REGION OF OTTAWA-CARLETON

YEAR 2000 PROGRAM
REPORT FOR THE THIRD QUARTER
OF 1998

Submitted to
Corporate Services & Economic Development Committee
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Prepared by the Region of Ottawa-Carleton
Year 2000 Task Force

TABLE OF CONTENTS

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

2

Section	**Page**

APPENDICES

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

3

EXECUTIVE SUMMARY

This document provides a status report to the end of the third quarter of 1998 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from July to approximately the third week of September 1998.

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

<u>CORPORATE HIGHLIGHTS</u>

- The extent of the problem for the Year 2000 at the Region is still unknown; therefore the solution is difficult to predict.

- Senior management support is necessary in asking staff to "stand still" on new development.

- Staff participation will increase in the coming months due to the amount of testing that must take place.

- Retention payments for targeted IT staff have been successful to date.

- The standing offer for consultants is supplying adequate numbers of qualified external consultants to meet our current demand.

- Current efforts are devoted to issues rated as Critical or High priorities as directed by Corporate Issues Committee.

- A comprehensive review of the Region's suppliers is underway and targeted to approximately 550 suppliers and business partners who are key to the operation of the Corporation.

- Inventories of all business areas are complete, with the exception of Police Services where inventory is underway.

- Steady progress is being made to determine the compliance status of an inventory of over 1,000 third party software packages, hardware systems and embedded systems components.

- Over fifty (50) percent of personal computers have been tested to date, with eighty (80) percent confirmed to be Year 2000 compliant (having had to fix about 260).

- High level Year 2000 process to be reviewed by the external auditors in the fourth quarter of 1998.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

4

- The cost of addressing Year 2000 to date has resulted in about $4,300,000 committed, with an additional $1,500,000 forecasted in the month of October, out of the 1998 authority of $7,900,000.

- The internal/external communications activities continue to support the Program.

- Tremendous cooperation and sharing of data and process continues to be the order of the day between larger municipalities in the Eastern Ontario area and with the federal government.

- A Legal Mitigation Strategy will provide a comprehensive review of legal liability of potential Year 2000 failures on the Region and the requirements for Year 2000 related contingency plans.

MAJOR SERVICE AREA HIGHLIGHTS

- The Ministry of Community and Social Services intends to make their systems that are used by the Social Services Department compliant by the end of January of 1999.

- The Decision Support System (DSS) and the Request Services and Verify Payment (RSVP) systems in Social Services will be integrated into one system in order to address non-compliant systems on the Region's mainframe.

- The Ministry of Health intends to make their systems that are used by the Health Department compliant by the end of December of 1998.

- Supervisory Control and Data Acquisition (SCADA) systems in the water and sewage treatment facilities are the key component to Year 2000 compliance in those areas (SCADA upgrade in the Water Division is to be completed by December 1999, and SCADA compliance work at ROPEC is to be completed by July of 1999).

- Some further testing of one of seven traffic controllers (installed at 18 of 712 signalized intersections) is underway as a result of a secondary review of the traffic control system, to be completed by December of 1998.

- Tests continue on the Region's computing and telecommunications infrastructure.

- Work continues with external manufacturers to ensure compliance of the Region's fleet with a large number of vehicles confirmed as compliant by the manufacturers.

- Upgrades to the telecommunications system (mid-1999) at Ottawa-Carleton Regional Police services and the implementation of the new Computer Aided Dispatch System (October 1998) will ensure that the key components of the 911 system are compliant.

- Work continues at OC Transpo to examine the compliance of systems not covered by the Genesis/SAP project.

SIGNIFICANT CHALLENGES

- Inflexibility of the deadline — 01 January 2000.

- The inability to identify the extent of the problem/solution within the Corporation due to high dependencies on the compliance of products supplied and supported by outside vendors, and some provincial ministries.

- The dependency of the Region on the provision of goods and services from approximately 550 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 future availability of qualified external consultants with highly marketable computing skills.

- The completion of the remainder of the SCADA upgrade in the Water Division in only 16 months.

- The Year 2000 readiness of external utilities (hydro and natural gas, diesel fuel, Bell).

- The capacity for storage of stock-piled chemicals at the plants within the Environment and Transportation Department.

- Completion of a detailed review with the Police to determine any additional budget requirements outside existing capital and operating budgets.

- Completion of changes to the telephone switching systems at Bell Canada as they affect the 911 system and the rest of the Region's operations (scheduled for the end of October 1998).

More comprehensive information is contained in the body of this report. The Program Office is scheduled to present the next quarterly report at the end of 1998. 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 - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

6

YEAR 2000 PROGRAM REPORT FOR
THE THIRD QUARTER OF 1998

PART 1 - INTRODUCTION

1.1 Overview

The purpose of this report is to provide an update on the Year 2000 Program at the Region of Ottawa-Carleton for the period of July, August, and September 1998 (herein referred to as Q3-1998). This detailed report reflects the progress and the current status of the Program to approximately 15 September 1998.

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

- Corporate Issues Committee - 22 September 1998;
- Management Committee - 28 September 1998;
- Corporate Services and Economic Development Committee - 20 October 1998; and
- Regional Council **-** 28 October 1998 (target date).

At the direction of Corporate Issues Committee, and at the request of several members of Council, the report provides more detail then the second quarter report for 1998. The current report will cover four areas:

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

In addition, appendices have been attached to provide information on the status of individual Year 2000 initiatives in each Department.

1.2 Observations

There are four observations that characterize the status of the program at the end of the third quarter of 1998:

"We still do not know the full extent of the solution."

The Year 2000 Task Force members have been attempting to identify the full extent of the solution to the Year 2000 problem within the Corporation. Early efforts were focused on obtaining inventory information and prioritizing items. Recent efforts have focused on

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

7

costing out solutions, carrying out fixes, implementing replacements for existing systems, etc.

The greatest challenge we are facing is that a significant portion of the items on the Corporate checklist fall into the category of third party products – packaged software, computer hardware and embedded systems components, etc. For these items, the Region is at the mercy of the ability of external companies to respond to our requests for compliance information about these products, and far more important – their ability to provide a compliant version of their product(s) prior to 01 January 2000.

This makes developing costs estimates for these types of products somewhat difficult as the solution could be any of the following:

- do nothing (the product is compliant or has no date issues associated with it);
- test the product ourselves (the vendor claims it is compliant but the product is too important to our business to take their word for it);
- upgrade the product;
- find a suitable and compliant replacement for the product;
- live with the Year 2000 deficiencies in the product (if they are mostly cosmetic and do not have a significant impact on service);
- decommission the product (varied hard and soft costs associated with implementing work-arounds).

The cost calculation is further complicated by such things as the number of occurrences of the product in our inventory (such as a product that is used by hundreds of users), the suppliers' inability to provide a date for a fix, and/or the shortage of skilled and/or certified contractors to install a fix. Trying to anticipate a "worst case" scenario in these situations produces irrelevant and or exaggerated costs.

Therefore, many of the cost estimates for many of the packaged software are still listed as unknown at this time. **It is expected that the bulk of the research on these products will be completed by the end of November 1998; therefore, more accurate costs estimates on these products should be available in the report on the fourth quarter of 1998**.

"The moratorium on new development is not working."

In the summer of 1997, Management Committee directed that new development should be put on hold until after all Year 2000 issues had been addressed. This essentially means that staff in the Departments are being asked to "stand still" while Year 2000 is addressed and to wait until the new millennium to develop new automated tools to increase productivity.

Most management and staff in the Corporation are holding to the decision, but there continues to be problems arising in a number of the operating areas. This issue has been identified on all previous reports to senior management. **The Task Force is asking for active support from senior management on this issue.**

"Current efforts are focused on Critical and High priority items."

In July of 1998 Corporate Issues Committee directed the Task Force to focus all attention to resolving Critical and High priority Year 2000 issues. This has and will continue to be the focus of the Program for some time until all of the Critical and High priority items are addressed. In some cases, timing considerations or the availability of product information resulted in some progress against a few medium priority items but not at the expense of higher priority items. At this time, it is still estimated that a number of low priority items will not be addressed by 2000. **This report does not provide the status on medium and low priority items.**

"Staff participation will increase in the coming months."

Most of the work on the Program to date by management and staff in the operating departments has been around collecting and analyzing data. Most of the remediation work has been performed by technical staff. The Program is now entering a phase where a number of systems/issues have been addressed, but will require significant testing. **This will require a dramatic increase in user co-operation to participate in testing. It is expected that the amount of testing activities will also continue to increase over the duration of 1999.**

1.3 Overall Program Status

The Year 2000 Program is following a standard process for addressing Year 2000 which 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.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

9

The Program at the Region is currently focused on the last four phases, having completed the first three. The statement does not include the programs at OC Transpo and the Ottawa-Carleton Regional Police Services (please see the separate sections on these two service areas).

The major program activities within the third quarter of 1998 have included the following:

- continued work to identify and implement solutions to address issues;
- completion of inventories of products within Regional departments;
- significant progress on the research of compliance information associated with third party products;
- identification and initial contact of over 500 key suppliers and business partners;
- commencement of work on a Legal Mitigation Strategy;
- commencement of a comprehensive project at Ottawa-Carleton Regional Police Services;
- commencement of testing training for IT staff; and

Despite all of the efforts to date, many "Plan As" (the first line of action for addressing a particular Year 2000 issue) for addressing Year 2000 problems remain incomplete. Most of the outstanding workplans relate to third party products and should be completed once more conclusive information is obtained from the manufacturers of these products.

PART 2 - UPDATE ON CORPORATE INITIATIVES

2.1 Staffing Update

Staffing issues continue to impede progress of the Program. The availability of qualified external candidates for shorter duration <u>temporary</u> positions (that will address Year 2000 work) continues to be the primary staffing issue. Numerous attempts over the summer of 1998 to hire into vacant temporary IT positions ended in frustration for the hiring managers to fill vacant positions.

Hiring inexperienced staff resulted in increased learning curves and has slowed the progress of the Program. At this point in time, there are about fifteen months left until the Year 2000, and there is too much risk in spending four to six weeks to staff positions. The shortage of qualified candidates, combined with the Region's lower than average salaries for positions requiring "hot skills", have forced the hiring managers to resort to engaging consultants instead of filling temporary positions. While this option is more expensive, it is more time efficient and provides more flexibility.

The good news is that the retention payments made to targeted IT positions in the Corporation in January and July of 1998 appear to have slowed down the attrition rate of full-time staff. Industry trade journals and contacts in the consultant community warn of a second wave of vacancies as medium and smaller businesses come to grips with addressing the Year 2000 problem over the fall of 1998.

High turnover within some IT positions is having its impact on the progress of project work, and in some cases, the solution has been to hire consultants to fill the experience gaps of the full-time staff.

The Program Office continues to have problems staffing researcher positions in the third party Vendor Compliance Project, as the work is very demanding, and rather tedious and requires a broad set of skills. In comparison, in a similar but much larger project run by Public Works and Government Services Canada, staff participation is limited to a maximum of three months at a time to prevent burn-out.

One issue that the Task Force may bring to the attention of senior management for approval in early 1999, is the re-location of existing IT resources to other departments as some departments finish addressing their critical and high priority applications, while others continue to work on a larger number of higher priority applications.

2.2 Consulting Services Update

Council approved a special standing offer for informatics consulting services in June of 1998. **This has <u>drastically</u> reduced the amount of time and the complexity of engaging consultants for Year 2000 work.** Task Force members are pleased with the quality of resources available through the standing offer to date, and the companies involved to date have been responding to the demands of the Region for "hot skills" such as Powerbuilder developers. It is expected that call-ups against the standing offer will increase over the fall of 1998.

The standing offer was extended to all area municipalities in the month of July. Per diem rates were raised slightly by some firms over the course of the summer in order to attract and/or retain qualified consultants.

The availability of consultants with MAPPER programming experience (the language used on the mainframe) continues to be a volatile situation. The Region has been able to fulfill recent requirements thanks to the efforts of some local companies, but the long term outlook for this type of skill is still not clear. MAPPER skills will be needed in order to complete the conversion of the applications that are currently on the mainframe.

In July, the Program Office piloted a one-page approval form with the Office of the CAO to be used for all Year 2000 Program work under a value of $250,000. This has been well

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

11

received to date by departmental staff, and has allowed considerable progress to be made over the summer in contracting for a number of services associated with the Program that would normally require a formal report to be written for the Chief Administrative Officer's approval.

The most significant issue with consulting contracts is the refusal by some companies to warranty Year 2000 work.   Unfortunately, this problem is industry wide and not limited to our contracts. Our Legal Department has been working with the Task Force members and the Program Office to resolve this issue and reach a compromise that best protects the Corporation.

2.3 Supply Chain Review

Over the third quarter, the Program Office worked with Supply Management Division to co-ordinate a comprehensive review of all suppliers of goods and services to the Region. The purpose of this exercise is to ensure that these external agencies are taking the Year 2000 problem seriously, in order to prevent a potential gap in the provision of goods and services to the Region on or after the Year 2000. Each Department was asked to develop a list of key suppliers and business partners necessary to sustain operations and provide essential services to the public.

Letters were sent out to over 500 suppliers in late August and in September. Feedback to date varies in quality and the Program Office staff will be working with departments to review the feedback and to isolate and address problem areas. Legal Department and Supply Management may be involved if necessary. Some of the data will be used as inputs into the contingency plans that will be developed by the departments.

It is doubtful that suitable answers will be received in the first round of replies from the vendors. The Program Office will track the responses and will work with departments to engage those suppliers who do not respond.

An assessment report will be generated following the initial review for distribution to Management.

A table showing the breakdown of the supply chain review to date is shown on the next page.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

12

SUPPLY CHAIN ASSESSMENT STATUS as of 14 September 1998			
Department/Division	**Number of Key Suppliers Identified**	**Number of Key Suppliers Contacted**	**Number of Responses Received**
Corporate Fleet	17	17	2
Environment and Transportation:			
• Solid Waste	10	0	0
• Mobility Services	30	30	2
• Engineering	81	76	5
• Water Division	92	57	4
• Water Environment Protection Division	121	119	7
Finance Department	Not yet engaged		
Health Department	56	56	0
Homes for the Aged	29	29	2
Human Resources	6	6	0
Planning & Development Approvals	30	30	2
Social Services Department	52	52	0
Ottawa-Carleton Regional Police Services	Assessment in progress		
OC Transpo	13	13	5
TOTALS:	**537**	**485 (90%)**	**30 (5.5%)**

For additional information please see Appendix H - Sample Supply Chain Letters.

2.4 Vendor Compliance Project

Third party product research continues to be an important aspect of the project. So far about 1,037 products from 323 vendors have been identified for research.

About eighty-five (85%) of the vendors have been sent a customized questionnaire and asked to respond in writing regarding the Year 2000 compliance of products supplied to the Region by them. Response rates have varied by product category.

- Business systems vendors have produced the lowest number of written replies, whereas vendors of facilities systems have sent the greatest number (about 25% so far after a short period of time).

- Embedded systems components are easier to research than packaged software, as the Year 2000 issues are usually more straight-forward to determine. These vendors tend to have very detailed and useful information available on Internet web sites.

Some letters have been customized to meet the specific requirements of an operating area or to acknowledge an on-going business relationship that a department has with a vendor. This was the case for some of the products used by Social Services, Health, Homes for the Aged and Environment and Transportation.

The Internet has been a primary source of information to date. In many cases, it is the only source of information, and in some cases it provides easy access to changing information about products.

Like other businesses, the Region has fallen victim to products that were claimed to be compliant and are now no longer compliant. In other cases, the information changes too quickly or is too sketchy to make a knowledgeable business decision on what to do about the product.

The Vendor Compliance Project has been running since December of 1997 and has cost about $375,000 since its inception (including forecasted costs to the end of November, 1998). A portion of the project was conducted jointly with area municipalities and some cost savings were achieved up to the end of March when the joint project was terminated.

At this point in time the Region is distributing, on an on-going basis, copies of the results of our product research to Public Works and Government Services Canada (PWGSC), the area municipalities in Ottawa-Carleton, and to the City of Kingston (free of charge in an attempt to ensure that the taxpayer pays only once for the research). There is a reciprocal arrangement with the federal government and the other municipalities to share the results of their product research, although the PWGSC database has proven to be the most beneficial to date.

While the Region is actively involved in soliciting compliance information from other organizations, those same organizations (and others) located within the Ottawa-Carleton Region are soliciting information from the Region regarding the status of some of our systems including our water, sewage treatment and traffic control services. To date about 45 letters have been sent to area businesses in reply to their inquiries. Sample letters are attached as Appendix I to this report.

VENDOR COMPLIANCE PROJECT STATISTICS
(Exclusive of OCRPS and 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	Estimated Program Cost (Dec 1997-Nov 1998) $
Business Systems	320	118	154	115,000
Embedded Systems	561	126	142	205,000
Facilities Management Systems	156	79	40	55,000
Total	**1,037**	**323**	**336**	**375,000**

It is expected that the bulk of the research on the current Vendor Compliance Project will be completed by November 1998, and the project will scale back in size to reflect the on-going needs of the Year 2000 Program at that time. Currently, there are five (5) researchers and a clerical position involved in the effort.

It is important to note that the research is predominantly a technical exercise, and once completed and signed off by the departments who own the software, the onus is on the department to make a business decision on what to do about the products (as required).

Often this will result in the need to implement an upgrade, possibly to convert existing data and most important, to test the package to ensure that it works properly in the Region's environment. This process tends to involve considerable amounts of staff time from users of the application.

For additional information please see Appendix G - Sample Vendor Compliance Letters and Questionnaires, and Appendix I - Sample Letters sent to agencies Inquiring About the Compliance Activities at the Region of Ottawa-Carleton.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

15

2.5 PC Testing

All of the personal computers within the Region will be tested 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, and that the computers recognize the leap year in 2000.

So far, all of the PCs supported by the Information Systems Division have been tested, and work is now underway in the Environment and Transportation Department. This work is expected to be completed in early October and the work will continue within Ottawa-Carleton Regional Police Services to test their 700 or so computers. The project should be completed in Q1-1999.

There are in excess of 3,100 computers to test in total. To date, about 1,838 computers have been tested and of these 494 failed their first 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. Approximately 260 of the ones that failed have been fixed to date.

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

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

Results of PC Year 2000 Testing Project				
Support Group	**Approx. Number of PC to Test**	**Number Tested Compliant To Date**	**Number to Be Fixed (Currently)**	**Comments**
ISD	1,140	1,048	92	Initial testing completed
ETD-Systems	830	231	138	Testing to be completed in October
OCRPS Systems	750	N/A	N/A	To be tested in October/November
OC Transpo Systems	468	464	4	
Total	**3,188+**	**1,743**	**234**	

2.6 Legal Mitigation Strategy

One of the most important aspects of addressing Year 2000 is the creation of contingency plans to deal with the uncertainty around eradicating the millennium bug from critical systems.   Contingency plans ensure that the Corporation can continue to operate at an acceptable level of performance and within an acceptable risk envelope in spite of severe business function failures.

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 the business risks to business functions (as opposed to IT systems), and so any contingency planning strategy would centre around examining what essential services are required by the Corporation; and therefore, what steps must be taken to ensure that these services remain in place despite Year 2000 failure in one or more of the underlying systems.

The underlying requirement for this exercise is the completion of a Plan A for each of the systems that support the business function, i.e. contingency planning is not a substitute for addressing a particular Year 2000 issue, it is a backup plan.

In August of 1998 the 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 is intended to compare the statutory and legislated requirements in the Region's services and to identify where Year 2000 failures would impact these services, and 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.

All of the direct service areas will be included in developing the strategy, and the results of the analysis will be presented in a report to senior management and Council. The exercise

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

17

is expected to take until at least the end of 1998 to complete, and some contingency planning activities will run in parallel, with the rest being completed in 1999.

Workshops have already taken place in several departments. This process is very time intensive, and will involve a significant number of management and staff. Front line staff with in-depth understanding of the service are critical players in contingency planning activities. **This is one of the most critical parts of the program and** t**he Task Force is looking to senior management for their commitment to this exercise.**

To accomplish this formidable task, the Program Office has engaged a senior consultant, with an extensive public sector background in this area, who will work with departments to review their business priorities and identify specific risks, and requirements for contingency plans. This resource will also provide guidance on contingency planning.

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 program at the Region.

Regardless, as a safeguard, the Finance Commissioner and the Director Year 2000 Program will be approaching external auditors in Q4-1998 to conduct a review of the overall Year 2000 processes used within the Region.

2.8 Budget Update

Now that the Program has entered a point where most of the effort is geared to developing, implementing and testing solutions to Year 2000 problems, the expenditures against the Program are beginning to rise. Of the $7,900,000 in the 1998 authority for the Program, about $4,300,000 has been committed to date. By the end of October this figure is expected to rise by approximately another $1,500,000.

The Task Force is currently projecting expenditures to the end of 1998 and reviewing projected expenditures for 1999. The object of this exercise is to develop a model for the authority requirements for the remaining time before year 2000. This is quite a formidable task at this time.

As was mentioned earlier in this report, the total extent of the solution to this problem 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.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

18

An analogy would be to note that the true costs of the 1998 Ice Storm are only being discovered now, many months after the fact and well beyond the predictions at the time. As another example, the United States government recently raised their estimates on the costs within the federal government to $5.4 Billion, whereas in February of 1997 the estimate was about $2.3 Billion.

When the budget was first placed before Council in February of 1998, the Task Force made it clear that the costs of the exercise were still very much unknown. A number of additional costs have been identified that were outside the scope of the original budget, but nevertheless will show up as expenditures against the account:

- A portion of the cost for a plant maintenance system (SAP) in the Water Environment Protection Division.

- Additional costs for Year 2000 at Ottawa-Carleton Regional Police Services for parts of their program not previously budgeted, and outside the scope of the OCRPS capital and operating budgets.

The Task Force will be approaching Council later in the fall of 1998 to ask for pre-approval of the 1999 budget authority.

The Program Office is using a one-page work order for all routine approvals associated with the program that fall under the Chief Administrative Officer's delegated authority limits. This has been very successful and appreciated by both staff and local consulting firms who are being put under enormous pressure as firms compete for skilled resources. **The Task Force acknowledges Council's commitment to the urgency of this process in granting increased delegated authority to the CAO as one of the most beneficial aspects of the project.**

The Program Office is also tracking 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).

**1998 Year 2000 Budget
Corporate Summary
(to 15 September 1998)**

Description	1998 Budget ($)	1998 Committed To Date ($)	1998 Current Balance ($)	1998 Exclusive Year 2000 ($)	Comments
Embedded Systems Total	3,000,000	1,055,000	1,945,000	615,000	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	250,000	196,000	54,000	196,000	Compliance research, consulting services
Business Systems Total	3,400,000	2,430,000	970,000	680,000	Compliance research, software, consultants
Hardware and Networking Total	500,000	345,000	155,000	335,000	Compliance research, hardware, consultants
Program Office Costs	250,000	300,000	(50,000)	300,000	Staff time, office costs, consultants
Contingency	500,000	N/A	N/A	N/A	
1998 PROGRAM TOTAL	**7,900,000**	**4,326,000**	**3,574,000**	**2,126,000**	

2.9 Communications

External requests for information by residents of Ottawa-Carleton and beyond rose significantly during the past quarter with the interest changing from whether a program was underway within the Region, to specific questions about particular areas of the Program. A growing trend in these inquiries is a concern about the potential impact on the Region of failure in the provision of natural gas. Summaries of the specific areas of interest are provided in this report under the updates for each major service area.

There has not been any media interest about the Region's Year 2000 preparedness over the summer months. However, the trade journals and newspapers continue to cover the issue. Some articles were present in the trade journals over July and August regarding the status of Year 2000 within Canadian municipalities.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

20

The Program Office worked with staff in the Treasury & Customer Services Division to send out correspondence to 48 major investors in Regional debentures to inform them of the status of our Year 2000 program.

The Program Office will also be working with the Emergency Measures Unit over the fall to plan and co-ordinate a Year 2000 disaster exercise.

For more information please see Appendix J - Sample Investor Letter.

2.10 The Region Working With Other Levels of Government

Co-operation between the Region and other levels of government on Year 2000 continues to be the order of the day. A significant number of Canadian municipalities have only begun to address Year 2000 issues within their operations and the larger area municipalities within the National Capital Region continue to be seen as having made more progress on the issue to date. Within Ontario, the Region of Ottawa-Carlton, the City of Ottawa, the Region of Hamilton-Wentworth, the City of London are viewed by many as having leading municipal Year 2000 programs in Ontario.

The Region is continuing to respond to requests for information and processes by other Canadian municipalities, mainly in Eastern Ontario (the rate of requests to the Program Office is approximately three per week).

The summer of 1998 saw several site visits by the municipalities of Durham, Hamilton-Wentworth, and Kingston for half-day workshops on Year 2000.

Ottawa-Carleton recently participated in a workshop sponsored by the Region of Waterloo to address Year 2000 issues with embedded systems in water filtration and distribution.

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

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

PART 3 - UPDATE BY MAJOR SERVICE AREA

3.1 SOCIAL SERVICES

3.1.1 Year 2000 Business Systems Priorities Summary

		"OPEN" as at 17 September 1998			
Department	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Social Services	9	3	13	5	6

		Completion of "Criticals" and "Highs" ONLY					
		1998		**1999**			
Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Social Services		--	2	4	--	--	6	4

3.1.2 Ordered list of "Criticals" and "Highs" - Social Services Department

YEAR 2000 CHALLENGE	RANKING
Decision Support System Applications (DSS)	C-01
Central Client Index	C-02
CIMS Comprehensive Income Maintenance)	C-03
CWT - Case Worker Technology	H-01
Citric Data Entry and Remote Communications Application	H-02
Welfare (print DDS, plus history of CIMS payments)-SNA GATEWAY TO CIMS	H-03
Front end processor communications link to CIMS	H-04
Payment Processing System	H-05
Daycare	H-06
Special Assistance / Supplementary Aid	H-07
Dental System	H-08

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

22

YEAR 2000 CHALLENGE	RANKING
Client Registration (ERC) file retrieval using bar coding via Case ID	H-09
Choices Career Assessment - ERC	H-10
Contact 4 - ERC	H-11
Ontario Works Technology (OWT)	H-12
Corel Office Suite (French and English for CWT)	H-13

For more detailed information please see Appendix A - Detailed Summary of Critical and High Priority Business Applications for All Departments Except Environment and Transportation.

3.1.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Social Services Department	52	52	0

3.1.4 Highlights

- The most significant development over the past quarter in Social Services is the decision to integrate two (2) major development initiatives. The Decision Support System (DSS) that evolved out of the Improving Client Services Project and the Record Service and Verify Payments (RSVP) system will be merged in their underlying technology and database structure to an integrated application.

- The RSVP system is currently under development to provide 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 and the DSS applications are developed, tested and operational prior to the year 2000.

- During Q3-1998 written correspondence was received from the Ministry of Community and Social Services confirming their plan to make their systems compliant by the end of Q1-1999.

- 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, will commence in the week of 28 September 1998.

3.1.5 Potential Problems/Issues

- Ambitious Ministry of Community and Social Services schedule for addressing applications which are critical to the operation of the Department and the provision of services to clients.
- Complexity of DSS/RSVP project.
- Scarce MAPPER, Objectstar resources over the longer term.
- Number of facilities accessed by the public that must remain operational.
- Dependency on external facilities/business partners (for example, shelters or hostels where RMOC requirements account for upwards to 80% of accommodation available at these locations).
- Pending decision regarding whether or not daycare facilities should be deemed Critical (from low priority) which would increase the Corporate list of facilities designated as Critical by eighteen (18).

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

- Little interest from the outside to date regarding Year 2000 preparedness within Social Services.

3.2 PUBLIC HEALTH

3.2.1 Year 2000 Business System Priorities Summary

		"OPEN" as at 17 September 1998			
Department	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Health	12	8	12	11	11

		Completion of "Criticals" and "Highs" ONLY					
		1998		**1999**			
Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Health		--	12	4	--	--	--	6

3.2.2 Ordered list of "Criticals" and "Highs" - Health Department

YEAR 2000 CHALLENGE	RANKING
Immunization Record Information System (IRIS)	C-01
RDIS (See Environmental Health / Communicable Disease Control	C-01
Bioinventory System (BIOS - Vaccine inventory and ordering system)	C-01
Family Index System (FIS)	C-02
Family Index System (FIS)	C-02
Sexual Health Clinic Program	C-02
CCAC visits	C-03
Autoclave	C-03
HIV Surveillance (Contact)	C-04
IRIS Utility Program	H-01
Dental System	H-01
Reportable Disease Information System (RDIS)	H-01
Mitel Superset 7 - telecommunications pkg.	H-01
Activity Reporting System (ARS-Adult)	H-02
Parent Baby Info Line	H-02

YEAR 2000 CHALLENGE	RANKING
CINOT / CAS (Children in Need of Treatment)	H-02
CINOT 5	H-02
Health Info Santé	H-03
Prenatal Intake System	H-03
Smoking Stages of Change	H-04
Activity Reporting System (ARS-CAD)	H-04

For more detailed information please see Appendix A - Detailed Summary of Critical and High Priority Business Applications for All Departments Except Environment and Transportation.

3.2.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Health Department	56	56	0

3.2.4 Highlights

- The Ministry of Health indicated during a presentation in June to Regional staff that all of the systems that are used by Ontario Health Units (including Ottawa-Carleton) will be made compliant by the end of 1998. The Health Department has asked, and is still waiting for, written confirmation of this from the Ministry.

- A number of Critical and High priority Health Department applications developed within RMOC have being fixed, with the majority to be tested and completed by the end of Q1-1999.

- 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 will commence in late September.

- The department has received preliminary correspondence from the Ministry of Health in regard to Land Ambulance operations, but more clarification will be needed. The

Ministry is currently addressing Year 2000 issues within this operation, but it is still unclear how the transition to the Region would affect this work.

3.2.5 Potential Problems/Issues

- Recent correspondence from the Ministry of Health indicates that most IT staff in the Public Health Branch have been reassigned as part of a reorganization leaving some uncertainty in regard to compliance changes to Public Health systems. (Support for the Health Units will now fall under the IT Division in the Branch.)
- Ambitious schedule by the Ministry for addressing applications which are critical to the operation of the Department and the provision of services to clients.
- Potential supply chain issues for such services as the provision of vaccines to children.
- Progress on compliance work related to Land Ambulances and the potential impact to RMOC of the date for taking over the operation of this service.

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

- Little interest from the outside to date regarding Year 2000 preparedness within Public Health.

3.3   HOMES FOR THE AGED (HFTA)

3.3.1 Year 2000 Business System Priorities Summary

		"OPEN" as at 17 September 1998			
Department	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Homes for the Aged	9	--	7	--	1

		Completion of "Criticals" and "Highs" ONLY						
		1998		**1999**				
Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Homes for the Aged		--	--	6	1	--	--	--

3.3.2 Ordered List of "Criticals" and "Highs" - Homes for the Aged

YEAR 2000 CHALLENGE	RANKING
Applicant Tracking	H-01
Campana Goldcare	H-01
Resident documentation	H-01
Trust Fund Accounting	H-01
Compusis 2.23	H-02
Arjo North bather/lifters	H-03
Digital timers on bathtubs	H-04
BELL Vantage NT phone system	H-05
Non Prescription Supply	H-06
Propharm	H-06
TEXLON Machine	H-06
Digital thermometers	H-07
Blood pressure meters	H-08

For more detailed information please see Appendix A - Detailed Summary of Critical and High Priority Business Applications for All Departments Except Environment and Transportation.

3.3.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Homes for the Aged	29	29	2

3.3.4 Highlights

- Limited automation within Homes For the Aged and the successful Year 2000 testing of recently replaced software used to manage the three long term care facilities has placed the Department close to the point of competing their Year 2000 program for Critical and High priority items. Remaining technology is either packaged software or electronic devices. The Department is working in partnership with the Vendor Compliance Program to research the compliance of these products.

- Twenty-four (24) hour a day operation of the facilities continues to be the primary Year 2000 focus for the Department. Work continues in conjunction with the Program Office and Property Services Division to address any compliance issues with the facilities. Property Services will be reviewing the capacity of the backup generators to ensure they can operate the entire facility in the event of a hydro failure (regardless of Year 2000 failure).

- The Department already has Business Recovery Plans developed for each of the facilities it operates, and these plans are being reviewed as part of the Legal Mitigation and Contingency Planning project and may be used as a basis for developing contingency plans for facilities in other areas of the Corporation.

3.3.5 Potential Problems/Issues

- Supply chain issues related to the goods and services necessary to sustain 24 hours a day operation of the three long term care facilities.
- Availability of Natural Gas and Hydro.

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

- Some limited interest from the outside in ensuring that our Long Term Care facilities will be operational.

3.4 WATER SUPPLY

3.4.1 Year 2000 Business System Priorities Summary

Please see Section 3.7 Environment and Transportation Department and Appendix B - Detailed Summary of Critical and High Priority Applications for the Environment and Transportation Department.

3.4.2 Ordered List of "Criticals" and "Highs" - Water Division Embedded Systems

Please see the detailed information in Appendix C - Summary of Critical and High Priority Issues in the Water Division.

3.4.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Environment and Transportation			
• Water Division	92	57	4

3.4.4 Highlights

- The third quarter of 1998 was highlighted by the completion of the Year 2000 inventories and a detailed work plan for the Water Division. All of the inventory information is with the staff in the Vendor Compliance Program for research, and initial letters and surveys have been sent out to vendors. There was some product overlap with the Water Environment Protection Division which will reduce the overall effort on product research for Water Division. It is anticipated that the majority of the product research will be completed by the end of Q4-1998.

- The most critical component in the work plan is addressing compliance problems associated with the six Digital Equipment PDP-11 minicomputers that form the backbone of the Supervisory Control and Data Acquisition (SCADA) system that runs the two water filtration plants and the associated pumping and distribution networks.

  The operating systems on these (rather old) computer systems have been determined to be NON-compliant. There is a large capital program currently in place to upgrade

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

30

the SCADA system in the Water Division that was scheduled for completion in the year 2002 at a cost of about $6,000,000.

Compliance problems with the central computer systems have forced staff to work with the existing contractor on the SCADA upgrade to re-think the plan.   Six options were identified as potential solutions:

I.   Significantly reduce the timeframe for the SCADA upgrade from thirty-six (36) down to sixteen (16) months.

II.   Migrate the existing software and hardware from a PDP-11 operating system to run an equivalent of the existing software on a Microsoft Windows NT platform.

III.   Develop a temporary fix the PDP-11 operating system.

IV.   Override the system clocks on the minicomputers to earlier dates as allowable.

V.   A further more complex version of Option IV.

VI.   A combination of Options I and II.

In all cases the minicomputer upgrade/replacement/fixes can be done relatively independently, i.e. several of the options could be used simultaneously.

Senior management in Environment and Transportation reviewed the options and have chosen to implement Option I, the SCADA upgrade in the shorter timeframe, with an expected completion date of Q4-1999.   This will require an approval of the entire remaining budget for the program in 1999, and any additional expenses over and above the existing budget, caused by the shortened timeframe will be borne by the Year 2000 budget.

Options II and III will be pursued as follows.   Option III will be completed by 15 October 1998 and will be a back-up contingency plan to be used as a last resort due to some inherent risks associated with the solution.

Option II will be pressed if necessary as the contingency plan for Option I. A review will take place in Q1-1999 to determine the necessity to implement this option in parallel with Option I as a safeguard. It is estimated that full implementation of Option II would take between four (4) to six (6) months.

- Work is progressing on the other critical and high priority items within the Division. Most of the automation beyond the SCADA system has been put in place in parallel to manual controls with a goal of increasing the productivity of the existing employees. In an emergency situation these processes could be run manually provided appropriate

number of personnel are present to attend to the equipment. Water Division management and staff will be participating in workshops over the fall to deal with contingency planning around the Year 2000 effort.

- Most of the Year 2000 work in the Division is dependent on interpretation and decision making around the research results of the Vendor Compliance Program, and more detailed estimates will be developed in Q4-1998 as the research is completed.

- There is redundancy at a number of levels within the utility (plants, pumping stations, reservoirs, etc.).   Both water purification plants can, and regularly run on backup power (to accommodate peak demands on Ottawa Hydro). Most pumping stations were also running on backup power during the Ice Storm.   Therefore, fuel storage capacity is being examined to ensure continued provision of pressurized and safe drinking water throughout the system.

- The overall goal is to have the Critical and High priority items within the division compliant by Q4-1999.

3.4.5 Potential Problems/Issues

- Requirement for Council approval of the remaining funding for the SCADA upgrade in 1999.
- Compressed timeframe for the SCADA upgrade (36 versus 16 months).
- Availability of Natural Gas for heat, and diesel fuel.
- Uniqueness of products and chemicals used within the Division (and some sole source considerations).
- Limited on-site storage for stock piling chemicals needed for day-to-day water treatment.

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

- Whether the Region has a Year 2000 program for water supply.
- Whether water meters are compliant.
- By what date will the water system be compliant.
- What the Region is doing as a user of Natural Gas and Hydro in regard to water supply.

3.5 SEWAGE TREATMENT

3.5.1 Year 2000 Business System Priorities Summary

Please see Section 3.7 Environment and Transportation Department and Appendix B - Detailed Summary of Critical and High Priority Applications for the Environment and Transportation Department.

3.5.2 Ordered List of "Criticals" and "Highs" - Water Environment Protection Division Embedded Systems

Please see the detailed information in Appendix D - Summary of Critical and High Priority Issues in the Water Environment Protection Division.

3.5.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Environment and Transportation			
• Water Environment Protection Division	121	119	7

3.5.4 Highlights

- Progress on Year 2000 in the Water Environment Protection Division (WEPD) is currently focused in a number of areas.   Similar to the Water Division, 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. Unlike the Water Division, the system currently in operation in WEPD is relatively new technology having been installed in the early 1990s. The current work plan will have the SCADA system compliant by the end of July in 1999.

- Unlike the water filtration plants, the Pickard facility is not capable of running totally on backup power. While there are backup generators for 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 the issue, each one requiring a staggering amount of electricity to start up if they are shut down.   Staff will be working with Property Services to address this issue.

- Work is progressing on the other critical and high priority items within the Division. Most of the automation beyond the SCADA system (in a similar fashion to the Water filtration plants) has been put in place in parallel to manual controls with a goal of increasing the productivity of existing employees. In an emergency situation, these processes could be run manually provided appropriate number of personnel are present to attend to the equipment. WEPD management and staff will be participating in workshops over the fall to deal with contingency planning around the Year 2000 effort.

- Most of the Year 2000 work in the 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 off already.

- Like the Water Division most pumping stations in the collection system were also running on backup power during the Ice Storm. Therefore, fuel storage capacity is being looked at to prevent failures in flow of raw sewage through either the collection system or the treatment plan. There is currently a large capacity storage tank for diesel fuel at the Pickard Centre that could be used for this purpose.

3.5.5 Potential Problems/Issues

- 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.
- 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.

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

- Whether the Region has a Year 2000 program for sewage treatment.
- Whether the sewers will back up.
- Whether we will be dumping raw sewage in local lakes and rivers.
- By what date will the sewage treatment system be compliant.
- What the Region is doing as a user of Natural Gas and Hydro in regard to sewage treatment.

3.6   TRAFFIC CONTROL

3.6.1 Year 2000 Business System Priorities Summary

Please see Section 3.7 Environment and Transportation Department and Appendix B - Detailed Summary of Critical and High Priority Applications for the Environment and Transportation Department.

3.6.2 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Environment and Transportation			
• Mobility Services	30	30	2

3.6.3 Highlights

- There are no safety issues in the street operations posed by potential year 2000 failure 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 absence of safety issues, any year 2000 failure condition would, therefore, result in a reduced level of service.

- In Q3-1998 a different group of staff in the Mobility Services Division audited the work undertaken by others in 1997 to test signal controllers (the core component of the Traffic Control System).

- There are currently seven (7) different controller types used on the streets of Ottawa-Carleton. Six out of seven of these controllers were tested previously by Regional staff and found to pass Year 2000 testing. The group auditing the previous work have asked the manufacturers of these controllers to confirm the Region's findings in writing to fulfill due diligence requirements. The seventh controller (which are used at 18 of 712 signalized intersections within Ottawa-Carleton) is currently being tested by Regional staff, and tests are expected to be complete in Q4-1998.

- Several systems and devices used to administer the traffic control hardware and software on the street are used by staff in the central dispatch centre on Loretta

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

35

Avenue North. There are minor changes that must be made to some of these systems to ensure that management reports are produced correctly. Staff are working with the suppliers to confirm the compliance of several devices. These activities are expected to be completed by Q1-1999.

- Workshops to examine potential legal implications of year 2000 failure as it affects the Division (from either internal or external sources), and the requirement for contingency plans to deal with these issues will commence in October 1998.

3.6.4 Potential Problems/Issues

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

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

- Whether the Region has a Year 2000 program for traffic control.
- Whether the lights will show green in all directions at once.
- By what date will the traffic control system be compliant.
- What the Region is doing as a user of Hydro in regard to traffic control.

3.7   ENVIRONMENT AND TRANSPORTATION DEPARTMENT

3.7.1 Year 2000 Priorities Summary

		"OPEN" as at 17 September 1998			
Department	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Environment & Transportation	18	17	91	45	75

		Completion of "Criticals" and "Highs" ONLY						
		1998		**1999**				
Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Environment & Transportation	18	15	11	2	3	--	--	74

3.7.2 Management Reporting Summary of "Criticals" and "Highs" - Environment and Transportation Department

YEAR 2000 CHALLENGE	Current Respon-sibility	Status	Challenges Resolved	Division / Branch	FINAL PRIORITY	Expected Completion
Critical Systems			**1/17**			
EASI (Reports)	LOR	Open	0/1	Infra Maint	Critical	Q1/1999
EASI System and Reports for Loretta & FOS	LOR	Open	0/3	Loretta	Critical	end of Q3/1998
911 System	ETD	Open	0/1	EMU	Critical	undetermined
Central Traffic Control System Control Software	LOR	Open	0/1	Loretta	Critical	end of Q4/1998
Central Traffic Control System Equipment / Interfaces	LOR	Open	0/6	Loretta	Critical	end of Q4/1998
LIMS Laboratory Information System and Instrumentation Interfaces	ETD	Open	0/2	WEPD	Critical	Q4/1998 or Q1/1999

YEAR 2000 CHALLENGE	Current Respon-sibility	Status	Challenges Resolved	Division / Branch	FINAL PRIORITY	Expected Completion
Methane Monitoring System	ETD	Open	0/1	Solid Waste	Critical	undetermined
RTA - Fleet Management System	ETD	Open	0/1	Corporate Fleet	Critical	Q4/1998 or Q1/1999
RWIS - road weather information system	VCP	Open	0/1	Infra Maint	Critical	Q3/1999
High Priority Systems			**16.5/109**			
Unique			**0/9**		**High**	
Automated Process System	ETD	Open	No	Solid Waste	High	Q4/1998 (WEPD Embedded)
Collision System	ETD	Open	No	Mobility	High	Q4/1998 (pending PDA)
Gas Alarms	VCP	Open	No	Solid Waste	High	vendor compliance o/s
Gasboy - gas pump system	ETD	Open	No	Corporate Fleet	High	vendor compliance o/s
ISR - traffic ops intersection status report program	LOR	Open	No	Loretta	High	Q1/1999
OSCAR 98	PDA	Re-opened	No	Water	High	undetermined
SCOPUS - solid waste	ETD	Open	No	Solid Waste	High	Q1 or Q2/1999
Signal Information Database (Loretta)	LOR	Open	No	Loretta	High	Q1/1999
TSIPS - traffic surveys information processing system	ETD	Open	No	Mobility	High	Q4/1998
Computing and Networking Infrastructure			**2/33**		**High**	vendor compliance = 33/33
Mobility Services Division / Loretta			1/7		High	
Solid Waste Division			0/1		High	

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

38

YEAR 2000 CHALLENGE	Current Respon-sibility	Status	Challenges Resolved	Division / Branch	FINAL PRIORITY	Expected Completion
Water Division			0/1		High	
Department-wide			1/24		High	
Engineering Tools			**4/38**		**High**	vendor compliance = 28/38
Engineering Division			1/18		High	
Infrastructure Maintenance Division			0/2		High	
Mobility Services Division / Loretta			3/8		High	
Water Environment Protection Division			0/2		High	
Department-wide			0/8		High	
Common Application Packages			**3.5/14**		**High**	vendor compliance = 12/14
Mobility Services Division / Emergency Measures Unit			.5/1		High	
Mobility Services Division / Loretta			1/2		High	
Solid Waste Division			0/1		High	
Department-wide			2/10		High	
Administrative Support Systems			**7/15**		**High**	vendor compliance = 1/15
Engineering Division			1/1		High	
Infrastructure Maintenance Division			0/1		High	
Mobility Services Division / Loretta			1/4		High	
Solid Waste Division			0/1		High	
Water Environment Protection Division			5/7		High	

YEAR 2000 CHALLENGE	Current Respon- sibility	Status	Challenges Resolved	Division / Branch	FINAL PRIORITY	Expected Completion
Department-wide			0/1		High	

For more information please see Appendix B - Detailed Summary of Critical and High Priority Applications for the Environment and Transportation Department.

3.7.3 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Environment and Transportation:			
• Solid Waste	10	0	0
• Mobility Services	30	30	2
• Engineering	81	76	5
• Water Division	92	57	4
• Water Environment Protection Division	121	119	7
TOTALS	**334**	**282**	**18**

3.7.4 Highlights

- The Environment and Transportation Department has 17 Critical and 91 High priority applications to address as part of their Year 2000 work plan. The sheer volume of this activity has forced the Department to group the applications by functional envelope for management reporting purposes.

- The Department relies heavily on third party packaged business software. Many of the packages are unique solutions to the business function available from one vendor who is filling a niche market, and many of these vendors are in the United States. Therefore, ascertaining compliance information and hence detailed cost estimates for addressing Year 2000 issues is nearly impossible until the vendor provides the information. Many of these vendors are not releasing any compliance information at this time. In certain cases the information on these products can change over time leaving the question of compliance up in the air.

- As an example a key application in the Solid Waste Division and used extensively for complaint tracking in the 24 Hour Call Centre of Information and Public Affairs is the Scopus application. This application is an example of a product that has had a long history in regard to compliance. Originally the Region was informed that the application was compliant. A short time later the vendor indicated that it was no longer compliant and an upgrade would have to take place (a very resource intensive exercise). Following that, the vendor indicated that the product had been sold to another company, and that was followed by an announcement from the new owner that the compliant upgrade is still available but will be the last release of the software as the company is now recommending a different product (also owned by the same firm). This evolution has occurred over Q2 and Q3-1998 and the decision on what action to take has just been finalized. Completion of this project is now scheduled for Q2-1999.

- Negotiations are underway with the vendor of the new Corporate radio system to ensure Year 2000 compliance.

  The department rates 911 as its highest priority on the Critical application list. Details of the status of the 911 systems can be found under Section 3.9 Ottawa-Carleton Regional Police Services Including 911.

Please see sections 3.4 Water Supply, 3.5 Sewage Treatment, and 3.6 Traffic Control for further information.

3.7.5 Potential Problems/Issues

(Exclusive of Water, Sewage Treatment and Traffic Control)

- Ability to address a large number of high priority applications.
- Supply chain issues related to sustaining the engineering function, and with external contractors in Solid Waste.
- High dependency on third party suppliers of software.

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

- Little interest from the outside to date regarding Year 2000 preparedness of other areas of the Environment and Transportation Department. The focus to date for ETD has been on water supply, sewage treatment and traffic control.

3.8 OC TRANSPO

For more detailed information, please see Appendix K - Detailed Summary of High Priority Applications for OC Transpo.

3.8.1 Highlights

- The Genesis/SAP project will provide compliant replacements for many existing systems within OC Transpo.

- OC Transpo indicates that all inventories are complete and that issues/applications have been prioritized in all service areas.

- At this point, OC Transpo does not anticipate the requirement for additional costs outside of existing capital and operating budgets.

- Approximately seventy-five percent (75%) of the systems have been reviewed, compliance determined and where necessary, action plans have been defined.

- The target delivery date for compliance at OC Transpo continues to be March of 1999.

- Two-week storage capacity for diesel fuel.

- OC Transpo is reviewing compliance issues with ParaTranspo provider.

3.8.2 Potential Problems/Issues

- Availability of natural gas, hydro and diesel fuel.

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

- No interest to date.

3.9 OTTAWA-CARLETON REGIONAL POLICE SERVICES (OCRPS) INCLUDING 911

3.9.1 Status of Year 2000 at OCRPS

- Many systems within OCRPS are in the process of being upgraded or replaced over the past few years as part of the program to amalgamate the area police forces. However, while this process addressed some Year 2000 issues, it did not replace the requirement for a formal investigation of the problem.

- A review of the state of Year 2000 readiness within OCRPS in July resulted in a decision by the Director General of Finance and Administration to implement a more formal Year 2000 program that was consistent with the process used in the rest of the Regional operations.

- The Program Office provided consultants to OCRPS in July to commence a formal review of the OCRPS operations.

- Detailed Business Risk Assessment Workshops are taking place (eight (8) have been held to date and the remainder will be completed by October of 1998). These workshops will be followed by the gathering of detailed asset information and the creation of inventories by business function. The business risks will serve as the basis for prioritizing specific issues identified during the inventory phase. OCRPS should be in the position to determine the full extent of the Year 2000 problem within the operation by the end of Q4-1998.

- Funding for Year 2000 at OCRPS will come from the Corporate Year 2000 Capital account at the direction of the Chief Administrative Officer. OCRPS has been asked to provide an estimate of funding requirements by November of 1998.

- The OCRPS Executive Team (Chief, Deputies, Director General, and Superintendents) will take on the role of a steering committee for Year 2000, and the Director General will be the senior executive accountable for the project.

- OCRPS will be appointing a senior uniformed officer on a full-time basis to manage the project along with a project control officer (from the administration side of the force) and an administrative support clerk. The new project manager will represent OCRPS on the Corporate Year 2000 Task Force. The project manager will provide status reporting to OCRPS senior management and to Corporate management and Council through the Program Office.

- The Program Office will provide additional support to the project manager and will continue to manage the consultants within OCRPS to ensure that a consistent

approach is used across the Region. A full-time senior consultant is currently assigned to assist OCRPS and reports to the Team Leader in the Program Office. Additional specialists are also assigned to the project as needed.

- The OCRPS Project Team will be supported by a number of other projects currently run out of the Program Office including the Vendor Compliance Program, Compliance Testing of Personal Computers, Legal Mitigation Strategy and Contingency Planning Project, the Communications Strategy and the Supply Chain Review.

3.9.2 Status of 911

- There are two primary components to the 911 system: the private branch exchange (telephone switches or PBX) and the computer aided dispatch system. A number of secondary support systems make up the balance of the system.

- OCRPS has a two year capital program to upgrade the four PBXs located at the Elgin, Bank/Lietrim, Blair, and Greenbank facilities. The project to upgrade the Elgin Street PBX will begin in 1998, and the other three will be upgraded in 1999. The total capital budget for this upgrade is about $640,000 and is accounted for in the OCRPS telecommunications budget. Following this upgrade all of the PBXs will be compliant.

- The new Versaterm Computer Aided Dispatch system is Year 2000 compliant and will be installed by mid-October 1998. Some testing of the system within the OCRPS environment will occur following the installation. The cost of this new system is covered in the OCRPS capital budget.

- Regional Property Services staff are looking at the four facilities that house the 911 operations to ensure they are Year 2000 compliant, including the backup generators that handle power failures. Other aspects of the building operations are currently being researched through the Program Office's Vendor Compliance Project.

- Bell Canada has a project manager in charge of their aspects of the 911 operations in the Ottawa-Carleton Region. This individual has responsibility for Year 2000 compliance of the Bell portion of 911.   Bell Canada has publicly stated that their switching systems will be compliant by the end of October of 1998.

3.9.3 Potential Problems/Issues

- Awaiting the appointment of a project manager from the operations side of OCRPS.
- Slow start to business reviews and inventory.

- Recent turn-over of Telecommunications Manager position (a position with responsibility for 911).
- Full program estimates will not be available until November 1998.
- The full extent of the problem in OCRPS will not be known until Q4-1998.

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

- Will the 911 system be affected.
- Will the police vehicles start.
- Is there a plan in place for Ottawa-Carleton Regional Police Services.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

45

3.10 FACILITIES

3.10.1 - Ordered list of "Criticals" and "High" - Facilities

Please see Appendix F - Building Systems Inventory for Region Owned Facilities.

3.10.2 Supply Chain Assessment Status as of 14 September 1998

Department/Division	Number of Key Suppliers Identified	Number of Key Suppliers Contacted	Number of Responses Received
Planning & Development Approvals	30	30	2

3.10.3 Highlights

- Site reviews were held by members of Property Services and the Program Office for most major regional facilities in Q1 and Q2 of 1998. The last of the site reviews took place in the month of July. In parallel, operating groups were asked to characterize their operational requirements for each facility they used as part of the risk assessment workshops. A summary of this analysis was presented to Corporate Issues Committee as part of the Q2-1998 update in July in a document that provided priorities for all Regional facilities with the exception of OC Transpo and Ottawa-Carleton Regional Police Services. Information for the Police is being gathered during business risk assessment workshops and will be complete by the end of Q4-1998.

- Detailed inventories of the Regional-owned facilities are being completed in August of 1998, and the lists of embedded systems products were processed by the Vendor Compliance Project. A letter and questionnaire has gone out to all of the 79 vendors represented in the group of products. About 25 percent of the written responses have been received so far from the vendors, but these have been slow to come in, and as a result the researchers in the Vendor Compliance Project are continuing to pursue other avenues such as the Internet as a more expedient source of information.

- A questionnaire and a letter have been sent to all landlords of the 53 properties that the Region leases. So far only 21 have responded to date and the quality of written material that is varied. Property Services will be coordinating an aggressive follow-up program in Q4-1998 to resolve this issue.

- The Region is also a landlord to 43 residential tenants, and one (1) commercial tenant. Letters have been sent to all of the tenants offering them information on our program, a contact person, and requesting that they fill in and return a short survey to verify and/or identify any potential Year 2000 issues within these properties. More in-depth discussions have been held with the commercial tenant who will take responsibility for the systems at that property.

- The Program Office continues to provide Property Services staff with consulting support to provide process, co-ordination and Year 2000 expertise. A work plan has been developed to address compliance issues associated with critical and high priority facilities in the Corporation.

- A facilities working group consisting of property managers from across the Corporation meets monthly and is used to co-ordinate Year 2000 initiatives. Both OC Transpo and Ottawa-Carleton Regional Police Services are represented on this committee.

- Property Services will be staffing a full time Year 2000 Program Co-ordinator, a position that will be similar to the two embedded systems Year 2000 Co-ordinator positions in WEPD and the Water Division of Environment and Transportation.

- The on-going operation of facilities is an underlying requirement for the provision of many services that the Region has to offer. Therefore, Property Services staff will be required to participate in some aspects of contingency planning in a number of departments across the Region. Property Services started their participation in the Legal Mitigation Strategy in September of 1998, and has already held a workshop to examine contingency planning for the Ottawa-Carleton Centre. This exercise will be used as a basis for similar exercises concerning other critical facilities in the Region (such as the four police offices).

- Property Services is concerned about the availability of diesel fuel, natural gas and hydro that are key requirements for operating facilities and the back-up generators that are normally used to compensate for power failures. The Region will be meeting again during Q3-1998 with the utility providers to get a better comfort level on their Year 2000 readiness. The area municipalities will be invited to these sessions.

3.10.4 Issues

- External Landlords not responding with their plans on the Year 2000 readiness of facilities operated by the Region.
- Facilities is underlying to the business functions across the corporation -- will necessitate some involvement in contingency planning in many departments.

- Availability of Natural Gas, Hydro, diesel fuel.

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

- Will Regional facilities be operational in the event of Hydro failure.
- What is the compliance status of various building systems.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

48

3.11 FLEET

3.11.1 Highlights

Regional staff in the Corporate Fleet Branch are continuing to work with external manufacturers and suppliers of vehicles and related equipment to ascertain compliance information.

Inventories have been confirmed with the project office and show approximately 540 vehicles and 650 pieces of equipment (such as auto samplers, rain gauges, flow meters, pumps, generators, 2 way radios, etc.).

Fourteen (14) of seventeen (17) manufacturers contacted to date have responded. Of these about seventy-eight (78) percent of the vehicles represented by these manufacturers have been confirmed to be Year 2000 compliant. Remaining follow-up with these manufacturers will take place in Q4-1998 with an anticipated completion date of Q1-1999.

3.11.2 Issues

- Pending transfer of Land Ambulances and associated Year 2000 compliance of vehicles and equipment.
- Pending decision re fleet management and fuel management systems.
- Addressing potential year 2000 issues with devices that are installed by other departments on or within regional vehicles.

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

- What compliance issues have been identified with Regional vehicles.

3.12 ADMINISTRATION

3.12.1 Summary Information for Corporate Administration

Department	Previously Closed	"OPEN" as at 17 September 1998			
		Critical	High	Medium	Low
Audit	0	0	0	1	0
Clerks	6	0	2	1	4
Elected Officials	1	0	0	1	0
Finance	7	0	24	6	6
Human Resources	9	2	3	0	0
Information & Public Affairs	2	0	5	2	0
Legal Department	0	0	5	1	2
Planning and Development Approvals	17	0	1	12	28
Common	0	3	34	0	0
Total	**42**	**5**	**74**	**24**	**40**

FORECASTED COMPLETION DATES FOR CRITICAL AND HIGH PRIORITIES

Department	Previously Closed	Q3 1998	Q4 1998	Q1 1999	Q2 1999	Q3 1999	Q4 1999	Unknown
Audit	0	0	0	0	0	0	0	0
Clerks	6	0	0	1	0	0	0	1
Elected Officials	1	0	0	0	0	0	0	0
Finance	7	0	0	4	12	0	6	2
Human Resources	9	0	3	0	0	2	0	0
Information and Public Affairs	2	0	2	1	0	0	0	2
Legal	0	0	0	2	3	0	0	0
Planning and Development Approvals	17	1	0	0	0	0	0	0
Common	3	0	6	12	15	1	1	3
Total	**45**	**1**	**11**	**20**	**30**	**3**	**7**	**8**

3.12.2 Ordered list of "Criticals" and "Highs" - Corporate Administration

YEAR 2000 CHALLENGE	RANKING
INTERNAL AUDIT DEPARTMENT	NONE
REGIONAL CLERK	
Act software (v2.x and 3.x,4.x)	H-01
Voter Notification System	H-02
REGIONAL CLERK - INFORMATION & PUBLIC AFFAIRS	
24 hour service v. 1	H-01
ITX	H-02
Water service card	H-02
Scopus (Call-tracking) (versions 2.6 and 2) - CHECK VERSIONS	H-03
Sytos Plus v 1.21 (backup)	H-04
LEGAL DEPARTMENT	
Land Registry System	H-01
Searchworks	H-02
dbTextworks	H-03
SoftDocs	H-03
Word Perfect v. 5.1	H-03
CORPORATE-WIDE-COMMON	
HRIS - Crystal Reports	C-01
HRIS - PeopleSoft	C-01
SAP	C-01
E-Mail (,Internal, External) MS-Exchange	H-01
E-Mail (Internal, external)-MS-Mail	H-01
Acrobat Browser	H-02
Adobe Acrobat Reader	H-02
Internet Explorer (various versions)	H-02
MAP - Development Tracking	H-02
MAP - Property	H-02
MAP - Roads and Transit	H-02
MAP - Sewer	H-02
MAP - Water	H-02
MS Excel	H-02
MS Word	H-02

YEAR 2000 CHALLENGE	RANKING
MS-Schedule +	H-02
Netscape Navigator (various versions)	H-02
Regional Information System (RIS)	H-02
FoxPro for Windows	H-03
Maximizer	H-03
MS Access	H-03
MS PowerPoint	H-03
MS Project	H-03
Office	H-03
Office 95	H-03
Office 97	H-03
OmniPage	H-03
OmniPage Pro	H-03
Org Chart Plus for Windows	H-03
Virus scan/clean software (Dr. Solomon)	H-03
Word Viewer	H-03
First View Cardholder (RBC)	H-04
Jetform Filler	H-04
Lotus Notes	H-04
Reference Manager (RefMan)	H-04
Winfax Pro	H-04
Corel Draw	H-05
REGIONAL CHAIR AND COUNCIL, OFFICE OF THE CAO	**NONE**
FINANCE DEPARTMENT	
FINANCE - Financial Services Division	
Accounts Receivable	H-01
ASAFIN	H-01
Budget (Capital) - CBMS- Calculations	H-01
Budget (Operating)	H-01
Lien Contracts	H-01
Purchase Orders (Jetform)	H-01
Work in Progress	H-01
Child Care	H-02
PPS	H-02
Residential Services	H-02
Budget (Capital) - CBMS-Publishing Portion	H-03
Montieth and Montieth	H-04
Logbook	H-05
Welfare	H-06

YEAR 2000 CHALLENGE	RANKING
FINANCE - Supply Management Division	
Inventory System	H-01
Inventory Systems Interface	H-01
Jetform (purchase orders)	H-01
ADPICS	H-02
Contracts /Tenders (Excel)	H-03
FINANCE - Treasury and Customer Services	
Water Billing	H-01
Debenture System	H-02
Enterprise 5000 v. 3.1.6	H-03
PCIM - Royal Bank PC Investment Manager	H-04
FMAS - Funds Management Accounting System	H-05
Receipts	H-06
Royal Bank Electronic Business Banking (RBC cash command)	H-07
HUMAN RESOURCES DEPARTMENT	
Peoplesoft	C-01
Peoplesoft-GL CHANGES	C-01
WCB/Accident Database	H-01
Payroll (Mapper)If we could archive data - review migration with ISD	H-02
Immunization	H-03
PLANNING AND DEVELOPMENT APPROVALS	
PDA - Property Services Division	**None**
PDA - Admin. Finance and Economic Development	**None**
PDA - Development Approvals Division	**None**
PDA - Geomatics Division	
Aerial - base mapping search script	High
Map Applications - see Corporate Common	N/A
PDA - Policy and Infrastructure Planning Division	**None**

3.12.3 Supply Chain Assessment Status as of 14 September 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 Highlights

- Over the summer months the Program Office designated a resource with responsibility of representing those departments not currently represented on the Year 2000Task 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 who is 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 which for the most part is consisting of an upgrade to the Vision product scheduled for completion by the end of 1998.   Staff in the Information Systems Division are working on the hardware and networking infrastructure associated with the program.

- Most applications used by the administration departments and by the areas of Planning and Development Approvals (excluding facilities management) are third party packaged software. The departments continue to work with staff on the Program Office associated with the Vendor Compliance Project to identify any compliance issues with these products.

3.12.5 Issues

- High dependency on third party software products.

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

- No interest to date.

3.13 COMPUTING INFRASTRUCTURE

3.13.1 Ordered list of "Criticals" and "Highs" - Computing Infrastructure

The information for this section is split between several departments.

Please see the detailed summary under Information Systems Division in Appendix A - Detailed Summary of Critical and High Priority Business Applications for All Departments Except Environment and Transportation.

Please also see the summary information under section 3.7 Environment and Transportation Department, for statistics on the portion of the computing infrastructure within ETD.

3.13.2 Corporate Work Plan Statistics

COMPUTING INFRASTRUCTURE WORK PLAN
INFORMATION SYSTEMS DIVISION

Description	Number of Items	Number Compliant	Percentage
Servers			
Hardware	76	11	14%
Software	76	37	49%
Sub-total	**152**	**48**	**32%**
Server Databases			
Software	**29**	**9**	**31%**
Computer Networks			
Hardware	57	55	96%
Software	57	13	23%
Sub-total	**114**	**68**	**60%**
Telecom			
Hardware	27	20	74%
Software	27	16	59%
Sub-total	**54**	**36**	**67%**

Please see Appendix E - Detailed Summary of the Corporate Computing Infrastructure Work Plan.

3.13.3 Supply Chain Assessment Status as of 14 September 1998

- No supply chain dependencies identified at this point.

3.13.4 Highlights

- Most of the components of the Corporate computing infrastructure are industry standard components – both hardware and software. A review of the computing infrastructure was carried out in the spring of 1998 and completed at the end of the last quarter. The review focused on the entire computing infrastructure that includes equipment supported by staff in the Information Systems Division of the Finance Department and by the Systems Branch and the Traffic Operations Branch within the Environment and Transportation Department Systems Branch.

- The results of the review provided recommendations for investigating and addressing potential problems with the existing technical architecture. The work plans involve establishing compliance data on various hardware, software and networking components and ensuring the correct releases of these products are in place within the Region and then testing the products to ensure that they function properly within the Region's environment.

- 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 Information Systems Division 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. The Environment and Transportation Department is responsible for addressing their components of the network infrastructure (essentially file, mail and print servers).

- OC Transpo and Ottawa-Carleton Regional Police Services have separate computing infrastructures in place and their information systems groups are following similar work plans.

3.13.5 Issues

- High dependency on third party software products.
- Dependency of departmental applications on the compliance of network and server components for problem free operation.
- The potential risk of widespread network-wide failure generated by one or more non-compliant components in the Corporate Network.
- Potential connectivity to outside computing systems which may not be compliant.
- Products falling in and out of compliance.

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

- No interest to date.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

57

3.14 CORPORATE SUMMARY OF BUSINESS APPLICATIONS

YEAR 2000 BUSINESS SYSTEMS PRIORITIES BY DEPARTMENT

		"OPEN" as at 17 September 1998			
Department	**Previously Closed**	**Critical**	**High**	**Medium**	**Low**
Audit	0	0	0	1	0
Clerks	6	0	2	1	4
Elected Officials	1	0	0	1	0
Environment and Transportation	18	17	91	45	75
Finance	7	0	24	6	6
Health	12	8	12	11	11
Homes for the Aged	9	0	7	0	1
Human Resources	9	2	3	0	0
Information & Public Affairs	2	0	5	2	0
Legal Department	0	0	5	1	2
Planning and Development Approvals	17	0	1	12	28
Social Services	9	3	13	5	6
Common	0	3	34	0	0
Computing Infrastructure	0	5	59	7	15
TOTAL	**90**	**38**	**256**	**92**	**148**

FORECASTED COMPLETION DATES FOR CRITICAL AND HIGH PRIORITIES

Department	Previously Closed	Q3 1998	Q4 1998	Q1 1999	Q2 1999	Q3 1999	Q4 1999	Unknown
Audit	0	0	0	0	0	0	0	0
Clerks	6	0	0	1	0	0	0	1
Elected Officials	1	0	0	0	0	0	0	0
ETD	18	15	11	2	3	0	0	74
Finance	7	0	0	4	12	0	6	2
Health	12	0	12	4	0	0	0	4
Homes for the Aged	9	0	0	6	1	0	0	0
Human Resources	9	0	3	0	0	2	0	0
Information and Public Affairs	2	0	2	1	0	0	0	2
Legal	0	0	0	2	3	0	0	0
Planning and Development Approvals	17	1	0	0	0	0	0	0
Social Services	9	0	2	4	0	0	6	4
Common	3	0	6	12	15	1	1	3
Computing Infrastructure	0	0	1	8	55	0	0	0
TOTAL	**93**	**16**	**37**	**44**	**89**	**3**	**13**	**90**

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

59

PART 4 - NEXT STEPS

4.1 Upcoming Milestones

- Request for pre-approval of 1999 budget authority by Council in November 1998.

- Next quarterly report in December 1998/January 1999.

- Departmental senior management briefings in October by Task Force members and Program Office staff on the current quarterly results.

- Update for all regional staff on the Program in October of 1998.

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

60

5.0 SUMMARY

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

Year 2000 Program staff are continuing to identify and address compliance issues throughout the Corporation. The most problematic issue for the Region is the dependency on the outside world for the provision of the goods, services and packaged software which are required to maintain essential services to the public. As a result, it is doubtful that the full extent of the problem/solution to Year 2000 at the Region will be identified for quite some time – likely well into 1999.

In the interim, the Year 2000 Task Force is committed to addressing critical and high priority issues. Staff's involvement in the Program will continue to increase as the deadline grows near.

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

Greg Geddes
Director, Year 2000 Program

Year 2000 Task Force Members

Neil Monkman, Environment and Transportation Department
Janet Harris-Campbell, Health Department
Elaine Panke, Information Systems Division
Ken McDougall, Information Systems Division
David White, Legal Department
Ted Moffatt, Ottawa-Carleton Regional Police Services
David Leclair, OC Transpo
Doug McCaslin, Planning and Development Approvals Department
Larry Ostler, Social Services Department
Gerry Champagne, Year 2000 Program Office (Liaison for Administrative Departments and HFTA)
Greg Geddes, Year 2000 Program Office, Chair
Bill McKinnon, Year 2000 Program Office
Carole Lavigne, Year 2000 Program Office
Dan Laurenzio, Year 2000 Program Office

YEAR 2000 PROGRAM - Third Quarter Report
Prepared by Year 2000 Task Force, Region of Ottawa-Carleton
September 1998   10/15/98

61

YEAR 2000 PROGRAM

REPORT ON THE THIRD QUARTER OF 1998

APPENDICES

APPENDICES

Appendix A   Detailed Summary of Critical and High Priority Business
                  Applications for All Departments Except Environment and
                  Transportation

Appendix B   Detailed Summary of Critical and High Priority Applications
                  for the Environment and Transportation Department

Appendix C   Summary of Critical and High Priority Issues for the Water
                  Division

Appendix D   Summary of Critical and High Priority Issues in the Water
                  Environment Protection Division

Appendix E   Detailed Summary of the Corporate Computing Infrastructure
                  Work Plan

Appendix F   Building Systems Inventory for Region Owned Facilities

Appendix G   Sample Vendor Compliance Letters and Questionnaires

Appendix H   Sample Supply Chain Letters

Appendix I   Sample Letters sent to agencies Inquiring About the
                  Compliance Activities at the Region of Ottawa-Carleton

Appendix J   Sample Investor Letter

Appendix K   Detailed Summary of High Priority Applications for OC
                  Transpo