

3. YEAR 2000 AND THE REGION OF OTTAWA-CARLETON
REPORT FOR THE FOURTH QUARTER OF 1998

COMMITTEE RECOMMENDATION

That Council receive the “Region of Ottawa-Carleton Year 2000 Program Report for the Fourth Quarter of 1998” for information.

DOCUMENTATION:

1. Finance Commissioner’s report dated 13 Jan 99 is immediately attached.
2. Year 2000 Program - Report for the Fourth Quarter of 1998 presentation slides immediately follows the report.
3. Extract of Draft Corporate Services and Economic Development Committee Minute, 19 Jan 99, immediately follows the slides and includes a record of the vote.
4. “Region of Ottawa-Carleton Year 2000 Program Report for the Fourth Quarter of 1998” previously issued.

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 15-05-98-2000.2130
Your File/V/Réf.

DATE 13 January 1999

TO/DEST. Co-ordinator
 Corporate Services and Economic Development Committee

FROM/EXP. Finance Commissioner

SUBJECT/OBJET **YEAR 2000 AND THE REGION OF OTTAWA-CARLETON
REPORT FOR THE FOURTH QUARTER OF 1998**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee and Council receive the “Region of Ottawa-Carleton Year 2000 Program Report for the Fourth Quarter of 1998” for information.

BACKGROUND

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

Issued under separate cover is the report for the Fourth Quarter of 1998 prepared by the Year 2000 Task Force. This report is a detailed summary of the progress and status of the Program to date. A presentation by the Year 2000 Task Force will be provided to the Corporate Services and Economic Development Committee at their meeting on Tuesday, 19 January 1999.

Approved by
J. C. LeBelle
Finance Commissioner



YEAR 2000 PROGRAM

Year 2000 Task Force
Report for the Fourth Quarter of 1998
to Corporate Services and Economic
Development Committee
January 19, 1999



PRESENTATION

- ◆ Update on Corporate Year 2000 Initiatives
- ◆ Update by Major Service Area
- ◆ Next Steps



YEAR 2000 PROGRAM

UPDATE ON CORPORATE
YEAR 2000 INITIATIVES



STAFFING UPDATE

Successes:

- ◆ Lower turnover rates can be credited to IT Retention Strategy
- ◆ A Uniformed Police Inspector was appointed in OCRPS
- ◆ A Year 2000 Coordinator was appointed in Property Services

Challenge:

- ◆ Staffing continues to be a concern; especially for 1999



CONSULTING SERVICES UPDATE

Successes:

- ◆ Standing offer with consultants continues to be very efficient
- ◆ There has been no adjustment in the rates in this quarter

Challenge:

- ◆ Availability of MAPPER programming expertise continues to be a concern and we are keeping a close watch on that expertise



SUPPLY CHAIN RESULTS

- ◆ 703 Suppliers on File
- ◆ 667 Letters sent
- ◆ 219 Replies received
- ◆ 33% Response rate



VENDOR COMPLIANCE PROJECT ACTIVITIES

- ◆ Over 500 new products have been added in the Fourth Quarter of 1998
- ◆ The Region responded to 69 local businesses enquiries (The Region is a supplier)
- ◆ So far **1,649** unique products from **655** vendors have been identified; and research has been completed on **1,045** products (64%)

"Some products still fall in and out of compliance"



PERSONAL COMPUTER TESTING RESULTS

"93% of the Region's PCs have been tested"

- ◆ 3,188 PCs in total
- ◆ 2,240 PCs tested compliant
- ◆ 738 PCs still to fix



CONTINGENCY PLANNING UPDATE

- ◆ Contingency Planning Workshops were held in the Fourth Quarter of 1998 in:
 - ◆ **Homes for the Aged**
 - ◆ **Social Services**
 - ◆ **Health**
 - ◆ **Environment and Transportation**
 - ◆ **Planning and Development Approvals (Property Services)**
- ◆ The target date for submission of plans to EMU was January 15, 1999



REGION WIDE YEAR 2000 EMERGENCY PREPAREDNESS PLANNING

- ◆ Most emergency preparedness agencies are making internal contingency plans; a coordinated approach is desirable
- ◆ Local citizens groups are concerned that there is no visible emergency preparedness plan for Ottawa-Carleton
- ◆ The Emergency Measures Unit proposes to explore this issue with emergency service providers across the region over the next quarter; acting as the coordinator



AUDIT OF THE YEAR 2000 PROGRAM

- ◆ LGS Group has been providing ongoing Year 2000 process expertise
- ◆ External Auditors Ernst & Young were approached in October 1998 to ensure that the mitigation process used is consistent with what they would recommend; no gaps were identified



BUDGET UPDATE

- ◆ \$7.6 million committed to date out of the 1998 authority of \$7.9 million
- ◆ 1999 authority of \$8.1 million approved by Regional Council in November 1998



BUDGET SUMMARY

(In thousands)	Projected 1998 Balance	Total 1998- 99 Authority Available	Estimated Expenditures 31 Dec 1999	Projected Authority Remaining 31 Dec 1999
EMBEDDED	1,824	5,824	3,963	1,861
FACILITIES	1	251	636	(385)
BUSINESS	(944)	1,256	2,925	(1,669)
HARDWARE	(172)	728	950	(222)
OC Transpo & OCRPS PROGRAM OFFICE	(594)	(594)	690	(1,284)
UNEXPECTED	(116)	134	535	(401)
	250	750	950	(200)
TOTAL	249	8,349	10,648	(2,299)



COMMUNICATIONS UPDATE

Most common questions to Year 2000 Office:

- ◆ *Will the 9-1-1 System be operational?*
- ◆ *Will the Region provide water come 2000?*
- ◆ *Are water meters compliant?*
- ◆ *Will sewers back up?*
- ◆ *Will traffic lights show green in all directions?*
- ◆ *Will we have to move residents from our long term care facilities if power fails?*



COMMUNICATIONS UPDATE

- ◆ 19 Inquiries by Residents (+14)
- ◆ 32 Inquiries by Municipalities (+22)
- ◆ 11 Inquiries by Media (+11)
- ◆ 18 Presentations made (+15)
- ◆ 168 Website Hits/Month (+60)



THE REGION WORKING WITH OTHER LEVELS OF GOVERNMENT

- ◆ A workshop was held in December for local area municipalities to share the current status of their Year 2000 Programs and identify common areas of concern; the information presented by all participants is available to the public
- ◆ A series of meeting will be held in 1999 with area municipalities to address issues identified



YEAR 2000 PROGRAM

MAJOR SERVICE AREA UPDATES



9-1-1 SYSTEM

Bell Canada provided written confirmation that their portion of the 9-1-1 system is compliant; meetings are ongoing with Bell representatives around contingency planning

- ◆ All the telecommunications system (PBXs) will be upgraded in 1999; some value-added features within the existing switch are not compliant
- ◆ The new Computer Aided Dispatch System has been implemented; additional integration testing will take place to confirm the vendor's claim



9-1-1 SYSTEM

- ◆ Year 2000 testing will be completed before the Regional Corporate radio system is signed-off; testing to be completed early in 1999
- ◆ The Year 2000 Program Office presented to the 9-1-1 Management Board in September 1998; the Board sent a letter to all area 9-1-1 partners to request information about their Year 2000 plans and current state of readiness and also provided information about the Region's readiness



O-C REGIONAL POLICE SERVICE

- ◆ A uniformed Inspector was appointed in September as Year 2000 Project Manager at OCRPS; he will act as a champion with external organizations in Emergency Preparedness Planning
- ◆ Business risk assessment workshops were completed with all business units; 231 functions were identified and prioritized



O-C REGIONAL POLICE SERVICE

- ◆ Leave for all uniformed staff has been suspended from Dec. 28, 1999 - Jan. 31, 2000; all officers will have a uniform to exhibit maximum patrol presence
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WATER SUPPLY

- ◆ Satisfactory responses have been received for about 70% of products
- ◆ We will have to revisit the inventory to ensure integration with SCADA upgrade
- ◆ SCADA upgrade is on schedule; Regional Council to approve the award of contract in January 1999
- ◆ Remediation work on the existing SCADA (Digital PDP-11 based) was completed
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SEWAGE TREATMENT

- ◆ The SCADA upgrade continues to be on schedule (end of July 1999)
- ◆ Many High priority items in the compliance research have been closed
- ◆ Contingency planning will focus on the secondary treatment units and the power required to start them up
See page 38



TRAFFIC CONTROL

- ◆ Testing continues on one of seven controllers (18 of 712 intersections); the other six are confirmed to be compliant
- ◆ Testing of the EASI was completed in this quarter
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HOMES FOR THE AGED

- ◆ Great progress in closing items; only three "High" systems left opened
- ◆ Existing Business Recovery Plans were reviewed through contingency planning workshops to incorporate potential Year 2000 failure

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SOCIAL SERVICES

- ◆ Social Services decided to consolidate application development activity into one system
- ◆ The Ministry of Community and Social Services confirmed delays to their original remediation schedule

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PUBLIC HEALTH

- ◆ The number of Critical suppliers was significantly reduced and 14 items moved to medium/low through contingency planning
- ◆ The Ministry of Health sent a revised schedule for compliance of their applications; some slippage has occurred
- ◆ Regional Council to approve a motion by Councillor Munter to delay the transfer of Land Ambulance services by one month

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OC TRANSP0

- ◆ The human resources/payroll module of the Financial Systems Renewal Program (Genesis) is delayed until July 1999; timekeeping is now part of the Daily Booking project
- ◆ The Countdown/Service project is being initiated by OC Transpo and is scheduled for completion in the first quarter of 1999
- ◆ Supplier risk management has been re-visited and additional letters were issued to vendors, including Para Transpo

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FACILITIES

- ◆ Property Services staffed a full-time Year 2000 Project Coordinator position
- ◆ Contingency plans were completed for some critical buildings
- ◆ Ontario Hydro, Enbridge/Consumers Gas and Bell Canada presented their status of readiness
- ◆ A number of facilities will be hardened because of the potential for service interruption from utilities; Management Committee approved the procurement of generators in November 1998

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FLEET

- ◆ Corporate Fleet continued to revise what vehicles and equipment it provides to other areas
- ◆ In the third quarter of 1998, letters confirming compliance were received by 14 of 17 manufacturers; in this quarter, follow up letters were sent to those who did not reply
- ◆ The Gasboy application is being monitored very closely by Corporate Fleet

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CORPORATE ADMINISTRATION

- ◆ Research completed for over 50% of third party products used by Corporate Administration (42 of 83)
- ◆ GIS continues to work with Systemhouse to address the Municipal Application Partnership; MAP 1.2 will be tested in January 1999
See page 70



COMPUTING INFRASTRUCTURE

- ◆ Tests were conducted on the Region's telephone system in mid-December; results in January 1999
- ◆ There was an increase in the number of items/devices (347 to 506); the percentage for compliance was maintained; the research will be completed by the end June 1999
- ◆ The Technology Infrastructure Branch supports the Wide Area Network
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YEAR 2000 PROGRAM

NEXT STEPS



NEXT STEPS

- ◆ Completion of all Contingency Plans by January 31, 1999
- ◆ Regional staff will receive information about the Year 2000 Program status in January
- ◆ Task Force members will provide Year 2000 briefings to Departmental senior management in February 1999
- ◆ The next Quarterly Report will be presented to Corporate Services and Economic Development Committee in April 1999



SUMMARY

- ◆ The Region's Year 2000 Program continues to be a far-reaching and complex exercise
- ◆ We continue to address "Critical" and "High" priority items
- ◆ Our dependency on the outside continues to be our greatest concern
- ◆ Contingency planning will wrap-up by the end of January 1999
- ◆ Region-wide Emergency Preparedness Planning Coordination is the next critical step

Extract of Draft Minute
Corporate Services and
Economic Development Committee
19 January 1999

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

- Finance Commissioner's report dated 13 Jan 99
- Presentation by the Year 2000 Project Team
- "Region of Ottawa-Carleton Year 2000 Program Report for the Fourth Quarter of 1998" issued separately

Councillor Hume was in the Chair as Committee Vice-Chair.

Mr. Greg Geddes, Director, Year 2000 (Y2K) Project Team, provided a presentation to the Committee. (Copy of the presentation is included in Committee Report No. 30 and is on file with the Committee Co-ordinator.) Upon conclusion of the presentation, Mr. Geddes responded to questions.

Councillor Holmes stated Y2K community organizations were being formed and referenced region-wide emergency planning. The Councillor inquired if staff were going to liaison with these organizations. D. Brousseau, Director, Emergency Measures Unit (EMU), stated they intended to meet with the Chief Administrative Officer to develop a plan on this matter. However, Mr. Brousseau noted the Region did not have the mandate to provide leadership in the community in the area of emergency preparedness. He added the EMU responded to emergencies through the co-ordination of bringing the responding partners together. Councillor Holmes stated there were community volunteers interested in working with the Region and hoped staff would be able to assist them.

Councillor Holmes referenced Ontario Hydro and inquired about their readiness. Mr. Geddes reported they had met with Ontario Hydro in November. He stated Hydro did not expect to see any major system failures. If there was a disruption, it would be minor such as several hours - up to a day, or other conservation measures may be taken.

In closing, Councillor Holmes inquired if the Team was prepared to provide presentations to the community on the Region's plans. Mr. Geddes confirmed presentations had been held in 1998, and would continue in 1999. Mr. Geddes reported plans were in progress to arrange 11 sessions through the area municipalities in March - April. These sessions would provide updates on the Region's program, the respective area municipality's program and may include the appropriate public utilities/ other agencies, noting the numbers of organizations involved.

Councillor Hunter referenced the recent Council Motion regarding the delay of the ambulance service transfer by one month. Mr. Geddes stated he believed the main objective of the delay was the need to avoid added complications around 31 December 1999.

Extract of Draft Minute
Corporate Services and
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With respect to Ontario Hydro's statement, Councillor Hunter referenced the procurement of generators and questioned its necessity. Mr. Geddes reported through the Ice Storm experience, it was determined in some cases back-up generators were not adequate, and some facilities did not have a back-up. He explained generators may be required for critical services such as police stations, the 9-1-1 system, homes for the aged. Mr. Geddes referenced the concern of the additional number of people in the Capital on 31 December 1999 for millennium celebrations.

Councillor Hunter referenced software that was found to not be Y2K compliant, yet not considered critical and there was a manual way around the problem. Mr. Geddes confirmed this type of situation was considered a "nuisance" problem and was low priority. He stated the current focus was on critical and high priorities. Low priorities would be considered at a later date, however, under the current fiscal environment, staff may have to learn to adapt to "nuisance" but manually fixable problems.

Councillor Hunter stated it may be beneficial to include in a future report a discussion on the various strategies to be used to overcome the problems, whether it was discarding and replacing software, or manually overriding the problem.

In response to a question from Councillor Hill, Mr. Brousseau reviewed the EMU staff component and their responsibilities, which included the management of the corporate radio system, 9-1-1 system and various EMU responsibilities. Councillor Hill believed the EMU should be preparing for the possible emergency situations, including the loss of public utilities, that may occur on 31 December 1999.

On a point of clarification, Mr. Geddes noted the budget was within authority. He believed there was confusion surrounding the budget summary slide and the estimated \$10.6 million for 1999 expenditures. Mr. Geddes stated there was authority for Year 2000 and expenditures above 1999 would be drawn against that authority. Mr. LeBelle reiterated the budget slide was presented on a year to year basis and assured Committee the project would come in on budget. Mr. Geddes reported the U.S. Government budget was originally \$1.6 billion and had now increased to \$6 billion.

Further to comments made by Councillor Holmes, Councillor van den Ham suggested an area within Window on the Region could be designated for information on Y2K issues, preparedness and status updates.

Extract of Draft Minute
Corporate Services and
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19 January 1999

Councillor Loney commended staff for their excellent presentation, however, wondered if Committee required the extensive quarterly reporting. He acknowledged the information was originally requested by Council. However, he believed as the critical areas had been identified, Council was most interested in projects budget issues. The Councillor moved a Motion regarding the quarterly reporting. After lengthy discussion, the Committee agreed to continue to receive the Quarterly Reports as they were supplied to numerous outside agencies, Management and Corporate Issues Committees, and were an essential part of the official documentation on the Region's steps for Y2K preparation. In addition, the material was placed on the Region's web-site and was widely accessed, thereby saving a great deal of time in responding to inquiries. Councillor Loney withdrawn his Motion.

Moved by Councillor Loney

That the reporting for the balance of 1999 be on the basis of exception and a result of difficulties arising in the project. That an updated financial report continue to be provided on a quarterly basis, and a final report be provided upon the conclusion of the project.

MOTION WITHDRAWN

The Committee then considered the staff recommendation.

That the Corporate Services and Economic Development Committee and Council receive the "Region of Ottawa-Carleton Year 2000 Program Report for the Fourth Quarter of 1998" for information

RECEIVED