

REGION OF OTTAWA-CARLETON
YEAR 2000 PROGRAM
REPORT FOR THE FOURTH QUARTER
OF 1998



Submitted to
Corporate Services and Economic Development Committee
Tuesday, 19 January 1999

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

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EXECUTIVE SUMMARY

This document provides a status report to the end of the fourth quarter of 1998 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 15 September 1998 to 15 December 1998.

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, as well as visitors to the Region, along with the safety of staff at the Region, continues to drive the priorities of the Program.
- The 9-1-1 System continues to be the highest priority system for the Region.
- The operation of our water supply, sewage treatment, and traffic control systems, and the continued operation of our Long Term Care facilities remain critical priorities for the Region.
- We are making great progress on Critical and High priority items.
- Contingency planning workshops, which have been held with most Departments, are further defining the real extent of the problem.
- The Emergency Measures Unit proposes to take ownership of the coordination of Year 2000 Emergency Preparedness Planning early in 1999.
- We are getting a clearer picture of how the outside world (utilities, key suppliers, business partners) may affect us. The Region will continue to engage these organizations throughout 1999.

CORPORATE HIGHLIGHTS

- We are doing well resource-wise, but we anticipate further movement of staff as a number of organizations which have not yet begun to address the Year 2000 problem may drain our experienced resources.
- The Standing Offer continues to provide enough resources to the Program, and the Region is sharing this valuable tool with other organizations, such as local area municipalities, and school boards.
- The Program Office has contacted 667 key suppliers of which about one-third have responded. Contingency planning workshops in the Departments are significantly reducing this list to a more manageable number of critical suppliers.

- Year 2000 vendor compliance research has been completed on 1,045 of 1,649 unique products (from 655 unique vendors) used by the Region (business systems, embedded systems, and facilities management systems)—over three times the number closed at the end of Q3-1998, or about sixty-four (64) percent complete to date.
- Over ninety-three (93) percent of personal computers have been tested to date (of 3,188 computers). Of these 2,240 have been found to be compliant, and the remainder require some remediation work (especially laptops).
- Contingency planning workshops were held in Homes for the Aged, Social Services, Health, Environment and Transportation and Planning and Development Approvals (Property Services) during Q4-1998. These groups will submit their draft plans to Emergency Measures Unit for review by 15 January 1999. The remaining contingency planning workshops (OC Transpo, OCRPS, Information Systems and the Administrative Departments) will take place in Q1-1999.
- Representatives from the Region's auditors met with Year 2000 Program Office staff in November to review the Region's plan for achieving Year 2000 preparedness. They did not identify any areas requiring further discussion.
- The cost of addressing Year 2000 to date has resulted in approximately \$7,650,000 committed, out of a 1998 authority of \$7,900,000. The Program Office received approval from Regional Council for the 1999 authority in November 1998.
- Communications with residents, other municipalities, the federal government, local businesses and the media intensified during the last quarter. The Program Office provided eighteen (18) external presentations on the Year 2000 readiness status of the Region's 9-1-1, water, sewage and traffic control operations during the quarter.
- A special workshop was held in mid-December with a number of local area municipalities to identify common areas of concern such as emergency services, and areas where there is an overlap in service provision. A series of meetings will be held in 1999 to address these issues.

MAJOR SERVICE AREA HIGHLIGHTS

- Regional staff met with an assistant vice president of Bell Canada to discuss further Bell Canada's 9-1-1 operations in the context of contingency planning. Bell has confirmed compliance of their portion of the 9-1-1 operation (in October).
- The 9-1-1 Management Board has contacted all area 9-1-1 partners to request information about their Year 2000 plans and current state of readiness, and provided them with the Region's latest update.

- Police Services will be undertaking additional integration testing to confirm the vendor's claim of compliance of the new Computer Aided Dispatch system that was installed during the quarter.
- Leave for all uniformed staff has been suspended from 28 December 1999 to 31 January 2000. All police officers will have a uniform to exhibit maximum patrol presence during the critical period.
- The SCADA upgrade in Water Division is on schedule, with Regional Council to approve the award of the contract in January 1999.
- Remediation work and testing to ensure that the existing SCADA system (PDP-11 based) is Year 2000 ready was successfully completed in November 1998.
- Year 2000 compliance work and tests on the SCADA system used for sewage treatment continues to be on schedule and is expected to be completed by mid-1999.
- Contingency planning within Water Environment Protection Division has primarily focussed on the requirement for backup power to supply the entire sewage treatment plant.
- Although testing on one of seven traffic control devices is incomplete, staff have identified that there are no safety issues in street operations, due to the presence of the conflict resolution device that would force a "four-way flash" mode should an abnormal condition arise. The tests on the remaining controller are scheduled to be completed in early January 1999.
- The remediation work on the maintenance management system used for managing traffic control (EASI) was completed in Q4-1998.
- In this quarter, Homes for the Aged has been able to deal with compliance issues for 13 of its 17 identified products. Of the remaining four issues, three are designated as "High" priorities, and two of these three are scheduled to be addressed in Q1-1999.
- Over the past quarter, Social Services made the decision to consolidate application development activity into one system; therefore, development work that was being done on the Decision Support System (DSS), that evolved out of the Improving Client Services Project, is being transferred to the Record Service and Verify Payments (RSVP) system.
- Written correspondence was received from the Ministry of Community and Social Services confirming their original plan to make their systems compliant by the end of Q1-1999. The schedule for several of these systems has slipped.
- During the quarter, the Health Department also received a revised completion schedule from the Ministry of Health pertaining to the applications that the Health

Department uses in its operations, showing slippage in the Ministry's delivery schedule.

- The relative ranking of a number of Health Department applications, which were initially identified as Critical or High priority, has been re-assessed as a result of the contingency planning process, and 14 items have been moved to medium or low priority categories.
- OC Transpo revisited its supplier risk assessments and has determined the need to send out additional letters requesting Year 2000 compliance information from key suppliers.
- In December 1998, the Community Services Committee of Regional Council passed a Motion to delay the transition of Land Ambulance operations to the Region by one month in order to avoid any potential interference from Year 2000 problems.
- Contingency planning for critical facilities owned and operated by the Region, has identified the need to further harden these buildings to ensure continued operation in the event of an external Year 2000 failure or other emergency situation. Existing provisions for emergency backup power at these locations has been reviewed, and some additional generators units will be secured.
- On-going dialogue continues with key utilities (Ontario Hydro, Enbridge/Consumers Gas, Bell Canada), to confirm that the Year 2000 remediation plans at these organizations are well underway. These discussions will continue throughout 1999.

SIGNIFICANT CHALLENGES

- The lack of a champion at the Regional level thus far for coordinating Emergency Preparedness planning.
- The inflexibility of the deadline. Despite this concern, the Task Force has made great progress in this past quarter with Year 2000 remediation as well as contingency planning.
- The on-going inability to identify further the potential for external problems that might affect the Corporation.
- The dependency of the Region on the provision of goods and services from critical external suppliers and business partners.
- The compliance of a number of systems within Regional facilities that are used for direct service to the public that are leased from external landlords.
- The completion of the remainder of the SCADA upgrade in the Water Division by the end of 1999.

- The Year 2000 readiness and contingency plans of external utilities (hydro, natural gas, and telecommunications suppliers).
- The current capacity for storage of stockpiled chemicals at the plants within the Environment and Transportation Department (which will be addressed as part of the contingency planning process).
- The current inability to run the entire sewage treatment plant on backup power (which will be addressed as part of the contingency planning process).

CORPORATE SUMMARY

STATUS OF BUSINESS SYSTEMS — Q4-1998 “OPEN” as at 15 December 1998

| Department | CLOSED | Critical | High | Medium | Low |
|------------------------------------|---------|----------|------|--------|-----|
| Audit | 1/1 | 0 | 0 | 0 | 0 |
| Clerks | 8/10 | 0 | 1 | 0 | 1 |
| Common | 0/37 | 3 | 34 | 0 | 0 |
| Corporate Fleet | 0/2 | 1 | 1 | 0 | 0 |
| Elected Officials | 1/1 | 0 | 0 | 0 | 0 |
| Environment and Transportation | 71/260 | 12 | 77 | 39 | 61 |
| Finance | 14/42 | 0 | 23 | 2 | 3 |
| Health | 10/38 | 2 | 5 | 8 | 13 |
| Homes for the Aged | 13/17 | 0 | 3 | 0 | 1 |
| Human Resources | 11/14 | 2 | 1 | 0 | 0 |
| Information & Public Affairs | 6/10 | 0 | 4 | 0 | 0 |
| Legal Department | 3/8 | 0 | 4 | 1 | 0 |
| OC Transpo | 153/311 | 30 | 39 | 17 | 72 |
| OCRPS | N/A | N/A | N/A | N/A | N/A |
| Planning and Development Approvals | 17/59 | 0 | 2 | 12 | 28 |
| Social Services | 9/36 | 3 | 13 | 5 | 6 |
| Corporate Total | 317/846 | 53 | 207 | 84 | 185 |

STATUS OF BUSINESS SYSTEMS — Q4-1998
 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 | 0 | 0 | 0 |
| Clerks | 8 | 0 | 2 | 1 | 0 | 0 | 0 | 0 |
| Common | 3 | 0 | 0 | 19 | 16 | 1 | 0 | 3 |
| Corporate Fleet | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Elected Officials | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Environment and Transportation | 43 | 0 | 6 | 32 | 27 | 2 | 0 | 22 |
| Finance | 14 | 0 | 1 | 9 | 11 | 0 | 2 | 1 |
| Health | 1 | 0 | 1 | 6 | 0 | 0 | 0 | 0 |
| Homes for the Aged | 13 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| Human Resources | 11 | 0 | 2 | 1 | 0 | 2 | 0 | 0 |
| Information & Public Affairs | 6 | 0 | 0 | 1 | 3 | 0 | 0 | 0 |
| Legal Department | 3 | 0 | 1 | 2 | 2 | 0 | 0 | 0 |
| OC Transpo | 101 | 0 | 37 | 3 | 22 | 1 | 4 | 2 |
| OCRPS | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Planning and Development Approvals | 17 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| Social Services | 0 | 0 | 0 | 6 | 1 | 0 | 5 | 4 |
| Corporate Total | 221 | 1 | 50 | 85 | 83 | 7 | 11 | 32 |

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q4-1998

| | | “OPEN” as at 15 December 1998 | | | | | | |
|-------|--------|--|----|------|----|--------|----|---------|
| ETD | CLOSED | Critical | | High | | Medium | | Low |
| Water | 2/59 | 5 | | 42 | | 1 | | 9 |
| WEPD | 9/39 | 25* | | 0 | | 2 | | 3 |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| ETD | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Water | 2 | 0 | 0 | 2 | 2 | 2 | 35 | 6 |
| WEPD | 9 | 0 | 0 | 0 | 0 | 25 | 0 | 0 |

STATUS OF FACILITIES MANAGEMENT SYSTEMS — Q4-1998

| Department | Total Number of Products Identified as of Q4 | Total Number of Products Assessed as of Q4 | Total Number of Products Remaining to Assess as of Q4 |
|-------------------------------|--|--|---|
| Facilities Management Systems | 271 | 197 | 74 |

More comprehensive information is contained in the body of this report. The Program Office is scheduled to present the next quarterly report to Corporate Services and Economic Development Committee at the end of April 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.

YEAR 2000 PROGRAM REPORT FOR THE FOURTH QUARTER OF 1998

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 15 September 1998 to 15 December 1998 (herein referred to as Q4-1998). This detailed report reflects the progress and the current status of the Program to approximately 15 December 1998.

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

- Corporate Issues Committee — 12 January 1999;
- Management Committee — 18 January 1999;
- Corporate Services and Economic Development Committee — 19 January 1999 (target date); and
- Regional Council — 27 January 1999 (target date)

This report follows the same format as the Report for the Third Quarter of 1998, dated 20 October 1998. In this latest version, the information presented provides quarter over quarter progress. Much of the information from Q3-1998 is repeated for easy reference.

Once again this report covers four areas:

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

Detailed appendices have been attached to provide information on the current status of individual Year 2000 initiatives in each service area in relation to the previous quarter.

This report is focussed on incremental changes from Q3-1998; and therefore, does not provide detail on the history and progress of the Region's Year 2000 Program prior to September of 1998. Readers are encouraged to consult the Year 2000 page at the Region's website (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 1998:

“We are making great progress on Critical and High Priority items.”

The fourth quarter of 1998 saw some major progress in addressing an additional 50 Critical and High priority Year 2000 issues. This was partly due to the completion of Year 2000 compliance research on an additional 709 products used throughout the Corporation. This research has concluded that many of the products used at the Region are not date sensitive by nature, thereby eliminating the need for potential remediation work on these items.

A significant amount of progress has also been made in remediation efforts associated with business systems. As well, the number of items with completion dates defined as To Be Determined (TBD) has been reduced significantly.

“Contingency planning workshops are further defining the real extent of the problem.”

One of the most critical aspects of the Year 2000 Program has been the contingency planning around potential Year 2000 failure within the Region’s systems or as a result of some external Year 2000 failure. This contingency planning is meant to be a supplement to the Year 2000 remediation plans already underway.

Year 2000 remediation plans (Plan As) are intended to address Year 2000 problems within particular IT assets, while the contingency plans (Plan Bs) look at business functions and the continued delivery of essential services. Once again, it is important to stress that the contingency plans are not intended to substitute for remediation plans.

Workshops were held in most Departments over the fall of 1998 and the remaining workshops will take place in January 1999. One aspect of the contingency planning workshops is to identify the IT assets, and the external business partners and suppliers needed to ensure the continued provision of essential services to the residents of Ottawa-Carleton. This process has enabled service areas to reduce significantly the list of key suppliers to a smaller, more manageable number of critical suppliers.

This information, when combined with feedback and discussions with these external agencies and businesses, has further clarified the environment that we can expect around the changeover to Year 2000.

Some organization must take ownership of the coordination of emergency preparedness planning at the Regional level.”

Many organizations, like the Region, continue to address Year 2000 risks within their operations. However, what is missing is someone to take ownership of the coordination of Emergency Preparedness Planning around Year 2000 at the region-wide level. The Program Office has been supporting and encouraging the exchange of information with other partners within Ottawa-Carleton (such as the RCMP, the area municipalities, the Department of National Defence, local school boards, etc.). However, there is clearly a need for coordination on a broader base across the Region. To date, no level of government has taken active ownership of this issue.

The Region’s Emergency Measures Unit played a key-coordinating role during the Ice Storm, and now proposes to be that coordinating organization within Ottawa-Carleton. The first quarter of 1999 will see the organization of a Symposium on Emergency Preparedness Planning around Year 2000 within Ottawa-Carleton hosted by the Region.

“We are getting a clearer picture of how the outside world may affect us.”

Continued dialogue with utility providers such as Ontario Hydro, Bell Canada, Enbridge/Consumers Gas, and many of our external business partners and suppliers has revealed current information on the Year 2000 readiness of these organizations. While there has been significant progress made by these organizations, it is clear that it is still too early to determine how ready these organizations will be by 01 January 2000. The dialogue with these organizations will continue throughout 1999.

1.3 Overall Program Status

The Year 2000 Program at the Region 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.

Most of the work within the Region’s Year 2000 Program is currently focussed on the last two steps.

Major program activities within the fourth quarter of 1998 have included the following:

- Continued work to identify and implement solutions to address Critical and High priority issues — work on fifty (50) issues completed during the quarter.
- Completion of contingency planning workshops in Health, Social Services, Environment and Transportation, Homes for the Aged, and a number of critical Regional facilities.
- Completion of risk assessment at the Regional Police Service.
- Completion of the remaining inventories of products within the Police Service, and verifying the inventory at some of the remote pumping stations in the embedded systems operations.
- Completion of research for compliance information associated with 1,045 third-party products.
- Analyzing the results of feedback from 222 key suppliers and business partners.
- Completion of Year 2000 testing training for forty-two (42) IT staff.

PART 2 – UPDATE ON CORPORATE INITIATIVES

2.1 Staffing Update

Staffing issues continue to be a concern to all managers in the Corporation who are dealing with this issue. Lower turnover rates in the fourth quarter of 1998 for IT staff (turn-over of two (2) positions and three (3) new positions filled) can be credited to the success of the IT Retention Strategy. However, managers are still cautious and it is anticipated that 1999 will see some movement as a number of organizations that have not addressed the issue to date attempt to deal with their Year 2000 problems and fight for the expertise.

There were two significant staffing actions in the fourth quarter of 1998. In November 1998, a Police Inspector was appointed as the Project Manager for the Year 2000 Project within the Police Service. This person will also serve on the Corporate Year 2000 Task Force.

Also in November, Regional Property Services appointed a full time Year 2000 Coordinator to deal with Year 2000 issues within Regional facilities. This position will play a key role in the “hardening” of key facilities as part of the contingency planning exercises.

2.2 Consulting Services Update

During the fourth quarter of 1998, twenty (20) new consulting contracts were awarded (compared to 21 in Q3-1998) to work on projects associated with the Year 2000 Program. Most of these contracts were awarded under the Standing Offer for Year 2000 Informatics Services that was approved by Regional Council in June 1998.

While the types of contracts have varied, most of the expertise required focussed on analysis and development services, particularly in the case of a development tool called PowerBuilder, which is one of the most widely used development products within the Region. There has been no adjustment to the rates used with the Standing Offer during the fourth quarter of 1998.

The Standing Offer continues to be the most useful tool for engaging consultants for the Program, and the Standing Offer has been used successfully by several other municipalities in the Ottawa-Carleton area and beyond.

Information about the Standing Offer has been posted on the Region’s Year 2000 website, for use by other municipalities.

The Region continues to monitor the availability of consultants with MAPPER programming expertise (the language used on the Region's mainframe) through regular contact with local consulting firms. The Region continues to fill current requirements for this type of expertise, and contracts for existing consultants have been extended into 1999 to ensure continued availability of resources to meet the anticipated demand.

2.3 Supply Chain Review

In the summer of 1998, the Year 2000 Program Office began a Year 2000-related risk management review of key suppliers to ensure the continued availability of goods and services supporting the Region's safety and mission critical functions. This involved identifying the vital goods and services, assessing the Year 2000 readiness of the suppliers currently or likely to be supplying these goods and services to the Region, and developing a risk management process to deal with potential threats to the supply chain.

In the fourth quarter of 1998 the major activities related to the Supply Chain Review included:

- Briefing and engaging the remaining operating areas on the process;
- Contacting suppliers by letter and tracking their responses and distributing these responses to the appropriate operating areas for review and action;
- Inviting key utilities - Ontario Hydro, Enbridge/Consumers Gas and Bell Canada for briefings to the Region and other interested parties (including the federal government, area municipalities, area hydro providers and other public sector agencies). These briefings provided a forum for utilities to present information on their Year 2000 readiness status. This information has been used to support the Region's contingency planning process;
- Assisting the Legal Department and Supply Management Division with developing a process to assess and report on requirements to be included in procurement documents for goods and services required to support the Region's safety- and mission-critical functions;
- Briefing departments, through the Year 2000 Task Force members, on the continuous risk management process and the reporting requirements applicable to the Supply Chain Review;
- Providing supplier risk management data for the contingency planning workshops; and
- Contacting local area municipalities supporting the Region's service delivery to assess their status.

The current status of the Supply Chain Review in the various major service areas is shown in the following table. (Note: this table does not reflect the outcome of risk review activities from contingency planning sessions.) These sessions have, for some Departments, resulted in a significant reduction in the number of critical suppliers.

Of the 703 active suppliers in the supplier database, 667 (96%) have been contacted, and of these, 219 (33%) have responded. The quality of the responses received from the suppliers to the Region's assessment letter continues to vary significantly from supplier to supplier.

While the lead responsibility for continuous management of the Supply Chain Review rests with the Departments, the Program Office will continue to support the activities of the review, serving as a point of contact for utilities and area municipalities. The Program Office will also provide support to Departments requiring assistance with supplier assessments; and will assist with coordinating the activities required to deal with unresponsive suppliers.

| Supply Chain Contact Status as of 15 December 1998 | | | | | |
|--|--|-------------------|---------------------------|------------------|-------------------|
| Department | Division | Suppliers on File | Letters Sent ¹ | Replies Received | Response Rate (%) |
| Corporate Fleet | | 17 | 17 | 6 | 35 |
| ETD | Engineering | 80 | 80 | 24 | 30 |
| | Information Systems | 2 | 2 | 0 | 0 |
| | Infrastructure Maintenance | 30 | 27 | 9 | 33 |
| | Mobility Services | 32 | 30 | 9 | 30 |
| | Solid Waste/Collection | 6 | 5 | 4 | 80 |
| | Solid Waste/Landfill | 5 | 5 | 3 | 60 |
| | Water | 95 | 88 | 31 | 35 |
| | WEPD | 163 | 158 | 56 | 35 |
| Finance | Financial Services | 27 | 16 | 11 | 69 |
| | ISD | 20 | 19 | 6 | 32 |
| Health | Adult Health | 19 | 18 | 3 | 17 |
| | Child & Adolescent Care | 31 | 31 | 4 | 13 |
| | Clinical Services Division/Healthy Sexuality | 21 | 21 | 9 | 43 |

| Supply Chain Contact Status as of 15 December 1998 | | | | | |
|---|---|-------------------|---------------------------|------------------|-------------------|
| Department | Division | Suppliers on File | Letters Sent ¹ | Replies Received | Response Rate (%) |
| | Clinical Services/Dental Treatment | 10 | 10 | 1 | 10 |
| | Clinical Services/HIV Prevention | 15 | 14 | 6 | 43 |
| | E.H./CDC Division | 9 | 8 | 1 | 12 |
| Homes for the Aged | | 31 | 30 | 9 | 30 |
| Human Resources | | 6 | 6 | 5 | 83 |
| Information and Public Affairs | | 1 | 1 | 0 | 0 |
| PDA | | 30 | 30 | 12 | 40 |
| Social Services Department | | 53 | 51 | 10 | 20 |
| Ottawa-Carleton Regional Police Service | A preliminary input has been received for those suppliers supporting critical functions. OCRPS is in the process of determining which subset of these suppliers is safety- or mission-critical. | | | | |
| OC Transpo | OC Transpo have contacted additional key suppliers using the letter prepared by the Year 2000 Program Office. | | | | |
| 1. In cases where a particular supplier has not been contacted, it implies that: the information has only been recently submitted to the Program Office, that the suppliers are low risk, that the suppliers are internal, or that the suppliers have been contacted by means other than letters. | | | | | |

2.4 Vendor Compliance Project

Third party product research continues to be an important aspect of the Region's Year 2000 Program. The Program Office set up a research team early in 1998 to determine the Year 2000 compliance of all products that are used within the Region (business systems, embedded systems, and facilities management systems). The inventories that have been prepared by the operating departments were submitted to this team who are responsible for contacting manufacturers to ascertain the compliance of each product.

To date, over 1,649 unique products from 655 vendors have been identified for research. This is up considerably from the 1,037 products from 323 vendors identified at the end of Q3-1998. These products have been subdivided into Business Systems, Facilities Systems,

Embedded Systems and the Ottawa-Carleton Regional Police Service (OCRPS) inventories, and are exclusive of OC Transpo.

Over 500 new products have been added to the inventory during the fourth quarter of 1998 which includes products from the Police inventory and a collection of products that have surfaced from other areas of the Corporation.

Research efforts in Q4-1998 were focussed on completing as much research as possible to assist departments in making decisions on whether further Year 2000 remediation effort is required for a product. As a result, Year 2000 compliance research was completed on a total of 709 products during the quarter, more than three times the number completed previously in total. This translates to about sixty-four (64) percent complete, or 1,045 of 1,649 products.

During Q4-1998, the Vendor Compliance Project (VCP) team totaled five researchers and a clerk. Each researcher was given an area of specialty (business systems, etc.) and one of the five VCP researchers was dedicated to gathering the high priority components of the OCRPS inventory, and subsequently to research product compliance status.

Resources from the VCP will be re-assigned to assist with research on products for OCRPS as research work is completed in the other areas. Based on the current rate of progress and personnel availability, the bulk of the vendor compliance research is expected to be completed by the end of February 1999.

Requests for copies of the research data have come from a number of municipalities across Ontario. Copies of the research reports continue to be distributed to the area municipalities, the City of Kingston and Public Works and Government Services Canada (PWGSC). In addition, copies of the reports are available on the Region's Year 2000 website.

The Region of Ottawa-Carleton is also a supplier to area businesses, most notably in the area of water supply. As a result, businesses are eager to know about the compliance of our systems as they relate to our ability to continue to provide essential services. In Q4-1998, the Program Office responded to sixty-nine (69) requests from local businesses on the status of the Region's water supply and other systems. This increased considerably from twenty-six (26) requests in Q3-1998.

VENDOR COMPLIANCE PROJECT STATISTICS
(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 | Q4 | Q3 | Q4 | Q3 | Q4 |
| | | | | | | |

| Type of Product | Number of Unique Products Identified to Date | | Associated Number of Unique Vendors | | Number of Products Where the Research is Completed | |
|--|--|-------|-------------------------------------|------|--|--------------|
| | Q3 | Q4 | Q3 | Q4 | Q3 | Q4 |
| Business Systems | 320 | 317 | 118 | 144 | 154 | 268 (85%) |
| Embedded Systems | 561 | 714 | 126 | 221 | 142 | 535 (75%) |
| Facilities Management Systems | 156 | 267 | 79 | 83 | 40 | 190 (72%) |
| Ottawa-Carleton Regional Police Services | 0 | ~350 | 0 | ~200 | 0 | 52 (13%) |
| Total | 1,037 | 1,643 | 323 | 655 | 336 | 1,045 |

2.5 Testing of PCs

The Year 2000 Program Office is undertaking tests of all personal computers within the Region to ensure that the internal clock on the PC and the associated hardware recognizes and processes the correct time at startup and on roll-over to the Year 2000. The PC testing project also ensures that the personal computers recognize the leap year in 2000.

The majority of the PCs at the Region will have been tested by the end of the fourth quarter of 1998. The fourth quarter of 1998 saw testing taking place in Environment and Transportation, and some testing taking place at the Police Services. Testing will be completed at the Police Services in Q1-1999, which is the last major area of the Region to be addressed. Some further testing will also take place at OC Transpo to ensure that a consistent set of tests is applied to all of the Region's computers.

Work on the project is expected to be completed by the end of the first quarter of 1999, including remediation work on non-compliant computers, especially laptops.

As of December of 1998, there are in excess of 3,188 computers to test across the Corporation. To date, about 2,240 computers have been tested and found to be compliant. An additional 738 failed their test by either failing to process or display the date correctly during a roll-over to 01 January 2000, or by failing to recognize that the Year 2000 is a leap year. These PCs tend to be older equipment and the problems will be addressed as part of the project in 1999.

In all cases, once a computer is deemed to be compliant, a special sticker with the Program logo and a unique identifying number is placed on the case for easy identification and future reference.



Laptop computers have proven to be the most difficult to fix to date, and have the highest rate of failure. It has also proven to be more difficult to get software fixes for these computers.

| Results of PC Year 2000 Testing Project | | | | |
|---|-------------------------------|---------------------------------|--------------------------------|--|
| Support Group | Approx. Number of PCs to Test | Number Tested Compliant To Date | Number to Be Fixed (Currently) | Comments |
| ISD | 1,140 | 1,048 | 92 | Initial testing completed |
| ETD-Systems | 796 | 640 | 156 | Initial Testing Completed |
| OCRPS Systems | 750 | 88 | 486 | Testing to be completed in January |
| OC Transpo Systems | 468 | 464 | 4 | Some re-testing to take place in January |
| Total | 3,188+ | 2,240 | 738 | |

2.6 Contingency Planning (Legal Mitigation Strategy)

One of the most critical activities of the Year 2000 Program is the coordination of the creation of Departmental contingency plans to deal with the uncertainty around the elimination of the millennium bug from critical systems. Contingency plans ensure that the Corporation can continue to operate at an acceptable level and within an acceptable risk envelope in spite of severe business function failures related to the Year 2000.

The driving forces behind the requirement for contingency plans are as follows:

- Year 2000 issues are numerous and complex;
- There is little time remaining;
- There are complex and unusual internal and external dependencies;

- There is very little experience of like problems;
- Skilled resources are getting scarce and costly;
- It is already too late to deal with all of the issues;
- Many plans (Plan As) are still incomplete, and
- It makes good business sense to have a Plan B.

Contingency plans are developed based on business risks to business functions (as opposed to IT systems). The contingency planning strategy centers around examining what are the essential services provided by the Corporation; and therefore, what steps must be taken to ensure that these services remain in place despite potential Year 2000 failure in one or more of the underlying automated systems.

Year 2000 remediation plans (Plan As) are intended to address Year 2000 problems within particular IT assets, while the contingency plans (Plan Bs) look at business functions and the continued delivery of essential services. Contingency plans are not intended to substitute for remediation plans.

In August 1998, the Year 2000 Program Office commenced a project to examine the legal risks that may be faced by the Corporation as a result of potential Year 2000 failure. This project compares the statutory and legislated requirements in the Region's services and identifies where Year 2000 failures could impact these essential services, as well as where it makes good business sense to develop contingency plans for these services.

In cases where an existing contingency or business recovery plan already exists, the goal will be to review these plans and ensure that they are modified or augmented to take into account and accommodate potential Year 2000 failure.

To accomplish this daunting task, the Program Office has engaged several senior consultants, with extensive public sector experience in this area, to work with Departments to review their business priorities and identify specific risks and requirements for contingency plans. These resources also provide guidance on the development of contingency plans.

It is important to note that operating Departments have the responsibility and the accountability for developing, resourcing and testing their contingency plans. The Program Office has established guidelines and a process for contingency planning, and is providing resources to facilitate the development of the plans by the Departments. Department Heads are accountable for the completion of the necessary plans.

In addition, Regional Property Services is coordinating the development of contingency plans for critical Regional facilities.

The Region's Emergency Measure Unit will review the completed plans.

Contingency planning workshops were held in many Departments over the fall of 1998:

- Homes for the Aged;
- Social Services;
- Health;
- Environment and Transportation; and
- Planning and Development Approvals (Property Services).

These groups are currently working to meet a target date of 15 January 1999 to submit their draft plans for review by the Emergency Measures Unit.

Workshops will take place in the Corporate Information Systems Division, at OC Transpo and at the Police Service in January 1999.

Once plans are finalized, the operating areas will develop detailed procedures and human resource plans to support contingency plans with a target of May 1998.

Although it is vital for the Region to develop contingency plans for its internal operations including the 9-1-1 System, the Region recognizes that it is one of many partners in the provision of emergency support services to the residents of Ottawa-Carleton. As organizations like the Region continue to address Year 2000 internally within their operations, it is becoming clearer that Ottawa-Carleton is lacking leadership and coordination of emergency preparedness efforts, and that someone has to take ownership of the emergency preparedness planning around Year 2000 at the region-wide level.

The Program Office has been working to coordinate the exchange of information with other partners within Ottawa-Carleton (such as the RCMP, the area municipalities, the Department of National Defence, local school boards, etc.). However, there is a clear role for someone to coordinate emergency preparedness planning across the Region. To date, no level of government has taken active ownership of this issue.

2.7 Audit of the Program

The Program Office has engaged the services of LGS Group Inc. to provide Year 2000 consulting and project management services. LGS Group is involved in assisting a number of public and private sector agencies, including a number of municipalities, with their Year 2000 programs. The Program Office has relied on their considerable expertise in this area to ensure the completeness of the Year 2000 Program at the Region.

In the third quarter of 1998, the Finance Commissioner asked the Director Year 2000 Program to approach the Region's external auditors as part of the annual review of the organization to ensure that the Year 2000 mitigation process is consistent with the approach they would recommend. Staff from the Program Office met with representatives from the Region's auditors in October 1998 to address this issue.

After review, the auditors did not identify any areas for further discussion.

2.8 Budget Update

In November 1998, the Year 2000 Task Force sought and received pre-approval of the \$8,100,000 authority for 1999 Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any delays in the normal budget cycle. Council's acknowledgement and commitment to the urgency of this Program is acknowledged by the Task Force.

The Task Force updated estimates for the balance of 1998 and 1999. The projected expenditures for 1999 are \$10,648,500 which exceeds the current 1999 authority of \$8,100,000 plus the estimated remaining 1998 authority of \$249,500 carried forward to 1999. These estimates include projections for the Ottawa-Carleton Regional Police Service that were not included in the original budget submitted to Regional Council in February 1998.

It must be emphasized that the full extent of the Year 2000 problem/solution is still very much an unknown; and therefore, it is still too early to put a final price tag on the cost of this exercise. The Task Force will continue to work on the development of more accurate estimates for 1999, which should be ready in the spring.

The Program Office continues to track the breakdown of expenditures to show costs that are strictly related to Year 2000 versus costs that are being incurred because of radically compressed time frames in projects that would normally occur over a much longer period in time, but must be completed to address Year 2000 issues with the existing product(s). To date \$7,650,000 of the \$7,900,000 1998 authority has been committed. Three million, four hundred and seventy thousand dollars (\$3,470,000) of this total commitment is strictly related to dealing with problems related to Year 2000.

The one-page work order, used for all routine approvals associated with the Program that fall under the Chief Administrative Officer's delegated authority limits, continues to be a valuable tool in enabling the Program Office to expedite obtaining resources required.

YEAR 2000 BUDGET
CORPORATE SUMMARY

| Description | Projected 1998 Balance (\$) | Total 1998/1999 Authority Available (\$) | Estimated Expenditures to 31 Dec 1999 (\$) | Projected Authority Remaining 31 Dec 1999 (\$) | Comments |
|-------------------------------|-----------------------------|--|--|--|---|
| Embedded Systems Total | 1,824,000 | 5,824,000 | 3,962,500 | 1,861,500 | Compliance research, hardware and software upgrades, consultants, embedded systems components |
| Facilities Management Total | 1,500 | 251,500 | 636,250 | -384,750 | Compliance research, consulting services |
| Business Systems Total | -944,000 | 1,256,000 | 2,924,750 | -1,668,750 | Compliance research, software, consultants |
| Hardware and Networking Total | -172,000 | 728,000 | 950,000 | -222,000 | Compliance research, hardware, consultants |
| OC Transpo | | | | | Not in original budget. Funding to come from existing operating and capital |
| O-C Regional Police Service | -594,000 | -594,000 | 690,000 | -1,284,000 | Not in original budget. Compliance research, hardware, software, consultants |
| Program Office Costs | -116,000 | 134,000 | 535,000 | -401,000 | Staff time, office costs, consultants |
| Provision for unexpected | 250,000 | 750,000 | 950,000 | -200,000 | |
| 1998/1999 PROGRAM TOTAL | 249,500 | 8,349,500 | 10,648,500 | -2,299,000 | |

2.9 Communications

Communications, both internal and external, continues to be an integral part of the Program. The part-time Communications Manager position was replaced with a full-time position during Q4-1998 in recognition of the need for additional resources in this area.

Overall communications activities increased in Q4-1998. A table of statistics on communications activities during Q4-1998 is shown below.

The most common questions asked about the Year 2000 Program were:

- Will the 9-1-1 System be operating?
- Will the water supply fail?
- Are water meters compliant?
- Will sewers back up?
- Will traffic lights show green in all directions?
- Will we have to move the residents from our long-term care facilities if power fails?

COMMUNICATIONS ACTIVITIES – Q4-1998

| ACTIVITY | Q3-1998 | Q4-1998 |
|--|---------|---------|
| Inquiries by Residents | 5 | 19 |
| Inquires by municipalities | 10 | 32 |
| Media Inquiries | 0 | 11 |
| Presentations Provided by the Program Office | 3 | 18 |
| Average Web Site Hits per Month | 108 | 168 |

The Region's Year 2000 web page (www.rmoc.on.ca/2000) continues to be a source of information for external businesses and residents.

2.10 The Region working with other levels of Government

Co-operation between the Region and other levels of government on Year 2000 related issues continues to be essential and beneficial to the Program, as it proved to be in the third quarter of 1998. Requests for information from municipalities across Canada continued during Q4-1998 (32 requests in total). In addressing requests for information, the Program Office has observed that a significant number of Canadian municipalities have just begun to address Year 2000 issues within their operations. The Region and the larger area municipalities within Ottawa-Carleton continue to be seen as having leading programs within Ontario, along with the Region of Hamilton-Wentworth and the City of London.

Locally, the Inter-municipal Working Group on Year 2000 continues to meet monthly with regular participation from the Region and the area municipalities of Ottawa, Nepean, Gloucester, Kanata, and Kingston. The meetings are used to stage presentations of common interest and to share information and current status of Year 2000 programs.

The Region of Ottawa-Carleton also continues to participate in bi-monthly meetings with other Regional governments on Year 2000 readiness for water supply utilities.

The Region continues to receive material regarding the progress on Year 2000 within the federal government and staff continues to participate on committees and at workshops sponsored by the Inter-departmental Working Group (IDW).

A special workshop was held in mid-December with a number of local area municipalities to identify common areas of concern such as emergency services, and areas where there is overlap in service provision. The information presented by the various municipalities is available to the public. A series of meetings will be held in 1999 to address these issues.

In November 1998, a letter was sent to engage our municipal partners in discussions around interdependencies in service provision (e.g. sewage collection, 9-1-1 services).

2.11 Region-Wide Year 2000 Emergency Preparedness Planning

Most local emergency agencies within Ottawa-Carleton are in the process of addressing potential Year 2000 problems within their organizations. Some are finding a great need to coordinate emergency plans and share information with other agencies so there is a uniform and comprehensive approach to Year 2000 emergency preparedness planning within Ottawa-Carleton. A coordinated effort can also prevent organizations from duplicating efforts or confusing area residents on how to deal with potential Year 2000 failures.

Over the past year, the Director of the Year 2000 Program has been meeting with other agencies in Ottawa-Carleton to discuss Year 2000 process, status, and planning of internal programs, or to inform them of the progress at the Region on Year 2000 remediation of the 9-1-1 System, Water, Sewage Treatment and Traffic Control operations. Over the last several months, it has become increasingly clear that there is a requirement for emergency preparedness planning at the Regional level as most agencies are well into internal contingency planning projects, and there is a concern that internal contingency plans should, where applicable, reflect a more coordinated effort with related agencies.

There are also a number of local citizens' groups that are forming to deal with Year 2000 preparedness. They are looking for a single person to speak on behalf of all emergency preparedness agencies and are frustrated with the lack of a visible plan to address Year 2000 emergency preparedness planning at the Regional level.

This situation forces us to address the question, "who takes the leadership role?" During the Ice Storm of 1998, Regional government, through the Emergency Measures Unit, assumed this coordinating role for the Ottawa-Carleton area, as well as for areas outside of Ottawa-Carleton boundaries.

The Provincial government has the responsibility for Emergency Preparedness Planning; however, it has limited resources to address this formidable task across Ontario. The Region of Ottawa-Carleton sees the value of stepping in and coordinating this region-wide planning project around the millennium changeover. The Region's Year 2000 Program Office and the Emergency Measures Unit will be further exploring this issue with other emergency service providers in Ottawa-Carleton.

The Region's Emergency Measures Unit played a key-coordinating role during the Ice Storm, and has committed to be that coordinating organization within Ottawa-Carleton. The first quarter of 1999 will see the organization of a Symposium on Emergency Preparedness Planning around Year 2000 within Ottawa-Carleton which will be hosted by the Region.

PART 3 – UPDATE BY MAJOR SERVICE AREA

3.1 9-1-1 SYSTEM and the OTTAWA-CARLETON REGIONAL POLICE SERVICE

3.1.1 Critical and High Priority Business Applications – Regional Police Service

In the fourth quarter of 1998, Regional Police Service completed a risk management review of all business functions. This was followed by the development of a detailed inventory, which is expected to be completed by the end of December 1998.

A detailed summary of all of the Critical and High priority business applications is not available for this quarter. However, Police staff has been addressing a number of the Critical and High priority applications falling out of their risk management workshops. The detailed summaries will be available in the first quarter of 1999 report.

3.1.2 Q4-1998 9-1-1 Program Highlights

- Bell Canada provided written confirmation that their portion of the 9-1-1 System became compliant as of the end of October 1998. Regional staff continues to meet with Bell Canada representatives to discuss some of the aspects of Bell Canada's operations around Year 2000 contingency planning.
- The telecommunications system (PBXs) at the 474 Elgin Street headquarters of the Police Service will be upgraded along with the PBXs at three other locations. These upgrades will be completed in 1999. While the 9-1-1 functionality within the existing switches is compliant, some of the value-added features within the existing switch (such as voice mail) are not. The new switches will be Year 2000 compliant.
- The new Computer Aided Dispatch System (CAD) has been implemented at the Police Service. The vendor indicates that the system is compliant and the Police Service is undertaking additional integration testing to confirm the vendor's claim.
- Year 2000 testing will be completed before sign-off of the new Corporate radio system used by the Police Service. This testing is currently underway and is expected to be completed early in 1999.
- The Year 2000 Program Office presented to the 9-1-1 Management Board in September 1998 to outline the Year 2000 compliance status of the 9-1-1 System within the Police Service. Subsequently, the Board sent a letter to all area 9-1-1 partners to request information about their Year 2000 plans and current state of readiness.

3.1.3 Q4-1998 Ottawa-Carleton Regional Police Service Year 2000 Program Highlights

- In November 1998, Police Services appointed a uniformed Inspector as a full-time Project Manager for the Year 2000 Project within the Police Service. The Project Manager will also be the Police champion when working with external organizations around Year 2000 emergency preparedness planning.
- Deputy Chief Bevan is the senior executive within the Police Service accountable for Year 2000, and the Executive Command has established an internal Year 2000 Steering Committee which includes the Deputy Chiefs, the Director General of Corporate Services, the Year 2000 Project Manager, and the Region's Director, Year 2000 Program.
- Business risk assessment workshops were completed with all business units during the summer and early autumn identifying and prioritizing 231 business functions. The results of these risk management workshops were approved by the Steering Committee in October 1998.
- Detailed IT asset inventories have been developed to support each of the business functions with approximately 85% of the inventories completed to date. Remediation plans (Plan As) are being developed for all Critical and High priority systems.
- Leave for all uniformed staff has been suspended from 28 December 1999 to 31 January 2000. This is consistent with other police forces across Canada, and will ensure maximum strength of the Service during this critical period.
- All police officers will each have a uniform to exhibit maximum patrol presence during the critical period.
- A new compliant Record Management System (RMS) will be implemented in the third quarter of 1999. The existing system is being replaced as part of the amalgamation exercise and will address Year 2000 issues with the existing system. The Courts' preparation module will also be addressed as part of this process.
- A replacement Automated Fingerprint Identification System (AFIS) will be undertaken in 1999 to replace an existing non-compliant system. The new system is expected to be implemented by the end of the second quarter of 1999.
- The Region's Finance and Human Resources Departments are addressing compliance of the financial and human resources systems used within the Police Service. Both of these systems are expected to be operational and compliant by the end of the first half of 1999.

3.1.4 Potential Problems and Issues for the 9-1-1 System and OCRPS

- Complexities resulting from the number of the partners involved in the provision of 9-1-1 services in Ottawa-Carleton.
- The dependency on the operation of Bell Canada equipment to the 9-1-1 service.
- The large number of people anticipated to participate in millennium celebrations in Ottawa-Carleton over the critical period.

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

- Will the 9-1-1 System be affected.
- Will police vehicles start.
- Is there a plan in place for the Ottawa-Carleton Regional Police Service.

It should be noted that the Regional 9-1-1 System, a responsibility of the Emergency Measures Unit within ETD, continues to be the Region's top priority. This issue is at the forefront of our communications with the media, the public and external organizations.

3.2 WATER

3.2.1 Year 2000 Business Systems Priorities Summary — ETD—Water Supply

| Water Division | CLOSED | Critical | High | Medium | Low | | | |
|-----------------|--------|--|------|--------|-----|---------|----|----|
| As of Q3 - 1998 | N/A | N/A | N/A | N/A | N/A | | | |
| As of Q4 - 1998 | 2/59 | 5 | 42 | 1 | 9 | | | |
| | | Completion Targets for "Critical" and "High" Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | UNKNOWN | | |
| Water Division | CLOSED | Q3 | Q4 | Q1 | Q2 | | Q3 | Q4 |
| Q3-1998 Targets | | -- | -- | -- | -- | -- | -- | -- |
| Q4-1998 Targets | 2 | -- | -- | 2 | 2 | 2 | 35 | 6 |

3.2.2 Ordered list of "Critical" and "High" – ETD—Water Supply

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|----------|-----------------------|-----------------------|
| Central Process Control SCADA - VCI & SCADA Upgrade Project" | Critical | Q4-1999 | Q4-1999 |
| Local Process Control - AB/PLC & SCADA Upgrade Project" | Critical | Q4-1999 | Q4-1999 |
| Lowlift Pumping | Critical | Q4-1999 | Q4-1999 |
| Chemicals | Critical | Q4-1999 | Q4-1999 |
| Diesel Generators & Fuel Systems | Critical | TBD | Q4-1999 |
| Mixing Chambers & Settling Basins & Clarivac | High | Completed | TBD |
| Filters | High | Q2-1999 | Q2-1999 |
| Wash Water System | High | Q4-1999 | Q4-1999 |
| Highlift Pumping | High | Q4-1999 | Q4-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Laboratories | High | Q2-1999 | Q2-1999 |
| Service Water System | High | Complete | Complete |
| Gas Monitoring & Detection Systems | High | Q3-1999 | Q3-1999 |
| Fleet - Turbines | High | Q4-1999 | Q4-1999 |
| Fleet Headworks -gates, etc. | High | Q4-1999 | Q4-1999 |
| Electrical sub-stations | High | Q3-1999 | Q3-1999 |
| Electrical switch gear and breakers | High | TBD | Q4-1999 |
| UPS Systems | High | Q4-1999 | Q4-1999 |
| Fleet Electrical System | High | Q4-1999 | Q4-1999 |
| Fleet St. UPS | High | Q4-1999 | Q4-1999 |
| Heating Systems & Boilers | High | Q1-1999 | Q1-1999 |
| Ventilation & Air Conditioning Systems | High | Q1-1999 | Q1-1999 |
| Carleton Lodge Pump Station | High | Q4-1999 | Q4-1999 |
| Carp Pump Station | High | Q4-1999 | Q4-1999 |
| Hillside Pump Station | High | Q4-1999 | Q4-1999 |
| Hillside #3 | High | Q4-1999 | Q4-1999 |
| Kings Park #1 Pump Station | High | Q4-1999 | Q4-1999 |
| Kings Park #2 Pump Station | High | Q4-1999 | Q4-1999 |
| Munster Pump Station | High | Q4-1999 | Q4-1999 |
| Vars Pump Station | High | Q4-1999 | Q4-1999 |
| Barrhaven Pump Station | High | Q4-1999 | Q4-1999 |
| Billings Bridge Pump Station | High | Q4-1999 | Q4-1999 |
| Brittany Dr. Pump Station | High | Q4-1999 | Q4-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---|---------|-----------------------|-----------------------|
| Carlington Heights Pump Station | High | Q4-1999 | Q4-1999 |
| Carlington Heights Reservoir | High | Q4-1999 | Q4-1999 |
| EMR Pump Station | High | Q4-1999 | Q4-1999 |
| Forest Ridge Pump Station | High | Q4-1999 | Q4-1999 |
| Glen Cairn Pump Station | High | Q4-1999 | Q4-1999 |
| Glen Cairn Reservoir | High | Q4-1999 | Q4-1999 |
| Montreal Road Pump Station | High | Q4-1999 | Q4-1999 |
| Orleans Pump Station | High | Q4-1999 | Q4-1999 |
| Orleans Reservoir | High | Q4-1999 | Q4-1999 |
| Ottawa South Pumping Station | High | Q4-1999 | Q4-1999 |
| South Gloucester Pumping Station & Carlsbad Springs | High | Q4-1999 | Q4-1999 |

- For more detailed information please refer to Appendix B – Detailed Summary of Critical and High Priority Issues for the Water Division.

3.2.3 Supply Chain Assessment Status as of 15 December 1998 – ETD-Water Supply

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------|---|--|---|--|---|---|
| Water Division | 92 | 57 | 95 | 88 | 31 | 4 |

- The increase in the number of letters sent (and received) is primarily due to the timing involved. At the time of the Q3-1998 report, not all the contact information was available to send suppliers letters nor was there enough time for them to respond.

- New contracts assigned for critical supplies (e.g. silicate) account for some of the increase in the number of key suppliers.

3.2.4 Q4-1998 Highlights for the Water Division

- Inventory and Audit
 - Satisfactory responses have been received from vendors on the compliance status of about 70% of products used within the Division.
 - There will be a need to re-visit and re-assess the inventory based upon interactions between existing equipment, new equipment and new local processes inherent in the SCADA upgrade.
- SCADA Upgrade
 - The primary Year 2000 remediation plan (Plan A) for Water Division operations is the acceleration of the previously approved “SCADA Upgrade Project”. The accelerated project is still on schedule (consultant proposals were received in mid-December). Planning and Environment Committee and Regional Council approvals are scheduled for January 1999 to award the contract for the implementation phase. Work is expected to begin in February and be completed in December 1999.
 - The project schedule for replacement of the existing SCADA system with the new SCADA system includes a number of “Key-Decision” points. These decision points will provide an opportunity to monitor project progress, the remaining scope of work, and the success of replacement, prior to the Department’s final commitment to the new system.
- Testing of the Water System at Regional Water Plants
 - In the fourth quarter of 1998, remediation and testing of the existing VCI8100 Central SCADA system (i.e.: PDP-11 Operating System and VCI applications) was completed satisfactorily. The testing went through four stages:
 1. Remediated operating system tested alone;
 2. Operating system tested with a Remote Terminal Unit (RTU);
 3. System integrated completely at Britannia plant;
 4. Complete system integrated, and controlling, Britannia, Lemieux, and all remote sites.

- The testing of local process control systems (which components were deemed compliant by the manufacturers) are being scheduled for January 1999. This is to test equipment that will not be replaced by the SCADA Upgrade Project.
- The Region's Year 2000 testing clauses were included in the SCADA upgrade contract to ensure Year 2000 compliance of the new systems.
- Contingency Planning
 - Initial contingency planning workshops were completed in Q4-1998. These workshops examined a number of potential points of failure.
 - It should be noted that both water treatment plants are regularly operated with generators to accommodate Ottawa Hydro peak periods. We also have the ability to run the water plants manually should it be necessary.
 - Water Division diesel crew and high voltage electricians would be available as a Corporate resource in the event that generator use was widespread. Once Water Division needs and requirements have been met, crews will be re-directed to other areas within the Department and across the Corporation.

3.2.5 Potential Problems and Issues for the Water Division

- Compressed timeframe for the SCADA upgrade.
- Availability of fuel.
- Uniqueness of products and chemicals used within the Division.
- Limited on-site storage for stock piling chemicals needed for day-to-day water treatment.

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

- Water supply receives the most attention from the media, local businesses, residents and emergency preparedness organizations.
- Department of National Defence, RCMP, and the federal government have all reviewed the preparedness of the Region's water supply.
- Inquiries include such things as:
 - Whether the Region has a Year 2000 program for water supply;

- Whether water meters are compliant;
- By what date will the system be compliant;
- Should they be concerned with the availability of drinking water in 2000.

3.3 SEWAGE TREATMENT

3.3.1 Year 2000 Business Systems Priorities Summary —ETD—Sewage Treatment

| | | “OPEN” as at 15 December 1998 | | | | | | |
|---------------------------------------|--------|--|----|------|----|--------|-----|---------|
| Water Environment Protection Division | CLOSED | Critical | | High | | Medium | Low | |
| As of Q3 –1998 | 2/37 | 29 | | 0 | | 2 | 4 | |
| As of Q4 –1998 | 9/39 | 25* | | 0 | | 2 | 3 | |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| Water Environment Protection Division | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | | -- | -- | -- | -- | 29 | -- | -- |
| Q4-1998 Targets | | -- | -- | -- | -- | 25 | -- | 0 |

* A new “Critical” item, called Energy Management System, was established by reorganizing and pulling electrical metering components from several existing listed items. As well, an additional “Critical” item, called Paging, was added to the Water Environment Protection Division embedded inventory list.

3.3.2 Ordered list of “Critical” and “High” —ETD—Sewage Treatment

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|----------------------------|---------|-----------------------|-----------------------|
| Business Systems | | | |
| Aeration | C-02 | Q3-1999 | Q3-1999 |
| Cogeneration | C-01 | Q3-1999 | Q3-1999 |
| Diesel Generation - Plant | C-01 | Q3-1999 | Q3-1999 |
| Digesters | C-02 | Q3-1999 | Q3-1999 |
| Primary | C-01 | Q3-1999 | Q3-1999 |
| Raw Sewage Pumping Station | C-01 | Q3-1999 | Q3-1999 |
| Screen & Degrit | C-01 | Q3-1999 | Q3-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---------------------------------|---------|---------------------------------|-----------------------|
| Secondary | C-02 | Q3-1999 | Q3-1999 |
| Thickening & Dewatering | C-02 | Q3-1999 | Q3-1999 |
| SCADA | C-01 | Q4-1998 (upgrade only) | Q3-1999 |
| Energy Management System | C-01 | N/A | Q3-1999 |
| Acres Rd PS | C-01 | Q3-1999 | Q3-1999 |
| Carleton Lodge Pumping Station | C-01 | Q3-1999 | Q4-1998 |
| Carp Pumping Station | C-01 | Q3-1999 | Q4-1998 |
| Hazeldean Pumping Station | C-01 | Q3-1999 | Q3-1999 |
| Hemlock Pumping Station | C-01 | Q3-1999 | Q4-1999 |
| Lees Ave. Pumping Station | C-01 | Q3-1998 vendor research only | Q3-1998 |
| Lees Ave. Leachate | C-01 | Q3-1998 vendor research only | Q3-1999 |
| March Pumping Station | C-01 | Q3-1999 | Q4-1998 |
| Mooney's Bay flume | C-03 | Q3-1999 | Q3-1999 |
| Munster Lagoon | C-02 | Q3-1999 | Q3-1999 |
| Munster One Pumping Station | C-01 | Q3-1999 | Q3-1999 |
| Munster Two Pumping Station | C-01 | Q3-1999 | Q4-1998 |
| RCAF Pumping Station | C-02 | Q3-1999 | Q3-1999 |
| RCMP Pumping Station | C-02 | Q3-1999 | Q3-1999 |
| Richmond Pumping Station | C-01 | Q3-1999 | Q3-1999 |
| Rideau River Pumping Station | C-01 | Q3-1998 vendor research only | Q3-1999 |
| Signature Ridge Pumping Station | C-01 | Q3-1999 | Q3-1999 |
| Stittsville Pumping Station | C-01 | Q3-1999 | Q4-1998 |
| Lab | C-02 | Q3-1999 | Q3-1999 |
| Gas Monitor | C-01 | Q3-1998 vendor research only | Q3-1998 |
| Trail Road Landfill | C-03 | Q3-1999 | Q3-1999 |

- For more detailed information please refer to Appendix C – Detailed Summary of Critical and High Priority Issues for the Water Environment Protection Division.

3.3.3 Supply Chain Assessment Status as of 15 December 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|--|---|--|--|---|--|--|
| Water Environment Protection Division | 121 | 119 | 163 | 158 | 56 | 21 |

- Forty (40) additional suppliers were identified in the fourth quarter of 1998. However, after a detailed analysis of all of the suppliers, only twenty-one (21) have been deemed “Critical” to the operations of Sewage Treatment.

3.3.4 Q4-1998 Highlights for Sewage Treatment (Water Environment Protection Division)

- Year 2000 activities in the Water Environment Protection Division (WEPD) continue to be focussed in a number of areas. The Supervisory Control and Data Acquisition (SCADA) System that controls the treatment of raw sewage at the Pickard Centre is the most critical component of the work plan. The current work plan is on schedule to have the SCADA system compliant by the end of July 1999.
- Unlike the water filtration plants, the Pickard facility cannot totally run on back-up power. Although there are back-up generators to power most of the plant and a Co-Gen facility in place that feeds power back into the Gloucester Hydro power grid, the blowers in the secondary treatment units are still an issue, with each one requiring a staggering amount of electricity to start up if they shut down because of a hydro failure. Therefore, this issue continues to be of concern and it is being addressed in the Division’s contingency plans.
- Most of the Year 2000 work in the Water Environment Protection Division is dependent on interpretation and decision making around the research results of the Vendor Compliance Program (due to the number of purchased electronic components installed at the site). Compliance research for this group has proceeded quite well and many high priority items have been closed.

- Contingency planning workshops were held in the last quarter of 1998 and divisional staff is currently developing contingency plans for the Division.

3.3.5 Potential Problems and Issues for Sewage Treatment

- Successful testing of the SCADA system due to the relatively high level of automation within the plant.
- Statutory constraints surrounding the discharge of overflow sewage at pumping stations.
- Availability of natural gas, diesel fuel and hydro, will continue to be a potential problem.
- Supply chain issues related to uniqueness of goods and services and some sole source considerations.
- Limited on-site storage for chemicals.
- Dependency on external contractors for removal of waste management bi-products.

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

- There has been some ongoing interest regarding the Year 2000 preparedness of the sewage treatment system from the media, local businesses and the Federal Government; i.e. Department of National Defence.
- Most public inquiries are about the possibility of Regional Sewage Treatment System failing thereby creating the potential for a back up of raw sewage.

3.4 TRAFFIC CONTROL

3.4.1 Year 2000 Business Systems Priorities Summary —ETD-Traffic Control

| | | | | | | | | |
|-----------------|--------|--|----|------|----|--------|----|---------|
| | | | | | | | | |
| Traffic Control | CLOSED | Critical | | High | | Medium | | Low |
| As of Q3 –1998 | 20/60 | 7 | | 15 | | 7 | | 11 |
| As of Q4 –1998 | 38/60 | 2 | | 12 | | 0 | | 8 |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| Traffic Control | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | | -- | -- | -- | -- | -- | -- | -- |
| Q4-1998 Targets | 15 | -- | -- | 4 | 5 | 0 | 0 | 5 |

- The Division is still on target for compliance of all Critical and High priority systems by July 1999.

3.4.2 Ordered list of “Critical” and “High” —ETD–Traffic Control

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Traffic Control Systems | | | |
| EASI (system) | C-01 | Q3-1998 | Closed |
| EASI reports | C-01 | Q4-1998 | Closed |
| Location Ref | C-01 | Q1-1999 | Q2-1999 |
| L8Dnld - L8 controller download program | C-02 | Q4-1998 | Closed |
| L9 controller download program | C-02 | Q4-1998 | Closed |
| STCS - update traffic system data (LOADER) | C-02 | Q4-1998 | Closed |
| TCTL40 (Preheat) | C-02 | Q3-1998 | TBD |
| QCL - Qualified Candidates List | H-00 | N/A | Closed |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Traffic Control Systems | | | |
| Signal Contingency | H-00 | Closed | Closed |
| TMCS - manage traffic movement counts from TSIPS | H-00 | Closed | Closed |
| Bellcust - Bell signal customer invoice system | H-01 | Q4-1998 | Q2-1999 |
| Graphics Advantage | H-01 | Closed | Closed |
| Hydro (manage hydro) | H-01 | Q2-1999 | Q2-1999 |
| QNX Loretta 4.23 | H-01 | Closed | Q1-1999 |
| Work forecast system | H-01 | Q2-1999 | Q2-1999 |
| Drawing Manager (DM) - all signals, wiring, etc. | H-02 | Closed | Closed |
| Lane King | H-02 | N/A | TBD |
| Multipro | H-02 | Closed | Q1-1999 |
| Procomm (DOS) | H-02 | N/A | Q1-1999 |
| 225 Link | H-03 | N/A | Q1-1999 |
| Crosstalk 16 | H-03 | N/A | TBD |
| Adpro-Video Compose s/w | H-04 | N/A | Closed |
| Backup Exec network utility | H-04 | N/A | Closed |
| Cyclon (Line Reader) | H-04 | N/A | TBD |
| DMM-506 Multimeter Software | H-04 | N/A | TBD |
| ISR - traffic ops intersection status report | H-04 | Q4-1998 | Closed |
| Power Chute Network Utility | H-04 | Closed | Closed |
| Service Req | H-04 | N/A | Closed |
| Signal Information Database | H-04 | Q1-1999 | Q2-1999 |

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

3.4.3 Supply Chain Assessment Status as of 15 December 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------|---|--|--|---|--|--|
| Traffic Control | 30 | 30 | 32 | 30 | 9 | TBD |

- After review, the Department made the decision to include two new vendors as “High” priority.

3.4.4 Q4-1998 Highlights for ETD-Traffic Control Division

- There are no safety issues in the street operations posed by potential Year 2000 failures of signal controllers (example four-way green condition) due to the presence of a conflict resolution device that continuously monitors the signal controller and forces a four-way flash if an abnormal condition is sensed. This device has no date sensitive electronics. In the absence of safety issues, any Year 2000 failure condition would, therefore, result in a reduced level of service.
- Testing continued in Q4-1998 on the final controller of the seven (7) different controller types used on the streets of Ottawa-Carleton. The other six controllers were tested previously by Regional staff and found to pass Year 2000 testing. Regional staff is currently testing the seventh controller (which is used at 18 of 712 signalized intersections within Ottawa-Carleton), and tests are expected to be complete in late December 1998.
- Year 2000 testing of the Electronic Activity Sheet Input System (EASI), a complex work order system used to manage the material and labour component of traffic signal management, was completed in Q4-1998. Outside of the traffic control system, the EASI system is the most important system used in the Division from an operations perspective.
- Contingency planning workshops, which looked at the continued provision of essential services, took place in Q4-1998.

3.4.5 Potential Problems and Issues for ETD-Traffic Control Division

- Hydro for signal operations throughout Ottawa-Carleton.

- Some supply chain dependencies regarding the unique signal controller parts used within Ottawa-Carleton.

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

- There has been some ongoing interest regarding the Year 2000 preparedness of Regional Traffic Controls, especially from the media and external organizations in Ottawa-Carleton, i.e. Federal Government.
- Most public inquiries are about the possibility that all traffic lights could show “green” at the same time.

3.5 HOMES FOR THE AGED

3.5.1 Year 2000 Business Systems Priorities Summary — Homes for the Aged

| Homes for the Aged Department | CLOSED | Critical | High | Medium | Low | | | |
|-------------------------------|--------|--|------|--------|-----|---------|----|----|
| As of Q3-1998 | 9/17 | -- | 7 | -- | 1 | | | |
| As of Q4-1998 | 13/17 | 0 | 3 | 0 | 1 | | | |
| | | Completion Targets for "Critical" and "High" Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | UNKNOWN | | |
| Homes for the Aged Department | CLOSED | Q3 | Q4 | Q1 | Q2 | | Q3 | Q4 |
| Q3-1998 Targets | -- | -- | -- | 6 | 1 | -- | -- | -- |
| Q4-1998 Targets | 13 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |

3.5.2 Ordered list of "Critical" and "High" – Homes for the Aged Department

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|-------------------------------|---------|-----------------------|-----------------------|
| Applicant Tracking | H-01 | N/A | Q3-1998 |
| Campana Goldcare | H-01 | N/A | Q3-1998 |
| Resident documentation | H-01 | N/A | Q3-1998 |
| Trust Fund Accounting | H-01 | N/A | Q3-1998 |
| Compusis 2.23/Staff Scheduler | H-02 | N/A | Q3-1999 |
| Arjo North bather/lifters | H-03 | N/A | Q4-1999 |
| Digital timers on bathtubs | H-04 | N/A | Q4-1998 |
| BELL Vantage NT phone system | H-05 | N/A | Q1-1999 |
| Non Prescription Supply | H-06 | N/A | Q4-1998 |
| Propharm | H-06 | N/A | Q1-1999 |
| TEXLON Machine | H-06 | N/A | Q4-1998 |
| Digital thermometers | H-07 | N/A | Q4-1998 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|-----------------------|---------|-----------------------|-----------------------|
| Blood pressure meters | H-08 | N/A | Q4-1998 |

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

3.5.3 Supply Chain Assessment Status as of 15 December 1998 – Homes for the Aged

| DEPARTMENT / DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------------|---|--|---|--|---|---|
| Homes for the Aged Department | 29 | 29 | 31 | 30 | 9 | TBD |

3.5.4 Q4-1998 Highlights for the Homes for the Aged Department

- In this quarter, Homes for the Aged has been able to deal with compliance issues for 13 of its 17 identified products. Of the remaining four issues, three are designated as “High” priorities, and two of the three are scheduled to be addressed in Q1-1999.
- All three facilities were involved in a contingency planning exercise to identify and document the necessary steps that would allow each facility to continue to service its residents in spite of potential Year 2000 failures.

3.5.5 Potential Problems and Issues for the Homes for the Aged Department

- The fact that the three Homes for the Aged are twenty-four (24) hours-a-day operations continues to be the primary Year 2000 focus for the Department.
- The three Homes can be subject to exposure in light of a number of potential high risk Year 2000 disruptions to their operations. This risk is especially acute in areas of facility infrastructure (e.g. power, heating, lighting access control) and key patient care services (e.g. the provision of food, water, laundry service, etc.)

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

- There has been little interest to date regarding the Year 2000 preparedness of the Region's Homes for the Aged systems. However, some local hospitals have expressed an interest in the existing contingency plans for these facilities.

3.6 SOCIAL SERVICES

3.6.1 Year 2000 Business Systems Priorities Summary – Social Services Department

| | | “OPEN” as at 15 December 1998 | | | | | | |
|----------------------------|--------|--|----|------|----|--------|----|---------|
| Social Services Department | CLOSED | Critical | | High | | Medium | | Low |
| As of Q3-1998 | 9/36 | 3 | | 13 | | 5 | | 6 |
| As of Q4-1998 | 9/36 | 3 | | 13 | | 5 | | 6 |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| Social Services Department | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | | -- | 2 | 4 | -- | -- | 6 | 4 |
| Q4-1998 Targets | | -- | 0 | 6 | 1 | -- | 5 | 4 |

3.6.2 Ordered list of “Critical” and “High” – Social Services Department

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Record Service and Verify Payments (RSVP) | C-01 | Q4-1999 | Q4-1999 |
| Central Client Index | C-02 | Q4-1999 | Q4-1999 |
| CIMS Comprehensive Income Maintenance) | C-03 | Q4-1998 | Q1-1999 |
| CWT - Case Worker Technology | H-01 | Q4-1998 | Q2-1999 |
| Citrix Data Entry and Remote Communications Application | H-02 | Q1-1999 | Q1-1999 |
| Welfare (print DDS, plus history of CIMS payments)-SNA GATEWAY TO CIMS | H-03 | Q1-1999 | Q1-1999 |
| Front end processor communications link to CIMS | H-04 | TBD | TBD |
| Payment Processing System | H-05 | Q4-1999 | Q4-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---|---------|-----------------------|-----------------------|
| Daycare | H-06 | Q4-1999 | Q4-1999 |
| Special Assistance / Supplementary Aid | H-07 | Q4-1999 | Q4-1999 |
| Dental System | H-08 | Q4-1999 | Q1-1999 |
| Client Registration (ERC) file retrieval using bar coding via Case ID | H-09 | TBD | TBD |
| Choices Career Assessment - ERC | H-10 | Q1-1999 | Q1-1999 |
| Contact 4 - ERC | H-11 | TBD | TBD |
| Ontario Works Technology (OWT) | H-12 | TBD | TBD |
| Corel Office Suite (French and English for CWT) | H-13 | Q1-1999 | Q1-1999 |

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

3.6.3 Supply Chain Assessment Status as of 15 December 1998 – Social Services Department

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified as of Q4 | Number of Key Suppliers Contacted as of Q4 | Number of responses received to date as of Q4 | Number of Critical Suppliers Identified |
|----------------------------|---|--|---|--|---|---|
| Social Services Department | 52 | 51 | 53 | 51 | 10 | TBD |

3.6.4 Q4-1998 Highlights for the Social Services Department

- The most significant development over the past quarter in Social Services is the decision to consolidate application development activity into one system; development work that was being done on the Decision Support System (DSS) that evolved out of the Improving Client Services Project is being transferred to the Record Service and Verify Payments (RSVP) system.
- The RSVP system, currently under development, also provides a replacement for a number of mainframe systems that run in the now obsolete MAPPER environment. As the mainframe will not be made Year 2000 compliant, it is imperative that the RSVP application is developed, tested and operational prior to the Year 2000.

- During Q4-1998 written correspondence was received from the Ministry of Community and Social Services confirming their original plan to make their systems compliant by the end of Q1-1999. The schedule for several of these systems has slipped as follows:
 - CIMS – December 1998, testing to follow;
 - CWT 4.0 – Q2-1999;
 - Citrix Data Entry, Communication Link, and Infoshare – release date to be determined;
 - Year 2000 upgrades to hardware and networking infrastructure owned and supported by the Ministry will be completed by July 1999.

- The remainder of the systems in the Department that are categorized as High priority in nature are still with the Vendor Compliance Program awaiting input from outside vendors.

- Workshops to examine potential legal implications of Year 2000 failure as it affects the Department (from either internal or external sources), and the requirement for contingency plans to deal with these issues, occurred as planned in Q4-1998. Further detailed planning will occur in Q1-1999. This activity will be aligned with Ministry of Community and Social Services business contingency planning.

3.6.5 Potential Problems and Issues for the Social Services Department

- Ambitious Ministry of Community and Social Services schedule for addressing applications that are critical to the operation of the Department and the provision of services to clients.

- Number of facilities accessed by the public that must remain operational.

- Dependency on external facilities/business partners (for example, shelters or hostels where the Region's requirements equal as much as 80% of accommodation available at these locations).

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

- There has been little interest from the outside to date regarding Year 2000 preparedness within Social Services.

3.7 PUBLIC HEALTH

3.7.1 Year 2000 Business Systems Priorities Summary — Health Department

| Health Department | “CLOSED” | Critical | High | Medium | Low | | | |
|-------------------|----------|--|------|--------|-----|---------|----|----|
| As of Q3-1998* | 10/38 | 2 | 5 | 8 | 13 | | | |
| As of Q4 -1998 | 10/38 | 2 | 5 | 8 | 13 | | | |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | UNKNOWN | | |
| Health Department | CLOSED | Q3 | Q4 | Q1 | Q2 | | Q3 | Q4 |
| Q3-1998 Targets* | 0 | -- | 6 | -- | -- | -- | -- | 1 |
| Q4-1998 Targets | 1 | -- | 1 | 6 | -- | -- | -- | 0 |

* Please note that data provided in this report for the third quarter of 1998 has been adjusted from data provided in the Report for the Third Quarter of 1998 to reflect the Health Department’s revised and updated data on Year 2000 Business Systems Priorities.

3.7.2 Ordered list of “Critical” and “High” – Health Department

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Immunization Record Information System (IRIS) | C-01 | N/A | Q1-1999 |
| Bioinventory System (BIOS - Vaccine Inventory and Ordering System) | C-01 | N/A | Q1-1999 |
| Sexual Health Clinic Program | C-02 | N/A | Q1-1999 |
| Dental System (Mainframe) | H-01 | N/A | Q4-1998 |
| CINOT/CAS (Children in Need of Treatment/Children’s Aid Society) | H-02 | N/A | Q1-1999 |
| CINOT 5 | H-02 | N/A | Q1-1999 |
| Health Info Santé | H-03 | N/A | Q1-1999 |

- For more detailed information please refer to Appendix A – Detailed Summary of Critical and High Priority Business Applications for All Departments.
- As a result of the contingency planning exercise, the Health Department has reduced the number of applications deemed to be of Critical or High importance from twenty-one (21) items in the Report for the Third Quarter of 1998 to seven (7) items in this report.

3.7.3 Supply Chain Assessment Status as of 15 December 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified as of Q4 | Number of Key Suppliers Contacted as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------|---|--|---|--|--|--|
| Health Department | 56 | 56 | 101 | 101 | 21 | 12* |

- The number of suppliers deemed to be “Critical” to departmental operations was significantly reduced as a result of the Contingency Planning Exercise. Alternatives such as advance ordering of supplies and alternative service delivery modes were identified through this process. In addition, the exercise demonstrated that many operations, initially thought to be critical, were not vital to the provision of essential public health services to Ottawa-Carleton residents.

3.7.4 Q4-1998 Highlights for the Health Department

- The Health Department has successfully completed the remediation work for one of the Critical and High priority systems in the fourth quarter of 1998. It is expected that the remediation work on the remaining two Critical and four High priority systems will be completed in the first quarter of 1999.
- The Report for the Third Quarter of 1998 indicated that the Ministry of Health had stated during a presentation in June 1998 to Regional staff, that all of the systems that are used by Ontario Health Units (including Ottawa-Carleton) would be made compliant by the end of 1998. The Health Department recently received a revised completion schedule from the Ministry pertaining to the applications that the Health Department uses in its operations. That revised schedule is as follows:
 - CINOT, BIOS and Dental Indices – tested by the Ministry and ready for use by 31 December 1998 (not received by the Region as of end of Q4-1998);

- IRIS – tested and ready for use by 28 February 1999;
 - RDIS – tested and ready for use by 30 June 1999.
- The relative ranking of a number of Health Department applications, which were initially identified as of Critical or High priority, has been re-assessed as a result of the contingency planning process, and fourteen (14) items have been moved to medium or low priority categories.
 - Workshops were conducted in September and October to examine potential legal implications of Year 2000 failure as it affects the Health Department (from internal or external sources), and the requirement for contingency plans to deal with these issues. Contingency plans have been prepared by all divisions and have been submitted to the Corporate Year 2000 Program Office and the Emergency Measures Unit for review.
 - The Health Department received preliminary correspondence from the Ministry of Health about Land Ambulance operations. However, the information received is incomplete and will require clarification. The Ministry stated that they are currently addressing Year 2000 issues within this operation, but it is still unclear how the forthcoming transition to the Region would affect this work.
 - In December 1998, the Community Services Committee of Regional Council passed a Motion put forth by Councillor Alex Munter asking the Ministry of Health to delay the transition of Land Ambulance operations to the Region by one month in order to avoid any potential interference from Year 2000 problems.

3.7.5 Potential Problems and Issues for the Health Department

- The Health Department is concerned with the ambitious schedule set by the Ministry of Health for addressing and fixing applications which are critical to the operation of the Department and the provision of services to clients. As indicated above, two of the Critical applications have not been received within the expected timeframe (prior to the end of Q4-1998), and it is still too early to state whether there will be further delays in this latest schedule for the remaining applications.
- The pending transfer of Land Ambulance operations to the Region, and the uncertainty about the Year 2000 readiness of the Provincial systems used as part of this service.

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

- There has been little interest to date regarding the Year 2000 preparedness of Public Health systems.

3.8 OC TRANSPO

3.8.1 Year 2000 Business Systems Priorities Summary —OC Transpo

| | | “OPEN” as at 15 December 1998 | | | | | | |
|-----------------|---------|--|----|------|----|--------|-----|---------|
| OC Transpo | CLOSED | Critical | | High | | Medium | Low | |
| As of Q3-1998 | N/A | N/A | | N/A | | N/A | N/A | |
| As of Q4 -1998 | 153/311 | 30 | | 39 | | 17 | 72 | |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| OC Transpo | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | | -- | -- | -- | -- | -- | -- | -- |
| Q4-1998 Targets | 101 | -- | 37 | 3 | 22 | 1 | 4 | 2 |

3.8.2 List of “Critical” and “High” – OC Transpo

| YEAR 2000 CHALLENGE * | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|----------------------------|---------|-----------------------|-----------------------|
| Accounts Payable | H | N/A | Q2-1999 |
| Accounts Payable Interface | H | N/A | Q2-1999 |
| Accounts Receivable | H | N/A | Q2-1999 |
| AR - Cash Book | H | N/A | Q2-1999 |
| AR - Pass Consignments | H | N/A | Q2-1999 |
| AR - Ticket Sales | H | N/A | Q2-1999 |
| Automatic Passenger System | H | N/A | Q4-1998 |
| Baker | C | N/A | Q4-1998 |
| Bourkes | C | N/A | Q4-1998 |
| Bus Stop Inventory | H | N/A | Q4-1998 |
| Caverhill | C | N/A | Q4-1998 |
| Comm. Oper. Bus Assignment | C | N/A | Q4-1998 |
| Cummins | C | N/A | Q4-1998 |
| Customer Contact System | H | N/A | Q4-1998 |
| Day & Ross | C | N/A | Q4-1998 |

| YEAR 2000 CHALLENGE * | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|-----------------------------|---------|--------------------------|--------------------------|
| DEC Printers | H | N/A | Q1-1999 |
| Dell PCs | H | N/A | Q2-1999 |
| Elevator | H | N/A | Q4-1998 |
| Fixed Assets | H | N/A | Q2-1998 |
| General Bearing | C | N/A | Q4-1998 |
| General Ledger | H | N/A | Q2-1999 |
| H.A.R. | C | N/A | Q4-1998 |
| Harper Detroit Diesel | C | N/A | Q4-1998 |
| Hosie & Brown | C | N/A | Q4-1998 |
| Human Resources | H | N/A | Q2-1999 |
| Information Display System | H | N/A | Q4-1998 |
| Interworld | C | N/A | Q4-1998 |
| Laidlaw | C | N/A | Q1-1999 |
| Malmberg | C | N/A | Q4-1998 |
| Materials Management System | H | N/A | Q2-1999 |
| MCI | C | N/A | Q4-1998 |
| Megamotion | C | N/A | Q4-1998 |
| Monitors & communications | H | N/A | Q4-1998 |
| National Bank | H | N/A | Q2-1999 |
| National Bearing | C | N/A | Q4-1998 |
| New Flyer | C | N/A | Q4-1998 |
| NovaBus | C | N/A | Q4-1998 |
| O/S Utility | H | N/A | Q3-1999 |
| Operator Absenteeism | H | N/A | Q2-1999 |
| Operator Timekeeping | C | N/A | Q2-1999 |
| Orion | C | N/A | Q4-1998 |
| Otaco | C | N/A | Q4-1998 |
| Pager System | C | N/A | N/A |
| Palmar | C | N/A | Q4-1998 |
| Payroll | H | N/A | Q2-1999 |

| YEAR 2000 CHALLENGE * | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|-----------------------------|---------|--------------------------|--------------------------|
| Payroll/Personnel Interface | H | N/A | Q2-1999 |
| PC-Forefront 386dx566 | H | N/A | Q4-1999 |
| Plant Work Order System | H | N/A | Q4-1999 |
| Proof of Payment | H | N/A | Q4-1998 |
| Purchasing Commitment (MMS) | H | N/A | Q2-1999 |
| Racal | C | N/A | Q4-1998 |
| Route Bus Stop Information | H | N/A | Q4-1998 |
| Royal Trust | H | N/A | Q2-1999 |
| Runcutter | C | N/A | Q4-1998 |
| Scheduling System | C | N/A | Q4-1998 |
| Screen Painter | H | N/A | Q2-1999 |
| Seanix -Building Control | H | N/A | N/A |
| Security system | H | N/A | Q4-1999 |
| Shelter & Bench Evaluation | H | N/A | Q4-1998 |
| Siebe Network 8000 Products | H | N/A | Q4-1998 |
| Starter Sheet System | C | N/A | Q4-1998 |
| Tank Automatic Gas Pumping | H | N/A | Q4-1998 |
| Tarten | C | N/A | Q4-1998 |
| Timetable Generation | H | N/A | Q4-1999 |
| Trapeze | H | N/A | Q2-1999 |
| Vehicle Maintenance System | C | N/A | Q2-1999 |
| Vendor/Commodity System | H | N/A | Q2-1999 |
| Water | C | N/A | Q1-1999 |

* Please note that over 100 items have already been closed in 1998 by OC Transpo staff.

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

3.8.3 Supply Chain Assessment Status as of 15 December 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Supplier s Identifie d to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of response s received to Date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------|---|--|---|---|--|--|
| OC Transpo | N/A | N/A | 7 | 7 | 7 | 7 |

- OC Transpo has contacted a larger group of non-critical Vendors (approximately 47) and has received responses from all of these suppliers. In Q4-1998 OC Transpo re-contacted seven (7) of the vendors that are considered key to their operation for more recent information on their Year 2000 readiness status.

3.8.4 Q4-1998 Highlights for OC Transpo

- The Financial Systems Renewal Program (Genesis) as it relates to the Human Resources/Payroll is being delayed until July 1999. Gap analysis found that the new system (SAP) is not capable of handling timekeeping. A timekeeping rewrite project was initiated with a completion scheduled for the first quarter 1999. The rewrite is now being completed as part of the Daily Booking project budget currently under way with internal resources.
- The Countdown/Service project is no longer being handled by the SAP project. The Countdown project is being initiated with a completion date of the first quarter of 1999. This rewrite is also being completed with internal resources.
- The Genesis/SAP project will provide compliant replacements for many existing systems within OC Transpo. The second quarter of 1999 is the expected completion time frame.
- In the last quarter of 1998, supplier risk assessment has been re-visited with assistance from the Year 2000 Program Office, resulting in additional letters of compliance being issued to vendors.
- OC Transpo is reviewing compliance issues with the ParaTranspo provider. Letters have been re-issued.
- To this date, OC Transpo does not anticipate the requirement for additional costs outside of existing capital and operating budgets. The target delivery date for Year 2000 compliance at OC Transpo continues to be March 1999.

3.8.5 Potential Problems and Issues for OC Transpo

- Availability of natural gas, hydro and diesel fuel.

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

- There has been little interest to date regarding the Year 2000 preparedness of OC Transpo systems.

3.9 FACILITIES

3.9.1 Vendor Compliance Program Facilities Inventories Update for the Fourth Quarter of 1998

| DEPARTMENT | Total Number of Products Identified as of Q3 | Total Number of Products Assessed as of Q3 | Total Number of Products Identified to Date as of Q4 | Total Number of Products Assessed to Date as of Q4 | Total Number of Products Remaining |
|--------------------------------------|--|--|--|--|------------------------------------|
| Planning and Development Approvals * | 160 | 67 | 271 | 197 | 74 |
| * Homes for the Aged is included | | | | | 73 % Complete |

- For more detailed information please refer to Appendix E – Year 2000 Compliance Status of Critical and High Priority Facilities Management Systems at Region Owned Facilities.
- Please note that the Vendor Compliance Program research on facilities products has concluded that most of the Region’s building related equipment, which are included in the various facilities inventories, should not be susceptible to any Year 2000 failures. However, systems and buildings that are deemed “Critical”, will be tested and “time shifted to 2000” during the second quarter of 1999 to ensure that they will be operational come 2000.

3.9.2 Q4-1998 Highlights for Regional Facilities

- Property Services has staffed a full-time Year 2000 Project Coordinator position. Planning & Development Approvals Department has been identified as having umbrella Year 2000 coordinating responsibility for all Regional facilities. The Coordinator will play a key role in ensuring appropriate facilities preparedness for all Regional Departments, including the Regional Police Service and OC Transpo, with an emphasis on contingency planning.
- Contingency planning for Critical facilities, including Regional Headquarters and the Ottawa-Carleton Regional Police Headquarters, was completed during the last quarter. Facility operations vulnerabilities that were identified are being investigated and measures will be taken to “harden” these facilities. This will ensure that Critical buildings are fully operational to support employees in the event of any Year 2000 related situations/emergencies.

- In the fourth quarter of 1998, representatives from Ontario Hydro, Enbridge/Consumers Gas and Bell Canada updated the Region as to the status of their Year 2000 readiness programs. Each session involved both an open forum with invited guests from various external agencies (including representatives from the federal government and the area municipalities) and a closed-door session for Regional Year 2000 Task Force members.
- Because of the potential for interruption of service from utilities, the Property Services members of the Year 2000 Program have determined stand-by generator requirements for key Regional facilities. The Year 2000 Program Director conveyed these requirements to Corporate Issues Committee in (November 1998). The Committee approved the recommendation to proceed with the procurement of generators to sustain key Regional facilities.

3.9.3 Potential Problems and Issues for Regional Facilities

- Regional staff is continuing their on-going dialogue with key utilities (Ontario Hydro, Enbridge/Consumers Gas, Bell Canada, etc.). These discussions have shown that the Year 2000 remediation plans at these organizations are well underway, but it is also too early to determine if these agencies will complete their Year 2000 remediation plans on time. These discussions will continue throughout 1999.
- The Ice Storm of 1998 provided some valuable lessons on the need for some Regional facilities to be fully operational so that the Region can respond in the capacity of an emergency services provider to the residents of Ottawa-Carleton. Regional staff have re-examined which facilities must be operational despite external failure including Year 2000 induced failures. Staff is also reviewing existing emergency plans for these facilities and the necessary equipment to sustain a facility.
- Senior management has approved the “hardening” of a number of Critical and High priority regional facilities in order to ensure that these facilities operate on an independent basis. This “hardening” process will be carried out as determined by the contingency planning process. This planning has, and will continue to include, a review of the requirements for new and existing back-up generators, alternative heating and ventilation systems, lighting systems, security systems, and the requirement for extra fuel on hand, etc. for key Regional facilities. The Region has secured backup generators units through a tender with an award anticipated in Q1-1999.

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

- There has been little interest to date regarding the Year 2000 preparedness of Regional facilities, except for our three Homes for the Aged, which remain high priorities for the Corporation.

3.10 CORPORATE FLEET

3.10.1 Year 2000 Business Systems Priorities Summary – Corporate Fleet

| | | “OPEN” as at 15 December 1998 | | | | | | |
|-----------------|--------|--|-----|------|-----|--------|-----|---------|
| Fleet | CLOSED | Critical | | High | | Medium | Low | |
| As of Q3 –1998 | N/A | N/A | | N/A | | N/A | N/A | |
| As of Q4 –1998 | 0/2 | 1 | | 1 | | 0 | 0 | |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| Fleet | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Q4-1998 Targets | 0 | -- | -- | 1 | 1 | -- | -- | -- |

3.10.2 Ordered list of “Critical” and “High” – Corporate Fleet

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---------------------|---------|-----------------------|-----------------------|
| RTA | C | N/A | Q1-1999 |
| Gasboy | H | N/A | Q2-1999 |

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

3.10.3 Supply Chain Assessment Status as of 15 December 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified as of Q4 | Number of Key Suppliers Contacted as of Q4 | Number of responses received to date as of Q4 | Number of Critical Suppliers Identified |
|----------------------|---|--|---|--|---|---|
| Corporate Fleet | 17 | 17 | 17 | 17 | 6 | TBD |

3.10.4 Q4-1998 Highlights for Corporate Fleet

- During the fourth quarter of 1998, Corporate Fleet continued with its efforts to verify that the various vehicles and equipment it provides to other areas within the Region will not encounter Year 2000 compliance difficulties. Responses have been received from fourteen of seventeen (14/17) manufacturers contacted of which eleven (11) are indicating their equipment is compliant. Follow-up letters were sent out in November 1998 to the three manufacturers that have not as yet responded and the three manufacturers that have not provided compliance information will be contacted in January 1999.
- Of the two (2) High priority systems used by Corporate Fleet, one manufacturer has indicated that the next version of its fleet management system, scheduled for release in early 1999, will be Year 2000 compliant. The other application, Gasboy, is being monitored very closely by Corporate Fleet and various approaches are being considered should the manufacturer be unable to delivery a compliant product.

3.10.5 Potential Problems and Issues for Corporate Fleet

- During the last quarter of 1998, in order to mitigate against Year 2000 problems adversely affecting their ability to provide certain key services, Corporate Fleet began to develop an appropriate contingency plan. The plan will outline approaches and measures to be implemented should Year 2000 disruptions to service delivery occur.

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

- There has been little interest to date regarding the Year 2000 preparedness of the Region's Fleet, except for the Regional Police Service vehicles.

3.11 ENVIRONMENT AND TRANSPORTATION

3.11.1 Year 2000 Business Systems Priorities Summary for Environment and Transportation Department

| | | "OPEN" as at 15 December 1998 | | | | | | |
|---|--------|--|----|------|----|--------|----|---------|
| Environment and Transportation Department | CLOSED | Critical | | High | | Medium | | Low |
| As of Q3-1998 | 45/201 | 15 | | 90 | | 42 | | 64 |
| As of Q4-1998 | 71/260 | 12 | | 77 | | 39 | | 61 |
| | | Completion Targets for "Critical" and "High" Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| Environment and Transportation Department | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Q3-1998 Targets | | 15 | 11 | 2 | 3 | -- | -- | 74 |
| Q4-1998 Targets | 43 | -- | 6 | 32 | 27 | 2 | -- | 22 |

- The reliance on the Year 2000 compliance information provided by the Vendor Compliance Project (VCP) continues to play a large role in ETD's Year 2000 activities, due to the large number of packaged software applications used in the Department. The VCP has completed their research on many of the Department's applications and staff within ETD is now determining if additional testing is required to verify the vendors' claims.
- The criticality of each application to the Department, and its associated risk, are key considerations in making decisions regarding additional testing. The results of the research from the VCP are showing a number of vendors that will be releasing compliant products and/or versions in the last quarter of 1998 and the first quarter of 1999. These products will, therefore, continue to be shown as "open" items in ETD progress reports, until new versions are installed and tested within the Region's computing environment.
- The Environment and Transportation Department has spent considerable time in the fourth quarter of 1998 in developing its contingency plans for potential Year 2000 failures. Workshop sessions have been held in each division and the contingency plans are scheduled for completion in January 1999.

3.11.2 Ordered list of “Critical” and “High” — Environment and Transportation Department

| YEAR 2000 CHALLENGE | CURRENT RESPONSIBILITY | STATUS | CHALLENGES RESOLVED | DIVISION/ BRANCH | <u>RANKING</u> | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---|------------------------|--------|---------------------|------------------|----------------|-----------------------|-----------------------|
| Critical Systems | | | 11/23 | | | | |
| EASI (Reports) | ETD | Open | 0/1 | Infra Maint | Critical | Q1-1999 | Q2-1999 |
| EASI System and Reports for Loretta & FOS | LOR | Closed | 3/3 | Loretta | Critical | End of Q3-1998 | Closed |
| 911 System | ETD | Open | 0/1 | EMU | Critical | Undetermined | Undetermined |
| Central Traffic Control System Controllers | LOR | Open | 6/7 | Loretta | Critical | End of Q4-1998 | End of Q4-1998 |
| Central Traffic Control Software | LOR | Open | 2/5 | Loretta | Critical | End of Q4-1998 | End of Q4-1998 |
| LIMS Laboratory Information System and Instrumentation Interfaces | ETD | Open | 0/2 | WEPD | Critical | Q4-1998 or Q1-1999 | Q2-1999 |
| Location Reference | LOR | Open | 0/1 | Loretta | Critical | Q1-1999 | Q1-1999 |
| Methane Monitoring System | ETD | Open | 0/1 | Solid Waste | Critical | Undetermined | Undetermined |
| RTA Fleet Management System | ETD | Open | 0/1 | Corporate Fleet | Critical | Q4-1998 or Q1-1999 | Q4-1998 or Q1-1999 |
| RWIS Road weather information system | VCP | Open | 0/1 | Infra Maint | Critical | Q3-1999 | Q3-1999 |
| SCADA Upgrade in Water Division | ETD | Open | 0/59 | Water | Critical | Q4-1999 | Q4-1999 |
| Embedded Systems in WEPD | ETD | Open | 9/39 | WEPD | Critical | Q3-1999 | Q3-1999 |
| High Priority Systems | | | 32/116 | | | | |
| <u>Unique</u> | | | | | | | |

| YEAR 2000 CHALLENGE | CURRENT RESPONSIBILITY | STATUS | CHALLENGES RESOLVED | DIVISION/ BRANCH | <u>RANKING</u> | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|------------------------|--------|---------------------|------------------|----------------|-------------------------|-------------------------|
| Automated Process System | ETD | Open | 0/1 | Solid Waste | High | Q4-1998 (WEPD Embedded) | Q3-1999 |
| Collision System | ETD | Open | 0/1 | Mobility | High | Q4-1998 (pending PDA) | Q4-1998 |
| Gas Alarms | VCP | Open | 0/1 | Solid Waste | High | Vendor compliance | Undetermined |
| Gasboy -gas pump system | ETD | Open | 0/1 | Corporate Fleet | High | Vendor compliance | Q1-1999 |
| ISR -traffic ops intersection status report program | LOR | Closed | 1/1 | Loretta | High | Q1-1999 | Q1-1999 |
| OSCAR 98 | ETD | Open | 0/1 | Solid Waste | High | Un-determined | Q1 or Q2-1999 |
| Signal Information Database (Loretta) | LOR | Open | 0/1 | Loretta | High | Q1 or Q2-1999 | Q1-1999 |
| TSIPS -traffic surveys information processing system | ETD | Open | 0/1 | Mobility | High | Q4-1998 | Q4-1998 |
| Computing and Networking Infrastructure | | | 12/33 | | High | | Vendor compliance 33/33 |
| Mobility Services Division / Loretta | | | 3/6 | | High | | |
| Solid Waste Division | | | 0/1 | | High | | |
| Water Division | | | 0/1 | | High | | |
| Department-wide | | | 9/25 | | High | | |
| Engineering Tools | | | 6/38 | | High | | Vendor compliance 28/38 |
| Engineering Division | | | 1/18 | | High | | |
| Infrastructure Maintenance Division | | | 0/2 | | High | | |

| YEAR 2000 CHALLENGE | CURRENT RESPONSIBILITY | STATUS | CHALLENGES RESOLVED | DIVISION/ BRANCH | <u>RANKING</u> | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|------------------------|--------|---------------------|------------------|----------------|-----------------------|-----------------------------|
| Mobility Services Division / Loretta | | | 4/8 | | High | | Not Compliant until Q4-1998 |
| Water Environment Protection Division | | | 0/2 | | High | | |
| Department-wide | | | 1/8 | | High | | |
| Common Application Packages | | | 4/14 | | High | | Vendor compliance 12/14 |
| Mobility Services Division / Emergency Measures Unit | | | .5/1 | | High | | |
| Mobility Services Division / Loretta | | | ½ | | High | | |
| Solid Waste | | | 0/1 | | High | | |
| Department-wide | | | 3/10 | | High | | |
| Administrative Support Systems | | | 8/15 | | High | | Vendor compliance 1/15 |
| Engineering Division | | | 1/1 | | High | | |
| Infrastructure Maintenance Division | | | 0/1 | | High | | |
| Mobility Services Division/Loretta | | | 2/4 | | High | | |
| Solid Waste Division | | | 0/1 | | High | | |
| Water Environment Protection Division | | | 5/7 | | High | | |
| Department-wide | | | 0/1 | | High | | |

3.11.3 Supply Chain Assessment Status as of 15 December 1998

| Environment and Transportation Department | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified to Date as of Q4 | Number of Key Suppliers Contacted to Date as of Q4 | Number of responses received to Date as of Q4 | Number of Critical Suppliers Identified |
|---|---|--|---|--|---|---|
| Solid Waste | 10 | 0 | 11 | 10 | 4 | 6 |
| Mobility Services | 30 | 30 | 32 | 30 | 9 | TBD |
| Engineering | 81 | 76 | 80 | 80 | 24 | TBD |
| Water Division | 92 | 57 | 95 | 88 | 31 | 4 |
| Water Environment Protection Division | 121 | 119 | 163 | 158 | 56 | 21 |
| Infrastructure Maintenance | 0 | 0 | 30 | 27 | 9 | 35* |
| Finance and Operational Support | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 334 | 282 | 411 | 393 | 133 | 66 |

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

General Note

- Suppliers which are critical to the overall corporation (i.e.: communications/Bell, hydro, gas, and diesel fuel suppliers) are assumed to be noted elsewhere within the Quarterly Report.

Water Division

- The increase in the number of letters sent (and received) is primarily due to the timing involved. At the time of the Q3-1998 report not all the contact information was available to send suppliers letters nor was there enough time for them to respond.
- New contracts assigned for critical supplies (e.g. silicate) account for some of the increase in the number of key suppliers.

Infrastructure Maintenance

- It should be noted that as of 15 December 1998, responses have not been received from all critical suppliers.
- (35*) includes critical suppliers identified as providing a tendered/contracted service that may or may not be engaged in future operations with the Region. Not all have been identified on the above list, given the nature of the service provided and scope of service tendered/contracted.

Mobility Services

- After review, the Department made the decision to include two new vendors as “High” priority.

3.11.4 Q4-1998 Highlights for the Environment and Transportation Department

(For a complete review of Highlights within ETD, please also refer to Water, Sewage Treatment and Traffic Control sections).

Infrastructure Maintenance

- In Q3, supply chain assessment initiatives were carried out vis-à-vis current and planned divisional goals and objectives. Supplier/contractors identified may change, given the nature of services and tendered contracts. As such, all will be approached to determine Year 2000 compliance.

3.11.5 Potential Problems and Issues for the Environment and Transportation Department (Exclusive of Water, Sewage Treatment and Traffic Control)

- The ability to address a large number of “High” priority applications in such a limited time frame.
- High degree of interdependency on third party suppliers of software, and the associated requirement to verify and further test the information provided by suppliers to the Vendor Compliance Program.

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

- There has been little interest to date regarding the Environment and Transportation Department Year 2000 preparedness beyond the Water, Sewer and Traffic Control Systems (these systems still generate the greatest number of inquiries from the public and local businesses).

3.12 ADMINISTRATION

3.12.1 Year 2000 Business System Priorities Summary—Corporate Administration

| Corporate Administration | CLOSED | Critical | High | Medium | Low |
|--|--------|----------|------|--------|-----|
| Audit As of Q3-1998 | 0/1 | 0 | 0 | 1 | 0 |
| Audit As of Q4-1998 | 1/1 | 0 | 0 | 0 | 0 |
| Clerks As of Q3-1998 | 6/9 | 0 | 2 | 1 | 0 |
| Clerks As of Q4-1998 | 8/10 | 0 | 1 | 0 | 1 |
| Elected Officials As of Q3-1998 | ½ | 0 | 0 | 1 | 0 |
| Elected Officials As of Q4-1998 | 1/1 | 0 | 0 | 0 | 0 |
| Finance As of Q3-1998 | 7/43 | 0 | 24 | 6 | 6 |
| Finance As of Q4-1998 | 14/42 | 0 | 23 | 2 | 3 |
| Human Resources As of Q3-1998 | 9/14 | 2 | 3 | 0 | 0 |
| Human Resources As of Q4-1998 | 11/14 | 2 | 1 | 0 | 0 |
| Information & Public Affairs As of Q3-1998 | 2/9 | 0 | 5 | 2 | 0 |
| Information & Public Affairs As of Q4-1998 | 6/10 | 0 | 4 | 0 | 0 |
| Legal Department As of Q3-1998 | 0/8 | 0 | 5 | 1 | 2 |
| Legal As of Q4-1998 | 3/8 | 0 | 4 | 1 | 0 |
| Planning and Development Approvals As of Q3-1998 | 17/58 | 0 | 1 | 12 | 28 |

| | | "OPEN" as at 15 December 1998 | | | |
|---|--------|-------------------------------|------|--------|-----|
| Corporate Administration | CLOSED | Critical | High | Medium | Low |
| Planning and Development Approvals As of Q4-1998 | 17/59 | 0 | 2 | 12 | 28 |
| Common As of Q3-1998 | 0/37 | 3 | 34 | 0 | 0 |
| Common As of Q4-1998 | 0/37 | 3 | 34 | 0 | 0 |

| | | Completion Targets for "Critical" and "High" Priority Items ONLY | | | | | | |
|--|--------|--|----|------|----|----|----|---------|
| | | 1998 | | 1999 | | | | UNKNOWN |
| Corporate Administration | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Audit Q3-1998 Target | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Audit Q4-1998 Target | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clerks Q3-1998 Target | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Clerks Q4-1998 Target | 8 | 0 | 2 | 1 | 0 | 0 | 0 | 0 |
| Elected Officials Q3-1998 Target | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Elected Officials Q4-1998 Target | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Finance Q3-1998 Target | 7 | 0 | 0 | 4 | 12 | 0 | 6 | 2 |
| Finance Q4-1998 Target | 14 | 0 | 1 | 9 | 11 | 0 | 2 | 1 |
| Human Resources Q3-1998 Target | 9 | 0 | 3 | 0 | 0 | 2 | 0 | 0 |
| Human Resource Q4-1998 Target | 11 | 0 | 2 | 1 | 0 | 2 | 0 | 0 |
| Information & Public Affairs Q3-1998 Target | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 2 |
| Information & Public Affairs Q4-1998 Target | 6 | 0 | 0 | 1 | 3 | 0 | 0 | 0 |

| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | UNKNOWN |
|---|--------|--|----|------|----|----|----|---------|
| | | 1998 | | 1999 | | | | |
| Corporate Administration | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Legal Department Q3-1998 Target | 0 | 0 | 0 | 2 | 3 | 0 | 0 | 0 |
| Legal Department Q4-1998 Target | 3 | 0 | 1 | 2 | 2 | 0 | 0 | 0 |
| Planning and Development Approvals Q3-1998 Target | 17 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning and Development Approvals Q4-1998 Target | 17 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| Common Q3-1998 Target | 3 | 0 | 6 | 12 | 15 | 1 | 1 | 3 |
| Common Q4-1998 Target | 3 | 0 | 0 | 19 | 16 | 1 | 0 | 3 |

- Slight changes in totals for each Department reflects new products that have been purchased or found in the Department, or minor changes in priorities at the application level as a result of re-assessment against the risk management criteria.

3.12.2 Ordered list of “Critical” and “High” – Corporate Administration

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---|---------|-----------------------|-----------------------|
| INTERNAL AUDIT DEPARTMENT | NONE | N/A | N/A |
| REGIONAL CLERK | | | |
| Act software (v2.x and 3.x,4.x) | H-01 | N/A | Q1-1999 |
| Voter Notification System | H-02 | N/A | Q4-1998 |
| REGIONAL CLERK - INFORMATION & PUBLIC AFFAIRS | | | |
| 24 hour service v. 1 | H-01 | N/A | Q1-1999 |
| ITX | H-02 | N/A | Q2-1999 |
| Water service card | H-02 | N/A | Q2-1999 |
| Scopus (Call-tracking) (versions 2.6 and 2) - CHECK VERSIONS | H-03 | N/A | Q2-1999 |
| Sytos Plus v 1.21 (backup) | H-04 | N/A | Q4-1998 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|---|---------|-----------------------|-----------------------|
| LEGAL DEPARTMENT | | | |
| Land Registry System | H-01 | N/A | Q4-1998 |
| Searchworks | H-02 | N/A | Q1-1999 |
| dbTextworks | H-03 | N/A | Q1-1999 |
| SoftDocs | H-03 | N/A | Q2-1999 |
| Word Perfect v. 5.1 | H-03 | N/A | Q2-1999 |
| CORPORATE-WIDE-COMMON | | | |
| HRIS - Crystal Reports | C-01 | N/A | N/A |
| HRIS - PeopleSoft | C-01 | Q1/Q2/Q3 1999 | Q1/Q2/Q3 1999 |
| SAP | C-01 | Q2-1999 | Q2-1999 |
| E-Mail (Internal, External) MS-Exchange | H-01 | TBD | TBD |
| E-Mail (Internal, external)-MS-Mail | H-01 | TBD | TBD |
| Acrobat Browser | H-02 | Q1-1999 | Q1-1999 |
| Adobe Acrobat Reader | H-02 | Q1-1999 | Q1-1999 |
| Internet Explorer (various versions) | H-02 | Q2-1999 | Q2-1999 |
| MAP - Development Tracking | H-02 | Q4-1999 | Q1-1999 |
| MAP - Property | H-02 | Q4-1999 | Q1-1999 |
| MAP - Roads and Transit | H-02 | Q4-1999 | Q1-1999 |
| MAP - Sewer | H-02 | Q4-1999 | Q1-1999 |
| MAP - Water | H-02 | Q4-1999 | Q1-1999 |
| MS Excel | H-02 | Q2-1999 | Q2-1999 |
| MS Word | H-02 | Q2-1999 | Q2-1999 |
| MS-Schedule + | H-02 | Q2-1999 | Q2-1999 |
| Netscape Navigator (various versions) | H-02 | Q2-1999 | Q2-1999 |
| Regional Information System (RIS) | H-02 | Q4-1998 | Q1-1999 |
| FoxPro for Windows | H-03 | Q2-1999 | Q2-1999 |
| Maximizer | H-03 | Q2-1999 | Q2-1999 |
| MS Access | H-03 | Q2-1999 | Q2-1999 |
| MS PowerPoint | H-03 | Q2-1999 | Q2-1999 |
| MS Project | H-03 | Q2-1999 | Q2-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Office | H-03 | Q2-1999 | Q2-1999 |
| Office 95 | H-03 | Q2-1999 | Q2-1999 |
| Office 97 | H-03 | Q2-1999 | Q2-1999 |
| OmniPage | H-03 | Q1-1999 | Q1-1999 |
| OmniPage Pro | H-03 | Q1-1999 | Q1-1999 |
| Org Chart Plus for Windows | H-03 | Q1-1999 | Q1-1999 |
| Virus scan/clean software (Dr. Solomon) | H-03 | Q1-1999 | Q1-1999 |
| Word Viewer | H-03 | Q2-1999 | Q2-1999 |
| First View Cardholder (RBC) | H-04 | Q4-1998 | Q1-1999 |
| Jetform Filler | H-04 | Q1-1999 | Q1-1999 |
| Lotus Notes | H-04 | Q1-1999 | Q1-1999 |
| Reference Manager (RefMan) | H-04 | Q1-1999 | Q1-1999 |
| Winfax Pro | H-04 | Q1-1999 | Q1-1999 |
| Corel Draw | H-05 | Q1-1999 | Q1-1999 |
| REGIONAL CHAIR AND COUNCIL, OFFICE OF THE CAO | NONE | N/A | N/A |
| FINANCE DEPARTMENT | | | |
| FINANCE - Financial Services Division | | | |
| Accounts Receivable | H-01 | N/A | Q2-1999 |
| ASAFIN | H-01 | N/A | Q2-1999 |
| Budget (Capital) - CBMS- Calculations | H-01 | N/A | Q2-1999 |
| Budget (Operating) | H-01 | N/A | Q2-1999 |
| Lien Contracts | H-01 | N/A | Q2-1999 |
| Purchase Orders (Jetform) | H-01 | N/A | Q4-1998 |
| Work in Progress | H-01 | N/A | Q2-1999 |
| Child Care | H-02 | N/A | Q1-1999 |
| PPS | H-02 | N/A | Q4-1999 |
| Residential Services | H-02 | N/A | Q4-1999 |
| Budget (Capital) - CBMS-Publishing Portion | H-03 | N/A | Q1-1999 |
| Montieth and Montieth | H-04 | N/A | Q1-1999 |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|-----------------------|-----------------------|
| Logbook | H-05 | N/A | Q3-1998 |
| Welfare | H-06 | N/A | Q1-1999 |
| FINANCE - Supply Management Division | | | |
| Inventory System | H-01 | N/A | Q2-1999 |
| Inventory Systems Interface | H-01 | N/A | Q2-1999 |
| Jetform (purchase orders) | H-01 | N/A | Q2-1999 |
| ADPICS | H-02 | N/A | Q4-1998 |
| Contracts /Tenders (Excel) | H-03 | N/A | Q4-1998 |
| FINANCE - Treasury and Customer Services | | | |
| Water Billing | H-01 | N/A | Q2-1999 |
| Debenture System | H-02 | N/A | Unknown |
| Enterprise 5000 v. 3.1.6 | H-03 | N/A | Q1-1999 |
| PCIM - Royal Bank PC Investment Manager | H-04 | N/A | Q1-1999 |
| FMAS - Funds Management Accounting System | H-05 | N/A | Q1-1999 |
| Receipts | H-06 | N/A | Q2-1999 |
| Royal Bank Electronic Business Banking (RBC cash command) | H-07 | N/A | Q1-1999 |
| HUMAN RESOURCES DEPARTMENT | | | |
| Peoplesoft | C-01 | N/A | Q2-1999 |
| Peoplesoft-GL CHANGES | C-01 | N/A | Q2-1999 |
| WCB/Accident Database | H-01 | N/A | Q4-1998 |
| Payroll (Mapper)If we could archive data - review migration with ISD | H-02 | N/A | Q1-1999 |
| Immunization | H-03 | N/A | Q4-1999 |
| PLANNING AND DEVELOPMENT APPROVALS | | | |
| PDA - Property Services Division | None | N/A | N/A |
| PDA - Admin. Finance and Economic Development | None | N/A | N/A |
| PDA - Development Approvals Division | None | N/A | N/A |
| PDA - Geomatics Division | | | |

| YEAR 2000 CHALLENGE | RANKING | Q3 TARGET FOR CLOSURE | Q4 TARGET FOR CLOSURE |
|--|---------|--------------------------|--------------------------|
| Aerial - base mapping search script | High | TBD | TBD |
| Map Applications - see Corporate Common | High | Q4-1998 | Q1-1998 |
| PDA - Policy and Infrastructure Planning Division | None | N/A | N/A |

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

3.12.3 Supply Chain Assessment Status as of 15 December 1998

- As reported in the Report for the Third Quarter of 1998, there are little or no supply chain issues with the administrative areas at the Region as the products they use (such as office supplies) are readily available and can easily be stockpiled.

3.12.4 Q4-1998 Highlights for Corporate Administration

- Of the eighty-three (83) products identified by the various Corporate Administration Groups as requiring research by the Vendor Compliance Program, forty-one (41) are still awaiting confirmation of Year 2000 compliance status. Of these 41 products, 25 are deemed to be “High” priorities.
- The Year 2000 Program Office has designated a resource with responsibility of representing those Departments not currently represented on the Year 2000 Task Force (Office of the CAO, Regional Clerk and Elected Officials, Legal, Internal Audit, Human Resources and Finance-non ISD). This individual will also represent Homes for the Aged, also not currently represented on the Task Force. The Program Office continues to provide assistance to these Departments to address Year 2000 issues.
- The GIS Branch in Planning and Development Approvals Department continue to work with Systemhouse to address issues associated with the Municipal Application Partnership. The upgrade to the Vision software and the MAP applications to Year 2000 compliant versions is scheduled to be completed in late December 1998, with users going live in early January 1999. Staff in the Information Systems Division are continuing to work on the compliance of the hardware and networking infrastructure associated with the Program.

3.12.5 Potential Problems and Issues for Corporate Administration

- High dependency on third-party software products.

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

- There has been little interest to date regarding the Year 2000 preparedness of the Region’s Corporate Administration systems.

3.13 COMPUTING INFRASTRUCTURE

3.13.1 Ordered list of “Criticals” and “Highs” - Computing Infrastructure

- Please see the detailed summary under Information Systems Division in Appendix D - Detailed Summary of Corporate Computing Infrastructure Work Plan.

3.13.2 Corporate Work Plan Statistics (for Information Systems Division, Ottawa-Carleton Regional Police Services and OC Transpo)

COMPUTING INFRASTRUCTURE WORK PLAN INFORMATION SYSTEMS DIVISION

| Description | Number of Items as of Q4-1998 * | Number of Compliant Items in Q3-1998 | Number of Compliant Items in Q4-1998 | Total Percentage as of Q4-1998 |
|-------------------|---------------------------------|--------------------------------------|--------------------------------------|--------------------------------|
| Servers | | | | |
| Hardware | 80 | 11 | 32 | 40% |
| Software | 80 | 37 | 57 | 71% |
| Sub-total | 160 | 48 | 89 | 56% |
| Server Databases | | | | |
| Software | 24 | 9 | 13 | 54% |
| Hardware | 14 | 0 | 13 | 93% |
| Sub-total | 38 | 9 | 26 | 68% |
| Computer Networks | | | | |
| Hardware | 58 | 55 | 57 | 57% |
| Software | 58 | 13 | 39 | 39% |
| Sub-total | 116 | 68 | 96 | 83% |
| Telecom | | | | |
| Hardware | 32 | 20 | 24 | 75% |
| Software | 32 | 16 | 24 | 75% |
| Sub-total | 64 | 36 | 48 | 75% |
| Printer Hardware | | | | |

| Description | Number of Items as of Q4-1998 * | Number of Compliant Items in Q3-1998 | Number of Compliant Items in Q4-1998 | Total Percentage as of Q4-1998 |
|---------------------|---------------------------------|--------------------------------------|--------------------------------------|--------------------------------|
| Hardware | 128 | 0 | 19 | 15% |
| Additional Items ** | | | | |
| | 0 | 0 | 0 | 0% |
| Overall Compliancy | 506 | 185 | 278 | 55% |

* Total number of items/devices increased from 347 in Q3-1998 to 506 in Q4-1998.

** Additional items have been identified and will be included in the Q1-1999 report.

COMPUTING INFRASTRUCTURE WORK PLAN OC TRANSP

| Description | Number of Items | Number of Compliant Items in Q3-1998 | Number of Compliant Items in Q4-1998 | Total Percentage as of Q4-1998 % |
|-------------------|-----------------|--------------------------------------|--------------------------------------|----------------------------------|
| Servers | | | | |
| Hardware | 37 | 31 | 6 | |
| Software | 37 | 31 | 6 | |
| Sub-total | 74 | 62 | 12 | 100 |
| Servers Databases | | | | |
| Software | 6 | 5 | 1 | 100 |
| Computer Network | | | | |
| Hardware | 53 | 51 | 2 | |
| Software | 53 | 51 | 2 | |
| Sub-total | 106 | 102 | 4 | 100 |
| Telecom | | | | |
| Hardware | 126 | 126 | | |
| Software | 126 | 126 | | |

| Description | Number of Items | Number of Compliant Items in Q3-1998 | Number of Compliant Items in Q4-1998 | Total Percentage as of Q4-1998 % |
|--------------------|-----------------|--------------------------------------|--------------------------------------|----------------------------------|
| Sub-total | 252 | 252 | | 100 |
| Overall Compliancy | 438 | 421 | 17 | 100 |

**COMPUTING INFRASTRUCTURE WORK PLAN
OTTAWA-CARLETON REGIONAL POLICE SERVICE**

| Description | Number of Items | Number of Compliant Items in Q3-1998 | Number of Compliant Items in Q4-1998 | Total Percentage as of Q4-1998 |
|--------------------|-----------------|--------------------------------------|--------------------------------------|--------------------------------|
| Servers | | | | |
| Hardware | 17 | -- | 8 | |
| Software | 17 | -- | 8 | |
| Sub-total | 34 | -- | 16 | 47 |
| Servers Databases | | | | |
| Software | N/A | -- | -- | -- |
| Computer Network | | | | |
| Hardware | 47 | -- | 21 | |
| Software | 47 | -- | 21 | |
| Sub-total | 94 | -- | 42 | 45 |
| Telecom | | | | |
| Hardware | 5 | -- | TBD | |
| Software | 5 | -- | TBD | |
| Sub-total | 10 | -- | TBD | TBD |
| Overall Compliancy | 138 | -- | 58 | 42 |

3.13.3 Supply Chain Assessment Status as of 15 December, 1998

| DEPARTMENT/ DIVISION | Number of Key Suppliers Identified as of Q3 | Number of Key Suppliers Contacted as of Q3 | Number of Key Suppliers Identified as of Q4 | Number of Key Suppliers Contacted as of Q4 | Number of responses received to date as of Q4 | Number of Critical Suppliers Identified |
|-------------------------|---|--|---|--|--|--|
| ISD | N/A | N/A | 15 | 0 | 0 | N/A |

3.13.4 Q4-1998 Highlights for the Computing Infrastructure

INFORMATION SYSTEMS DIVISION

- Year 2000 tests on the Region's telephone system are being performed in mid-December 1998. A report on the results of these tests will be sent to the Program Office in January 1999.
- The overall number of items/devices has increased from 347 to 506 between Q3-1998 and Q4-1998. This is almost a 50% increase. However, the Technology Infrastructure Branch was able to maintain, and slightly increase, the overall percentage of items that were Year 2000 compliant. The number of items/devices is expected to grow as new hardware is added to support new applications that are being implemented as part of the overall Year 2000 Program.
- The goal is to complete compliance research work for infrastructure products in 1998 and complete Year 2000 related fixes/upgrades to the infrastructure by the end of the second quarter of 1999. Work must be performed in evenings and on weekends to avoid interference with daily availability of the network.
- The bulk of the effort will be in the Technology Infrastructure Branch as this group provides support for all Wide Area Networking (including Internet connectivity), the electronic mail backbone, the telecommunications systems (telephones, voice mail, etc.), the corporate database servers, file and print servers for all Departments with the exception of the Environment and Transportation Department. Environment and Transportation Department is responsible for addressing their components of the network infrastructure (essentially file and print servers).
- OC Transpo and the Ottawa-Carleton Regional Police Service have separate computing infrastructures in place and their information systems groups are following similar work plans.

3.13.5 Potential Problems and Issues for the Computing Infrastructure

- The large number of components that must be checked, and the inter-operability between these components, which in turn forms the foundation that other applications rely on to be compliant.

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

- There has been little interest to date regarding the Year 2000 preparedness of the Region's Computing Infrastructure.

3.14 CORPORATE SUMMARY

3.14.1 Status of Business Systems — Q4 1998 “OPEN” as at 15 December 1998

| Department | CLOSED | Critical | High | Medium | Low |
|------------------------------------|----------------|-----------|------------|-----------|------------|
| Audit | 1/1 | 0 | 0 | 0 | 0 |
| Clerks | 8/10 | 0 | 1 | 0 | 1 |
| Common | 0/37 | 3 | 34 | 0 | 0 |
| Corporate Fleet | 0/2 | 1 | 1 | 0 | 0 |
| Elected Officials | 1/1 | 0 | 0 | 0 | 0 |
| Environment and Transportation | 71/260 | 12 | 77 | 39 | 61 |
| Finance | 14/42 | 0 | 23 | 2 | 3 |
| Health | 10/38 | 2 | 5 | 8 | 13 |
| Homes for the Aged | 13/17 | 0 | 3 | 0 | 1 |
| Human Resources | 11/14 | 2 | 1 | 0 | 0 |
| Information & Public Affairs | 6/10 | 0 | 4 | 0 | 0 |
| Legal Department | 3/8 | 0 | 4 | 1 | 0 |
| OC Transpo | 153/311 | 30 | 39 | 17 | 72 |
| OCRPS | N/A | N/A | N/A | N/A | N/A |
| Planning and Development Approvals | 17/59 | 0 | 2 | 12 | 28 |
| Social Services | 9/36 | 3 | 13 | 5 | 6 |
| Corporate Total | 317/846 | 53 | 207 | 84 | 185 |

3.14.2 Status of Business Systems—Q4-1998, Completion Targets for “Critical” and

| Department | CLOSED | 1998 | | 1999 | | | | UNKNOWN |
|------------------------------------|--------|------|-----|------|-----|-----|-----|---------|
| | | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Audit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clerks | 8 | 0 | 2 | 1 | 0 | 0 | 0 | 0 |
| Common | 3 | 0 | 0 | 19 | 16 | 1 | 0 | 3 |
| Corporate Fleet | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Elected Officials | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Environment and Transportation | 43 | 0 | 6 | 32 | 27 | 2 | 0 | 22 |
| Finance | 14 | 0 | 1 | 9 | 11 | 0 | 2 | 1 |
| Health | 1 | 0 | 1 | 6 | 0 | 0 | 0 | 0 |
| Homes for the Aged | 13 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| Human Resources | 11 | 0 | 2 | 1 | 0 | 2 | 0 | 0 |
| Information & Public Affairs | 6 | 0 | 0 | 1 | 3 | 0 | 0 | 0 |
| Legal Department | 3 | 0 | 1 | 2 | 2 | 0 | 0 | 0 |
| OC Transpo | 101 | 0 | 37 | 3 | 22 | 1 | 4 | 2 |
| OCRPS | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Planning and Development Approvals | 17 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| Social Services | 0 | 0 | 0 | 6 | 1 | 0 | 5 | 4 |
| Corporate Total | 221 | 1 | 50 | 85 | 83 | 7 | 11 | 32 |

3.14.3 Status of Embedded Process Control Systems—Q4-1998

| | | “OPEN” as at 15 December 1998 | | | | | | |
|-------|--------|--|------|--------|-----|----|----|---------|
| | CLOSED | Critical | High | Medium | Low | | | |
| Water | 2/59 | 5 | 42 | 1 | 9 | | | |
| WEPD | 9/39 | 25* | 0 | 2 | 3 | | | |
| | | Completion Targets for “Critical” and “High” Priority Items ONLY | | | | | | |
| | | 1998 | | 1999 | | | | UNKNOWN |
| | CLOSED | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | |
| Water | 2 | 0 | 0 | 2 | 2 | 2 | 35 | 6 |
| WEPD | 9 | 0 | 0 | 0 | 0 | 25 | 0 | 0 |

3.14.4 Status of Facilities Management Systems—Q4-1998

| DEPARTMENT | Total Number of Products Identified to Date as of Q4 | Total Number of Products Assessed to Date as of Q4 | Total Number of Products Remaining to Assess as of Q4 |
|-------------------------------|--|--|---|
| Facilities Management Systems | 271 | 197 | 74 |

PART 4 – NEXT STEPS

4.1 Upcoming Milestones

- Completion of contingency plans – 31 January 1999.
- Next quarterly report in March/April 1999.
- Departmental senior management briefings in February 1999 by Task Force members and Program Office staff on the current quarterly results.
- Update for all regional staff on the Year 2000 Program in January 1999.
- Region-wide Year 2000 Emergency Preparedness Planning.

PART 5 – SUMMARY

The Year 2000 Program at the Region of Ottawa-Carleton continues to be a far-reaching and detailed exercise involving hundreds of projects with varying levels of complexity.

Year 2000 Program staff is continuing to address Critical and High priority issues throughout the Corporation. The most problematic issue for the Region continues to be the dependency on the outside world for the provision of the goods, services and packaged software that are required to maintain essential services to the public.

Contingency planning within the Region's operations will be completed early in the New Year. Year 2000 Emergency Preparedness planning at the Regional level involving all the emergency services partners is the next critical step in preparing for the Year 2000.

Once the partnership is organized, the group will be in a better position to communicate in a coherent and consistent fashion to the residents of Ottawa-Carleton on how to prepare themselves better to meet the challenge of the millennium changeover.

The Task Force will continue to provide detailed quarterly reporting to senior management and Regional Council members.

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
Janet Harris-Campbell, Health Department
Dan Laurenzio, Year 2000 Program Office
Carole Lavigne, Year 2000 Program Office
David Leclair, OC Transpo
Doug McCaslin, Planning and Development Approvals Department
Ken McDougall, Information Systems Division
Bill McKinnon, Year 2000 Program Office
Neil Monkman, Environment and Transportation Department
Larry Ostler, Social Services Department
Elaine Panke, Information Systems Division
David White, Legal Department

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APPENDICES

APPENDICES

- Appendix A Detailed Summary of Critical and High Priority Business Applications for All Departments
- Appendix B Detailed Summary of Critical and High Priority Issues for the Water Division
- Appendix C Detailed Summary of Critical and High Priority Issues in the Water Environment Protection Division
- Appendix D Detailed Summary of the Corporate Computing Infrastructure Work Plan
- Appendix E Year 2000 Compliance Status of Critical and High Priority Facilities Management Systems at Region Owned Facilities