

REGION OF OTTAWA-CARLETON

YEAR 2000 PROGRAM

REPORT FOR THE THIRD QUARTER

OF 1999



Submitted to

**A Special Briefing Session for
Regional Council Members**

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

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

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REGION OF OTTAWA-CARLETON YEAR 2000 PROGRAM REPORT FOR THE THIRD QUARTER OF 1999

EXECUTIVE SUMMARY

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

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

YEAR 2000 PROGRAM – AT A GLANCE

- The safety of residents of Ottawa-Carleton, visitors to the Region, and staff at the Region continues to drive the priorities of the Program as well as all other communications initiatives, including READY 2000.
- The continued operation of the 9-1-1 Service remains the highest priority system for the Region.
- The Year 2000 Program is not expected to exceed the original budget set by Regional Council in February 1998 of \$19.8 million.
- In the third quarter of 1999, we continue to make significant progress on Critical and High priority items. In fact, there are now forty-two (42) Critical and High priority items left to close.
- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations. The Region will continue to engage and monitor these critical organizations throughout 1999.
- The READY 2000 partnership is providing the Region with a great opportunity to find out more about the state of Year 2000 readiness of key local service providers. We continue to work in partnership with area municipalities, emergency services providers and key public and private sector organizations to coordinate emergency preparedness planning and communications activities within Ottawa-Carleton.

CORPORATE HIGHLIGHTS

- We are pleased to report that we have had no significant problems retaining our

existing internal staff and external consultants working with the Program over this past quarter.

- The Standing Offer is still providing a sufficient number of consulting resources to the Program, and the Region continues to share this valuable tool with other organizations, such as local area municipalities and school boards.
- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations from a list of eight hundred and twenty-seven (827) key suppliers.
- Year 2000 vendor compliance research has been completed on two thousand and ten (2,010) of two thousand and eleven (2,011) unique products (from six-hundred and twenty-six (626) unique vendors) used by the Region (including all business systems, embedded systems, and facilities management systems).
- In this quarter, substantial progress was made towards fixing the large number of PCs that failed Year 2000 tests and completing any outstanding testing that remained, particularly with laptop computers. Over four-hundred and eighty (480) PCs were fixed and re-tested during the quarter, leaving just under two hundred and ninety-eight (298) to fix.
- Contingency plans were developed for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support). These exercises produced twenty-four (24) contingency plans. As part of this contingency planning process, departments identified essential service staff to support their contingency plans and are still developing and completing training and testing plans.
- The Year 2000 Program is not expected to exceed its three-year capital budget. To date, the cost of addressing Year 2000 issues has resulted in approximately \$13,531,000 committed, out of a total allocation of \$19,280,000.
- In this quarter, the Year 2000 Program Office continued to participate in the READY 2000 initiative to develop a communication plan for the fall of 1999. There were also four (4) presentations made to external agencies about the Year 2000 readiness of key regional services.
- Co-operation between the Region and other levels of government on Year 2000 related issues continued to be essential and beneficial to the Program. The Inter-municipal Working Group on Year 2000 continued to meet monthly to stage presentations of common interest and to share information and current status of Year 2000 projects. The Year 2000 Program Office also provided detailed briefings to, among others, National Radio and Television News Directors Conference, and Treasury Board.

MAJOR SERVICE AREA HIGHLIGHTS

- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service (OCRPS) participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members of the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario and the event was attended by over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not present any Year 2000 issues.
- The 9-1-1 documentary audit, led by the Region's Year 2000 Program Office, is now completed. This audit is the result of the comprehensive strategy, that was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. (The Executive Summary of this report is available.)
- At the direction of the 9-1-1 Management Board, a review was conducted during the summer months by the Year 2000 Program Office to assess the Year 2000 readiness and related contingencies of local 9-1-1 partners. A report entitled "Review of 9-1-1 Local Partners" was distributed to 9-1-1 partners in early October 1999, and presented to the 9-1-1 Management Board on 08 October 1999.
- The OCRPS Year 2000 Steering Committee has approved the reduction of the leave suspension period, previously set at 28 December 1999 to 31 January 2000, to 29 December 1999 to 09 January 2000, inclusive. The rationale for this change is that the substantial progress made in dealing with Year 2000 issues and the development of Operational Contingency Plans has reduced the level of uncertainty and has permitted a shortened leave suspension period. The new dates also recognize the Statutory Holidays on 27/28 December, as well as the Operational Patrol Schedule that has a cycle end on 09 January 2000.
- All three (3) contingency plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan, namely:
 - Communications (includes 9-1-1) Service;
 - Patrol Operations (includes Operations Support); and
 - Information Technology.
- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence. The Operational Command Structure headed by the OCRPS Deputy Chief

Operations has been augmented with Senior Officers to develop detailed plans for the millennium period.

- The Regional water treatment, delivery and storage system is “Year 2000 Ready” based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System.
- Only one (1) Critical item remains open at the end of this quarter for the Water Supply Division. The “low lift pumping” challenge at the water plants is still in the installation and testing stage of the SCADA Upgrade Project. There are no Year 2000 issues with any of the existing equipment but since the process is undergoing changes it is considered untested as a new system.
- Given the importance of the water supply to the community, the Water Division considers it prudent to staff its facilities and processes on New Year’s Eve such that, in the unlikely event that a failure should occur, staff will be on-site and ready to move to a manual mode of operation, and begin any rectification process immediately.
- The Water Division’s contingency plan testing will include a “dry run” of fully manual operations within the two plants with all SCADA and computer controls turned off. Within the distribution system, “manned” operation of pump stations and wells will be in the “Year 2000 roll-over” mode of operation. The contingency “dry run” has been scheduled during October-November. It should be noted that the Region last operated on a remote manual mode in 1997.
- Water Environment Protection Division (WEPD) staff who have responsibility for sewage treatment have contacted all local area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system. They have assured us that their facilities have been remediated and that contingency measures are in place. This ensures the successful operation of the region-wide sewage treatment system over critical roll-over dates.
- WEPD has finalized its staffing requirements and additional personnel complement to support their contingency plan during the critical Year 2000 roll-over. Eighteen (18) staff from Engineering Division as well as ten (10) from Water Division have been assigned to meet the staffing needs.
- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed during the first quarter of 1999 to be compliant. There are no safety issues in street operations, due to the presence of the conflict resolution device that would force a “four-way red flash” mode should abnormal conditions arise.
- All three (3) Regional long-term care facilities have completed their contingency plans. The contingency plans are built around the recent ice storm experience and now focus on “hardening” the facilities (i.e. generators) in order for residents to remain at their

Homes as long as possible. Previous contingency plans were focussed on evacuating residents.

- The Social Services' Record Services and Verify Payments (RSVP) system will replace a number of non-compliant Year 2000 applications which currently run in the now obsolete MAPPER environment on the Region's mainframe system. A beta release of RSVP will be available on 27 September 1999 for Year 2000 system testing. User acceptance testing and development of training material is in progress.
- An options analysis on the month-end printing and distribution of welfare cheques and direct deposit notifications was completed in Q3-1999. Production of cheques and direct deposit notifications will be done by a new service provider starting in November. This change will not have an impact on Social Services clients.
- In this quarter, Health Department staff have completed all work associated with Critical and High priority business systems.
- Work on all Critical and High priority systems at OC Transpo is now complete. In addition, OC Transpo staff also completed their contingency plan during the quarter.
- Vendor Compliance Project research on facilities products has concluded that over 98% of the Region's building related equipment, which is included in the various facilities inventories, should not be susceptible to any Year 2000 failures.
- All non-compliant facilities systems that were highlighted as not being Year 2000 compliant in Q2-1999 have been upgraded or replaced during the third quarter at the Sewage Treatment Plant-ROPEC, Lemieux Island Filtration Plant, Regional Police-West Division and Island Lodge. The Heating, Ventilation and Air Conditioning (HVAC) control system at Maple Grove has been upgraded.
- Most facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities have undergone testing to confirm Year 2000 compliance claims by the manufacturers. One critical facility remains to be assessed (Regional Police Headquarters) due to the ongoing OCRPS amalgamation project. Testing is scheduled to be completed by 15 October 1999.
- Testing in regard to the RTA (Ron Turley and Associates) fleet management system, was successfully completed in September. A replacement for Gasboy has been acquired and will be implemented early in October. This will provide sufficient time to adequately address any problems that may arise with the new system and to carry out necessary testing.
- Based on information obtained from sixteen of seventeen (16/17) vehicle manufacturers, no Year 2000 related problems should be encountered with Regional vehicles or equipment. Given that one manufacturer has not yet responded, Corporate

Fleet will be assessing what additional steps need to be taken in order to address this matter.

- Testing on the Region's payroll system (Peoplesoft) was completed during Q3-1999. Implementation of the new SAP financial system is now complete, and final Year 2000 testing (to confirm the vendor's claims of compliance) will be performed during Q4-1999.

SIGNIFICANT CHALLENGES

- There is the potential for the public to create an artificial emergency situation if abnormal behaviour is adopted as we move close to the New Year. For example, there is a great safety concern related to residents deciding to store fuel.
- Staff who have been working on Year 2000 related issues for over two years now, may lose their momentum as the work runs out, as a result of the sense of comfort. However, this does not reduce the criticality of the work that remains to be accomplished.

YEAR 2000 BUDGET

- The Year 2000 Program continues to be within budget. In July 1999, the Year 2000 Task Force sought and received pre-approval of the \$3,280,000 authority for the first quarter of 2000 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any shortage of funds due to the timing of the normal budget cycle.
- As of 15 September 1999, commitments totaling \$13,531,000 have been made against the three-year capital budget of \$19,280,000 that was approved by Council in February 1998. The Year 2000 Program Office continues to track the breakdown of expenditures to show two separate types of costs:
 - Expenses that are strictly related to Year 2000, and
 - Expenses that are being incurred because of radically compressed time frames in projects that would normally occur over a much longer period in time, but must be completed to address Year 2000 issues with the existing product(s).
- To date, \$7,122,000 of total commitments is strictly related to Year 2000 issues.

YEAR 2000 BUDGET – Q3-1999 – CORPORATE SUMMARY

Description	Original Total 3-Year Authority (\$000)	Restated Total 3-Year Authority (\$000)	1998 Expenditures/Commitments (\$000)	1999 Expenditures/Commitments To Date (\$000)	Forecast to 31 March 2000 (\$000)	Projected Final Balance (\$000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,547	2,519	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	765	801	-5	Compliance research, hardware, consulting services
Business Systems Total	7,100	8,510	3,888	3,186	1,438	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	393	464	6	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	940	630	164	147	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	703	122	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999/2000 PROGRAM TOTAL	19,280	19,280	6,773	6,758	5,741	8	

**STATUS OF ALL BUSINESS SYSTEMS – Q3-1999
“OPEN” as at 15 September 1999**

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	29/37	1	7	0	0
Corporate Fleet	1/2	0	1	0	0
Elected Officials	1/1	0	0	0	0

Department	CLOSED	Critical	High	Medium	Low
Environment and Transportation	210/256	2	12	10	22
Finance	35/42	0	6	1	0
Health	29/38	0	0	2	7
Homes for the Aged	16/17	0	1	0	0
Human Resources	14/14	0	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	7/8	0	0	1	0
OC Transpo	299/306	0	0	0	7
Regional Police Service	8/17	3	2	0	4
Planning and Development Approvals	47/57	0	0	5	5
Social Services	21/38	2	4	3	8
Corporate Total	736/853	8	34	22	53

STATUS OF ALL BUSINESS SYSTEMS — Q3-1999
Completion Targets for “Critical” and “High” Priority Items ONLY

Department	CLOSED	To Complete	Comments
Audit	0/0	0	• Complete
Clerks	3/3	0	• Complete
Elected Officials	0/0	0	• Complete
Health	6/6	0	• Complete
Human Resources	14/14	0	• Complete
Legal Department	5/5	0	• Complete
OC Transpo	130/130	0	• Complete
Planning and Development Approvals	0/0	0	• Complete
Common	29/37	8	<ul style="list-style-type: none"> • SAP Year 2000 Testing to be completed by November (1 Critical item) • Final Year 2000 Patches to the MS

Department	CLOSED	To Complete	Comments
			<p>Windows/95 and MS-Office Suite (i.e. Word, Excel, etc.) to take place in October (6 High priority items)</p> <ul style="list-style-type: none"> • MAP development tracking implementation (1 High priority item)
Corporate Fleet	1/2	1	<ul style="list-style-type: none"> • New fuel dispensing system capital upgrade to take place in early October (1 High priority item)
Environment and Transportation	109/123	14	<ul style="list-style-type: none"> • 9-1-1 system - implementation of 4 recommendations from the review (1 Critical item) • Instrument interfaces Lab changes in WEPD (1 Critical item) • Final work on several high priority business applications (12 High priority items)
Finance	21/27	6	<ul style="list-style-type: none"> • Operating budget, 4 SSD related applications (see below) plus 2 others (6 High priority items)
Homes for the Aged	13/14	1	<ul style="list-style-type: none"> • New scheduling package to be implemented in October (1 High priority item)
Information & Public Affairs	5/6	1	<ul style="list-style-type: none"> • Implementation of MAP – 24 Hour Call Centre to be completed in October (1 High priority item)
Regional Police Service	5/10	5	<ul style="list-style-type: none"> • Upgrade to the radio system in October, plus completion of Court Preparation and Time and Attendance systems (3 Critical items) • Complete mobile workstations implementation and replacement for Cell Block Management System (2 High priority items)
Social Services	12/18	6	<ul style="list-style-type: none"> • Completion of Ontario Work Technology and Welfare, plus RSVP implementation by mid-November (represents 2 Critical and 4 High priority items)
Corporate Total	353/395	42	(8 Critical and 34 High priority items)

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q3-1999

		"OPEN" as at 15 September 1999						
ETD	CLOSED	Critical	High	Medium	Low			
Water	52/59	1	0	3	3			
WEPD-Sewage	33/40	5	0	0	2			
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999		UNKNOWN		
ETD	CLOSED	Q3	Q4	Q1	Q2		Q3	Q4
Water	47/48						1	0
WEPD-Sewage	30/35						5	0

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q3-1999

	<i>Total Number of Systems Identified as of Q2-1999</i>	<i>Total Number of Systems Assessed as of Q2-1999</i>	Total Number of Systems Identified to Date as of Q3-1999	Total Number of Systems Assessed to Date as of Q3-1999	Total Number of Systems Remaining to Research
Facilities Systems	315	315	316	316	0

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q3-1999

Classification Of Facility	<i>Total Number of Systems that need testing</i>	Number of Systems Remaining to Test as of Q3-1999	<i>Number of Systems with known compliance issues in Q2-1999 *</i>	Number of compliance issues to resolve as of Q3-1999
Critical	70	6	4	0
High Priority	22	12	1	0
Total	92	27	5	0

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

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

YEAR 2000 PROGRAM REPORT FOR THE THIRD QUARTER OF 1999

PART 1 – INTRODUCTION

1.1 Overview

This quarterly report is intended to provide an update on the Year 2000 Program at the Region of Ottawa-Carleton for the period 16 June 1999 to 15 September 1999 (herein referred to as Q3-1999). This detailed report reflects the progress and the current status of the Program to approximately 15 September 1999.

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

- Corporate Issues Committee – 12 October 1999;
- Management Committee – 14 October 1999 (target date);
- Corporate Services and Economic Development Committee – 19 October 1999 (target date);
- Regional Council – 27 October 1999 (target date).

For information only:

- Police Services Board;
- Ottawa-Carleton Regional Transit Commission;
- 9-1-1 Management Board.

This report follows the same format as the Report for the Second Quarter of 1999 dated 06 July 1999. In this latest version, the information presented provides quarter-over-quarter progress. Much of the information from Q2-1999 is repeated for easy reference.

Again, this report covers four areas:

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

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

This report is focussed on incremental changes from Q2-1999; and therefore, does not provide detail on the history and progress of the Region's Year 2000 Program before 15 March 1999. Readers are encouraged to consult the Region's Year 2000 web site (www.rmoc.on.ca/2000) for previous quarterly reports should they be interested in further details about the Program.

1.2 Observations

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

“All twenty-four (24) written contingency plans are complete; staff are being informed if they are on call or will be working over the critical period; and we are moving ahead with the completion of testing of contingency plans.”

Contingency planning activities continued to dominate the third quarter of 1999. At the end of the quarter, all twenty-four (24) plans had been signed off by Department Heads.

A resource plan has been developed for each of the contingency plans which identifies the staffing levels that must be in place to support it should there be a need.

The resource plans have been used to identify which Regional staff will be designated as essential services staff. This has resulted in over 500 Regional staff, and over 190 non-uniformed police officers being identified to be on call or working during the critical period (in addition to those staff in the three Regional Homes for the Aged that would normally be working during this period).

The third component of the contingency planning project includes testing of the plans, and this work will continue over the fall.

“Most remaining remediation efforts to Critical and High priority business systems will be completed by mid-November.”

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

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

Work on Critical and High priority systems is complete for eight (8) departments, and the work to be completed in the remaining departments includes a total of eight (8) Critical, and thirty-four (34) High priority systems left to complete out of an original list of three hundred and ninety-five (395).

There has been some slippage of completion dates in the third quarter of 1999, but the majority of these items will be closed by mid-October (approximately one month late). Items not originally scheduled to be closed during the fourth quarter of 1999 are targeted to be completed by mid-November.

The projected target for completion of all Year 2000 related remediation to business systems is 10 December 1999.

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

The Region’s Year 2000 Program continues to remain within the budget approved by Regional Council. At the end of the third quarter of 1999, total expenditures were \$13,531,000 against a total budget allocation of \$19,280,000.

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

The Year 2000 Program Office continues to monitor expenditures closely.

“The Region continues to work with other READY 2000 partners to spread our message to the public that we can expect little or no disruption in essential services as a result of Year 2000 problems.”

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

Our work with the READY 2000 partnership has provided us with extensive contact with representatives from many of the key business sectors within Ottawa-Carleton (i.e. Bell Canada, local hydro commissions, Enbridge Consumers Gas, etc.). Representatives are demonstrating their commitment to addressing Year 2000 problems within their organizations and related business associations.

This is not to say that we do not expect organizations to experience any Year 2000 related problems. Our view at this time is that there can be some minor Year 2000 problems experienced within the Region’s operations. However, these are not anticipated to be catastrophic failures as predicted by some outside agencies; but instead; will likely have

about the same impact, and be about as serious in nature, as the normal day-to-day problems experienced with information systems.

1.3 Overall Program Status

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

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

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

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

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

Highlights of Year 2000 Program activities for the third quarter of 1999 have included the following:

- Continued work in all areas to identify and implement solutions to address Critical and High priority business systems issues. Nine (9) Critical and thirty-eight (38) High priority items were closed during the quarter. An additional eighteen (18) Medium and twenty-eight (28) Low priority items have also been closed in the process for a total of ninety-five (95) business systems.
- Completion of a review of the Year 2000 readiness of all 9-1-1 partners in Ottawa-Carleton, and documentary audit of the Region's portion of the 9-1-1 system at the request of the 9-1-1 Management Board.

- Completion of all but one (1) High priority process control related item within the water supply area.
- Completion of Critical and High priority business applications within the Public Health area.
- Completion of the remaining remediation of Year 2000 related issues for facilities management systems.
- Completion of testing of integrated facilities systems tests at seven (7) out of eight (8) Critical Regional facilities.
- Completion of all twenty-four (24) contingency plans, and associated resource plans.
- Completion of compliance information research on the one (1) remaining third-party product, bringing the total of completed research items to over 2,000 unique products.
- Completion of the remediation and re-testing of four hundred and eighty (480) additional personal computers to bring the remaining inventory of non-compliant PCs to two hundred and ninety-eight (298).

PART 2 – UPDATE ON CORPORATE INITIATIVES

2.1 Staffing Update

Turnover rates in the third quarter of 1999 for IT staff were again very low. We are pleased to say that given the progress that has been made thus far, any turnover in staff between now and the end of the year will not have a significant impact on the progress of the Program.

2.2 Consulting Services Update

During the third quarter of 1999, twenty-three (23) consulting contracts (10 new and 13 extensions) were awarded to work on projects associated with the Year 2000 Program (compared to 24 in Q2-1999). Most of these contracts were awarded under the Standing Offer for Year 2000 Informatics Services that was approved by Regional Council on 27 May 1998.

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

2.3 Supply Chain Review

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

This review initially identified over 20,000 suppliers of goods and services to the Region, which, in consultation with Departments, was reduced to eight-hundred and eight (808) key suppliers. During this past spring, contingency planning exercises reduced the list to seventy-six (76) suppliers which were considered critical to Regional Government operations.

During Q3-1999, the Year 2000 Program Office worked with departments to further review and update the list of key suppliers to accommodate on-going changes in the supply chain, and has produced an updated list of eight-hundred and twenty-seven (827) key suppliers. Of these, there are fifty-seven (57) unique suppliers that are considered critical to one part of the Regional Government operations, and a further thirty-two (32) unique suppliers that are critical common suppliers to more than one regional government

operation bringing a new total of eighty-nine (89) suppliers. The increase in the number of suppliers over the last quarter is mainly due to the inclusion of major utilities which were previously excluded from the overall count of seventy-six (76) critical suppliers.

The following table shows the overall response rate for the project to date:

Description	Number of Suppliers	Satisfactory Responses Received	Percentage Complete
Key Suppliers	827	376	46%
Unique Critical Suppliers	57	26	46%
Common Critical Suppliers	32	20	62%

While the lead responsibility for continuous management of the supply chain rests with the Departments, the Year 2000 Program Office continues to support these activities by serving as a point of contact for utilities and local area municipalities. The Year 2000 Program Office also provides support to Departments requiring assistance with supplier assessment, and provides guidance in dealing with unresponsive suppliers. Since August, the Year 2000 Program Office has started to work with Departments to complete this review in a more aggressive fashion, with a target completion date of November 1999.

The next table shows the distribution of the critical and common suppliers by major service area.

Supply Chain Review Status as of 15 September 1999

Department	Division	Suppliers on File	Number of Unique Critical Suppliers as of Q3-1999	Number of Common Critical Suppliers as of Q3-1999
Corporate Fleet		17	3	3
ETD	Engineering	79	0	0
	Information Systems	2	0	0
	Infrastructure Maintenance	68	0	7
	Mobility Services	31	0	0
	Solid Waste	15	7	3
	Water	104	5	10
	WEPD	163	10	15
Finance	Financial Services	27	0	10

Department	Division	Suppliers on File	Number of Unique Critical Suppliers as of Q3-1999	Number of Common Critical Suppliers as of Q3-1999
	ISD	20	0	1
Health	Adult Health	33	0	1
	Child and Adolescent	32	11	0
	Clinical Services/Healthy Sexuality	18	0	1
	Clinical Services/Dental Treatment	21	0	0
	Clinical Services/HIV Prevention	15	0	0
	Environmental Health/CDC	8	1	0
Homes for the Aged		31	7	8
Human Resources		6	0	0
Information and Public Affairs		1	0	0
OCRPS		24	8	3
PDA		52	0	14
Social Services		53	4	0
OC Transpo		7	1	0
TOTAL		827	57	N/A

2.4 Vendor Compliance Project

The Year 2000 Program Office created a vendor compliance research team early in 1998 to determine the Year 2000 compliance of all products that are used within the Region (business systems, embedded systems, and facilities management systems).

To date, 2,011 unique products from 626 vendors have been identified for research of which one (1) product remains outstanding at the end of Q3-1999. Research efforts during Q3-1999 were focussed on completing research on remaining products to assist Departments in making decisions on whether further Year 2000 remediation efforts would be required for a product. As a result, Year 2000 compliance research was completed on a total of 159 products during the quarter. More information on vendor compliance activities can be obtained by referring to the table at the end of this section.

From a Vendor Compliance team totaling five (5) researchers and a clerk during Q4-1998, the group has now been reduced to one part-time researcher assigned to updating compliance information, as well as being involved in related testing activities.

Requests for copies of the research data have come from a number of municipalities across Ontario. Copies of the research reports continue to be distributed to the area municipalities, the City of Kingston and Public Works and Government Services Canada

(PWGSC). In addition, copies of the reports, with the exception of the Police vendor compliance report, are available on the Region's Year 2000 Program web site.

Because the Region of Ottawa-Carleton is also a supplier to the area, businesses are eager to find out more about the compliance status of the Region's systems and our ability to continue to provide these essential services. In Q3-1999, the Year 2000 Program Office processed forty-one (41) requests from local businesses on the status of the Region's water supply, sewage collection and other systems.

**VENDOR COMPLIANCE PROJECT STATISTICS
(Exclusive of OC Transpo)**

Type of Product	Number of Unique Products Identified to Date		Associated Number of Unique Vendors		Number of Products Where the Research is Completed	
	Q2-1999	Q3-1999	Q2-1999	Q3-1999	Q2-1999	Q3-1999
Business Systems	466	466	164	164	461 (99%)	466 (100%)
Embedded Systems	703	702	199	199	675 (96%)	702 (100%)
Facilities Management Systems	315	316	90	90	315 (100%)	316 (100%)
Ottawa-Carleton Regional Police Services	504	527	159	173	410 (81%)	526 (99.8%)
Total	1,988	2,011	612	626	1,861	2,010

2.5 Testing of PCs

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

The majority of the PCs at the Region were tested by the end of the first quarter of 1999. The second quarter of 1999 saw testing taking place at the Ottawa-Carleton Regional

Police Service. The focus of the third quarter of 1999 was on laptops and special purpose PCs. Laptop computers have proven to be the most difficult to fix to date, and have the highest rate of failure. It has also proven to be more difficult to get software fixes for these computers. In many cases these laptops were older machines which did not warrant the cost of upgrading.

There are approximately thirty-nine hundred (3,900) computers across the Corporation. To date, over three thousand six hundred (3,600) computers have been tested and are Year 2000 compliant. Approximately eight hundred and fifty (850) failed their initial test by either failing to process or display the date correctly during a roll-over to 01 January 2000, or by failing to recognize the Year 2000 as a leap year. These PCs tended to be older equipment.

During Q3-1999, the majority of special purpose PCs were tested and two clinics were held for staff to bring in laptops for testing. There are just under three hundred (298) remaining to test and/or fix.

The focus during the fourth quarter of 1999 will be to continue to remediate or replace computers that have been found to be non-compliant and test any PCs which remain untested.

In all cases, once a computer is deemed Year 2000 compliant, a special sticker with the Year 2000 Program logo and a unique identifying number is placed on the case for easy identification and future reference. (*See below*)



Results of PC Year 2000 Testing Project				
Support Group	Approx. Number of PCs to Test **	Number Tested Compliant To Date	Number to be Tested and/or Fixed as of 15 September 1999	Comments
ISD-Systems	1,420	1,298	122	Initial testing completed. Two clinics scheduled for Q4 to complete laptop testing.
ETD-Systems	949	851	98	Initial testing completed. Two clinics scheduled for Q4 to complete laptop testing.
OCRPS-Systems	1,035	957	78	78 non-compliant PCs to be replaced.
OC Transpo-Systems	521	521	0	Includes 30 Wyse Terminals
Total	3,925	3,627	298	

** Includes Laptops

2.6 Contingency Planning

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

The driving forces behind the requirement for contingency plans were 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 in dealing with like problems;
- Skilled resources are getting scarce and costly;
- It is already too late to deal with all of the issues;
- Some plans (Plan As) are still incomplete, and
- It makes good business sense to have a Plan B.

Contingency plans are developed based on business risks to business functions (as opposed to IT systems). The contingency planning strategy centers around examining what are the essential services provided by the Corporation; and therefore, what steps

must be taken to ensure that these services remain in place despite potential Year 2000 failure in one or more of the underlying automated systems.

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

In August 1998, the Year 2000 Program Office commenced a project to examine the legal, health and safety risks to the Corporation, the public and Regional staff because of potential Year 2000 failures. The Year 2000 Program Office worked with all Departments to review their business priorities, identify specific risks, and to provide guidance on the development of contingency plans.

While the responsibility and the accountability for developing, resourcing and testing of contingency plans rests with Departments, the Year 2000 Program Office established guidelines and a process for contingency planning, and provided resources to facilitate the development of the plans by the Departments.

This work included the development of contingencies for critical Regional facilities and the acquisition and installation of generators and related equipment as well as the development of test plans and carrying out testing activities for Regional facilities.

The Region's Emergency Measure Unit reviewed all the plans as part of the approval process.

The last contingency planning session took place in early June 1999. All twenty-four (24) contingency plans developed have now been signed by the respective Department Head. Resource plans were also developed in Q3-1999.

Each resource plan identifies the staffing levels that must be in place when there is the highest potential for Year 2000 related impact on Regional operations. This refers to the critical period: 31 December 1999 to 07 January 2000 for the Region and OC Transpo, and 31 December 1999 to 09 January 2000 for the Regional Police Service, and a few days surrounding the Leap Year. Note that the Police have changed their designation of the critical period from their original definition of 27 December 1999 to 31 January 2000.

The focus of the contingency planning efforts in Q4-1999 will be on the completion of training plans to support the contingency plans, and conducting testing rehearsals of certain key plans. Contingency plans will also be adjusted (if necessary) to reflect the latest information provided by key utilities.

The rehearsals will endeavour to ensure that key contingency plans are feasible and complete. It will provide an opportunity to amend the plans as necessary. Rehearsals are planned for 9-1-1, the Water and Waste Water Divisions, the three Homes for the Aged,

the Information Services Division and Property Services and Development Approvals Divisions. Rehearsals for the other plans are not necessary at this time.

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

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

There were approximately one thousand one hundred and four (1,104) actions identified during the development of the contingency plans. The progress in completing these items is being tracked, and two hundred and fifty-seven (257) have already been completed as of the 15 September 1999. It should be noted that most of the action items would not normally be completed until late in the year (such as ordering extra supplies, etc.).

2.7 Budget Update

The Year 2000 Program continues to be within budget. In July 1999, the Year 2000 Task Force sought and received pre-approval of the \$3,280,000 authority for the first quarter of 2000 as part of the Year 2000 capital budget. This was necessary to ensure that the Year 2000 Program would not be impacted by any shortage of funds due to the timing of the normal budget cycle.

As of 15 September 1999, commitments totaling \$13,531,000 have been made against the three-year capital budget of \$19,280,000 that was approved by Council in February 1998. The Year 2000 Program Office continues to track the breakdown of expenditures to show two separate types of costs:

- Expenses that are strictly related to Year 2000, and
- Expenses that are being incurred because of radically compressed time frames in projects that would normally occur over a much longer period in time, but must be completed to address Year 2000 issues with the existing product(s).

To date, \$7,122,000 of total commitments is strictly related to Year 2000 issues. The following is a summary of the Year 2000 budget.

YEAR 2000 BUDGET – Q3-1999 – CORPORATE SUMMARY

Description	Original Total 3-Year Authority (\$000)	Restated Total 3-Year Authority (\$000)	1998 Expenditures/Commitments (\$000)	1999 Expenditures/Commitments To Date (\$000)	Forecast to 31 March 2000 (\$000)	Projected Final Balance (\$000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,547	2,519	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	765	801	-5	Compliance research, hardware, consulting services
Business Systems Total	7,100	8,510	3,888	3,186	1,438	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	393	464	6	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	940	630	164	147	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	703	122	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999/2000 PROGRAM TOTAL	19,280	19,280	6,773	6,758	5,741	8	

The one-page work order (used for all routine approvals associated with the Year 2000 Program that fall under the Chief Administrative Officer's delegated authority limits), continues to be a valuable tool in enabling the Program Office to expedite the procurement of required resources.

2.8 Communications

Internal and external Year 2000 communications activities provide both the public and Regional staff with information about the Region's progress in addressing the millennium challenge.

During the third quarter of 1999, the Year 2000 Program Office experienced a decline in public enquiries (as expected during summer holidays). The Program's web site continues to be a relevant source of information for both the public and other municipalities.

COMMUNICATIONS ACTIVITIES – Q3-1999

ACTIVITY	Q2-1999	Q3-1999
Inquiries by Residents	38	18
Inquires by Municipalities	15	9
Inquiries by Businesses	24	27
Inquiries by Media	15	2
External Presentations provided by the Program Office	22	4
Average Web Site Hits per Month	235	265

2.9 Region-Wide Year 2000 Emergency Preparedness Planning – READY 2000



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

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

In this quarter, the READY 2000 partnership completed a preliminary review of overall fuel requirements to support the contingency plans of local hospitals, emergency service

vehicles (i.e. police, ambulance and fire) as well as essential municipal services (e.g. water and sewer).

READY 2000 partners developed a fall communications strategy to be implemented over the course of the fourth quarter of 1999 beginning with a special promotion of the READY 2000 Emergency Preparedness Guide during Fire Prevention Week activities. Elements of the fall strategy (*"Be ready, be safe"*) focus on informing Ottawa-Carleton residents of the current Year 2000 readiness status of all member organizations while providing valuable information on how residents can prepare themselves for any emergency situation at home, including the potential impact of the Year 2000.

2.10 The Region working with other levels of Government

Co-operation between the Region and other levels of government on Year 2000 related issues continues to be essential and beneficial to the Program. Requests for information from municipalities across Canada continued to be received during Q3-1999 (nine (9) requests in total). The Region, and the larger area municipalities within Ottawa-Carleton, continue to be seen as having leading programs in Ontario.

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

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

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

The Year 2000 Program Office has also provided detailed briefings to, among others, the National Radio and Television News Directors Conference and Treasury Board.

PART 3 – UPDATE BY MAJOR SERVICE AREA

3.1 THE 9-1-1 SERVICE

This section covers Year 2000 issues associated with the 9-1-1 Service. There are twenty-one (21) local partners involved in the 9-1-1 Service within Ottawa-Carleton, however, the overall responsibility for the Service rests with the Emergency Measures Unit within the Environment and Transportation Department at the Region. The 9-1-1 Call Center, which is operated and managed by the Ottawa-Carleton Regional Police Service (OCRPS), is located at the Police Headquarters at 474 Elgin Street.

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

3.1.1 Q3-1999 Remediation Highlights for the Regional portion of the 9-1-1 Service

- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components in the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. To this end a 9-1-1 Year 2000 Test Group was established at the Region for testing the Region's portion of the 9-1-1 system. The Group adopted a strategy for testing the OCRPS 9-1-1 system components in the form of a documentary audit.
- The documentary audit has identified all components of the Regional portion of the 9-1-1 Service and recommends steps necessary to ensure the continued operation of the 9-1-1 Service. An Executive Summary was presented to the 9-1-1 Management Board on 08 October 1999.
- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a review of the Year 2000 readiness and the contingency plans of all area 9-1-1 partners in order to ensure the operability of the entire 9-1-1 Service well into the new millennium. The review was conducted during the summer months. A report entitled "Review of 9-1-1 Local Partners" became available to 9-1-1 partners in early October 1999 and was presented to the 9-1-1 Management Board on 08 October 1999.
- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members from the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted

within Ontario. The event was attended by representatives from over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not have any Year 2000 issues.

3.1.2 Q3-1999 Contingency Planning Highlights for the 9-1-1 Service

- The 9-1-1 system is the most critical service provided by the Ottawa-Carleton Regional Police Service (OCRPS). A contingency plan for the 9-1-1 Communications Centre has been developed and approved by the OCRPS Year 2000 Steering Committee to ensure continued operation of the 9-1-1 system over the millennium period.
- Area 9-1-1 partners continue to participate in the READY 2000 initiative, a public and private sector partnership designed to minimize the impact of the Year 2000 problem on municipal services. Through this initiative, all 9-1-1 partners continue to share information about Year 2000 remediation and contingency plan progress with respect to their own organizations.

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

- Timing of upgrading to the Ericsson radio system in October/November 1999.
- The dependency on Bell Canada's 9-1-1 network.
- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.
- Completion of the capital replacement program for the Uninterruptible Power Supplies (UPS) in the Communication Centre.

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

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

3.2 THE OTTAWA-CARLETON REGIONAL POLICE SERVICE

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

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

3.2.1 Year 2000 Business Systems Priorities Summary – Ottawa-Carleton Regional Police Service (OCRPS)

		"OPEN" as at 15 September 1999						
OCRPS	"CLOSED"	Critical		High		Medium		Low
<i>As of Q2-1999</i>	<i>6/17</i>	<i>4</i>		<i>3</i>		<i>0</i>		<i>4</i>
As of Q3-1999	8/17	3		2		0		4
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				UNKNOWN
OCRPS	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>3/10</i>					<i>4</i>	<i>3</i>	<i>0</i>
Q3-1999 Targets	5/10						5	0

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

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

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

* Only OCRPS portion of 9-1-1 Service

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

3.2.3 Supply Chain Assessment Status as of 15 September 1999 – Ottawa-Carleton Regional Police Service (OCRPS)

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for OCRPS	Number of Critical Common Suppliers Identified for OCRPS
OCRPS	24	24	9	8	3

- A review of key suppliers was conducted in July and the numbers reduced to 24.

3.2.4 Q3-1999 Remediation Highlights for the Ottawa-Carleton Regional Police Service (OCRPS)

- Vendor compliance research has been completed and detailed asset inventories have been produced for all business units. Remediation activities are underway to address non-compliant assets with Critical and High priority assets being addressed first. Meetings have been held with business managers and the progress of their remediation is being tracked by the OCRPS Year 2000 Project Office.
- A comprehensive Information Technology plan has been created to support remediation efforts. Many Information Technology infrastructure assets (servers, routers, hubs and telecommunications equipment) have already been upgraded to compliant versions/models. A review of laptops was completed and twenty-five (25) new laptops are being acquired to replace non-compliant models that could not be remediated.

- Inventory lists of generic assets (photocopiers, fax machines, cellular telephones, pagers and printers) have been provided to the business managers responsible for inventory management with directions for ongoing maintenance of the inventories.
- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. To this end a 9-1-1 Year 2000 Test Group was established at the Region for testing the Region's portion of the 9-1-1 system. The Group adopted a strategy for testing the OCRPS 9-1-1 system components in the form of a documentary audit.
- The documentary audit has identified all components of the Regional portion of the 9-1-1 Service and recommends steps necessary to ensure the continued operation of the 9-1-1 Service. An Executive Summary was presented to the 9-1-1 Management Board on 08 October 1999.
- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a review of the Year 2000 readiness and the contingency plans of all area 9-1-1 partners in order to ensure the operability of the entire 9-1-1 Service well into the new millennium. The review was conducted during the summer months. A report entitled "Review of 9-1-1 Local Partners" became available to 9-1-1 partners in early October 1999 and was presented to the 9-1-1 Management Board on 08 October 1999.
- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members from the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario and the event was attended by representatives from over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not have any Year 2000 issues.
- Inspector K. Erfle continues to represent the OCRPS on the READY 2000 Contact Group. He has participated in a number of meetings and is assisting the Contact Group with the communications planning for the fall of 1999. Community forums are scheduled for this fall as well as a number of other communications initiatives. Acting Inspector R. Murphy continues to represent the OCRPS on the READY 2000 Communications Group.
- Presentations have been arranged for the Communications Centre staff to brief them on the Year 2000 Project and on the contingency plan for 9-1-1.

- A special Year 2000 edition of an internal OCRPS information pamphlet (*Show Me*) is planned for the fourth quarter of 1999.
- Inspector K. Erfle continues to represent the OCRPS with a number of organizations, including the RCMP Year 2000 Committee, the OPP, the National Capital Commission, the Region of Ottawa-Carleton Emergency Measures Unit and the U.S. Embassy. As well, the OCRPS is represented on an Outaouais-wide Year 2000 Committee by Acting Inspector G. Larochelle. Inspector Erfle organized a visit for READY 2000 committee members to the RCMP National Operations Centre.

3.2.5 Q3-1999 Contingency Planning Highlights for the Ottawa-Carleton Regional Police Service

- The OCRPS Year 2000 Steering Committee has approved the reduction of the leave suspension period, previously set at 28 December 1999 to 31 January 2000, to 29 December 1999 to 9 January 2000, inclusive. The rationale for this reduction is that the substantial progress made in dealing with Year 2000 issues and the development of Operational Contingency Plans has reduced the level of uncertainty and has permitted a shortened leave suspension period. The new dates also recognize the Statutory Holidays on December 27 and 28 as well as the Operational Patrol Schedule that has a cycle end on January 9, 2000.
- All contingency plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan, namely:

Communications (includes 9-1-1) Service

Considerable progress has been made in the documentation of Standard Operating Procedures and preparing for the testing of the contingency plan in October. Briefing sessions for Communications Centre staff are also scheduled for October/November.

Patrol Operations (includes Operations Support)

Acting Inspector T. Charbot is finalizing the Patrol Operations contingency plan by the end of September 1999. Staff schedules will be drawn up so that patrol and patrol support personnel can be notified in early October regarding what shifts they are working over the millennium transition. Testing of the contingency plan will be conducted in the fourth quarter of 1999.

Information Technology

Progress on this contingency plan has been hampered by staff shortages and the fact that it is dependent on the availability of the other contingency plans to be completed.

- The OCRPS Corporate Planning Group has produced a draft of the consolidated contingency plan, which will be finalized once the Communications Centre, Operations and Information Technology contingency plans have been completed.

- The OCRPS, in conjunction with the Facilities staff at the Region, have analyzed the level of “hardening” necessary for the four (4) key police buildings. This activity has resulted in the ordering of backup generators for 474 Elgin Street and a shared generator for the Bank Street and Greenbank Road buildings. External electrical hookups will be available at all three locations. The generators are scheduled for delivery by 30 September 1999 and will be tested in October/November. The City of Gloucester has acquired a generator and also added an external electrical hookup for the Blair Road office. These activities will ensure that the OCRPS will be able to provide operational services from their four primary buildings during the critical Year 2000 period.

3.2.6 Q3-1999 Millennium Celebration Planning Highlights for the Ottawa-Carleton Regional Police Service (OCRPS)

- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence. The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with Senior Officers to coordinate the detail planning for the millennium period. Activities in support of this initiative in Q3-1999 were as follows:
 - Coordination meetings were held with the RCMP and National Capital Commission;
 - Received some responses to a letter sent to alarm companies requesting information on steps they had taken to minimize false alarms over the millennium period; and
 - Requests for off-duty police support have been received from the Corel Centre, Congress Centre and a number of other organizations for New Year’s Eve. These requests are being responded to on a case-by-case basis. Only police officers on scheduled days off will be permitted to participate in these paid-duty activities.

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

- Timing of upgrading to the Ericsson radio system in October/November 1999.
- The dependency on Bell Canada’s 9-1-1 network.
- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.

- Completion of the capital replacement program for the Uninterruptible Power Supplies (UPS) in the Communication Centre.

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

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

3.3 WATER SUPPLY SYSTEM

This section deals with the Year 2000 activities within the Regional Water Supply system.

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

It is important to note that the Region has redundancy in its two filtration plants (Britannia and Lemieux) and its sixteen (16) pumping stations. Generators are already in place as both water plants regularly operate on back-up power to accommodate peak electricity use periods for Ottawa Hydro.

3.3.1 Year 2000 Business Systems Priorities Summary –Water Supply

		“OPEN” as at 15 September 1999						
Water Division	CLOSED	Critical		High		Medium	Low	
<i>As of Q2-1999</i>	<i>29/59</i>	<i>4</i>		<i>20</i>		<i>3</i>	<i>3</i>	
As of Q3-1999	52/59	1		0		3	3	
		Completion Targets for “Critical” and “High” Priority Items ONLY						
		1998		1999				UNKNOWN
Water Division	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>24/48</i>					<i>5</i>	<i>19</i>	<i>0</i>
Q3-1999 Targets	47/48						1	0

3.3.2 Ordered list of “Critical” and “High” – Water Supply

YEAR 2000 CHALLENGE	RANKING	EXISTING SCADA SYSTEM
Central Process Control SCADA - VCI & “SCADA Upgrade Project”	Critical	Closed
Local Process Control - AB/PLC & “SCADA Network”	Critical	Closed
Low lift Pumping - Lemieux Island	Critical	Closed
Low lift Pumping - Britannia*	Critical	Q4-1999
Chemicals	Critical	Closed

YEAR 2000 CHALLENGE	RANKING	EXISTING SCADA SYSTEM
Diesel Generators & Fuel Systems	Critical	Closed
Mixing Chambers & Settling Basins & Clarivac	High	Closed
Filters	High	Closed
Wash Water System	High	Closed
Highlift Pumping	High	Closed
Laboratories	High	Closed
Service Water System	High	Closed
Gas Monitoring & Detection Systems	High	Closed
Fleet – Turbines	High	Closed
Fleet Headworks – gates, etc.	High	Closed
Electrical sub-stations	High	Closed
Electrical switch gear and breakers	High	Closed
UPS Systems	High	Closed
Fleet Electrical System	High	Closed
Fleet St. UPS	High	Closed
Heating Systems & Boilers	High	Closed
Ventilation & Air Conditioning Systems	High	Closed
Carleton Lodge P.S. (Closed Well Syst.)	High	Closed
Carp P.S. (Closed Well System)	High	Closed
Hillside Pump Station	High	Closed
Hillside #3	High	Closed
Kings Park Wells #1 & #2 P.S. (Closed Well System)	High	Closed
Munster P.S. (Well System)	High	Closed
Vars P.S. (Well System)	High	Closed
Barrhaven P.S. & Reservoir	High	Closed
Billings Bridge P.S. & Alta Vista Tank	High	Closed
Hurdmans Bridge P. S.	High	Closed
Carlington Heights P.S.	High	Closed
Carlington Heights Reservoir	High	Closed
EMR P.S. & Stittsville Tank	High	Closed
Forest Ridge P.S. & Innes Rd Tank	High	Closed

YEAR 2000 CHALLENGE	RANKING	EXISTING SCADA SYSTEM
Glen Cairn P.S.	High	Closed
Glen Cairn Reservoir	High	Closed
Montreal Road P.S. & Montreal Rd Tank	High	Closed
Orleans P.S.	High	Closed
Orleans Reservoir	High	Closed
Ottawa South P.S.	High	Closed
South Gloucester P.S. & Carlsbad Springs	High	Closed

*Year 2000 testing occurs for all components replaced or upgraded as part of the SCADA System upgrade.

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

3.3.3 Supply Chain Assessment Status as of 15 September 1999 – Water Supply

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified to Date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for Water Supply Only	Number of Critical Common Suppliers Identified for Water Supply only
Water Division	104	104	100	5	10

- All 104 suppliers for Water Supply have been contacted. Division staff have analyzed information from both manufacturers and distributors and are confident that none of the suppliers will have an impact on Divisional activities.

3.3.4 Q3-1999 Remediation Highlights for ETD – Water Supply

Existing SCADA System Readiness:

The Regional water treatment, delivery and storage system is “Year 2000 Ready” based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System. Existing tested monitoring and control systems are in place to ensure the continued supply of water (for drinking and fire control) through all critical roll-over dates.

While no longer a direct requirement of Year 2000 remediation, the “SCADA upgrade Project” is proceeding in order to continue to reduce the risk of failure within the system due to the age of the existing equipment.

- A total of twenty-three (23) items that were considered Critical or High were closed this quarter.
- Only one (1) Critical item is opened at the end of this quarter. The “low lift pumping” challenge at the plants are still in the installation and testing stage of the SCADA Upgrade Project. There are no Year 2000 issues with any of the existing equipment, but since the process is undergoing changes it is considered untested as a new system.

SCADA System Upgrade Project:

The “SCADA upgrade project” reduces the risk of failure within the system due to the age of the existing equipment. The upgrade project is a key component of the Division’s business process. It should be noted that all SCADA Upgrade activities will stop on 01 December 1999 to freeze the SCADA environment.

- The completion of the SCADA Upgrade Project is scheduled for the Year 2000, but the Water Division recognizes that it does not require the migration to be complete in order to be Year 2000 Ready. Existing control systems are ready and contingency plans have been developed with this in mind.
- Additional testing of individual systems comprising the overall water production and distribution service, is being provided through the “SCADA upgrade project”. This on-going project is an incremental, system-by-system migration, which provides an increased Year 2000 confidence level through the replacement of older components, and testing of complete individual systems.

3.3.5 Q3-1999 Contingency Planning Highlights for ETD – Water Supply

- Given the importance of the water supply to the community, the Water Division considers it prudent to staff its facilities and processes on New Year’s Eve such that, in the unlikely event that a failure should occur, staff will be on-site and ready to move to a manual mode of operation, and begin any rectification process immediately.
- The Water Division’s contingency plan testing will include a “dry run” of fully manual operations within the two plants with all SCADA and computer controls turned off. Within the distribution system, “manned” operation of pump stations and wells will be in the “Year 2000 roll-over” mode of operation. The contingency “dry run” has been scheduled during October-November. It should be noted that the Region has not operated on a remote manual mode since 1997.

- All essential staff have been notified of the requirement to work and of their assigned roles within the Water Division's contingency plan.
- This fall, a review of contingency plan requirements will be undertaken in light of information provided by other key utilities (i.e. electricity and gas) and increased confidence brought about by testing. Specific manual procedures for remote wells and pump stations are being prepared as part of the contingency plan development.

3.3.6 Potential Problems and Issues for the Water Supply

- None anticipated at this point in time.

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

- The Regional water supply continues to be the main focus of public enquiries to the Year 2000 Program Office.

3.4 SEWAGE COLLECTION AND TREATMENT

This section deals with the Year 2000 activities of the Water Environment Protection Division (WEPD) within the Environment and Transportation Department.

The Water Environment Protection Division continues to make good progress towards Year 2000 compliance. Although only one (1) embedded system item scheduled for closure in Q3-1999 was closed in this quarter, all of the outstanding critical suppliers (except one) have now responded with assurances of Year 2000 compliance by year end. In addition, all municipalities and utilities have also responded and assured us of compliance by the end of 1999 or that there will be no Year 2000 problems. Also considerable work was completed on the embedded systems associated with surface water quality issues and this system should be closed off in the fourth quarter.

3.4.1 Year 2000 Embedded Systems Priorities Summary – Sewage Collection and Treatment

		"OPEN" as at 15 September 1999						
Water Environment Protection Division	CLOSED	Critical		High	Medium		Low	
<i>As of Q2-1999</i>	<i>32/40</i>	<i>5</i>		<i>0</i>	<i>0</i>		<i>3</i>	
As of Q3-1999	33/40	5		0	0		2	
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				UNKNOWN
Water Environment Protection Division	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Closures</i>	<i>30/35</i>					<i>4</i>	<i>1</i>	<i>0</i>
Q3-1999 Closures	30/35						5	0

3.4.2 Ordered list of "Critical" and "High" – Sewage Collection and Treatment

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Embedded Systems			
Aeration	C-02	<i>Closed</i>	Closed
Cogeneration	C-01	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Diesel Generation - Plant	C-01	<i>Closed</i>	Closed
Digesters	C-02	<i>Closed</i>	Closed
Primary	C-01	<i>Q3-1999</i>	Q4-1999
Raw Sewage Pumping Station	C-01	<i>Closed</i>	Closed
Screen & Degrit	C-01	<i>Closed</i>	Closed
Secondary	C-02	<i>Q3-1999</i>	Q4-1999
Thickening & Dewatering	C-02	<i>Closed</i>	Closed
Wastewater Treatment Samplers	H-01	<i>Closed</i>	Closed
SCADA	C-01	<i>Closed</i>	Closed
Energy Management System	C-01	<i>Q3-1999</i>	Q4-1999
Acres Rd Pumping Station	C-01	<i>Closed</i>	Closed
Carleton Lodge Pumping Station	C-01	<i>Closed</i>	Closed
Carp Pumping Station	C-01	<i>Closed</i>	Closed
Hazeldean Pumping Station	C-01	<i>Closed</i>	Closed
Hemlock Pumping Station	C-01	<i>Q4-1999</i>	Q4-1999
Lees Ave. Pumping Station	C-01	<i>Closed</i>	Closed
Lees Ave. Leachate	C-01	<i>Closed</i>	Closed
March Pumping Station	C-01	<i>Closed</i>	Closed
Mooney's Bay flume	C-03	<i>Closed</i>	Closed
Munster Lagoon	C-02	<i>Closed</i>	Closed
Munster One Pumping Station	C-01	<i>Closed</i>	Closed
Munster Two Pumping Station	C-01	<i>Closed</i>	Closed
RCAF Pumping Station	C-02	<i>Closed</i>	Closed
RCMP Pumping Station	C-02	<i>Closed</i>	Closed
Richmond Pumping Station	C-01	<i>Closed</i>	Closed
Rideau River Pumping Station	C-01	<i>Closed</i>	Closed
Signature Ridge Pumping Station	C-01	<i>Closed</i>	Closed
Stittsville Pumping Station	C-01	<i>Closed</i>	Closed
Walkley Chamber*	C-03	<i>Closed</i>	Closed
Lab	C-02	<i>Q3-1999</i>	Q4-1999
Paging	C-01	<i>Closed</i>	Closed
Gas Monitor	C-01	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Trail Road Landfill	C-03	<i>Closed</i>	Closed

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

3.4.3 Supply Chain Assessment Status as of 15 September 1999 – Sewage Collection and Treatment

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified to Date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of Responses Received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for WEPD only	Number of Critical Common Suppliers Identified for WEPD
Water Environment Protection Division	163	163	103	10	15

- The number of supplier responses received in this quarter was thirteen (13).
- Of the twenty-five (25) critical suppliers, twenty-three (23) have now responded with positive Year 2000 readiness comments. We have not heard formally from two (2) of the remaining critical suppliers.
- The remaining two (2) critical suppliers will continue to be contacted during this period to ensure Year 2000 compliance is assured.

3.4.4 Q3-1999 Remediation Highlights for Sewage Collection and Treatment— Water Environment Protection Division

- All four items targeted for closure in Q3-1999 in the last quarterly report have been revised for closure in Q4-1999 due to the extensive upgrade presently underway and anticipated to be completed in the coming month.
- Pertaining to the Lab (see 3.4.2), new equipment has been installed yet software requirements need to be finalized.
- One of the wastewater collection pumping stations (Hemlock) underwent a non-Year 2000 retrofit for operations purposes. All new components and equipment must be accompanied by Year 2000 certification. These components have since been installed

and are awaiting Year 2000 certification. In the event that this retrofit is not commissioned before the end of 1999, the existing system, which is Year 2000 compliant, will continue to operate into the Year 2000.

- There was one (1) challenge closed this quarter, which was scheduled for the Q3-1999 schedule, that being a low priority item.
- WEPD staff have contacted all area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system. Municipalities have assured us that their facilities have been remediated and that contingency measures are in place. This ensures the successful operation of the region-wide sewage treatment system over critical roll-over dates. All of the municipalities have now responded to our requests for Year 2000 information.

3.4.5 Q3-1999 Contingency Planning Highlights for Sewage Collection and Treatment — Water Environment Protection Division

- WEPD has finalized its staffing requirements and additional personnel complement to support contingency plans during the critical Year 2000 transition. Eighteen (18) people from Engineering Division as well as ten (10) from Water Division have been assigned to meet staffing needs.
- Training of personnel at various pumping stations is being scheduled and will be completed in Q4-1999. Staff will be notified early this fall of their training requirements and appropriate schedule.
- We reiterate that diesel generators have been ordered to complement the existing diesel generation facility of the Robert O. Pickard Environmental Centre during the Year 2000 critical period. The combination of both generation systems will accommodate the power requirement to operate all essential equipment of the treatment facility. Diesel generator backup power will also be installed at sewage pumping stations where permanent generators are not located. The existing onsite co-generation facility cannot provide full backup power for the sewage treatment plant. The plant normally requires a hydro feed from Gloucester Hydro in order to operate.
- Various communications equipment identified for the critical period such as Regional radios and cellular telephones have been accounted for and will be reassigned. WEPD has concluded that no additional resources are required for this item.

3.4.6 Potential Problems and Issues for Sewage Collection and Treatment—Water Environment Protection Division

- Statutory constraints surrounding the discharge of overflow sewage at pumping stations and the treatment plant.
- Dependency on external contractors for removal of waste management by-products.

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

- Enquiries about the operability of the sewage treatment system are as frequent as those about the Regional water system.

3.5 TRAFFIC CONTROL

This section of the report deals with the Regional Traffic Control system. The Region operates and maintains over 850 signalized intersections throughout Ottawa-Carleton.

All traffic controllers used on the streets of Ottawa-Carleton were tested and confirmed during the first quarter of 1999 to be compliant. There are no safety issues in street operations, due to the presence of the conflict resolution device that would force a “four-way red flash” mode should abnormal conditions arise.

3.5.1 Year 2000 Business Systems Priorities Summary – Traffic Control

		“OPEN” as at 15 September 1999						
Traffic Control	CLOSED	Critical		High		Medium	Low	
<i>As of Q2-1999</i>	<i>57/62</i>	<i>0</i>		<i>3</i>		<i>0</i>	<i>2</i>	
As of Q3-1999	59/61	0		2		0	0	
		Completion Targets for “Critical” and “High” Priority Items ONLY						
		1998		1999				UNKNOWN
Traffic Control	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>28/31</i>					<i>3</i>	<i>0</i>	<i>0</i>
Q3-1999 Targets	29/31						2	0

3.5.2 Ordered list of “Critical” and “High” – Traffic Control

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Traffic Control Systems			
EASI (system)	C-01	<i>Closed</i>	Closed
EASI reports	C-01	<i>Closed</i>	Closed
Location Ref	C-01	<i>Closed</i>	Closed
L8Dnld - L8 controller download program	C-02	<i>Closed</i>	Closed
L9 controller download program	C-02	<i>Closed</i>	Closed
STCS - update traffic system data (LOADER)	C-02	<i>Closed</i>	Closed
TCTLC40 (Preheat)	C-02	<i>Closed</i>	Closed

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

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

3.5.3 Supply Chain Assessment Status as of 15 September 1999 - Traffic Control

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified to Date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for Traffic Control	Number of Critical Common Suppliers Identified for Traffic Control
Traffic Control	31	31	12	0	0

3.5.4 Q3-1999 Remediation Highlights for Traffic Control

- The nine (9) different controller types used on the streets of Ottawa-Carleton have passed Year 2000 compliance testing.
- Regardless, there are no safety issues in the street operations posed by potential Year 2000 failures of signal controllers due to the presence of a conflict resolution device that continuously monitors the signal controller and forces a four-way red flash if an abnormal condition is sensed. This device has no date sensitive electronics. In the absence of safety issues, any Year 2000 failure condition would, therefore, result in a reduced level of service.
- The Hydro program has been rewritten and is presently being tested. Once quality assurance testing is completed, the Hydro program will be released into a production environment during Q4-1999.
- The Work Forecast System is dependent on the completion of the Hydro application. The rewriting of the Work Forecast System is presently underway with the completion expected for mid to late Q4-1999.

3.5.5 Q3-1999 Contingency Planning Highlights for Traffic Control

- To address the potential for localized hydro failures, Traffic Control has purchased one (1) additional generator over and above the existing portable generators to ensure hydro back-up is in place for key locations.
- The READY 2000 partners sent letters to all four (4) railway crossings operators in Ottawa-Carleton to determine the potential for Year 2000 related failures of railways crossing signals. One operator response has yet to be received.

3.5.6 Potential Problems and Issues for Traffic Control

- A failure of electrical power to street signal operations throughout Ottawa-Carleton is of concern because of the limited number of backup generators available.

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

- There has been little interest about traffic controls in this quarter.

3.6 HOMES FOR THE AGED

The Region of Ottawa-Carleton operates three Long Term Care facilities that serve as the home for over 600 residents. Year 2000 remediation efforts at all three facilities continue to be focussed on ensuring that the building systems are not prone to Year 2000 failure, that adequate backup generators are in place and that the suppliers of goods and services to these facilities are not impacted by Year 2000 related failure.

3.6.1 Year 2000 Business Systems Priorities Summary – Homes for the Aged

		“OPEN” as at 15 September 1999					
Homes for the Aged Department	CLOSED	Critical	High	Medium	Low		
<i>As of Q2-1999</i>	<i>15/17</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>0</i>		
As of Q3-1999	16/17	0	1	0	0		
		Completion Targets for “Critical” and “High” Priority Items ONLY					
		1998		1999		UNKNOWN	
Homes for the Aged Department	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4
<i>Q2-1999 Targets</i>	<i>12/14</i>					<i>2</i>	<i>0</i>
Q3-1999 Targets	13/14						1

3.6.2 Ordered list of “Critical” and “High” – Homes for the Aged Department

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Applicant Tracking	H-01	<i>Closed</i>	Closed
Campana Goldcare	H-01	<i>Closed</i>	Closed
Resident documentation	H-01	<i>Closed</i>	Closed
Trust Fund Accounting	H-01	<i>Closed</i>	Closed
Compusis 2.23/Staff Scheduler	H-02	<i>Q3-1999</i>	Q4-1999
Arjo North bather/lifters	H-03	<i>Closed</i>	Closed
Digital timers on bathtubs	H-04	<i>Closed</i>	Closed
BELL Vantage NT phone system	H-05	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Non Prescription Supply	H-06	<i>Closed</i>	Closed
Propharm	H-06	<i>Q3-1999</i>	Closed
TEXLON Machine	H-06	<i>Closed</i>	Closed
Digital thermometers	H-07	<i>Closed</i>	Closed
Blood pressure meters	H-08	<i>Closed</i>	Closed

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

3.6.3 Supply Chain Assessment Status as of 15 September 1999 – Homes for the Aged

DEPARTMENT /DIVISION	Number of Key Suppliers Identified to Date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for Homes for the Aged	Number of Critical Common Suppliers Identified for Homes for the Aged
Homes for the Aged Department	31	31	14	7	8

3.6.4 Q3-1999 Remediation Highlights for the Homes for the Aged Department

- Homes for the Aged (HFTA) is in the process of acquiring an off-the-shelf software package to address the last remaining High priority issue; Staff Scheduler. The package will be installed early in Q4-1999.
- A comprehensive strategy has been adopted in order to provide for the ongoing safety of residents and staff of the three Regional Homes despite potential Year 2000 vulnerabilities. The Year 2000 Program Office continues to work closely with the staff from the three Homes, especially in the facilities area, in order to ensure that necessary work is completed within planned timeframes.

3.6.5 Q3-1999 Contingency Planning Highlights for the Homes for the Aged Department

- All three long-term care facilities have completed their contingency plans. The contingency plans are built around the recent ice storm experience and now focus on “hardening” the facilities in order for residents to remain at their Homes as long as possible. Previous contingency plans were focussed on evacuating residents.
- The hardening of these facilities will ensure the ongoing operability of each Home despite possible business system, facilities and supply chain Year 2000 related failures. Each plan includes, at a minimum, the key steps to ensure adequate back-up power through the use of generators, and the active monitoring of critical suppliers for Year 2000 readiness.

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

- The contingency plans call for a significant amount of work to be undertaken in order to harden the facilities. The three Homes provide 24-hour a day, long term care for many of the residents, which keeps the staff quite busy.

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

- There has been little interest to date regarding the Year 2000 preparedness of the Region’s Homes for the Aged systems.

3.7 SOCIAL SERVICES

Year 2000 remediation efforts within Social Services continue to be focussed on upgrades and replacements to a number of automated systems that are integral to the provision of services to social services recipients. Many of these systems are supported and maintained by the provincial Ministry of Community and Social Services.

3.7.1 Year 2000 Business Systems Priorities Summary – Social Services

		“OPEN” as at 15 September 1999					
Social Services Department	CLOSED	Critical	High	Medium	Low		
<i>As of Q2-1999</i>	<i>20/38</i>	<i>2</i>	<i>5</i>	<i>3</i>	<i>8</i>		
As of Q3-1999	21/38	2	4	3	8		
		Completion Targets for “Critical” and “High” Priority Items ONLY					
		1998		1999		UNKNOWN	
Social Services Department	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4
<i>Q2-1999 Targets</i>	<i>11/18</i>					<i>2</i>	<i>5</i>
Q3-1999 Targets	12/18					6	0

3.7.2 Ordered list of “Critical” and “High” – Social Services

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Record Service and Verify Payments (RSVP)	C-01	<i>Q4-1999</i>	Q4-1999
Central Client Index	C-02	<i>Q4-1999</i>	Q4-1999
Comprehensive Income Maintenance System (CIMS)	C-03	<i>Closed</i>	Closed
CWT - Case Worker Technology	H-01	<i>Closed</i>	Closed
Citrix Data Entry and Remote Communications Application	H-02	<i>Closed</i>	Closed
Welfare Browser (history of CIMS payments)	H-03.1	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Welfare Cheque Production (month-end cheques and DBD's printing)	H-03.2	<i>Q3-1999</i>	Q4-1999
Front end processor communications link to CIMS	H-04	<i>Closed</i>	Closed
Payment Processing System	H-05	<i>Q4-1999</i>	Q4-1999
Daycare	H-06	<i>Q4-1999</i>	Q4-1999
Special Assistance/Supplementary Aid	H-07	<i>Q4-1999</i>	Q4-1999
Dental System	H-08	<i>Closed</i>	Closed
Client Registration (ERC) file retrieval using bar coding via Case ID	H-09	<i>Closed</i>	Closed
Choices Career Assessment - ERC	H-10	<i>Closed</i>	Closed
Contact 4 - ERC	H-11	<i>Closed</i>	Closed
Ontario Works Technology (OWT)	H-12	<i>Q3-1999</i>	Closed
Corel Office Suite (French and English for CWT)	H-13	<i>Closed</i>	Closed
Telephone Systems in ERCs	H-14	<i>Closed</i>	Closed

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

3.7.3 Supply Chain Assessment Status as of 15 September 1999 – Social Services

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted as of Q3-1999	Number of responses received to date as of Q3-1999	Number of Unique Critical Suppliers Identified for Social Services	Number of Critical Common Suppliers Identified for Social Services
Social Services Department	53	53	12	4	0

3.7.4 Q3-1999 Remediation Highlights for the Social Services Department

- Two (2) priority systems were targeted for closure in Q3-1999, one of which is now scheduled to be closed in Q4-1999.
- Over the past year, Information Systems staff at the Ministry of Community and Social Services (MCSS) have been working to ensure that the social assistance delivery systems (Comprehensive Income Maintenance System (CIMS), Caseworker Technology (CWT) and Ontario Works Technology (OWT)) will continue to operate well into the Year 2000. As a result of these analysis and development efforts, the Year 2000 compliant versions of CIMS and CWT were implemented in April 1999. The Year 2000 compliant version of OWT is being gradually implemented in a phased approach across the six District Offices, in the three Employment Resource Centres and at 495 Richmond Road. Phase one was completed in Q3-1999.
- The Record Services and Verify Payments (RSVP) system will replace a number of non-compliant Year 2000 applications which currently run in the now obsolete MAPPER environment on the Region's mainframe system. As the mainframe will not be made Year 2000 compliant, and will be removed at the end of 1999, it is imperative that the RSVP application be developed, tested and operational before the Year 2000. The RSVP system which converts these applications to run in a client/server architecture is scheduled to complete its initial development phase by the end of September 1999. A beta release will be available on 27 September 1999 for Year 2000 system testing. User acceptance testing and development of training material is in progress. Training is scheduled to begin on 18 October and the system will go live in production on 15 November. The mainframe system will be used for view only purposes starting 06 December and will be removed from production status at the end of December.
- An options analysis on the month-end printing and distribution of welfare cheques and direct deposit notifications was completed in Q3-1999. A decision has been made to contract with an external service provider to supply this service. Production of cheques and direct deposit notifications will be done by the new service provider for the November cheque run. This change will not have any impact on services to Social Services clients.

3.7.5 Q3-1999 Contingency Planning Highlights for the Social Services Department

- Contingency plans have been developed and have been signed off. Resource plans were completed and communicated to staff in Q3-1999.
- Further detailed planning has occurred as scheduled in Q3-1999. This activity has been integrated with Property Services' contingency plans for Regional facilities, and

has been aligned with the Ministry of Community and Social Services' CIMS business contingency planning.

- The Manager of Systems in Social Services continues to participate in the provincial CIMS Business Contingency Committee.

3.7.6 Potential Problems and Issues for the Social Services Department

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

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

- There has been little interest from the outside to date regarding Year 2000 preparedness within the Social Services Department. Some residents have enquired about the availability of emergency shelters.

3.8 PUBLIC HEALTH

This section deals with Year 2000 remediation within the Health Department. Current efforts are on upgrades and replacements to a number of systems that support the services offered by the Department. Several of these systems are supported and maintained by the provincial Ministry of Health.

3.8.1 Year 2000 Business Systems Priorities Summary – Health Department

		“OPEN” as at 15 September 1999						
Health Department	CLOSED	Critical		High		Medium	Low	
<i>As of Q2-1999</i>	<i>19/38</i>	<i>1</i>	<i>2</i>	<i>6</i>	<i>10</i>			
As of Q3-1999	34/44	0	0	2	8			
		Completion Targets for “Critical” and “High” Priority Items ONLY						
		1998		1999				UNKNOWN
Health Department	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>4/7</i>					<i>3</i>	<i>0</i>	<i>0</i>
Q3-1999 Targets	6/6 **					0	0	0

** Note: Health Info Santé (HIS) was re-evaluated by the Department and found to be a medium priority.

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

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Immunization Record Information System (IRIS)	C-01	<i>Q3-1999</i>	Closed
Bioinventory System (BIOS - Vaccine Inventory and Ordering System)	H-01	<i>Q3-1999</i>	Closed
Sexual Health Clinic Program	C-02	<i>Closed</i>	Closed
Dental System (Mainframe)	H-01	<i>Closed</i>	Closed
CINOT/CAS (Children in Need of Treatment/Children’s Aid Society)	H-02	<i>Closed</i>	Closed
CINOT 5	H-02	<i>Closed</i>	Closed

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

3.8.3 Supply Chain Assessment Status as of 15 September 1999 – Health Department

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for Public Health	Number of Critical Common Suppliers Identified for Public Health
Health Department	127	127	42	12	2

3.8.4 Q3-1999 Remediation Highlights for the Health Department

- The Health Department successfully closed all Critical and High priority items.
- The Health Department completed the testing and implementation in Q3-1999 for BIOS and IRIS.
- The completion schedule from the Ministry pertaining to the applications that the Health Department uses in its operation is as follows (as of 13 September 1999):
 - RDIS – tested and ready for use in October/November 1999.

3.8.5 Q3-1999 Contingency Planning Highlights for the Health Department

- The Health Department has successfully completed Divisional contingency plans. Steps are being taken to examine training and resource issues and notify staff where appropriate.
- The focus of the Health Department’s four contingency plans is on its ability to continue to provide essential services to the community, such as communicable disease control, public health inspection services and emergency dental treatment.

3.8.6 Potential Problems and Issues for the Health Department

- None

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

- There has been growing interest regarding the Year 2000 preparedness of Public Health systems including ambulance services.

3.9 OC TRANSP0

This section deals with Year 2000 activities within OC Transpo operations. It should be noted that a significant amount of Year 2000 remediation effort for OC Transpo has been covered off by the implementation of the Region's Financial Systems Renewal Program (SAP), which addressed a number of non-compliant financial and maintenance management systems at OC Transpo.

3.9.1 Year 2000 Business Systems Priorities Summary – OC Transpo

		"OPEN" as at 15 September 1999						
OC Transpo	CLOSED	Critical		High		Medium	Low	
<i>As of Q2-1999</i>	<i>295/306</i>	<i>0</i>		<i>4</i>		<i>0</i>	<i>7</i>	
As of Q3-1999	299/306	0		0		0	7	
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				UNKNOWN
OC Transpo	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>126/130</i>					<i>4</i>	<i>0</i>	<i>0</i>
Q3-1999 Targets	130/130						0	0

3.9.2 Ordered list of "Critical" and "High" – OC Transpo

YEAR 2000 CHALLENGE *	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Accounts Payable	H	<i>Closed</i>	Closed
Accounts Payable Interface	H	<i>Closed</i>	Closed
Accounts Receivable	H	<i>Closed</i>	Closed
AR - Cash Book	H	<i>Closed</i>	Closed
AR - Pass Consignments	H	<i>Closed</i>	Closed
AR - Ticket Sales	H	<i>Closed</i>	Closed
Bus Stop Inventory	H	<i>Closed</i>	Closed
Fixed Assets	H	<i>Closed</i>	Closed
General Ledger	H	<i>Closed</i>	Closed
Human Resources	H	<i>Q3-1999</i>	Closed

YEAR 2000 CHALLENGE *	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Materials Management System	H	<i>Closed</i>	Closed
Payroll	H	<i>Q3-1999</i>	Closed
Payroll/Personnel Interface	H	<i>Q3-1999</i>	Closed
Purchasing Commitment (MMS)	H	<i>Closed</i>	Closed
Royal Trust	H	<i>Closed</i>	Closed
Screen Painter	H	<i>Closed</i>	Closed
Timetable Generation	H	<i>Q3-1999</i>	Closed
Vehicle Maintenance System	C	<i>Closed</i>	Closed
Vendor/Commodity System	H	<i>Closed</i>	Closed

Please note that the above list defines the key business systems at OC Transpo.

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

3.9.3 Supply Chain Assessment Status as of 15 September 1999 – OC Transpo

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified to Date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for OCT	Number of Critical Common Suppliers Identified for OCT
OC Transpo	7	7	7	1	0

3.9.4 Q3-1999 Remediation Highlights for OC Transpo

- The Financial Systems Renewal Program (SAP) has being implemented at OC Transpo, and provided compliant replacements for many existing systems within OC Transpo.
- Gap analysis found that a sub-function of the new Financial Systems Renewal (SAP) system was not capable of handling timekeeping. Therefore, Human Resources/Payroll was not implemented as part of the new SAP system. The existing timekeeping system has been rewritten as part of a separate project at OC Transpo called the Daily Booking project, which was implemented in Q3-1999.

3.9.5 Q3-1999 Contingency Planning Highlights for OC Transpo

- Contingency planning workshops were held at OC Transpo. A plan has been completed and Management are expected to test it by the end of Q4-1999.

3.9.6 Potential Problems and Issues for OC Transpo

- OC Transpo has adequate reserves of diesel fuel to operate the fleet for almost a week. However, the availability of diesel fuel continues to be the most critical aspect of the supply chain for OC Transpo.

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

- There has been some interest to date regarding the Year 2000 preparedness of OC Transpo, which is mostly focussed on the ability of OC Transpo to maintain bus service on 01 January 2000.

3.10 FACILITIES

This section deals with the work completed to ensure Year 2000 compliance of all automated building systems at Regional facilities, and supporting all facility related requirements for staff as per the contingency plans of the major service areas.

3.10.1 Status Of Facilities Management Systems - Q3-1999

	<i>Total Number of Systems Identified as of Q2-1999</i>	<i>Total Number of Systems Assessed as of 2-1999</i>	Total Number of Systems Identified to Date as of Q3-1999	Total Number of Systems Assessed to Date as of Q3-1999	Total Number of Systems Remaining to Research
Facilities Systems	315	315	316	316	0

3.10.2 Remediation And Testing Of Facilities Systems - Q3-1999

Facility Ranking	<i>Total Number of Systems that need testing</i>	Number of Systems Remaining to Test as of Q3-1999	<i>Number of Systems with known compliance issues in Q2-1999*</i>	Number of compliance issues to resolve as of Q3-1999
Critical Priority	70	6	4	0
High Priority	22	21	1	0
Total	92	27	5	0

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

- The items requiring testing at High priority facilities are scheduled for completion by 15 November 1999.

For more detailed information please refer to Appendix E - Year 2000 Compliance Status of Critical and High Priority Facilities Management Systems at Region Owned Facilities.

3.10.3 Q3-1999 Remediation Highlights for Regional Facilities

- Vendor Compliance Project research on facilities products has concluded that over 98% of the Region's building related equipment, included in the various facilities

inventories, should not be susceptible to any Year 2000-related failures. The five (5) questionable products noted in this report have been either replaced or upgraded and tested.

- The products not Year 2000 compliant in Q2-1999 were upgraded or replaced during Q3-1999 (These products were distributed across the following locations: Sewage Treatment Plant-ROPEC, Lemieux Island Filtration Plant, Regional Police-West Division and Island Lodge). The HVAC control system at Maple Grove has been upgraded. The system at 495 Richmond Road, a medium priority facility, will be upgraded early in Q4-1999.
- Most facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities have undergone testing to confirm Year 2000 compliance claims by the manufacturers. One critical facility remains to be assessed (Regional Police Headquarters) due to the ongoing OCRP amalgamation project. Testing will be completed by 15 October 1999.
- The Year 2000 test protocols and procedures to assess building systems have proven to be a comprehensive method of challenging building systems and controls. These test protocols are available on the Region's Year 2000 Program web site. The Year 2000 Program Office staff continues to provide functional guidance to Facilities Managers when any facility tests are conducted.

3.10.4 Building Systems To Be Tested At Critical Regional Facilities

Facility	Ranking	Number of Items Requiring Testing	Number of Items Found to be non-Compliant or Conditionally Compliant during the Analysis Phase	Building Systems remaining to be Tested
Regional Headquarters	C	10	0	0
Ottawa-Carleton Regional Police Service Headquarters	C	8	0	6
Centre d'Accueil Champlain	C	8	0	0
Island Lodge	C	10	1 (conditional)	0
Carleton Lodge	C	6	0	0
Robert O. Pickard Environmental Centre (Sewage Treatment Plant)	C	6	1	0
Lemieux Island (Water Treatment Plant) at 1 River	C	8	0	0
Britannia (Water Treatment Plant)	C	4	1	0
OCRPS West Division	C	7	1	0

Facility	Ranking	Number of Items Requiring Testing	Number of Items Found to be non-Compliant or Conditionally Compliant during the Analysis Phase	Building Systems remaining to be Tested
OCRPS East Division - Bank	C	3	0	0
OCRPS East Division - Blair	C	N/A	N/A	N/A

All Critical facilities are undergoing transition testing. Systems identified as having Year 2000 related issues will also be reviewed at any High priority facilities.

** Note: OC Transpo facilities were covered as part of their portion of the Year 2000 Program.

3.10.5 Q3-1999 Contingency Planning Highlights for Regional Facilities

- Year 2000 Program and Planning and Development Approvals (PDA) Department staff completed a contingency plan for PDA during Q3-1999. The plan, approved by the PDA Commissioner and the Director of Property Services, focused on the Department's key operational requirements.
- During Q3-1999, Year 2000 Program Facilities staff efforts were focussed on addressing corporate fuel requirements for the 15 December 1999 to 08 March 2000 time frame, consolidating building testing reports and reviewing generator fit-ups for Regional locations.
- Regional refueling requirements during the critical period were identified as an emerging issue. Fleet Services and Year 2000 Program staff have made significant progress in developing a strategy for managing this issue. Staff will continue to work closely and it is expected that the strategy will be finalized early in Q4-1999.
- Facilities Managers have reviewed site fuel consumption and storage capacity in Q3-1999. They will ensure that fuel tanks are filled early in Q4-1999 and kept full.
- Electrical upgrades for generators continued at key Regional facilities. Work is completed at most locations and will be finished early in Q4-1999. Testing of electrical upgrades will be conducted in November 1999 to ensure that the installed connections are fully operational. Installations will be complete and generators will be on site by 15 December 1999.
- Backup generators have been rented for key Regional facilities. During Q3-1999, Departments were advised to review long term generator requirements and to include any funding requirements in their 2000 capital budget submission.

- Year 2000 facilities staff continue to work with Departments to determine operational and space requirements for staff in the event of an emergency. These requirements will be consolidated and implemented with the assistance of the Information Services Department. This work will be completed by 30 November 1999.
- Year 2000 facilities staff conducted a workshop to review the safeguarding of facilities. This workshop assisted the facility managers in developing action plans for an orderly and effective shutdown of real property assets. This exercise, while focussing on an emergency scenario based on potential Year 2000 disruptions, should prove beneficial to day-to-day facilities management.
- The Year 2000 Program Office continues to monitor the Year 2000 readiness of the major utilities. The Region will be hosting a half-day session on 22 October 1999 with Ontario Power Generation Corporation, the local Hydro utilities, Enbridge Consumers Gas, Trans-Canada Pipelines, and Bell Canada. This session is the fourth in the series that began in the fall of 1998. It is intended to provide a final status update for these critical utilities.
- Year 2000 Program Office staff have identified departmental requests for maps and other electronic material. Working closely with personnel from the Geographic Information Services (GIS) Division, Year 2000 staff are addressing these requests and are developing data to be used during any potential Year 2000 disruption. This information is being shared with the Emergency Measures Unit.

3.10.6 Potential Problems and Issues for Regional Facilities

- The time shifting of building systems, which involves either advancing or retarding system clocks during the 01 January 2000 roll-over continues to be a issue receiving careful consideration by Year 2000 facilities staff. The decision to advance into the Year 2000 in real time remains unchanged. Measures are being put in place to allow for strategy adjustments on New Year's Eve in the event that other parts of the world experience indications that time shifting could add an increased safety margin.

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

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

3.11 CORPORATE FLEET

This section covers the Year 2000 remediation effort within the Corporate Fleet group at the Region of Ottawa-Carleton. Please refer to the OC Transpo and the Regional Police Service sections for information on their specific fleet management projects.

3.11.1 Year 2000 Business Systems Priorities Summary – Corporate Fleet

		“OPEN” as at 15 September 1999					
Fleet	CLOSED	Critical	High	Medium	Low		
<i>As of Q2-1999</i>	<i>0/2</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>0</i>		
As of Q3-1999	1/2	0	1	0	0		
		Completion Targets for “Critical” and “High” Priority Items ONLY					
		1998		1999		UNKNOWN	
Fleet	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4
<i>Q2-1999 Targets</i>	<i>0/2</i>					2	0
Q3-Targets	1/2						1

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

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
RTA	C	<i>Q3-1999</i>	Closed
Gasboy	H	<i>Q3-1999</i>	Q4-1999

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

3.11.3 Supply Chain Assessment Status as of 15 September 1999 - Corporate Fleet

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted as of Q3-1999	Number of responses received to date as of Q3-1999	Number of Unique Critical Suppliers Identified for Corporate Fleet	Number of Critical Common Suppliers Identified for Corporate Fleet
Corporate Fleet	17	17	7	3	3

3.11.4 Q3-1999 Remediation Highlights for Corporate Fleet

- Testing in regard to the Ron Turley and Associates fleet management system (RTA), was successfully completed in September. A replacement for Gasboy has been acquired and it will be implemented early in October. This will provide sufficient time to address any problems that may arise with the new system and to carry out necessary Year 2000 testing.
- Corporate Fleet continues to assess the Year 2000 readiness of manufacturers and external suppliers in order to ensure that the various vehicles and equipment used within the Corporation will not encounter Year 2000 compliance difficulties.
- Based on information obtained from sixteen of seventeen (16/17) manufacturers, no Year 2000 related problem should be encountered with Regional vehicles or equipment. During Q3-1999, a number of faxes were forwarded by staff in an effort to obtain compliance information from the one manufacturer who has not yet responded. Given that one manufacturer has not responded, Corporate Fleet will be assessing what additional steps need to be taken in order to address this matter.

3.11.5 Q3-1999 Contingency Planning Highlights for Corporate Fleet

- Corporate Fleet Services contingency plan deals with business system and supply chain issues to address the potential for Year 2000 related failures. The plan includes necessary manual processes for key business systems such as the fuel management system and the close monitoring of the Year 2000 readiness of critical suppliers.

3.11.6 Potential Problems and Issues for Corporate Fleet

- A new system has been acquired to replace the Gasboy, a fuel dispensing system. Should problems arise during implementation, operations could be adversely affected. Corporate Fleet believes that the likelihood of this occurring is low.

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

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

3.12 ENVIRONMENT AND TRANSPORTATION

The Environment and Transportation Department continues to be on schedule for resolving its Year 2000 issues. The following points expand on changes from the Q2-1999 report:

- WEIS – The Water and Environment Information System was successfully implemented. This system provides the Surface Water Quality Branch of WEPD with a tool that allows them to plan their site visits, creates work orders for staff to do sample collections, allows the sample data to be electronically populated via an interface with the Lab Information System and allows staff to query and report on the information collected.
- CRTS –The Client Request Tracking System was successfully implemented. CRTS is used to track requests from Councillors on behalf of the public.
- Of the two remaining critical systems, one is scheduled for closure in Q4-1999 (Instrumentation Interfaces Lab). The last one (9-1-1 System) is listed here because of the location of the 9-1-1 Service in the Regional organization chart. Please refer to the 9-1-1 Service (Section 3.1) for more information.

The following is a brief explanation of the five (5) High issues that were targeted for closure by the end of Q3-1999.

- Three of them were a High priority items and targeted for Q3-1999. These have been changed to low priority by the Engineering Division after a review of their outstanding Year 2000 issues.
- The compliance of the other two programs are known. It was necessary to investigate further, as these software packages can be used to write programs. Expected completion has been moved to Q4-1999.

3.12.1 Year 2000 Business Systems Priorities Summary - Environment and Transportation Department

		"OPEN" as at 15 September 1999						
Environment and Transportation Department	CLOSED	Critical		High		Medium	Low	
<i>As of Q2-1999</i>	<i>168/254</i>	<i>4</i>		<i>28</i>		<i>24</i>	<i>30</i>	
As of Q3-1999	210/256	2		12		10	22	
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				UNKNOWN
Environment and Transportation Department	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Q2-1999 Targets</i>	<i>91/123</i>					<i>22</i>	<i>10</i>	<i>0</i>
Q3-1999 Targets	109/123						14	0

3.12.2 Ordered list of "Critical" and "High" – Environment and Transportation Department

YEAR 2000 CHALLENGE	CURRENT RESPONSIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
Critical Systems			22/25				
EASI (Reports)	ETD	Closed	1/1	Infra Maint	Critical	<i>Closed</i>	Closed
EASI System and Reports for Loretta & FOS	LOR	Closed	3/3	Loretta	Critical	<i>Closed</i>	Closed
9-1-1 System	ETD	Open	0/1	EMU	Critical	<i>Q3-1999</i>	Q4/1999
Central Traffic Control System Controllers	LOR	Closed	9/9	Loretta	Critical	<i>Closed</i>	Closed
Central Traffic Control Software	LOR	Closed	5/5	Loretta	Critical	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	CURRENT RESPONSIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
LIMS Laboratory Information System and Instrumentation Interfaces	ETD	Open	1/2	WEPD	Critical	<i>Q4-1999</i>	Q4/1999
Location Reference	LOR	Closed	1/1	Loretta	Critical	<i>Closed</i>	Closed
Methane Monitoring System	ETD	Closed	1/1	Solid Waste	Critical	<i>Q3-1999</i>	Closed
RTA – Fleet Management System	ETD	Closed	1/1	Corporate Fleet	Critical	<i>Q3-1999</i>	Closed
RWIS – Road weather information system	VCP	Closed	1/1	Infra Maint	Critical	<i>Closed</i>	Closed
Embedded Systems in Water Division	ETD	Open	41/59	Water	Critical	<i>Q4-1999</i>	Q4-1999
Embedded Systems in WEPD	ETD	Open	33/40	WEPD	Critical	<i>Q3-1999</i>	Q4-1999
High Priority Systems			95/107				
Unique							
Automated Process System	ETD	Open	1/1	Solid Waste	High	<i>Q3-1999</i>	Closed
Collision System	ETD	Closed	1/1	Mobility	High	<i>Closed</i>	Closed
Gas Alarms	VCP	Open	1/1	Solid Waste	High	<i>Q3-1999</i>	Closed
Gasboy – gas pump system	ETD	Closed	1/1	Corporate Fleet	High	<i>Closed</i>	Closed
ISR – traffic ops intersection status report program	LOR	Closed	1/1	Loretta	High	<i>Closed</i>	Closed
OSCAR 98	ETD	Closed	1/1	Solid Waste	High	<i>Closed</i>	Closed
Signal Information Database (Communication Information Database)	LOR	Closed	1/1	Loretta	High	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	CURRENT RESPONSIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
TSIPS – traffic surveys information processing system	ETD	Closed	1/1	Mobility	High	<i>Closed</i>	Closed
Computing and Networking Infrastructure			31/33		High		
Mobility Services Division / Loretta			6/6		High	<i>Closed</i>	Closed
Solid Waste Division			1/1		High	<i>Closed</i>	Closed
Water Division			0/1		High		
Department-wide			24/25		High		
Engineering Tools			26/34		High		
Engineering Division			9/14		High		
Infrastructure Maintenance Division			2/2		High		Closed
Mobility Services Division / Loretta			7/8		High		
Water Environment Protection Division			0/2		High		
Department-wide			8/8		High	<i>Closed</i>	Closed
Common Application Packages			12/13		High		
Mobility Services Division/Emergency Measures Unit			1/1		High	<i>Closed</i>	Closed
Mobility Services Division/Loretta			2/2		High	<i>Closed</i>	Closed
Solid Waste			1/1		High		Closed
Department-wide			8/9		High		
Administrative Support Systems			14/15		High		
Engineering Division			1/1		High	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	CURRENT RESPONSIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Infrastructure Maintenance Division			1/1		High	<i>Closed</i>	Closed
Mobility Services Division/Loretta			3/4		High		
Solid Waste Division			1/1		High	<i>Closed</i>	Closed
Water Environment Protection Division			7/7		High	<i>Closed</i>	Closed
Department-wide			1/1		High		Closed

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

3.12.3 Supply Chain Assessment Status as of 15 September 1999 –Environment and Transportation Department

Environment and Transportation Department	Number of Key Suppliers Identified to date as of Q3-1999	Number of Key Suppliers Contacted to Date as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for ETD	Number of Critical Common Suppliers Identified for ETD
Solid Waste	15	15	8	7	3
Mobility Services	31	31	12	0	0
Engineering	79	79	33	0	0
Water Division	104	104	100	5	10
Water Environment Protection Division	163	163	103	10	15
Infrastructure Maintenance	68	68	33	0	7
Finance and Operational Support	2	2	0	0	0
TOTAL	462	462	289	22	35

3.12.4 Q3-1999 Remediation Highlights for the Environment and Transportation Department (Exclusive of Water, Sewage Treatment and Traffic Control)

- Environment and Transportation Department staff continues to work with vendors of third-party software to ensure the delivery and implementation of Year 2000 compliant versions of their software.

3.12.5 Q3-1999 Contingency Planning Highlights for the Environment and Transportation Department (Exclusive of Water, Sewage Treatment and Traffic Control)

- ETD has finalized its staffing assignments and additional personnel complement. Eleven (11) people from the System and Information Services Branch have been assigned to meet staffing needs and will be on call during the critical roll-over period.

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

- There appears to be a problem scheduling the upgrade with the Stantec/ITX company to complete the upgrade to the ITX DEM/TVMA system (High priority).

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

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

3.13 ADMINISTRATION

This section covers Year 2000 remediation efforts in a number of the Corporate administrative departments.

3.13.1 Year 2000 Business System Priorities Summary – Corporate Administration

		“OPEN” as at 15 September 1999			
Corporate Administration	CLOSED	Critical	High	Medium	Low
<i>Audit As of Q2-1999</i>	<i>1/1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Audit As of Q3-1999	1/1	0	0	0	0
<i>Clerks As of Q2-1999</i>	<i>10/10</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Clerks As of Q3-1999	10/10	0	0	0	0
<i>Elected Officials As of Q2-1999</i>	<i>1/1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Elected Officials as of Q3-1999	1/1	0	0	0	0
<i>Finance As of Q2-1999</i>	<i>33/42</i>	<i>0</i>	<i>8</i>	<i>1</i>	<i>0</i>
Finance as of Q3-1999	35/42	0	6	1	0
<i>Human Resources As of Q2-1999</i>	<i>12/14</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>0</i>
Human Resources as of Q3-1999	14/14	0	0	0	0
<i>Information & Public Affairs As of Q2-1999</i>	<i>9/10</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>
Information and Public Affairs as of Q3-1999	9/10	0	1	0	0
<i>Legal as of Q2-1999</i>	<i>5/8</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>0</i>
Legal as of Q3-1999	7/8	0	0	1	0

		"OPEN" as at 15 September 1999			
Corporate Administration	CLOSED	Critical	High	Medium	Low
<i>Planning and Development Approvals As of Q2-1999</i>	44/57	0	0	5	8
Planning and Development Approvals as of Q3-1999	47/57	0	0	5	5
<i>Common As of Q2-1999</i>	19/37	3	18	0	0
Common as of Q3-1999	29/37	1	7	0	0

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				UNKNOWN
Corporate Administration	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Audit Q2-1999 Target</i>	0/0						0	0
Audit Q3-1999 Target	0/0						0	0
<i>Clerk's Department Q2-1999 Target</i>	3/3						0	0
Clerk's Department Q3-1999 Target	3/3						0	0
<i>Elected Officials Q2-1999 Target</i>	0/0						0	0
Elected Officials Q3-1999 Target	0/0						0	0
<i>Finance Q2-1999 Target</i>	19/27						3	0
Finance Q3-1999 Target	21/27						6	0
<i>Human Resources Q2-1999 Target</i>	12/14						0	0
Human Resources Q3-1999 Target	14/14						0	0

		Completion Targets for "Critical" and "High" Priority Items ONLY						UNKNOWN
		1998		1999				
Corporate Administration	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	
<i>Information & Public Affairs</i> <i>Q2-1999 Target</i>	5/6						0	0
Information and Public Affairs Q3-1999 Target	5/6						1	0
<i>Legal Department</i> <i>Q2-1999 Target</i>	3/5						0	0
Legal Department Q3-1999 Target	5/5						0	0
<i>Planning and Development Approvals</i> <i>Q2-1999 Target</i>	0/0						0	0
Planning and Development Approvals Q3-1999 Target	0/0						0	0
<i>Common</i> <i>Q2-1999 Target</i>	19/37						0	0
Common Q3-1999 Target	29/37						8	0

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

3.13.2 Ordered list of "Critical" and "High" – Corporate Administration

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
INTERNAL AUDIT DEPARTMENT	NONE	<i>Closed</i>	Closed
REGIONAL CLERK			
Act software (v2.x and 3.x,4.x)	H-01	<i>Closed</i>	Closed
Voter Notification System	H-02	<i>Closed</i>	Closed
Votor Tracking System	H-03	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
REGIONAL CLERK - INFORMATION & PUBLIC AFFAIRS			
24 hour service v. 1	H-01	<i>Closed</i>	Closed
ITX	H-02	<i>Closed</i>	Closed
Water service card	H-02	<i>Closed</i>	Closed
Scopus (Call-tracking) (versions 2.6 and 2) - CHECK VERSIONS	H-03	<i>Q3-1999</i>	Q4-1999
Sytos Plus v 1.21 (backup)	H-04	<i>Closed</i>	Closed
Oscar 98	H-05	<i>Closed</i>	Closed
LEGAL DEPARTMENT			
Land Registry System	H-01	<i>Closed</i>	Closed
Searchworks	H-02	<i>Closed</i>	Closed
dbTextworks	H-03	<i>Closed</i>	Closed
SoftDocs	H-03	<i>Q3-1999</i>	Closed
Word Perfect v. 5.1	H-03	<i>Q3-1999</i>	Closed
CORPORATE-WIDE-COMMON			
HRIS - Crystal Reports	C-01	<i>Q3-1999</i>	Closed
HRIS - PeopleSoft	C-01	<i>Q3-1999</i>	Closed
SAP	C-01	<i>Q3-1999</i>	Q4-1999
E-Mail (,Internal, External) MS-Exchange	H-01	<i>Closed</i>	Closed
E-Mail (Internal, external)-MS-Mail	H-01	<i>Closed</i>	Closed
Acrobat Browser	H-02	<i>Closed</i>	Closed
Adobe Acrobat Reader	H-02	<i>Closed</i>	Closed
Internet Explorer (various versions)	H-02	<i>Q3-1999</i>	Closed
MAP - Development Tracking	H-02	<i>Q3-1999</i>	Q4-1999
MAP - Property	H-02	<i>Q3-1999</i>	Closed
MAP - Roads and Transit	H-02	<i>Q3-1999</i>	Closed
MAP - Sewer	H-02	<i>Q3-1999</i>	Closed
MAP - Water	H-02	<i>Q3-1999</i>	Closed
MS Excel	H-02	<i>Q3-1999</i>	Q4-1999
MS Word	H-02	<i>Q3-1999</i>	Q4-1999
MS-Schedule +	H-02	<i>Closed</i>	Closed
Netscape Navigator (various versions)	H-02	<i>Closed</i>	Closed

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
Regional Information System (RIS)	H-02	<i>Q3-1999</i>	Closed
FoxPro for Windows	H-03	<i>Closed</i>	Closed
Maximizer	H-03	<i>Closed</i>	Closed
MS Access	H-03	<i>Q3-1999</i>	Q4-1999
MS PowerPoint	H-03	<i>Q3-1999</i>	Q4-1999
MS Project	H-03	<i>Q3-1999</i>	Q4-1999
Office	H-03	<i>Q3-1999</i>	Closed
Office 95	H-03	<i>Q3-1999</i>	Q4-1999
Office 97	H-03	<i>Q3-1999</i>	Closed
OmniPage	H-03	<i>Closed</i>	Closed
OmniPage Pro	H-03	<i>Closed</i>	Closed
Org Chart Plus for Windows	H-03	<i>Closed</i>	Closed
Virus scan/clean software (Dr. Solomon)	H-03	<i>Closed</i>	Closed
Word Viewer	H-03	<i>Closed</i>	Closed
First View Cardholder (RBC)	H-04	<i>Closed</i>	Closed
Jetform Filler	H-04	<i>Closed</i>	Closed
Lotus Notes	H-04	<i>Closed</i>	Closed
Reference Manager (RefMan)	H-04	<i>Closed</i>	Closed
Winfax Pro	H-04	<i>Closed</i>	Closed
Corel Draw	H-05	<i>Closed</i>	Closed
REGIONAL CHAIR AND COUNCIL, OFFICE OF THE CAO	NONE		
FINANCE DEPARTMENT			
FINANCE - Financial Services Division			
Accounts Receivable	H-01	<i>Closed</i>	Closed
ASAFIN	H-01	<i>Closed</i>	Closed
Budget (Capital) - CBMS- Calculations	H-01	<i>Q3-1999</i>	Closed
Budget (Operating)	H-01	<i>Q3-1999</i>	Q4-1999
Lien Contracts	H-01	<i>Closed</i>	Closed
Purchase Orders (Jetform)	H-01	<i>Closed</i>	Closed
Work in Progress	H-01	<i>Closed</i>	Closed
Child Care	H-02	<i>Q4-1999</i>	Q4-1999

YEAR 2000 CHALLENGE	RANKING	Q2-1999 TARGET FOR CLOSURE	Q3-1999 TARGET FOR CLOSURE
PPS	H-02	<i>Q4-1999</i>	Q4-1999
Residential Services	H-02	<i>Q4-1999</i>	Q4-1999
Budget (Capital) - CBMS-Publishing Portion	H-03	<i>Q3-1999</i>	Closed
Montieth and Montieth	H-04	<i>Closed</i>	Closed
Logbook	H-05	<i>Closed</i>	Closed
Welfare	H-06	<i>Closed</i>	Closed
FINANCE - Supply Management Division			
Inventory System	H-01	<i>Closed</i>	Closed
Inventory Systems Interface	H-01	<i>Closed</i>	Closed
Jetform (purchase orders)	H-01	<i>Closed</i>	Closed
ADPICS	H-02	<i>Closed</i>	Closed
Contracts /Tenders (Excel)	H-03	<i>Closed</i>	Closed
FINANCE - Treasury and Customer Services			
Water Billing	H-01	<i>Closed</i>	Closed
Debenture System	H-02	<i>Q3-1999</i>	Q4-1999
Enterprise 5000 v. 3.1.6	H-03	<i>Closed</i>	Closed
PCIM - Royal Bank PC Investment Manager	H-04	<i>Closed</i>	Closed
FMAS - Funds Management Accounting System	H-05	<i>Q3-1999</i>	Q4-1999
Receipts	H-06	<i>Closed</i>	Closed
Royal Bank Electronic Business Banking (RBC cash command)	H-07	<i>Closed</i>	Closed
Banktec	H-08	<i>Closed</i>	Closed
Insurance	H-09	<i>Closed</i>	Closed
HUMAN RESOURCES DEPARTMENT			
Peoplesoft	C-01	<i>Q3-1999</i>	Closed
Peoplesoft-GL CHANGES	C-01	<i>Q3-1999</i>	Closed
WCB/Accident Database	H-01	<i>Closed</i>	Closed
Payroll (Mapper)If we could archive data - review migration with ISD	H-02	<i>Closed</i>	Closed
Immunization	H-03	<i>Closed</i>	Closed
PLANNING AND DEVELOPMENT APPROVALS			
PDA - Property Services Division	None	<i>N/A</i>	N/A

YEAR 2000 CHALLENGE	RANKING	<i>Q2-1999 TARGET FOR CLOSURE</i>	Q3-1999 TARGET FOR CLOSURE
PDA - Admin. Finance and Economic Development	None	<i>N/A</i>	N/A
PDA - Development Approvals Division	None	<i>N/A</i>	N/A
PDA - Geomatics Division		<i>N/A</i>	N/A
Map Applications - see Corporate Common	<i>N/A</i>	<i>N/A</i>	N/A
PDA - Policy and Infrastructure Planning Division	None	<i>N/A</i>	N/A

- The Scopus application in Information and Public Affairs is being replaced by a new application as part of the Municipal Application Partnership. This new application is scheduled to be operational by mid-October 1999.

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

3.13.3 Supply Chain Assessment Status as of 15 September 1999 – Corporate Administration

- As reported in previous quarterly reports, there are little or no supply chain issues with the administrative areas at the Region as the products used (such as office supplies) are readily available and can easily be stockpiled.

3.13.4 Q3-1999 Remediation Highlights for Corporate Administration

- The GIS Branch in Planning and Development Approvals Department continues to work to address Year 2000 issues associated with the software developed under the Municipal Application Partnership (MAP). Configuration and user testing of release MAP 4.1 began on 22 August 1999. The application is now scheduled to “go live” in mid-October once users have been trained, all configuration is completed and reports have been finalized and tested.
- During Q3-1999, testing of the Peoplesoft application was completed. This testing confirmed the manufacturer’s claim that the application is Year 2000 compliant.
- Testing of the new SAP Financial system is scheduled for Q4-1999 to confirm the vendor’s claims that it is compliant.

3.13.5 Contingency Planning Highlights for Corporate Administration

- Contingency plans have now been developed for key administrative support services (such as financial and human resources management) in order to address the requirements identified in the contingency plans of the operating areas.

3.13.6 Potential Problems and Issues for Corporate Administration

- None.

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

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

3.14 COMPUTING INFRASTRUCTURE

This section deals with the Year 2000 remediation efforts within the Region's Information Systems Division (ISD), the Ottawa-Carleton Regional Police Service (OCRPS) and OC Transpo to address computing infrastructure issues.

3.14.1 Ordered list of "Critical" and "High" - Computing Infrastructure – ISD

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

3.14.2 Corporate Work Plan Statistics (for the Region's Information Systems Division, Ottawa-Carleton Regional Police Services and OC Transpo)

COMPUTING INFRASTRUCTURE WORK PLAN INFORMATION SYSTEMS DIVISION (ISD)

Description	Number of Items as of Q4-1998 *	Number of Compliant Items in Q2-1999	Number of Compliant Items in Q3-1999	Compliance Percentage as of Q3-1999
Servers				
Hardware	84	72	82	
Software	84	72	82	
Sub-total	168	144	164	98%
Server Databases				
Software	17	17	17	
Hardware	56	56	56	
Sub-total	73	73	73	100%
Computer Networks				
Hardware	117	118	117	
Software	117	118	117	
Sub-total	234	236	234	100%
Telecom				
Hardware	39	35	38	
Software	39	35	38	
Sub-total	78	70	76	97%

Description	Number of Items as of Q4-1998 *	<i>Number of Compliant Items in Q2-1999</i>	Number of Compliant Items in Q3-1999	Compliance Percentage as of Q3-1999
Printer Hardware				
<i>Hardware</i>	<i>128</i>	<i>128</i>	<i>128</i>	<i>100%</i>
Additional Items				
	<i>11</i>	<i>11</i>	<i>11</i>	<i>100%</i>
Overall Compliancy	692*	662	686	99%

* Total number of items/devices increased from 679 in Q2-1999 to 692 in Q3-1999.

COMPUTING INFRASTRUCTURE WORK PLAN OTTAWA-CARLETON REGIONAL POLICE SERVICE

Description	Number of Items	<i>Number of Compliant Items in Q2-1999</i>	Number of Compliant Items in Q3-1999	Compliance Percentage as of Q3-1999
Servers				
Hardware	33	31	31	94%
Software	33	7	7	21%
<i>Sub-total</i>	<i>66</i>	<i>38</i>	<i>38</i>	<i>58%</i>
Computer Network				
Hardware	49	49	49	100%
Software	49	49	49	100%
<i>Sub-total</i>	<i>98</i>	<i>98</i>	<i>98</i>	<i>100%</i>
Telecom				
Hardware	10	10	10	100%
Software	13	12	13	100%
<i>Sub-total</i>	<i>23</i>	<i>22</i>	<i>23</i>	<i>100%</i>
Overall Compliancy	187	158	159	85%

**COMPUTING INFRASTRUCTURE WORK PLAN
OC TRANSP**

Description	Number of Items	<i>Number of Compliant Items in Q2-1999</i>	Number of Compliant Item in Q3-1999	Compliance Percentage as of Q3-1999
Servers				
Hardware	37	37	37	
Software	37	37	37	
Sub-total	74	74	74	100%
Servers Databases				
Software	6	6	6	100%
Computer Network				
Hardware	53	53	53	
Software	53	53	53	
Sub-total	106	106	106	100%
Telecom				
Hardware	126	126	126	
Software	126	126	126	
Sub-total	252	252	252	100%
Overall Compliancy	438	438	438	100%

* Work on the computing infrastructure at OC Transpo is complete.

3.14.3 Supply Chain Assessment Status as of 15 September 1999 Computing Infrastructure

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted to date as of Q3-1999	Number of responses received to date as of Q3-1999	Number of Unique Critical Suppliers Identified for Computing Infrastructure	Number of Critical Common Suppliers identified for Computing Infrastructure
ISD	20	20	20	0	0

- Supply chain assessments for OC Transpo and the Ottawa-Carleton Regional Police Service computing infrastructure were done as part of the overall supply chain assessment for those Departments. Please refer to Department-specific sections of these two service areas for more information about the supply chain.

3.14.4 Q3-1999 Highlights for the Computing Infrastructure Information Systems Division (ISD)

- The overall number of items/devices has increased from 679 to 692 between Q2-1999 and Q3-1999 due to new growth. However, the Technology Infrastructure Branch was able to increase the overall percentage of items that tested Year 2000 compliant. The number of items/devices is expected to grow slightly as new hardware is added to support new applications that are being implemented as part of the overall Year 2000 Program remediation strategy. This new equipment will be tested prior to being rolled out into production.
- During Q2-1999, the network routers and network services such as E-mail and SMS were tested and confirmed to be Year 2000 compliant. As well, ISD began assuming responsibility for Environment and Transportation Department's network infrastructure, completing the migration of ETD's file and printer servers from Novell to NT, ensuring that these servers are Year 2000 compliant.
- During this past quarter, additional Corporate network services such as Right Fax and Shiva dial-in were tested and confirmed to be Year 2000 compliant.

Q3-1999 Highlights for the Computing Infrastructure for the Ottawa-Carleton Regional Police Service (OCRPS)

- With few exceptions, all personal computers and laptops are Year 2000 compliant.
- The vendor compliance research is complete and remediation activities are well

underway.

- SMS software has been implemented which will facilitate the roll out of new versions of software and software upgrades.
- Testing of software service packs for the servers and workstations has been completed. The rollout of Service Pack 5 for Microsoft NT has commenced for the workstations; with the servers starting in early October. All workstations and servers will be upgraded by mid-October which will complete the Year 2000 compliance efforts for these critical components of the Information Technology infrastructure.

Q3-1999 Highlights for the Computing Infrastructure for OC Transpo

- All remediation work on the computing infrastructure at OC Transpo is complete.

3.14.5 Q3-1999 Contingency Planning Highlights for the Computing Infrastructure Information Systems Division (ISD)

- Contingency plans that have been developed in other operating areas of the Region have identified some dependencies on the continued availability of computing infrastructure support. Therefore, contingency plans for the Information Technology groups will be focussed on supporting other contingency plans.
- The following Disaster Avoidance and Recovery Plans (DARP) were developed as part of the technology infrastructure contingency plan, Email, Data Backup, LAN/WAN and Voice System. These plans are all scheduled to be tested by the end of November 1999 where applicable.

Q3-1999 Contingency Planning Highlights for the Computing Infrastructure for Ottawa-Carleton Regional Police Service (OCRPS)

- Documentation of CAD, RMS, Niche and AFIS contingency procedures is well underway.

Q3-1999 Contingency Planning Highlights for the Computing Infrastructure for OC Transpo

- Contingency planning for the computing infrastructure at OC Transpo was the last to be completed and focussed on supporting other contingency plans.

3.14.6 Potential Problems and Issues for the Computing Infrastructure — Information Systems Division (ISD), Ottawa-Carleton Regional Police Service (OCRPS) and OC Transpo

- The Wide Area Network links to all the remote sites are still dependent on the ability of third party vendors to have their equipment tested for Year 2000 readiness. The Region continues to work with these groups and with Bell Canada to ensure that these linkages can be maintained during the millennium transition.
- The slippage in the roll out of Service Pack 5 for Windows NT for the OCRPS servers to October could impact other high priority IT initiatives.

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

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

3.15 CORPORATE SUMMARY

3.15.1 Status of All Business Systems – Q3-1999 “OPEN” as at 15 September 1999

STATUS OF ALL BUSINESS SYSTEMS – Q3-1999 “OPEN” as at 15 September 1999

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	29/37	1	7	0	0
Corporate Fleet	1/2	0	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	210/256	2	12	10	22
Finance	35/42	0	6	1	0
Health	29/38	0	0	2	7
Homes for the Aged	16/17	0	1	0	0
Human Resources	14/14	0	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	7/8	0	0	1	0
OC Transpo	299/306	0	0	0	7
Regional Police Service	8/17	3	2	0	4
Planning and Development Approvals	47/57	0	0	5	5
Social Services	21/38	2	4	3	8
Corporate Total	736/853	8	34	22	53

**3.15.2 Status of All Business Systems—Q3-1999, Completion Targets for
“Critical” and “High” Priority Items ONLY**

Department	CLOSED	To Complete	Comments
Audit	0/0	0	<ul style="list-style-type: none"> • Complete
Clerks	3/3	0	<ul style="list-style-type: none"> • Complete
Elected Officials	0/0	0	<ul style="list-style-type: none"> • Complete
Health	6/6	0	<ul style="list-style-type: none"> • Complete
Human Resources	14/14	0	<ul style="list-style-type: none"> • Complete
Legal Department	5/5	0	<ul style="list-style-type: none"> • Complete
OC Transpo	130/130	0	<ul style="list-style-type: none"> • Complete
Planning and Development Approvals	0/0	0	<ul style="list-style-type: none"> • Complete
Common	29/37	8	<ul style="list-style-type: none"> • SAP Year 2000 Testing to be completed by November (1 Critical item) • Final Year 2000 Patches to the MS Windows/95 and MS-Office Suite (i.e. Word, Excel, etc.) to take place in October (6 High priority items) • MAP development tracking implementation (1 High priority item)
Corporate Fleet	1/2	1	<ul style="list-style-type: none"> • New fuel dispensing system capital upgrade to take place in early October (1 High priority item)
Environment and Transportation	109/123	14	<ul style="list-style-type: none"> • 9-1-1 system - implementation of 4 recommendations from the review (1 Critical item) • Instrument interfaces Lab changes in WEPD (1 Critical item) • Final work on several high priority business applications (12 High priority items)
Finance	21/27	6	<ul style="list-style-type: none"> • Operating budget, 4 SSD related applications (see below) plus 2 others (6 High priority items)

Department	CLOSED	To Complete	Comments
Homes for the Aged	13/14	1	<ul style="list-style-type: none"> New scheduling package to be implemented in October (1 High priority item)
Information & Public Affairs	5/6	1	<ul style="list-style-type: none"> Implementation of MAP – 24 Hour Call Centre to be completed in October (1 High priority item)
Regional Police Service	5/10	5	<ul style="list-style-type: none"> Upgrade to the radio system in October, plus completion of Court Preparation and Time and Attendance systems (3 Critical items) Complete mobile workstations implementation and replacement for Cell Block Management System (2 High priority items)
Social Services	12/18	6	<ul style="list-style-type: none"> Completion of Ontario Work Technology and Welfare, plus RSVP implementation by mid-November (represents 2 Critical and 4 High priority items)
Corporate Total	353/395	42	(8 Critical and 34 High priority items)

3.15.3 Status of Embedded Process Control Systems – Q3-1999

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q3-1999

		“OPEN” as at 15 September 1999						
ETD	CLOSED	Critical	High	Medium	Low			
Water	52/59	1	0	3	3			
WEPD-Sewage	33/40	5	0	0	2			
		Completion Targets for “Critical” and “High” Priority Items ONLY						
		1998		1999		UNKNOWN		
ETD	CLOSED	Q3	Q4	Q1	Q2		Q3	Q4
Water	47/48						1	0
WEPD-Sewage	30/35						5	0

3.15.4 Status of Facilities Management Systems – Q3-1999

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q3-1999

	<i>Total Number of Systems Identified as of Q2-1999</i>	<i>Total Number of Systems Assessed as of Q2-1999</i>	Total Number of Systems Identified to Date as of Q3-1999	Total Number of Systems Assessed to Date as of Q3-1999	Total Number of Systems Remaining to Research
Facilities Systems	315	315	316	316	0

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q3-1999

Classification Of Facility	<i>Total Number of Systems that need testing</i>	Number of Systems Remaining to Test as of Q3-1999	<i>Number of Systems with known compliance issues in Q2-1999 *</i>	Number of compliance issues to resolve as of Q3-1999
Critical	70	6	4	0
High Priority	22	12	1	0
Total	92	27	5	0

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

PART 4 – NEXT STEPS

4.1 Upcoming Milestones

- Develop and run rehearsals for key contingency plans.
- Departmental senior management briefings in October 1999 – current quarterly results.
- Memorandum to all Regional staff to update them on Year 2000 progress.
- Continued work with READY 2000 partners throughout the next quarter.
- Interim Year 2000 status report in November/December 1999.
- Utilities presentation on 22 October 1999 (Bell Canada, Enbridge Consumers Gas, Ontario Power Generation, TransCanada Pipelines).
- Update to the 9-1-1 Management Board in October 1999 on the results of the documentary audit of the Region's portion of the 9-1-1 System and the Review of local 9-1-1 partners.

PART 5 – SUMMARY

There are fewer than 100 days until 01 January 2000. The Region's Year 2000 Task Force continues to meet major milestones while remaining under budget. Many of the major service areas such as water and traffic control are now Year 2000 Ready.

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

All contingency plans are complete, and testing of some of these plans will take place over the fall.

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

The Region's Year 2000 Task Force will provide one report prior to year end in the form of an interim report covering the status of the program to mid-November. The Task Force will also provide a final detailed quarterly report for the remainder of 1999 to senior management and Regional Council members early in 2000.

Original signed by:

Greg Geddes

Director, Year 2000 Program

Year 2000 Task Force Members

Greg Geddes, Year 2000 Program Office, Chair

Gerry Champagne, Year 2000 Program Office (Liaison for Administrative Departments and Homes for the Aged)

Inspector Karl Erfle, Ottawa-Carleton Regional Police Service

Carole Lavigne, Year 2000 Program Office

Glen Mullins, OC Transpo

Doug McCaslin, Year 2000 Program Office

Ken McDougall, Information Systems Division

Bill McKinnon, Year 2000 Program Office

David Kelly, Environment and Transportation Department

Andy Roche, Health Department

Larry Ostler, Social Services Department

Elaine Panke, Information Systems Division

David White, Legal Department

REGION OF OTTAWA-CARLETON

YEAR 2000 PROGRAM

REPORT FOR THE THIRD QUARTER OF 1999

APPENDICES

APPENDICES

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