 2000 Program Office required Departments to report monthly on progress made against various actions and deliverables. This will provide a method to identify potential problems and thus ensure that appropriate corrective measures are taken.

There were approximately one thousand one hundred and forty-four (1,144) actions identified during the development of the contingency plans. The progress in completing these item is being tracked, with eight hundred and one (801) being completed as of 15 November 1999 (versus two hundred and fifty-seven (257) completed as of 15 September 1999). It should be noted that most of the remaining action items would not normally be completed until late in the year (such as ordering extra supplies, etc.).

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8.0   Overall Status of Supply Chain Review

Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Departments identified a total of eight-hundred and seventeen (817) key suppliers from an original list of 20,000. A further analysis of the key suppliers, as part of the contingency planning process, identified fifty-seven (57) critical suppliers (unique to one Regional department), and seventy-six (76) critical suppliers (common to more than one Regional department).

The analysis is complete for all key suppliers to the Region.

Status of Supply Chain Review as of 15 November 1999

Description	Number of Suppliers	Satisfactory Responses Received	Percentage Complete
Key Suppliers	817	817	100%
Unique Critical Suppliers	57	57	100%
Common Critical Suppliers	76	76	100%

9.0   Overall Status of Vendor Compliance Project

Research on the Year 2000 compliance of third party products if now complete. Some follow-up has been done in the past two months to include a few additional products that have been identified, and to compare research results with the federal government, in order to monitor and adjust (as necessary) any information that may have changed since the original research was completed.

Status of Vendor Compliance Project
as of 15 November 1999
(Exclusive of OC Transpo)

Type of Product	Number of Unique Products Identified to Date		Associated Number of Unique Vendors		Number of Products Where the Research is Completed	
	Q3-1999	**15 Nov 1999**	*Q3-1999*	**15 Nov 1999**	*Q3-1999*	**15 Nov 1999**

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Type of Product	Number of Unique Products Identified to Date		Associated Number of Unique Vendors		Number of Products Where the Research is Completed	
	Q3-1999	**15 Nov 1999**	*Q3-1999*	**15 Nov 1999**	*Q3-1999*	**15 Nov 1999**
Business Systems	*466*	**466**	*164*	**164**	*466 (100%)*	**466 (100%)**
Embedded Systems	*702*	**702**	*199*	**199**	*702 (100%)*	**702 (100%)**
Facilities Management Systems	*316*	**316**	*90*	**90**	*316 (100%)*	**316 (100%)**
Ottawa-Carleton Regional Police Services	*527*	**535**	*173*	**174**	*526 (99%)*	**535 (100%)**
Total	*2,011*	**2,019**	*626*	**627**	*2,010*	**2,019 (100%)**

10.0 Overall Status of Testing of Personal Computers

All personal computers have been tested. Of those previously tested, approximately two-hundred and sixty-four (264) will not be fixed, and Departments are either decommissioning these older units, or purchasing a significantly reduced number of replacements.

Status of PC Year 2000 Testing Project as of 15 November 1999

Support Group	Number of PCs **	Number Tested Compliant To Date	Number to be Tested and/or Fixed as of 15 November 1999	Number to be decommissioned/ replaced as of 15 November 1999	Comments
ISD-Systems	1,420	1,302	0	118	Testing completed
ETD-Systems	949	881	0	68	Testing completed
OCRPS-Systems	1,035	957	0	78	Testing completed
OC Transpo-Systems	521	521	0	0	Testing completed

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Support Group	Number of PCs **	Number Tested Compliant To Date	Number to be Tested and/or Fixed as of 15 November 1999	Number to be decommissioned/ replaced as of 15 November 1999	Comments
Total	**3,925**	**3,661**	**0**	**264**	

** Includes Laptops

11.0 Budget Update

The Year 2000 Program is not expected to exceed the original budget set by Regional Council in February 1998 of $19.2 million.

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Status of the Year 2000 Program Budget as of 15 November 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	2,002	2,064	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	685	881	-5	Compliance research, hardware, consulting services
Business Systems Total	7,100	8,510	3,888	3,073	1551	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	432	425	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	164	147	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	725	100	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999/ 2000 PROGRAM TOTAL	**19,280**	**19,280**	**6,773**	**7,081**	**5,418**	**8**	

12.0   Communications

Internal and external Year 2000 communications activities provide both the public and Regional staff with information about the Region's progress in addressing the millennium challenge. The READY 2000 Y2K checklist, a resource to ensure home preparedness in the case of any emergency situation, was distributed to all regional, Ottawa-Carleton Regional Police and OC Transpo employees in November.

During the fourth quarter of 1999, the Year 2000 Program Office experienced an increase in visits

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to its Program's web site.

COMMUNICATIONS ACTIVITIES – Q4-1999 Interim to 15 November 1999

ACTIVITY	Q3-1999	Q4-1999 Interim to 15 November 1999
Inquiries by Residents	18	17
Inquires by Municipalities	9	17
Inquiries by Businesses	27	15
Inquiries by Media	2	10
External Presentations provided by the Program Office	4	7
Average Web Site Hits per Month	265	364

13.0   Region-Wide Year 2000 Emergency Preparedness Planning – *READY 2000*

The Region's Year 2000 Program Office continues to participate in READY 2000 activities. The READY 2000 Partnership includes representation from Bell Canada, Enbridge Consumers Gas, local hydro commissions, area emergency preparedness coordinators, hospitals, school boards, the Canadian Red Cross, the food service industry, regional police, fire services, area ambulance service providers, the Outaouais and other agencies as required.

The READY 2000 Contact Group is coordinating Year 2000-specific contingency plans to ensure a coherent region-wide emergency response within the framework of the existing Regional Emergency Plan. The READY 2000 Communications Group oversees communications to the public.

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READY 2000 partners participated in a special promotion of the READY 2000 Emergency Preparedness Guide during Fire Prevention Week activities in early October.

In November, partners hosted a series of five (5) community forums across the region with two resources being developed to assist residents in their own home preparations, namely the *Y2K Checklist* and *READY 2000 Top Tips*.

The READY 2000 web site (*www.ready2000.org*) continues to be a valuable source of information with over 500 hits per month. In December 1999, the Region's 24 Hour Information Line (560-1335) will provide information to Ottawa-Carleton residents on behalf of all READY 2000 partners. It should be noted that Regional staff have received crisis communications training to provide a better service to the community.

14.0   Summary

As stated in the Report for the Third Quarter of 1999, our work with the READY 2000 partnership has provided us with extensive contact with representatives from many of the key business sectors within Ottawa-Carleton (i.e. Bell Canada, local hydro commissions, Enbridge Consumers Gas, etc.). Representatives are demonstrating their commitment to addressing Year 2000 problems within their organizations and related business associations. We are pleased to say that we expect little or no service disruption during the millennium roll-over period.

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

Regardless, the efforts of Regional staff over the past years in remediating Year 2000 issues and developing and testing comprehensive contingency plans will ensure a prompt response to any difficulties resulting from the millennium transition, therefore making any Year 2000 problems transparent within the delivery of Regional Services.

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The Year 2000 Program Office is scheduled to present the full quarterly report for the last quarter of 1999 to Corporate Services and Economic Development Committee early in the New Year. 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