REGION OF OTTAWA-CARLETON

YEAR 2000 PROGRAM
REPORT FOR THE SECOND QUARTER
OF 1999

Submitted to
CORPORATE SERVICES AND ECONOMIC
DEVELOPMENT COMMITTEE

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

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

EXECUTIVE SUMMARY

This document provides a status report to the end of the second quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 16 March 1999 to 15 June 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 second quarter of 1999, we continue to make expected progress on Critical and High priority items.

- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only seventy-six (76) 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 within Ottawa-Carleton.

CORPORATE HIGHLIGHTS

- In June 1999, Management Committee further defined the critical period for designated essential services staff as 31 December 1999 to 07 January 2000 and 28 February 2000 to 03 March 2000 (from 15 December 1999 to 01 March 2000). Resource plans supplementing contingency plans are to be completed by the end of June 1999, and will identify essential employees who will be required to work over the

critical periods to ensure the continued provision of Regional services. It should be noted that the Ottawa-Carleton Regional Police Service (OCRPS) has cancelled all leave for its employees for the period 28 December 1999 to 31 January 2000 to ensure maximum patrol presence during the millennium changeover.

- We are pleased to report that we have had no 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 76 external suppliers are considered critical to our operations from an original list of 808.

- Year 2000 vendor compliance research has been completed on 1,861 of 1,988 unique products (from 612 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 six hundred (600) PCs were fixed and re-tested during the quarter, leaving just under three hundred (300) to fix.

- Contingency planning workshops were held for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support) which will produce twenty-four (24) contingency plans. Most have received preliminary review by the Emergency Measures Unit and more than two-thirds (2/3) have been signed-off by the respective Department Head. The outstanding contingency plans are expected to be signed off early in the third quarter. As part of this contingency planning process, departments will be identifying essential service staff to support their contingency plans and developing 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 $12,699,000 committed, out of a total allocation of $19,280,000.

- In this quarter, the Year 2000 Program Office participated in numerous READY 2000 initiatives including thirteen (13) community forums. There were also twenty-two (22) presentations made to external agencies about the Year 2000 readiness of key regional services.

- READY 2000 partners launched a communications strategy on 30 March 1999. The focus of this strategy is to inform 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, including the potential impact of the Year 2000.

- The "READY 2000 Emergency Preparedness Guide" was developed and distributed in the *Ottawa Citizen* and *Le Droit* on 11-12 June 1999. This booklet conveys key messages from the READY 2000 partners around their state of Year 2000 readiness and advises on how to deal with any emergency situations at home. The READY 2000 guide is available from local Fire Departments, area municipalities and the Regional Government.

- 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, Industry Canada, the National Contingency Planning Group, local hospitals and Carleton University.

MAJOR SERVICE AREA HIGHLIGHTS

- 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. A documentary audit led by the Region's Year 2000 Program Office is now underway.

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in the event of a failure of the 9-1-1 PBX at Police Headquarters.

- The Regional water treatment, delivery and storage system is "Y2K READY" based on the remediation work done last November by Water Division staff on the existing Central Supervisory Control and Data Acquisition (SCADA) System. Therefore, compliant monitoring and control systems are in place to ensure the continued service and delivery of water through all critical roll-over dates.

- Contingency plans for water supply have been revised to address potential Year 2000 problems. A "dry run" of fully manual operations (i.e. all SCADA and Computer controls turned off) of the water plants and distribution system is tentatively scheduled for the fall of 1999.

- A new Water Billing System was implemented in January 1999 to replace a non-compliant system that ran on the Region's mainframe computer. Further testing of the new system in Q2-1999 confirmed the compliance of this system.

- Year 2000 remedial work on the Supervisory Control and Data Acquisition (SCADA) system for sewage treatment, one of the most critical components of the work plan, is now complete. The required upgrades, as well as an extensive testing program, have been completed ahead of schedule. This permitted the early closure of several other items that interact directly with the SCADA system.

- A total of sixteen (16) challenges in the sewage treatment operations were closed this quarter, all of which were ahead of the Q3-1999 schedule.

- Water Environment Protection Division (WEPD) staff are continuing to check with local area municipalities which operate portions of the sewage collection system, that feed into the Regional system, to ensure that they have remediated their equipment and that they have contingency measures in place. Combined efforts will ensure the continued operation of the region-wide sewage treatment system.

- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed to be compliant. Regardless, 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.

- A significant amount of Year 2000 remediation work has been completed in the past quarter within Homes for the Aged. Many fixes or workarounds are now in place or in the process of being implemented. A comprehensive strategy has been adopted in order to provide for the on-going safety of residents and staff of the three Regional Homes despite potential Year 2000 vulnerabilities.

- 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 implemented in a phased approach across the six District Offices. Completion is scheduled for July 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 June

1999. User acceptance testing and training is still scheduled to occur starting in Q3-1999 and implementation is scheduled for Q4-1999.

- A new Welfare Browser System was implemented in Q1-1999, which replaces the Regional component of the provincial welfare system. Year 2000 compliance of the month-end welfare cheque production function is targeted for Q3-1999.

- The Health Department continues to make progress in repairing systems developed by the Region. The Ministry of Health has remediated and delivered the applications that it provides for use within the Health Department. These applications will be installed early in Q3-1999 by Regional staff.

- The Financial Systems Renewal Program (SAP) is currently being implemented across all Regional Departments. New financial systems are in place with the exception of a small portion of the system being implemented at OC Transpo. This new SAP system is providing compliant replacements for many existing operations management systems within OC Transpo.

- Facilities Management staff have developed comprehensive Year 2000 test protocols and procedures to assess building systems. The test protocols are designed to challenge all building systems and controls on both a stand-alone and integrated basis. These test protocols are available on the Region's Year 2000 Program web site.

- In this quarter, Year 2000 Program Facilities staff efforts were focussed on consolidating information relating to corporate fuel requirements and locations, confirming building inventories, assessing alternative heating options and developing and co-ordinating departmental facility testing and reporting.

- The Year 2000 Program Office continues to monitor developments regarding the Year 2000 readiness programs of major utilities. The Region hosted a two-day session in May with Ontario Power Generation Corporation, the local Hydro utilities, Enbridge Consumers Gas, Trans-Canada Pipelines, and Bell Canada. A follow-up session is scheduled in early Q4-1999.

SIGNIFICANT CHALLENGES

The list of significant challenges is again reduced from the previous quarterly report. We have had many successes over this past quarter and are now getting a clearer picture of the millennium transition.

- While contingency planning has significantly reduced the potential impact of the Year 2000 problem to external utilities and key suppliers for regional essential services, the potential for Year 2000 related impact brought about by things outside of our control is still cause for concern.

- There is the potential for the public to artificially create an emergency situation if they

adopt abnormal behaviours as we move close to the New Year. For example, there is a great safety concern related to many residents deciding to store fuel.

YEAR 2000 BUDGET

- The Year 2000 Program continues to be within budget. In November 1998, the Year 2000 Task Force sought and received pre-approval of the $8,100,000 authority for 1999 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any delays in the normal budget cycle. The Task Force will ask Council this summer for pre-approval of the remaining project authority intended to cover expenses to March 2000.

- The Year 2000 Task Force has developed a more accurate estimate for the balance of the Program and has restated the budget to reflect changes that have occurred during the life of the project. A summary is provided below.

YEAR 2000 BUDGET – Q2-1999

Description	Original Total 3-Year Authority ($000)	Restated Total 3-Year Authority ($000)	1998 Expenditures/ Commitments ($000)	1999 Expenditures/ Commitments To Date ($000)	Forecast to 31 March 2000 ($000)	Projected Final Balance ($000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,252	2,814	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	734	832	-5	Compliance research, consulting services
Business Systems Total	7,100	8,510	3,888	2,766	1,858	-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	100	211	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	681	144	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999 PROGRAM TOTAL	**19,280**	**19,280**	**6,773**	**5,926**	**6,573**	**8**	

STATUS OF ALL BUSINESS SYSTEMS – Q2-1999
"OPEN" as at 15 June 1999

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	19/37	3	15	0	0
Corporate Fleet	0/2	1	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	168/254	4	28	24	30
Finance	33/42	0	8	1	0
Health	21/38	1	2	5	9
Homes for the Aged	15/17	0	2	0	0
Human Resources	12/14	2	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	5/8	0	2	1	0
OC Transpo	295/306	0	4	0	7
Regional Police Service	6/17	4	3	0	4
Planning and Development Approvals	44/57	0	0	4	9
Social Services	20/38	2	6	4	6
Corporate Total	**659/852**	**17**	**72**	**39**	**65**

STATUS OF ALL BUSINESS SYSTEMS — Q2-1999
Completion Targets for "Critical" and "High" Priority Items ONLY

Department	CLOSED	1998		1999				UNKNOWN
		Q3	Q4	Q1	Q2	Q3	Q4	
Audit	0/0					0	0	0
Clerks	10/10					0	0	0
Common	19/37					18	0	0
Corporate Fleet	0/2					2	0	0
Elected Officials	1/1					0	0	0
Environment and Transportation	94/126					22	10	0
Finance	20/28					5	3	0
Health	4/7					3	0	0
Homes for the Aged	11/13					2	0	0
Human Resources	5/7					2	0	0
Information & Public Affairs	7/8					1	0	0
Legal Department	5/7					2	0	0
OC Transpo	126/130					4	0	0
Regional Police Service	3/10					4	3	0
Planning and Development Approvals	17/17					0	0	0
Social Services	11/18					2	5	0
Corporate Total	**333/421**					**67**	**21**	**0**

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q2-1999

		"OPEN" as at 15 June 1999			
ETD	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Water	29/59	4	20	3	3
WEPD-Sewage	32/40	5	0	0	3

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
ETD	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Water	24/48					5	19	0
WEPD-Sewage	30/35					4	1	0

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q2-1999

	Total Number of Systems Identified as of Q1-1999	*Total Number of Systems Assessed as of Q1-1999*	**Total Number of Systems Identified to Date as of Q2-1999**	**Total Number of Systems Assessed to Date as of Q2-1999**	**Total Number of Systems Remaining to Research**
Facilities Systems	*313*	*281*	**315**	**315**	**0**

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q2-1999

Classification Of Facility	*Total Number of Systems that need testing*	**Number of Systems Remaining to Test as of Q2-1999**	*Number of Systems with known compliance issues ***	**Number of compliance issues to resolve as of Q2-1999**
Critical	*70*	**45**	*4*	**3**
High Priority	*22*	**13**	*1*	**1**
Total	*92*	**58**	*5*	**4**

* 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 the next quarterly report to Corporate Services and Economic Development Committee in October 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 SECOND 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 March 1999 to 15 June 1999 (herein referred to as Q2-1999). This detailed report reflects the progress and the current status of the Program to approximately 15 June 1999.

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

- Corporate Issues Committee – 29 June 1999;
- Management Committee – 05 July 1999;
- Corporate Services and Economic Development Committee – 06 July 1999 (target date);
- Regional Council – 14 July 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 First Quarter of 1999 dated 20 April 1999. In this latest version, the information presented provides quarter-over-quarter progress. Much of the information from Q1-1999 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 Q1-1999; and therefore, does not provide detail on the history and progress of the Region's Year 2000 Program before 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 second quarter of 1999:

"Now that most contingency plans are completed, we are moving ahead in the development of resource plans and development of scenarios for testing the plans."

Contingency planning activities dominated the second quarter of 1999. The outstanding workshops for some of the twenty-four (24) plans were completed during this period. At the end of the quarter two-thirds (2/3) of the plans had been either signed off by Department Heads, and/or had been reviewed by the Emergency Measures Unit. The remaining plans will be completed early in Q3-1999.

Once each plan is completed, a resource plan is developed to identify the staffing levels that must be in place to support it should there be a need to implement it. The resource plan also identifies the staffing levels that must be in place when there is the highest potential for Year 2000 related impact on Regional operations during the critical periods. The resource plans will be used to identify which Regional staff will be designated asessential services staff.

One immediate benefit of the contingency planning exercises has been a re-thinking of the definition of the "critical" period. To this point in time, the Region was defining the critical period as 15 December 1999 to 01 March 2000 (27 December 1999 to 01 February 2000 for the Police). This broad-based window was intended to accommodate differences between various departments in the time required to put contingency plans in place, and was meant to be used as an overall guideline for millennium transition planning.

Contingency planning workshops, combined with more up-to-date information on the Year 2000 readiness of key utilities and suppliers, has allowed Management to replace this broad window with two smaller windows of time: 31 December 1999 to 07 March 2000, and 28 February 2000 to 03 March 2000. The critical period for the Police has not been revised.

"Most remediation efforts are now focussed on testing."

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).

Larger departments have established separate testing beds for testing software applications, and the Year 2000 Program Office has a larger test facility, for the use of departments.

Some complex new systems have recently been implemented (such as the new SAP financial system) to replace a number of existing financial systems. The normal implementation process dictates a certain amount of time to ensure the stability of the new system, before the final Year 2000 testing can take place. Year 2000 compliance issues were part of the selection and implementation of these systems; and therefore, the final testing is intended to be a safeguard before "closing" the system from a Year 2000 perspective.

It is expected that testing will continue to be the major remediation activity during the remainder of 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 second quarter of 1999, total expenditures were $12,699,000 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.

"Based on the information we have regarding the readiness of outside agencies, suppliers and utilities, we can expect little or no disruption in essential services provided by the Region."

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 from the outside world.

Our work with the local READY 2000 partnership has provided us with extensive contact with representatives from many of the key business sectors within Ottawa-Carleton. These people are openly 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 will be some Year 2000 problems experienced within the Region's operations. However, these are not anticipated to be catastrophic failures as predicted by some outsides 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.

Regardless, one cannot completely dismiss the potential for Year 2000 failure brought about by outside influence, and we will continue to work with, and monitor, key external agencies throughout 1999.

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, much 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 within the second quarter of 1999 have included the following:

- Continued work in all areas to identify and implement solutions to address Critical and High priority issues. Some Medium and Low priority items have also been closed in the process.

- Successful completion of Year 2000 testing of the Supervisory Control and Data Acquisition (SCADA) System at the Sewage Treatment Plant.

- Successful implementation of Year 2000 changes to a number of systems in the Social Services Department by the Provincial Ministry of Community and Social Services.

- Receipt of Year 2000 Ready systems for implementation in the Health Department from the Provincial Ministry of Health.

- Completion of contingency planning workshops in all business areas with most plans either completed or to be completed in early Q3-1999.

- Commencement of a project to undertake a detailed review and documentary audit of the Year 2000 readiness of all 9-1-1 partners in Ottawa-Carleton at the request of the 9-1-1 Management Board.

- Completion of compliance information research associated with an additional 408 third-party products, bringing the total of completed research items from 1,453 to 1,861 products.

- Completion of the remediation and re-testing of over 600 personal computers to bring the remaining inventory of non-compliant PCs down to 294.

- Participation in the development of the "READY 2000 Emergency Preparedness Guide" distributed in the 11-12 June 1999 editions of the *Ottawa Citizen* and *Le Droit*, and a series of thirteen (13) Year 2000 community forums throughout the Ottawa-Carleton Region.

PART 2 – UPDATE ON CORPORATE INITIATIVES

2.1   Staffing Update

As in previous quarterly reports, our ability to retain existing IT staff is still a concern to all managers in the Corporation who are dealing with the Year 2000 issue. Turnover rates in the second quarter of 1999 for IT staff were again very low. However, any significant turnover in staff between now and the end of the year would have a significant impact on the progress of the Program.

2.2   Consulting Services Update

During the second quarter of 1999, twenty-four (24) consulting contracts (12 new and 12 extensions) were awarded to work on projects associated with the Year 2000 Program (compared to 32 in Q1-1999). 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, with consultation with Department, was reduced to 808 key suppliers. Contingency planning workshops, and a further review of the suppliers' impact on Regional operations, has reduced the list from 808 to 76 critical suppliers exclusive of the major utilities (Bell Canada, Enbridge Consumers Gas, Ontario Power Generation Corporation and local hydro commissions). The next table shows the distribution of the critical supplier list by major service area.

Supply Chain Review Status as of 15 June 1999

Department	Division	Suppliers on File	Number of Critical Suppliers as of Q2-1999
Corporate Fleet		17	**4**
ETD	Engineering	80	**0**
	Information Systems	2	**0**
	Infrastructure Maintenance	30	**0**
	Mobility Services	27	**0**
	Solid Waste Collection	9	**6**
	Solid Waste Landfill	5	**0**
	Water	96	**4**
	WEPD	163	**21**
Finance	Financial Services	27	**0**
	ISD	20	**0**
Health			**12**
	Adult Health	19	**0**
	Child & Adolescent	32	**0**
	Clinical Services Division/Healthy Sexuality	21	**0**
	Clinical Services/Dental Treatment	10	**0**
	Clinical Services/HIV Prevention	14	**0**
	Environmental Health/CDC Division	9	**0**
Homes for the Aged		31	**9**
Human Resources		6	**0**
Information and Public Affairs		1	**0**
OCRPS		38	**9**
PDA		51	**0**
Social Services		53	**4**
OC Transpo		47	**7**
TOTAL		808	**76**

The quality of the responses received from the suppliers to the Region's assessment letter continues to vary significantly from supplier to supplier. In most cases, Departments have had to follow-up with their suppliers, either face-to-face or by telephone, in order to get a better assessment of the state of Year 2000 readiness of these suppliers. More detailed information on the supply chain review is provided under each specific service area.

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.

2.4   Vendor Compliance Project

Third-party product research continues to be an important aspect of the Region's Year 2000 Program. 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). The inventories that were prepared by operating departments were submitted to this team who are responsible for contacting manufacturers to ascertain the Year 2000 compliance of each product.

To date, over 1,988 unique products from 612 vendors have been identified for research. These products have been subdivided into Business Systems, Facilities Systems, Embedded Systems and the Ottawa-Carleton Regional Police Service inventories, and are exclusive of OC Transpo.

As was the case in the last quarter, most of the new products added to the inventory during the second quarter of 1999 came from the Police inventory. The balance stems from a variety of products that have surfaced from other areas of the Corporation.

The number of vendors and products were reduced within Embedded Systems over the quarter because when the information that was input into the database, it was easier to cull duplicate vendors and products.

Research efforts in Q2-1999 were focussed on completing as much research as possible to assist Departments in making decisions on whether further Year 2000 remediation effort would be required for a product. As a result, Year 2000 compliance research was completed on a total of 408 products during the quarter. There are 127 products remaining; research is scheduled to finish at the end of June 1999.

During Q4-1998, the Vendor Compliance team totaled five (5) researchers and a clerk. This was reduced by two (2) persons by the end of Q1-1999. By the end of Q2-1999, the Vendor Compliance Project will have accomplished its task. In the future, there will be one researcher assigned to update compliance information, as well as be involved in the testing of computer applications.

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 web site.

The Region of Ottawa-Carleton is also a supplier to area businesses, most notably for the water supply and sewage collection. Consequently, businesses are eager to know about the compliance status of our systems and our ability to continue to provide these essential services. In Q2-1999, the Year 2000 Program Office processed sixty-three (63) 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	
	Q1-1999	**Q2-1999**	*Q1-1999*	**Q2-1999**	*Q1-1999*	**Q2-1999**
Business Systems	*449*	**466**	*160*	**164**	*355 (79%)*	**461 (99%)**
Embedded Systems	*722*	**703**	*219*	**199**	*669 (93%)*	**675 (96%)**
Facilities Management Systems	*297*	**315**	*88*	**90**	*272 (92%)*	**315 (100%)**
Ottawa-Carleton Regional Police Services	*391*	**504**	*128*	**159**	*157 (40%)*	**410 (81%)**
Total	*1,859*	**1,988**	*595*	**612**	*1,453*	**1,861**

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.

There are approximately thirty-five hundred (3,500) computers across the Corporation. To date, over three thousand (3,000) computers have been tested and are Year 2000 compliant. Approximately seven hundred and fifty (750) 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 Q2-1999, 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 six hundred (>600) PCs were fixed and re-tested during the quarter, leaving just under three hundred (<300) to fix.

The focus during the third quarter of 1999 will be to complete testing of laptops and special purpose PCs and continue to remediate computers that have been found to be non-compliant. 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. Our vendor is currently working on the development of software to provide fixes for laptops.

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 June 1999**	**Comments**
ISD-Systems	1,173	1,140	33	Initial testing completed. Some laptops remain to be tested/fixed.
ETD-Systems	794	677	117	Initial testing completed. Laptops and specialized PCs have to be tested/fixed.
OCRPS-Systems	953	809	144	Testing/fixes to be completed
OC Transpo-Systems	521	521	0	Includes 30 Wyse Terminals
Total	**3,441**	**3,147**	**294**	

** Includes Laptops

2.6   Contingency Planning

One of the most critical activities that the Year 2000 Program Office has undertaken is coordination of the 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 are as follows:

- Year 2000 issues are numerous and complex;
- There is little time remaining;
- There are complex and unusual internal and external dependencies;
- There is very little experience of like problems;
- Skilled resources are getting scarce and costly;
- It is already too late to deal with all of the issues;
- Many plans (Plan As) are still incomplete, and
- It makes good business sense to have a Plan B.

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

Year 2000 remediation plans (Plan As) are intended to address Year 2000 problems within particular IT assets, while the contingency plans (Plan Bs) look at business functions and the continued delivery of essential services. Contingency plans are not 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 that may be faced by the Corporation, the public and Regional staff because of potential Year 2000 failures. This project compared the statutory and legislated requirements in the Region's services and identified where Year 2000 failures could impact these essential services, as well as where it made good business sense to develop contingency plans for these services.

In cases where contingency or business recovery plan salready existed, the goal was to review these plans and ensure that they were modified or augmented to take into account and accommodate potential Year 2000 failure.

The Year 2000 Program Office has been working with Departments to review their business priorities, identify specific risks, and providing guidance on the development of contingency plans.

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 is providing resources to facilitate the development of the plans by the Departments.

In addition, two members of the Year 2000 Program Office are working closely with Departments to co-ordinate the development of contingencies for critical Regional facilities. This work includes the acquisition and installation of generators and related equipment and the development of test plans and the carrying out of testing activities in regard to facilities.

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

The last contingency planning session took place early in June 1999. Twenty-four (24) contingency plans have been, or are in the process of being developed. As of the end of Q2-1999, eighteen (18) of these plans were signed off by the respective Department Head, and it is expected that another two (2) will be signed by the end of June. The remaining four plans are well advanced, of which three should be finalized early in the third quarter of 1999.

The focus of the contingency planning efforts in Q3-1999 will be on completing the remaining plans, and on the completion of resource and training plans that support the departmental contingency plans. The contingency plans are incomplete until these two additional steps have been taken. Furthermore, the Region is committed to making adjustments to all contingency plans in early autumn 1999 to take into consideration further information that we will receive from our critical suppliers and key business partners. We expect that all contingency plans will be finalized around mid-October 1999.

The Year 2000 Program Office will continue to monitor progress within the Departments regarding actions and measures contained in their plans that were scheduled to be completed before the year-end.

2.7   Budget Update

The Year 2000 Program continues to be within budget. In November 1998, the Year 2000 Task Force sought and received pre-approval of the $8,100,000 authority for 1999 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any delays in the normal budget cycle. The Task Force will ask Council this summer for pre-approval of the remaining project authority intended to cover expenses to March 2000.

As of 15 June 1999, commitments totaling $12,699,000 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, $6,637,000 of total commitments is strictly related to Year 2000 issues.

It must be stressed that to a certain extent, the full extent of the Year 2000 problem/ solution remains an unknown; and therefore, it is still too early to put a firm price tag on the total cost of this exercise.

The Year 2000 Task Force has developed a more accurate estimate for the balance of the Program and has restated the budget to reflect changes that have evolved during the life of the project. A summary is provided below.

YEAR 2000 BUDGET – Q2-1999 -- 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	1,252	2,814	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	734	832	-5	Compliance research, consulting services
Business Systems Total	7,100	8,510	3,888	2,766	1,858	-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	100	211	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	681	144	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen

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
1998/1999 PROGRAM TOTAL	19,280	19,280	6,773	5,926	6,573	8	

The one-page work order (used for all routine approvals associated with the Program falling 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

The Region's Year 2000 communications activities continue to focus on providing both the public and Regional staff with timely and relevant information about the progress of Year 2000 remediation and contingency planning projects at the Region.

During the second quarter of 1999, the Year 2000 Program Office participated in numerous READY 2000 initiatives. Twenty-two (22) presentations were made to external agencies regarding the Year 2000 readiness of key regional services.

COMMUNICATIONS ACTIVITIES – Q2-1999

ACTIVITY	Q1-1999	Q2-1999
Inquiries by Residents	39	38
Inquires by Municipalities	29	15
Inquiries by Businesses	25	24
Inquiries by Media	30	15
External Presentations provided by the Program Office	15	22
Average Web Site Hits per Month	375	235

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

In the previous quarter, the Region, along with local area municipalities and a number of key public and private sector organizations in Ottawa-Carleton began the task of region-wide Year 2000 emergency preparedness coordination, at the request of area Chief Administrative Officers.

This group, working under the banner of READY 2000, includes representation from Bell Canada, Enbridge Consumers Gas, local hydro providers, 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 Emergency Measures Unit of the Region of Ottawa-Carleton is coordinating the action plan for this group while the City of Nepean is coordinating communication activities. The READY 2000 Contact Group sets direction for the Communications Group. Participating agencies have representation on both committees.

In this quarter, the READY 2000 Contact Group began a thorough 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 launched a communications strategy on 30 March 1999. The focus of this strategy is to inform 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.

Some of the communications activities for this quarter include:

- READY 2000 partners taking part in a series of thirteen (13) Year 200 community forums across the Region during the months of April and May 1999.

- The "READY 2000 Emergency Preparedness Guide" was developed and distributed in the *Ottawa Citizen* and *Le Droit* on 11-12 June 1999, to convey key messages from the READY 2000 partners around their state of Year 2000 readiness and to advise on how to deal with any emergency situations at home. The READY 2000 guide is available from local Fire Departments, area municipalities and regional government.

- A READY 2000 web site (located at *www.ready2000.org)* with links to all participating agencies, with the following umbrella logo.

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 Q2-1999 (15 requests in total). The Region, and the larger area municipalities within Ottawa-Carleton, continues 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 also provided detailed briefings to, among others, Industry Canada, the National Contingency Planning Group, local hospitals and Carleton University.

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-two (22) 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, 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 Q2-1999 Remediation Highlights for the Regional portion of the 9-1-1 Service

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in case of a failure of the 9-1-1 PBX at Police Headquarters.

- 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. The documentary audit led by the Region's Year 2000 Program Office is now underway.

- The documentary audit will identify all components of the 9-1-1 Service (including ambulance and fire), and will determine any degree of further compliancy and testing that is required. It will also recommend other steps necessary to ensure the continued operation of the 9-1-1 Service. The audit will proceed during the summer months, and it is expected that results will be available for the next quarterly report.

3.1.2 Q2-1999 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 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.

- All 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.

- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a comprehensive 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.

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

- 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.

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 around 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

		"OPEN" as at 15 June 1999			
OCRPS	**"CLOSED"**	**Critical**	**High**	**Medium**	**Low**
As of Q1 –1999	*1/17*	*5*	*4*	*2*	*5*
As of Q2-1999	**6/17**	**4**	**3**	**0**	**4**

		Completion Targets for "Critical" and "High" Priority Items ONLY					
		1998		**1999**			
OCRPS	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*1*				*2*	*6*	*1*	*0*
Q2-1999 Targets	**3**					**4**	**3**	**0**

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

YEAR 2000 CHALLENGE	RANKING	*Q1 TARGET FOR CLOSURE*	**Q2-1999 TARGET FOR CLOSURE**
Computer Aided Dispatch (CAD)	C-1	*Closed*	**Closed**
9-1-1 System (PBX Upgrade)*	C-1	*Q2-1999*	**Closed**
Radio Infrastructure Project	C-1	*Q3-1999*	**Q3-1999**
Records Management System (RMS)	C-2	*Q3-1999*	**Q3-1999**
Court Preparation System	C-2	*Q3-1999*	**Q4-1999**
Time and Attendance Scheduling	C-2	*Q3-1999*	**Q3-1999**

YEAR 2000 CHALLENGE	RANKING	*Q1 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Mobile Work Station (laptops)	H-1	*Q4-1999*	**Q4-1999**
Cell Block Management	H-1	*Q3-1999*	**Q4-1999**
Automated Fingerprint Identification System	H-1	*Q2-1999*	**Closed**
CREMMS (RCMP link)	H-2	*Q3-1999*	**Q3-1999**

* Only OCRPS portion of 9-1-1Service

- 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 June 1999 - Ottawa-Carleton Regional Police Service

DEPARTMENT/ DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	**Number of Key Suppliers Identified as of Q2-1999**	**Number of Key Suppliers Contacted as of Q2-1999**	**Number of responses received to Date as of Q2-1999**	**Number of Critical Suppliers Identified**
OCRPS	*40*	*40*	**42**	**42**	**21**	**9**

- Letters have been sent to OCRPS key suppliers and 21 have responded as of 15 June 1999. Critical suppliers continue to be engaged directly as part of the 9-1-1 comprehensive review or by personal contact.

3.2.4 Q2-1999 Remediation Highlights for the Ottawa-Carleton Regional Police Service

- The upgrade of the 9-1-1 telephone switch (PBX) located at the Regional Police Service headquarters has been completed with a fully Year 2000 compliant PBX.

- The Bell Canada network now permits the re-directing of 9-1-1 calls to the backup site located at the Region of Ottawa-Carleton headquarters at 111 Lisgar Street. This backup facility will be used in case of a failure of the 9-1-1 PBX at Police Headquarters.

- Detailed asset inventories have been completed for all business units and vendor compliance research has been substantially completed. Remediation activities are underway to address non-compliant assets with Critical and High priority assets being addressed first. These remediation efforts will be largely complete in Q3-1999.

- A comprehensive Information Technology plan has been created to support remediation efforts. Several of the Information Technology infrastructure assets have already been upgraded to compliant versions/models. With few exceptions, the personal computers (including laptops) that have been upgraded in this quarter are now Year 2000 compliant.

- An assessment of the extent of Year 2000 testing that was done by the vendors of the various 9-1-1 components has been completed. A documentary audit led by the Region's Year 2000 Program Office is underway. The audit will identify all components of the 9-1-1 Service (including ambulance and fire), and will determine the degree of additional compliancy and testing required. It will then recommend other steps necessary to ensure the continued operation of the 9-1-1 Service. The audit will proceed during the summer months, and it is expected that results will be available for the next quarterly report.

- Inspector K. Erfle, who represents the OCRPS on the READY 2000 Contact Group, participated in the development of the "READY 2000 Emergency Preparedness Guide" distributed in the 11-12 June 1999 editions of the *Ottawa Citizen* and *Le Droit*. He also took part in a series of Year 2000 community forums throughout the Ottawa-Carleton Region. Acting Inspector R. Murphy continues to represent the OCRPS on the READY 2000 Communications Group.

- 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.

3.2.5 Q2-1999 Contingency Planning Highlights for the Ottawa-Carleton Regional Police Service

- The four contingency plans developed in Q1-1999 were compressed into three (3) plans to ensure that operational responsibilities are clearly articulated. The three plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan and cover the following business areas:

    - Communications (includes 9-1-1) Service;
    - Patrol Operations (includes Operations Support); and
    - Information Technology.

- Business managers developed action plans identifying the activities that need to be completed to ensure a functional contingency plan. Personnel that can be reassigned to Patrol have been identified, including their equipment, training and uniform requirements. This will permit maximum patrol presence over the millennium period.

Plans will be fully documented and rehearsed in Q3-1999 and Q4-1999. The OCRPS Corporate Planning Group will coordinate the preparation of a consolidated contingency plan.

- 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 decision to order backup generators for the Bank Street and Greenbank Road buildings and to install external electrical hookups at these locations. This will ensure that the OCRPS will be able to provide operational services from their primary buildings during the critical Year 2000 period. Backup generators are already in place at the other two key police buildings (Elgin and Blair Road).

3.2.6 Q2-1999 Millennium Celebration Planning Highlights for the Ottawa-Carleton Regional Police Service

- 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 a number of Staff Sergeants to coordinate the detail planning for the millennium period. This group will also be responsible for finalizing and rehearsing the Operations Contingency Plan. Activities in support of this initiative in Q2-1999 were as follows:

  - Coordination meetings with the RCMP and National Capital Commission; and
  - Received some responses to a letter sent to area municipalities requesting information on the millennium celebrations being planned. Requirements for police presence in order to assist with crowd control and other related issues around the millennium period are being assessed.

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

- 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.

- Millennium celebrations across the Region could potentially create a strain on police resources.

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?

- Will Ottawa-Carleton be safe come the new millennium?

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 "Y2K READY" based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System. Therefore, compliant 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.

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

3.3.1   Year 2000 Business Systems Priorities Summary –Water Supply

		"OPEN" as at 15 June 1999			
Water Division	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
As of Q1-1999	*20/59*	*4*	*24*	*2*	*9*
As of Q2-1999	**29/59**	**4**	**20**	**3**	**3**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
Water Division	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*20*				*1*	*2*	*25*	*0*
Q2-1999 Targets	**24**					**5**	**19**	**0**

- The increase of one "Medium" priority item is due to the upgrading of the "Britannia Pilot Plant" item from a "Low" priority.

- Combined system facility testing (i.e. security fire alarm, elevators and the heating, ventilation and air conditioning system) allowed the Division to close some "Low" priority items.

3.3.2   Ordered list of "Critical" and "High" – Water Supply

YEAR 2000 CHALLENGE	RANKING	EXISTING SCADA SYSTEM	SCADA UPGRADE TARGET FOR CLOSURE**
Central Process Control SCADA - VCI & "SCADA Upgrade Project"	Critical	Y2K Compliant	Closed
Local Process Control - AB/PLC & "SCADA Network"	Critical	Y2K Ready	Q4-1999
Lowlift Pumping	Critical	Y2K Ready	Q3-1999
Chemicals	Critical	Y2K Ready	Q4-1999
Diesel Generators & Fuel Systems	Critical	Y2K Ready	Q4-1999
Mixing Chambers & Settling Basins & Clarivac	High	N/A	Closed
Filters	High	Y2K Compliant	Q4-1999
Wash Water System	High	Y2K Compliant	Q4-1999
Highlift Pumping	High	Y2K Ready	Q3-1999
Laboratories	High	N/A	Closed
Service Water System	High	N/A	Closed
Gas Monitoring & Detection Systems	High	N/A	Closed
Fleet – Turbines	High	Y2K Ready	Q3-1999
Fleet Headworks – gates, etc.	High	Y2K Ready	Q3-1999
Electrical sub-stations	High	N/A	Q3-1999
Electrical switch gear and breakers	High	Y2K Ready	Q4-1999
UPS Systems	High	N/A	Closed
Fleet Electrical System	High	Y2K Ready	Q4-1999
Fleet St. UPS	High	N/A	Closed
Heating Systems & Boilers	High	N/A	Closed
Ventilation & Air Conditioning Systems	High	N/A	Closed
Carleton Lodge Pump Station	High		Q4-1999
Carp Pump Station	High		Q4-1999
Hillside Pump Station	High	De-commissioned	Closed

YEAR 2000 CHALLENGE	RANKING	EXISTING SCADA SYSTEM	SCADA UPGRADE TARGET FOR CLOSURE**
Hillside #3	High	De-commissioned	Closed
Kings Park #1 Pump Station	High	Y2K Compliant	Closed
Kings Park #2 Pump Station	High	Y2K Compliant	Closed
Munster Pump Station	High	Y2K Compliant	Closed
Vars Pump Station	High		Q4-1999
Barrhaven Pump Station & Reservoir	High		Q4-1999
Billings Bridge Pump Station & Alta Vista Tank	High	Y2K Compliant	Closed
Brittany Dr. Pump Station	High		Q4-1999
Carlington Heights Pump Station	High	N/A	Closed
Carlington Heights Reservoir	High	Y2K Compliant	Closed
EMR Pump Station & Stittsville Tank	High		Q4-1999
Forest Ridge Pump Station & Innes Rd Tank	High		Q4-1999
Glen Cairn Pump Station	High		Q4-1999
Glen Cairn Reservoir	High		Q4-1999
Montreal Road Pump Station & Montreal Rd Tank	High	Y2K Compliant	Closed
Orleans Pump Station	High		Q4-1999
Orleans Reservoir	High	Y2K Compliant	Closed
Ottawa South Pumping Station	High		Q4-1999
South Gloucester Pumping Station & Carlsbad Springs	High		Q4-1999

** The SCADA Upgrade Project will include complete Year 2000 testing, both for individual components and for part of the *final site acceptance part* of the overall project. The completion of this testing is reflected in the above table in the column entitled "SCADA Upgrade Target for Closure".

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 June 1999 – Water Supply

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified to Date as of Q2-1999	Number of Key Suppliers Contacted to Date as of Q2-1999	Number of responses received to Date as of Q2-1999	Number of Critical Suppliers Identified
Water Division	95	89	95	89	89	4

- All 89 suppliers that have been contacted have responded. The Water Division is confident that all 89 are prepared for Year 2000 and will not have a negative impact or divisional activities. It should be noted that the remaining six (6) suppliers refer to the local hydro commissions. The Year 2000 Program Office will continue to monitor and engage them over the course of the year.

3.3.4 Q2-1999 Remediation Highlights for ETD – Water Supply

- While no longer a direct requirement of Year 2000 remediation, the SCADA upgrade project is still critical to the Water Supply operations, and must proceed in order to continue to reduce the risk of failure within the system due to the age of the existing equipment. This project will address both non-critical and non-compliant components, which are found outside of the Water Division's existing Central SCADA system. The project is also a key component of the Division's business process. The continuation of the project is essential both for the operation of the Division and for the continued reduction of Year 2000 risk associated with lower priority items that are outside the scope of the existing SCADA system.

- Water Division staff continue to monitor key suppliers of goods and services to the Division to ensure that there is no service interruption on their part caused by a Year 2000 failure linked to their operations. As a safeguard, the Division has increased its on-site supply of chemicals used in the water treatment process from a minimum of two weeks to a minimum of one month.

- A new Water Billing System was implemented in January 1999 to replace a non-compliant system that ran on the Region's mainframe computer. Further testing of the new system in Q2-1999 confirmed the compliance of this system.

- Completion of "Integrated Facility Testing" and re-testing of Heating, Ventilation, and Air Conditioning (HVAC) Systems allowed closure of four (4) separate systems and ensured that the buildings in the two main Water Production Plants (i.e. the Lemieux and Britannia Facilities) would continue to operate into the Year 2000. In

previous (Q1-1999) testing of the Central Building Management System, the central clock and the building system was advanced into the Year 2000 including the February 29 rollover.

3.3.5 Q2-1999 Contingency Planning Highlights for ETD – Water Supply

- Contingency plans have been revised to address potential Year 2000 problems. A "dry run" of fully manual operations (i.e. all SCADA and Computer controls turned off) of the water plants and distribution system is tentatively scheduled for the fall of 1999.

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 focus of most 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 compliancy. Sixteen (16) embedded systems items originally scheduled for closure in Q3-1999 were closed in this quarter.

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

Water Environment Protection Division	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
As of Q1-1999	*14/40*	*20*	*1*	*2*	*3*
As of Q2-1999	**32/40**	**5**	**0**	**0**	**3**

Water Environment Protection Division	CLOSED	Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
		Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Q1-1999 Closures	*14/35*				*0*	*20*	*1**	*0*
Q2-1999 Closures	**30/35**					**4**	**1**	**0**

* One of the wastewater collection pumping stations (Hemlock) is currently undergoing a non-Year 2000 retrofit for operations purposes. All new components and equipment must be accompanied by Year 2000 certification and are expected to be installed or verified by the end of this year. 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.

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

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Embedded Systems			
Aeration	C-02	*Q3-1999*	**Closed**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Cogeneration	C-01	*Q3-1999*	**Closed**
Diesel Generation - Plant	C-01	*Closed*	**Closed**
Digesters	C-02	*Q3-1999*	**Closed**
Primary	C-01	*Q3-1999*	**Q3-1999**
Raw Sewage Pumping Station	C-01	*Q3-1999*	**Closed**
Screen & Degrit	C-01	*Q3-1999*	**Closed**
Secondary	C-02	*Q3-1999*	**Q3-1999**
Thickening & Dewatering	C-02	*Q3-1999*	**Closed**
Wastewater Treatment Samplers	H-01	*Q3-1999*	**Closed**
SCADA	C-01	*Q3-1999*	**Closed**
Energy Management System	C-01	*Q3-1999*	**Q3-1999**
Acres Rd Pumping Station	C-01	*Q3-1999*	**Closed**
Carleton Lodge Pumping Station	C-01	*Closed*	**Closed**
Carp Pumping Station	C-01	*Closed*	**Closed**
Hazeldean Pumping Station	C-01	*Q3-1999*	**Closed**
Hemlock Pumping Station	C-01	*Q4-1999*	**Q4-1999**
Lees Ave. Pumping Station	C-01	*Closed*	**Closed**
Lees Ave. Leachate	C-01	*Q3-1999*	**Closed**
March Pumping Station	C-01	*Closed*	**Closed**
Mooney's Bay flume	C-03	*Q3-1999*	**Closed**
Munster Lagoon	C-02	*Q3-1999*	**Closed**
Munster One Pumping Station	C-01	*Closed*	**Closed**
Munster Two Pumping Station	C-01	*Closed*	**Closed**
RCAF Pumping Station	C-02	*Closed*	**Closed**
RCMP Pumping Station	C-02	*Closed*	**Closed**
Richmond Pumping Station	C-01	*Q3-1999*	**Closed**
Rideau River Pumping Station	C-01	*Q3-1999*	**Closed**
Signature Ridge Pumping Station	C-01	*Q3-1999*	**Closed**
Stittsville Pumping Station	C-01	*Closed*	**Closed**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Walkely Chamber*	C-03	*Closed*	**Closed**
Lab	C-02	*Q3-1999*	**Q3-1999**
Paging	C-01	*Closed*	**Closed**
Gas Monitor	C-01	*Closed*	**Closed**
Trail Road Landfill	C-03	*Closed*	**Closed**

* Please note that the Walkely Chamber item was previously included in all summary totals but was not input into the above list.

- 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 June 1999 - Sewage Collection and Treatment

DEPARTMENT/ DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	**Number of Key Suppliers Identified to Date as of Q2-1999**	**Number of Key Suppliers Contacted to Date as of Q2-1999**	**Number of Responses Received to Date as of Q2-1999**	**Number of Critical Suppliers Identified**
Water Environment Protection Division	*161*	*158*	**161**	**158**	**87**	**21**

- The number of supplier responses received in this quarter was seven (7).
- Of the 21 critical suppliers, 17 have responded with positive Year 2000 readiness comments. We have not heard formally from the remaining four critical suppliers.

  Work scheduled for Q3-1999:
- The three (3) key suppliers not yet contacted refer to the local Hydro Commissions. The Year 2000 Program Office will continue to monitor and engage them over the course of the year.

3.4.4 Q2-1999 Remediation Highlights for Sewage Collection and Treatment— Water Environment Protection Division

- There were a total of sixteen (16) challenges closed this quarter, all of which were ahead of the Q3-1999 schedule. Please see Appendix C – Detailed Summary of Critical and High Priority Issues in the Water Environment Protection Division (Sewage Treatment) for noted items.

- Year 2000 remedial work on the Supervisory Control and Data Acquisition (SCADA) system, one of the most critical components of the work plan, is now complete. The required upgrades, as well as an extensive testing program, have been completed ahead of schedule. This permitted the early closure of several other items that interact directly with the SCADA system.

- All compliance research on Year 2000 susceptible components, equipment and systems has been completed.

- All the components, equipment and systems that function with a 2-digit year and have been verified as "Year 2000 compliant" by the vendor have been assessed for use by staff. In no case was it found that the 2-digit year component would compromise the use or output of the item.

- Water Environment and Protection Division staff continue to check with local area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system, to ensure that they have remediated their facilities and that they have contingency measures in place. This will ensure the successful operation of the region-wide sewage treatment system over critical roll-over dates.

3.4.5 Q2-1999 Contingency Planning Highlights for Sewage Collection and Treatment—Water Environment Protection Division

- The Water Environment Protection Division Year 2000 Contingency Plan was completed in the fourth quarter of 1998. Detailed procedures, which accompany the plan, were completed in this quarter. These procedures will be used by operational staff to assist in effectively implementing the contingency plan should the need arise. In June 1999, all human resources and equipment required to carry out the contingency plan will be identified.

- 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 is also being installed at sewage pumping stations where permanent generators do not reside. The existing onsite co-generation facility cannot provide full backup power for the sewage treatment plant. The plant requires a hydro feed from Gloucester Hydro in order to operate.

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 bi-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 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.

3.5.1   Year 2000 Business Systems Priorities Summary – Traffic Control

Traffic Control	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
As of Q1-1999	*44/62*	*2*	*11*	*0*	*5*
As of Q2-1999	**57/62**	**0**	**3**	**0**	**2**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
Traffic Control	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Q1-1999 Targets	*18*				*13*	*0*	*0*	*0*
Q2-1999 Targets	**28**					**3**	**0**	**0**

3.5.2   Ordered list of "Critical" and "High" – Traffic Control

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Traffic Control Systems			
EASI (system)	C-01	*Closed*	**Closed**
EASI reports	C-01	*Closed*	**Closed**
Location Ref	C-01	*Q2-1999*	**Closed**
L8Dnld - L8 controller download program	C-02	*Closed*	**Closed**
L9 controller download program	C-02	*Closed*	**Closed**
STCS - update traffic system data (LOADER)	C-02	*Closed*	**Closed**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Traffic Control Systems			
TCTLC40 (Preheat)	C-02	*Q2-1999*	**Closed**
QCL - Qualified Candidates List	H-00	*Closed*	**Closed**
Signal Contingency	H-00	*Closed*	**Closed**
TMCS - manage traffic movement counts from TSIPS	H-00	*Closed*	**Closed**
Bellcust - Bell signal customer invoice system	H-01	*Q2-1999*	**Q3-1999**
Graphics Advantage	H-01	*Closed*	**Closed**
Hydro (manage hydro billings)	H-01	*Q2-1999*	**Q3-1999**
QNX Loretta 4.23	H-01	*Closed*	**Closed**
Work forecast system	H-01	*Q2-1999*	**Q3-1999**
Drawing Manager (DM) - all signals, wiring, etc.	H-02	*Closed*	**Closed**
Lane King	H-02	*Q2-1999*	**Closed**
Multipro	H-02	*Q2-1999*	**Closed**
Procomm (DOS)	H-02	*Q1-1999*	**Closed**
225 Link	H-03	*Q2-1999*	**Closed**
Crosstalk 16	H-03	*Q1-1999*	**Closed**
Adpro-Video Compose s/w	H-04	*Closed*	**Closed**
Backup Exec network utility	H-04	*Closed*	**Closed**
Cyclon (Line Reader)	H-04	*Q2-1999*	**Closed**
DMM-506 Multimeter Software	H-04	*Q2-1999*	**Closed**
ISR - traffic ops intersection status report	H-04	*Closed*	**Closed**
Power Chute Network Utility	H-04	*Closed*	**Closed**
Service Req	H-04	*Closed*	**Closed**
Communication Information Database	H-04	*Q1-1999*	**Closed**

- Bellcust is running slightly behind schedule, and will be finished early in Q3-1999.
- Hydro program requires coordination with local Hydro companies (involves the billing/invoicing process). Expected completion is early Q3-1999.
- Work Forecast System is to be completed after Hydro is completed. Expected

completion mid to late Q3-1999.

- 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 June 1999 - Traffic Control

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified to Date as of Q2-1999	Number of Key Suppliers Contacted to Date as of Q2-1999	Number of responses received to Date as of Q2-1999	Number of Critical Suppliers Identified
Traffic Control	31	31	31	31	13	0

3.5.4 Q2-1999 Remediation Highlights for Traffic Control

- 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 nine (9) different controller types used on the streets of Ottawa-Carleton have passed Year 2000 compliance testing.

- Year 2000 testing of the Electronic Activity Sheet Input (EASI) System, a complex work order system used to manage the material and labour component of traffic signal management, was completed in Q4-1998. It should be noted that the EASI system is the most important system used in the Division beside the traffic control system.

3.5.5 Q2-1999 Contingency Planning Highlights for Traffic Control

- The Traffic Control group is working to ensure that generator back-up is in place for key locations in the case of any localized hydro failures.

- The READY 2000 partners sent letters to all railway crossings operators in Ottawa-Carleton to determine the potential for Year 2000 related failures of railways crossing signals.

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.

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

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

- There has been some ongoing interest regarding the Year 2000 preparedness of Regional Traffic Controls. Most public enquiries are about the possibility that all traffic lights could show "green" at the same time. This condition is impossible because of the conflict resolution device.

3.6　HOMES FOR THE AGED

The Region of Ottawa-Carleton operates three Long Term Care facilities that serve as 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

Homes for the Aged Department	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
As of Q1-1999	*15/17*	*0*	*2*	*0*	*0*
As of Q2-1999	**15/17**	**0**	**2**	**0**	**0**

Homes for the Aged Department	CLOSED	Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
		Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Q1-1999 Targets	*15*				*1*	*1*	*0*	*0*
Q2-1999 Targets	**15**					**2**	**0**	**0**

- Finalizing work in order to resolve the remaining Year 2000 issues is taking somewhat longer then planned. Both remaining items will completed during the third quarter.

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

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Applicant Tracking	H-01	*Closed*	**Closed**
Campana Goldcare	H-01	*Closed*	**Closed**
Resident documentation	H-01	*Closed*	**Closed**
Trust Fund Accounting	H-01	*Closed*	**Closed**
Compusis 2.23/Staff Scheduler	H-02	*Q3-1999*	**Q3-1999**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Arjo North bather/lifters	H-03	*Closed*	**Closed**
Digital timers on bathtubs	H-04	*Closed*	**Closed**
BELL Vantage NT phone system	H-05	*Closed*	**Closed**
Non Prescription Supply	H-06	*Closed*	**Closed**
Propharm	H-06	*Q2-1999*	**Q3-1999**
TEXLON Machine	H-06	*Closed*	**Closed**
Digital thermometers	H-07	*Closed*	**Closed**
Blood pressure meters	H-08	*Closed*	**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 June 1999 – Homes for the Aged

DEPARTMENT / DIVISION	*Number of Key Suppliers Identified to Date as of Q1-1999*	*Number of Key Suppliers Contacted to Date as of Q1-1999*	**Number of Key Suppliers Identified to Date as of Q2-1999**	**Number of Key Suppliers Contacted to Date as of Q2-1999**	**Number of responses received to Date as of Q2-1999**	**Number of Critical Suppliers Identified**
Homes for the Aged Department	*31*	*31*	**31**	**31**	**9**	**9**

3.6.4   Q2-1999 Remediation Highlights for the Homes for the Aged Department

- A significant amount of Year 2000 remediation work has been completed in the past quarter. Many fixes or workarounds are now in place or in the process of being implemented. 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.

3.6.5 Q2-1999 Contingency Planning Highlights for the Homes for the Aged Department

- All three long term care facilities have completed a review of 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 (3) Homes provide 24-hour a day, long term care for many of the residents, which keeps the staff quite busy. The Year 2000 Program Office is working closely with the staff from the three Homes, especially in the facilities area, in order to ensure that necessary work in completed within planned timeframes.

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

Social Services Department	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
As of Q1-1999	*11/37*	*3*	*12*	*5*	*6*
As of Q2-1999	**20/38**	**2**	**6**	**4**	**6**

Social Services Department	CLOSED	Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
		Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Q1-1999 Targets	*2*				*10*	*0*	*5*	*0*
Q2-1999 Targets	**11**					**2**	**5**	**0**

3.7.2   Ordered list of "Critical" and "High" – Social Services

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Record Service and Verify Payments (RSVP)	C-01	*Q4-1999*	**Q4-1999**
Central Client Index	C-02	*Q4-1999*	**Q4-1999**
Comprehensive Income Maintenance System (CIMS)	C-03	*Q2-1999*	**Closed**
CWT - Case Worker Technology	H-01	*Q2-1999*	**Closed**
Citrix Data Entry and Remote Communications Application	H-02	*Q2-1999*	**Closed**
Welfare Browser (history of CIMS payments)	H-03.1	*Closed*	**Closed**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Welfare Cheque Production (month-end cheques and DBD's printing)	H-03.2	*N/A*	**Q3-1999**
Front end processor communications link to CIMS	H-04	*Q2-1999*	**Closed**
Payment Processing System	H-05	*Q4-1999*	**Q4-1999**
Daycare	H-06	*Q4-1999*	**Q4-1999**
Special Assistance/Supplementary Aid	H-07	*Q4-1999*	**Q4-1999**
Dental System	H-08	*Closed*	**Closed**
Client Registration (ERC) file retrieval using bar coding via Case ID	H-09	*Q2-1999*	**Closed**
Choices Career Assessment - ERC	H-10	*Q2-1999*	**Closed**
Contact 4 - ERC	H-11	*Q2-1999*	**Closed**
Ontario Works Technology (OWT)	H-12	*Q2-1999*	**Q3-1999**
Corel Office Suite (French and English for CWT)	H-13	*Q2-1999*	**Closed**
Telephone Systems in ERCs	H-14	*Q2-1999*	**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 June 1999 – Social Services

DEPARTMENT/ DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	**Number of Key Suppliers Identified as of Q2-1999**	**Number of Key Suppliers Contacted as of Q2-1999**	**Number of responses received to date as of Q2-1999**	**Number of Critical Suppliers Identified**
Social Services Department	*54*	*51*	**54**	**51**	**11**	**4**

3.7.4   Q2-1999 Remediation Highlights for the Social Services Department

- Ten (10) Critical and High priority systems were targeted for closure in Q2-1999. Of these, nine (9) have been closed in Q2-1999 and one (1) is now scheduled to be closed in Q3-1999.

- 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 implemented in a phased approach across the six District Offices. Completion is scheduled for July 1999.

- Data entry into CIMS has been done in the past by Citrix terminals linked to the mainframe. Since these terminals will not be updated to support the four-digit date format required to be Year 2000 compliant, the data entry functionality into CIMS was transferred to CWT with the April release. The Citrix remote communications application (and high-speed printers) for transmission to and receipt from the mainframe at the MCSS will remain for the present time.

- In addition, the MCSS Technology Refresh Project to replace all existing CWT servers, workstations and printers in preparation for the Year 2000 was completed <u>ahead</u> of schedule in May 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 June 1999. User acceptance testing and training is still scheduled to occur starting in Q3-1999 and implementation is scheduled for Q4-1999.

- A new Welfare Browser System was implemented in Q1-1999, which replaces the Regional component of the provincial welfare system. Year 2000 compliance of the month-end welfare cheque production function is targeted for Q3-1999.

3.7.5   Q2-1999 Contingency Planning Highlights for the Social Services Department

- Contingency plans have been developed and have been signed off. Resource plans are

scheduled to be completed by the end of June 1999.

- Further detailed planning has occurred as scheduled in Q2-1999. 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 June 1999			
Health Department	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
As of Q1 -1999	*15/38*	*2*	*2*	*7*	*12*
As of Q2-1999	**19/38**	**1**	**2**	**6**	**10**

		Completion Targets for "Critical" and "High" Priority Items ONLY					
		1998		**1999**			
Health Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*3*				*2*	*0*	*0*	*2**
Q2-1999 Targets	**4**					**3**	**0**	**0**

* Ministry of Health applications: IRIS and BIOS

3.8.2   Ordered list of "Critical" and "High" – Health Department

YEAR 2000 CHALLENGE	**RANKING**	*Q1 TARGET FOR CLOSURE*	**Q2-1999 TARGET FOR CLOSURE**
Immunization Record Information System (IRIS)	C-01	*Open – Ministry of Health issue*	**Q3-1999**
Bioinventory System (BIOS - Vaccine Inventory and Ordering System)	H-01	*Open – Ministry of Health issue*	**Q3-1999**
Sexual Health Clinic Program	C-02	*Q2-1999*	**Closed**
Dental System (Mainframe)	H-01	*Closed*	**Closed**

YEAR 2000 CHALLENGE	RANKING	*Q1 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
CINOT/CAS (Children in Need of Treatment/Children's Aid Society)	H-02	*Closed*	**Closed**
CINOT 5	H-02	*Closed*	**Closed**
Health Info Santé *	H-03	*Q2-1999*	**Q3-1999**

*There was a delay in the Health Info Santé issue because contractual issue associated with the vendor of the new application.

- 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 June 1999 – Health Department

DEPARTMENT/ DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	**Number of Key Suppliers Identified as of Q2-1999**	**Number of Key Suppliers Contacted as of Q2-1999**	**Number of responses received to Date as of Q2-1999**	**Number of Critical Suppliers Identified**
Health Department	*105*	*102*	**105**	**102**	**26**	**12**

3.8.4 Q2-1999 Remediation Highlights for the Health Department

- The Health Department received updated Ministry applications and will complete testing and implementation in Q3-1999 for BIOS and IRIS.

- In the second quarter, the Department saw the successful implementation of the Family Index System which replaces the legacy mainframe version.

- The completion schedule from the Ministry pertaining to the applications that the Health Department uses in its operation is as follows (as of 10 June1999):

  - BIOS – received;
  - IRIS – tested – received;
  - RDIS – tested and ready for use in early July 1999.

3.8.5   Q2-1999 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.

- The focus of 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

- The Health Department is still concerned about the schedule set by the Ministry of Health for addressing and fixing applications which are critical to the operation of the Department and the provision of services to clients. As indicated in previous quarterly reports, Ministry of Health critical applications were not received within the expected timeframe (end of Q4-1998). It is still too early to know whether there will be further slippage in the Ministry's schedule for the remaining application (RDIS – to be received in early July 1999).

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

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

3.9   OC TRANSPO

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 will be covered off by the implementation of the Region's Financial Systems Renewal Program (SAP), which will address 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 June 1999			
OC Transpo	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
As of Q1 –1999	*259/306*	*6*	*18*	*16*	*7*
As of Q2-1999	**295/306**	**0**	**4**	**0**	**7**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
OC Transpo	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*106*				*24*	*0*	*0*	*0*
Q2-1999 Targets	**295**					**0**	**0**	**0**

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

YEAR 2000 CHALLENGE *	**RANKING**	*Q1-1999 TARGET FOR CLOSURE*	**Q2-1999 TARGET FOR CLOSURE**
Accounts Payable	H	*Q2-1999*	**Closed**
Accounts Payable Interface	H	*Q2-1999*	**Closed**
Accounts Receivable	H	*Q2-1999*	**Closed**
AR - Cash Book	H	*Q2-1999*	**Closed**
AR - Pass Consignments	H	*Q2-1999*	**Closed**
AR - Ticket Sales	H	*Q2-1999*	**Closed**
Bus Stop Inventory	H	*Q2-1999*	**Closed**
Fixed Assets	H	*Q2-1999*	**Closed**
General Ledger	H	*Q2-1999*	**Closed**

YEAR 2000 CHALLENGE *	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Human Resources	H	*Q2-1999*	**Q3-1999**
Materials Management System	H	*Q2-1999*	**Closed**
Payroll	H	*Q2-1999*	**Q3-1999**
Payroll/Personnel Interface	H	*Q2-1999*	**Q3-1999**
Purchasing Commitment (MMS)	H	*Q2-1999*	**Closed**
Royal Trust	H	*Q2-1999*	**Closed**
Screen Painter	H	*Q2-1999*	**Closed**
Timetable Generation	H	*Q2-1999*	**Q3-1999**
Vehicle Maintenance System	C	*Q2-1999*	**Closed**
Vendor/Commodity System	H	*Q2-1999*	**Closed**

* Please note that over 200 items have already been closed by OC Transpo staff.

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

3.9.3 Supply Chain Assessment Status as of 15 June 1999 - OC Transpo

DEPARTMENT / DIVISION	*Number of Key Suppliers Identified as of Q1-1999*	*Number of Key Suppliers Contacted as of Q1-1999*	**Number of Key Suppliers Identified to Date as of Q2-1999**	**Number of Key Suppliers Contacted to Date as of Q2-1999**	**Number of responses received to Date as of Q2-1999**	**Number of Critical Suppliers Identified**
OC Transpo	*47*	*47*	**47**	**47**	**47**	**7**

3.9.4 Q2-1999 Remediation Highlights for OC Transpo

- The Financial Systems Renewal Program (SAP) currently being implemented at OC Transpo will provide compliant replacements for many existing systems within OC Transpo.

- Gap analysis found that a sub-function of the new Financial Systems Renewal (SAP)

system is not capable of handling timekeeping. Therefore, Human Resources/Payroll will not be implemented as part of the new system. The existing timekeeping system is being rewritten as part of a separate project at OC Transpo called the Daily Booking project, which will be completed in July 1999.

- OC Transpo does not anticipate the requirement for additional costs outside of its existing capital and operating budgets.

- The target delivery date for Year 2000 compliance at OC Transpo is re-scheduled to the end Q3-1999. The implementation schedule of the SAP program, contingency planning activities and some supply chain issues have contributed to some slippage from a previous target date of March 1999.

3.9.5   Q2-1999 Contingency Planning Highlights for OC Transpo

- Contingency planning workshops were held at OC Transpo, and staff are developing a plan with an expected completion date of early Q3-1999.

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 within the contingency plans for the major service areas.

3.10.1 Status of Facilities Management Systems at Regional Facilities – Q2-1999

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q2-1999

	Total Number of Systems Identified as of Q1-1999	*Total Number of Systems Assessed as of Q1-1999*	**Total Number of Systems Identified to Date as of Q2-1999**	**Total Number of Systems Assessed to Date as of Q2-1999**	**Total Number of Systems Remaining to Research**
Facilities Systems	*313*	*281*	**315**	**315**	**0**

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q2-1999

Classification Of Facility	*Total Number of Systems that need testing*	**Number of Systems Remaining to Test as of Q2-1999**	*Number of Systems with known compliance issues **	**Number of compliance issues to resolve as of Q2-1999**
Critical Priority	*70*	**45**	*4*	**3**
High Priority	*22*	**13**	*1*	**1**
Total	*92*	**58**	*5*	**4**

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

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.

3.10.2 Q2-1999 Remediation Highlights for Regional Facilities

- The number of items in the facilities systems inventory increased to 315 during Q2-1999. This new total of 315 systems translates into 297 unique products for research by the Vendor Compliance Team.

- Vendor Compliance Project research on facilities products has concluded that <u>over 98%</u> of the Region's building related equipment, which is included in the various facilities inventories, should not be susceptible to any Year 2000 failures.

- Three products (representing six systems), out of the 315 unique products have been found to be non-compliant to the end of Q2-1999. Three (3) of these systems are within Critical facilities and have been upgraded (Sewage Treatment Plant-ROPEC and Island Lodge), one is at a Critical facility and new firmware is being installed (Regional Police-West), and one at a High priority facility is being assessed (Maple Grove). The system at the Medium priority facility (495 Richmond Road) is being upgraded.

- The remediation of the three non-compliant systems identified through the Vendor Compliance Project, and any further problems identified during testing, will be completed by the end of Q3-1999.

- Facilities Management staff have developed comprehensive Year 2000 test protocols and procedures to assess building systems. The test protocols are designed to challenge all building systems and controls on both a stand alone and integrated basis. These test protocols are available on the Region's Year 2000 web site.

- Site Facility Managers have started testing all critical priority facilities management systems. They will also manage risks for lower priority systems at all Critical and High priority Regional facilities.

- The Year 2000 Program Office staff will continue to provide functional guidance to Facilities Managers when these tests are conducted.

- The facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities are undergoing testing to confirm Year 2000 compliance claims by the manufacturers. During the second quarter, the Ottawa-Carleton Centre, Regional Police West Division, Carleton Lodge, Lemieux Island Filtration Plant and R.O. Pickard Environmental Centre (ROPEC) were successfully tested. Britannia Water Plant, Regional Police Headquarters, Island Lodge and Centre d'Accueil Champlain are scheduled for testing during late June and July 1999.

- The time shifting of building systems, which involves either advancing or retarding system clocks during the 01 January 2000 rollover, has been given careful consideration by Year 2000 Facilities staff. After researching the issue, it is

considered most prudent to advance into the Year 2000 in real time. This decision will be monitored throughout the remainder of 1999. Measures are being put in place to allow for strategy adjustments on New Year's Eve should circumstances in other time zones suggest that a real time transition could prove problematic.

3.10.3 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	8
Centre d'Accueil Champlain	C	8	0	8
Island Lodge	C	10	1 (conditional)	10
Carleton Lodge	C	6	0	6
Robert O. Pickard Environmental Centre (Sewage Treatment Plant)	C	6	1	6
Lemieux Island (Water Treatment Plant) at 1 River	C	8	0	0
Britannia (Water Treatment Plant)	C	4	1	5
OCRPS West Division	C	7	1	0
OCRPS East Division – Bank	C	3	0	2
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 are covered as part of their Year 2000 project.

3.10.4 Q2-1999 Contingency Planning Highlights for Regional Facilities

• Departmental contingency plans have identified which facilities, or portions of facilities, must remain operational in an event of an emergency. In some cases, they identify the requirement for alternative arrangements for essential services staff following the shutdown of their facility. Year 2000 Facilities staff are working with

Departments to determine requirements and space allocations. This work is expected to be completed by the end of Q3-1999.

- Separate contingency plans are being completed for non-critical facilities to provide an action plan for an orderly and effective shutdown of the facility should the need arise. Year 2000 Facilities staff will be conducting a workshop during Q3-1999 to review the safeguarding of real property assets.

- In this quarter, Year 2000 Program Facilities staff efforts were focussed on consolidating information relating to corporate fuel requirements and locations, confirming building inventories, assessing alternative heating options and developing and coordinating departmental facility testing and reporting.

- A working group headed by the Manager, Fleet Services, was formed to develop a strategy for dealing with Regional refueling requirements during an emergency situation. Information has been assembled on both Regional fuel consumption and storage capabilities.

- Measures are being undertaken to "harden" critical Regional facilities, where it is deemed practical and cost effective. This will ensure that critical buildings are operational to support employees in the event of Year 2000 related emergencies. The hardening of the critical facilities is primarily from an electrical perspective.

- Generator requirements for key Regional facilities were finalized during Q1-1999 and the contract for the provision of additional backup units was awarded. Electrical upgrade planning continued during the second quarter. Installations and generators will be fully in place by mid-December 1999.

- A review of the current state of Year 2000 readiness and past history of the natural gas industry brought us to conclude that the probability of service disruption is extremely low. The issue of hardening of heating was reviewed with Management Committee during Q2-1999 and a decision was made not to harden facility heating systems.

- The Year 2000 Program Office continues to monitor developments regarding the Year 2000 readiness programs of major utilities. The Region hosted a two-day session in May with Ontario Power Generation Corporation, the local Hydro utilities, Enbridge Consumers Gas, Trans-Canada Pipelines, and Bell Canada. A follow-up session is scheduled in early Q4-1999.

- A management position was created in the Year 2000 Program Officeto address an increase of responsibilities for the Facilities group. The primary functions of this position are to liaise with other Regional Departments in negotiations for budget requirements, space allocation and participation with the READY 2000 Contact Group.

3.10.5 Potential Problems and Issues for Regional Facilities

- Electricity and natural gas are critical to the operation of Regional facilities. Year 2000 Program staff continue to monitor the Year 2000 remediation efforts of the key utilities though public meetings and the READY 2000 initiative. Contingency plans for key regional facilities will address potential electrical service disruptions.

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

- There has been little interest to date regarding the Year 2000 preparedness of 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 June 1999			
Fleet	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
As of Q1 –1999	*0/2*	*1*	*1*	*0*	*0*
As of Q2-1999	**0/2**	1	**1**	**0**	**0**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
Fleet	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*0*				*2*	*--*	*--*	*--*
Q2-1999 Targets	**0**					**2**	**--**	**--**

3.11.2 Ordered list of "Critical" and "High" – Corporate Fleet

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
RTA	C	*Q2-1999*	**Q3-1999**
Gasboy	H	*Q2-1999*	**Q3-1999**

- Both of these systems are behind schedule. While the software for RTA was upgraded to a compliant version during June 1999, testing will not be completed until early in Q3-1999. Tests indicate that Gasboy will roll-over properly into the new millennium even though the system continues to utilize a two-digit date year. However, Gasboy is scheduled for an upgrade in September, and this action can have Year 2000 implications and will need to be verified.

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 June 1999 - Corporate Fleet

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified as of Q2-1999	Number of Key Suppliers Contacted as of Q2-1999	Number of responses received to date as of Q2-1999	Number of Critical Suppliers Identified
Corporate Fleet	17	17	17	17	7	4

3.11.4 Q2-1999 Remediation Highlights for Corporate Fleet

- 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.

- Responses have been received from sixteen of seventeen (16/17) manufacturers contacted. Thirteen (13) have indicated that their equipment is compliant. During Q3-1999, Regional staff will intensify their efforts to obtain compliance information from the one manufacturer who has not yet responded. As well, the other three (3) manufacturers will be contacted to verify some information already provided.

3.11.5 Q2-1999 Contingency Planning Highlights for Corporate Fleet

- During the current quarter, Corporate Fleet Services developed a contingency plan to deal 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

- As indicated in section 3.11.2, Corporate Fleet uses two (2) priority business systems. A compliant version of the fleet management system has been obtained and will be tested in Q3-1999. Gasboy, a fuel management system, has undergone testing which has demonstrated that it will continue to function properly after 31 December 1999. In addition, appropriate manual processes are included in Corporate Fleet's contingency plan in the event that unexpected Year 2000 problems should arise.

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 Q1-1999 report:

- Collision System - New Collision System successfully implemented. Data migration issues from the old system were also closed. This system tracks accident statistics for the Region of Ottawa-Carleton and the data is integral to a number of safety improvement initiatives in the Department.

- RWIS - Road Weather Information System - Upgrade and deployment of Year 2000 compliant version of RWIS is now complete. This system is used to monitor road conditions during inclement weather at a number of key points throughout the Region.

- Of the four remaining critical systems, two are scheduled for closure in Q3-1999 (RTA and Methane Monitoring System), one in Q4-1999 (Instrumentation Interfaces Lab). The last one (9-1-1 System) is outside of ETD's responsibility.

The following is a brief explanation of the 18 open Critical and High issues that were targeted to have been closed by the end of Q2-1999.

- Of the two issues that had Q1-1999 targets, one is currently scheduled for testing in the Year 2000 Test Lab. This testing is to verify the results obtained by the Vendor Compliance Project. The other is being reviewed by the end user to determine if it is still a High priority. The vendor of this product has indicated that it may be discontinued and not made Year 2000 compliant.

- Of the 16 issues that had Q2-1999 targets:
    - six (6) are commercially available software packages that have Year 2000 compliant versions available. ETD will have to purchase and deploy the compliant versions. This activity is currently scheduled to be done in Q3-1999.
    - Two of the issues were incorrectly identified in the last report. These two applications are related to an application that was scheduled for completion in Q4-1999 and these applications should have had the same target.
    - The remaining eight (8) applications are currently being worked on and were not completed as of the June 15 reporting date. All issues are expected to be completed in Q3-1999.

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

	"OPEN" as at 15 June 1999

Environment and Transportation Department	CLOSED	Critical	High	Medium	Low
As of Q1-1999	*115/254*	*9*	*68*	*26*	*36*
As of Q2-1999	**168/254**	**4**	**28**	**24**	**30**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
		Q3	Q4	Q1	Q2	Q3	Q4	
Environment and Transportation Department	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Q1-1999 Targets	*49*				*62*	*7*	*8*	*0*
Q2-1999 Targets	**94**					**22**	**10**	**0**

- The Year 2000 compliance information provided by the Vendor Compliance Project (VCP) continues to play a large role in ETD's Year 2000 activities, because of the presence of a large number of packaged software applications used in the Department. The VCP has completed its research on many of the Department's applications and staff within ETD are determining if additional testing is required to verify the vendors' compliance claims. In many cases, it has been determined that additional testing will not be required.

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

YEAR 2000 CHALLENGE	CURRENT RESPON-SIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	*Q1-1998 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Critical Systems			**21/25**				
EASI (Reports)	ETD	Closed	1/1	Infra Maint	Critical	*Q2-1999*	**Closed**
EASI System and Reports for Loretta & FOS	LOR	Closed	3/3	Loretta	Critical	*Closed*	**Closed**
9-1-1 System	ETD	Open	0/1	EMU	Critical	*Q3-1999*	**Q3-1999**
Central Traffic Control System Controllers	LOR	Closed	9/9	Loretta	Critical	*Closed*	**Closed**

YEAR 2000 CHALLENGE	CURRENT RESPON-SIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	*Q1-1998 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Central Traffic Control Software	LOR	Closed	5/5	Loretta	Critical	*Q2-1999*	**Closed**
LIMS Laboratory Information System and Instrumentation Interfaces	ETD	Open	1/2	WEPD	Critical	*Q2-1999*	**Q4-1999**
Location Reference	LOR	Closed	1/1	Loretta	Critical	*Q1-1999*	**Closed**
Methane Monitoring System	ETD	Open	0/1	Solid Waste	Critical	*Q3-1999*	**Q3-1999**
RTA – Fleet Management System	ETD	Open	0/1	Corporate Fleet	Critical	*Q2-1999*	**Q3-1999**
RWIS – Road weather information system	VCP	Closed	1/1	Infra Maint	Critical	*Q3-1999*	**Closed**
Embedded Systems in Water Division	ETD	Open	29/59	Water	Critical	*Q4-1999*	**Q4-1999**
Embedded Systems in WEPD	ETD	Open	32/40	WEPD	Critical	*Q3-1999*	**Q3-1999**
High Priority Systems			**82/110**				
<u>**Unique**</u>							
Automated Process System	ETD	Open	0/1	Solid Waste	High	*Q3-1999*	**Q3-1999**
Collision System	ETD	Closed	1/1	Mobility	High	*Q2-1999*	**Closed**
Gas Alarms	VCP	Open	0/1	Solid Waste	High	*Q3-1999*	**Q3-1999**
Gasboy – gas pump system	ETD	Closed	1/1	Corporate Fleet	High	*Q1-1999*	**Closed**
ISR – traffic ops intersection status report program	LOR	Closed	1/1	Loretta	High	*Closed*	**Closed**
OSCAR 98	ETD	Closed	1/1	Solid Waste	High	*Closed*	**Closed**

YEAR 2000 CHALLENGE	CURRENT RESPON-SIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	*Q1-1998 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Signal Information Database (Communication Information Database)	LOR	Closed	1/1	Loretta	High	*Q1-1999*	**Closed**
TSIPS – traffic surveys information processing system	ETD	Closed	1/1	Mobility	High	*Q2-1999*	**Closed**
Computing and Networking Infrastructure			**29/33**		**High**		
Mobility Services Division / Loretta			6/6		High		**Closed**
Solid Waste Division			1/1		High		**Closed**
Water Division			0/1		High		
Department-wide			22/25		High		
Engineering Tools			**22/37**		**High**		
Engineering Division			6/17		High		
Infrastructure Maintenance Division			1/2		High		
Mobility Services Division / Loretta			7/8		High		
Water Environment Protection Division			0/2		High		
Department-wide			8/8		High		**Closed**
Common Application Packages			**10/13**		**High**		
Mobility Services Division/Emergency Measures Unit			1/1		High		**Closed**
Mobility Services Division/Loretta			2/2		High		**Closed**
Solid Waste			0/1		High		

YEAR 2000 CHALLENGE	CURRENT RESPON-SIBILITY	STATUS	CHALLENGES RESOLVED	DIVISION/ BRANCH	RANKING	Q1-1998 TARGET FOR CLOSURE	Q2-1999 TARGET FOR CLOSURE
Department-wide			7/9		High		
Administrative Support Systems			**12/15**		**High**		
Engineering Division			1/1		High		**Closed**
Infrastructure Maintenance Division			1/1		High		**Closed**
Mobility Services Division/Loretta			2/4		High		
Solid Waste Division			1/1		High		**Closed**
Water Environment Protection Division			7/7		High		**Closed**
Department-wide			0/1		High		

- 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 June 1999 - Environment and Transportation Department

Environment and Transportation Department	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified to Date as of Q2-1999	Number of Key Suppliers Contacted to Date as of Q2-1999	Number of responses received to Date as of Q2-1999	Number of Critical Suppliers Identified
Solid Waste	11	10	11	11	6	6
Mobility Services	31	31	31	31	13	0
Engineering	80	80	80	80	24	0
Water Division	95	89	95	89	89	4
Water Environment Protection Division	161	158	161	158	87	21
Infrastructure Maintenance	6	6	6	6	6	0

Environment and Transportation Department	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified to Date as of Q2-1999	Number of Key Suppliers Contacted to Date as of Q2-1999	Number of responses received to Date as of Q2-1999	Number of Critical Suppliers Identified
Finance and Operational Support	2	2	0	0	0	0
TOTAL	386	376	384	375	225	31

- It should be noted that the remaining six (6) suppliers not contacted by the Water Division refer to the local Hydro Commissions. The three (3) key suppliers not contacted by the Water Environment Protection Division also refer to local Hydro Commissions. The Year 2000 Program Office will continue to monitor and engage them over the course of the year.

3.12.4 Q2-1999 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 Q2-1999 Contingency Planning Highlights for the Environment and Transportation Department (Exclusive of Water, Sewage Treatment and Traffic Control)

For a complete update on ETD's contingency planning efforts, please also refer to the Water, Sewage Treatment and Traffic Control sections.

- The contingency plans for ETD are complete and have been reviewed by the Emergency Measures Unit. The Department Head signed off on the plans in early June 1999. It is expected that resource plans will be completed by the end of June. This will be followed by the development of scenarios to test these plans.

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

- No issues at this point in time.

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

Corporate Administration	CLOSED	"OPEN" as at 15 June 1999			
		Critical	High	Medium	Low
Audit *As of Q1-1999*	*1/1*	*0*	*0*	*0*	*0*
Audit **As of Q2-1999**	**1/1**	**0**	**0**	**0**	**0**
Clerks *As of Q1-1999*	*10/10*	*0*	*0*	*0*	*0*
Clerks **As of Q2-1999**	**10/10**	**0**	**0**	**0**	**0**
Elected Officials *As of Q1-1999*	*1/1*	*0*	*0*	*0*	*0*
Elected Officials **As of Q2-1999**	**1/1**	**0**	**0**	**0**	**0**
Finance *As of Q1-1999*	*20/42*	*0*	*19*	*2*	*1*
Finance **As of Q2-1999**	**33/42**	**0**	**8**	**1**	**0**
Human Resources *As of Q1-1999*	*11/14*	*2*	*1*	*0*	*0*
Human Resources **As of Q2-1999**	**12/14**	**2**	**0**	**0**	**0**
Information & Public Affairs *As of Q1-1999*	*7/10*	*0*	*3*	*0*	*0*
Information & Public Affairs **As of Q2-1999**	**9/10**	**0**	**1**	**0**	**0**
Legal *As of Q1-1999*	*5/8*	*0*	*2*	*1*	*0*
Legal **as of Q2-1999**	**5/8**	**0**	**2**	**1**	**0**

		"OPEN" as at 15 June 1999			
Corporate Administration	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Planning and Development Approvals *As of Q1-1999*	*17/57*	*0*	*0*	*12*	*28*
Planning and Development Approvals **As of Q2-1999**	**44/57**	**0**	**0**	**4**	**9**
Common *As of Q1-1999*	*5/37*	*3*	*29*	*0*	*0*
Common **As of Q2-1999**	**19/37**	**3**	**15**	**0**	**0**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
Corporate Administration	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Audit *Q1-1999 Target*	*0*					*0*	*0*	*0*
Audit **Q2-1999 Target**	**0**					**0**	**0**	**0**
Clerks *Q1-1999 Target*	*10*					*0*	*0*	*0*
Clerks **Q2-1999 Target**	**10**					**0**	**0**	**0**
Elected Officials *Q1-1999 Target*	*1*					*0*	*0*	*0*
Elected Officials **Q2-1999 Target**	**1**					**0**	**0**	**0**
Finance *Q1-1999 Target*	*20*					*4*	*3*	*0*
Finance **Q2-1999 Target**	**33**					**5**	**3**	**0**
Human Resource *Q1-1999 Target*	*11*					*0*	*0*	*0*
Human Resources **Q2-1999 Target**	**12**					**2**	**0**	**0**

	Completion Targets for "Critical" and "High" Priority Items ONLY							
		1998		1999				
Corporate Administration	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Information & Public Affairs *Q1-1999 Target*	*7*					*0*	*0*	*0*
Information & Public Affairs **Q2-1999 Target**	**9**					**1**	**0**	**0**
Legal Department *Q1-1999 Target*	*5*					*0*	*0*	*0*
Legal Department **Q2-1999 Target**	**5**					**2**	**0**	**0**
Planning and Development Approvals *Q1-1999 Target*	*17*					*0*	*0*	*0*
Planning and Development Approvals **Q2-1999 Target**	**17**					**0**	**0**	**0**
Common *Q1-1999 Target*	*5*					*0*	*0*	*0*
Common **Q2-1999 Target**	**19**					**18**	**0**	**0**

- 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**	*Q1-1999 TARGET FOR CLOSURE*	**Q2-1999 TARGET FOR CLOSURE**
INTERNAL AUDIT DEPARTMENT	**NONE**	N/A	
REGIONAL CLERK			
Act software (v2.x and 3.x,4.x)	H-01	*Q1*-1999	**Closed**
Voter Notification System	H-02	*Closed*	**Closed**

YEAR 2000 CHALLENGE	RANKING	Q1-1999 TARGET FOR CLOSURE	Q2-1999 TARGET FOR CLOSURE
Votor Tracking System	H-03	*Closed*	**Closed**
REGIONAL CLERK - INFORMATION & PUBLIC AFFAIRS			
24 hour service v. 1	H-01	*Q1-1999*	**Closed**
ITX	H-02	*Q2-1999*	**Closed**
Water service card	H-02	*Q2-1999*	**Closed**
Scopus (Call-tracking) (versions 2.6 and 2) - CHECK VERSIONS	H-03	*Q2-1999*	**Q3-1999**
Sytos Plus v 1.21 (backup)	H-04	*Closed*	**Closed**
Oscar 98	H-05	*Closed*	**Closed**
LEGAL DEPARTMENT			
Land Registry System	H-01	*Closed*	**Closed**
Searchworks	H-02	*Q1-1999*	**Closed**
dbTextworks	H-03	*Q1-1999*	**Closed**
SoftDocs	H-03	*Q2-1999*	**Q3-1999**
Word Perfect v. 5.1	H-03	*Q2-1999*	**Q3-1999**
CORPORATE-WIDE-COMMON			
HRIS - Crystal Reports	C-01	*Q2-1999*	**Q3-199**
HRIS - PeopleSoft	C-01	*Q2-1999*	**Q3-1999**
SAP	C-01	*Q2-1999*	**Q3-1999**
E-Mail (,Internal, External) MS-Exchange	H-01	*Q2-1999*	**Closed**
E-Mail (Internal, external)-MS-Mail	H-01	*Q2-1999*	**Closed**
Acrobat Browser	H-02	*Closed*	**Closed**
Adobe Acrobat Reader	H-02	*Closed*	**Closed**
Internet Explorer (various versions)	H-02	*Q2-1999*	**Q3-1999**
MAP - Development Tracking	H-02	*Q2-1999*	**Q3-1999**
MAP - Property	H-02	*Q2-1999*	**Q3-1999**
MAP - Roads and Transit	H-02	*Q2-1999*	**Q3-1999**
MAP - Sewer	H-02	*Q2-1999*	**Q3-1999**
MAP - Water	H-02	*Q2-1999*	**Q3-1999**
MS Excel	H-02	*Q2-1999*	**Q3-1999**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
MS Word	H-02	*Q2-1999*	**Q3-1999**
MS-Schedule +	H-02	*Q2-1999*	**Closed**
Netscape Navigator (various versions)	H-02	*Q2-1999*	**Closed**
Regional Information System (RIS)	H-02	*Q2-1999*	**Q3-1999**
FoxPro for Windows	H-03	*Q2-1999*	**Closed**
Maximizer	H-03	*Closed*	**Closed**
MS Access	H-03	*Q2-1999*	**Q3-1999**
MS PowerPoint	H-03	*Q2-1999*	**Q3-1999**
MS Project	H-03	*Q2-1999*	**Q3-1999**
Office	H-03	*Q2-1999*	**Q3-1999**
Office 95	H-03	*Q2-1999*	**Q3-1999**
Office 97	H-03	*Q2-1999*	**Q3-1999**
OmniPage	H-03	*Closed*	**Closed**
OmniPage Pro	H-03	*Closed*	**Closed**
Org Chart Plus for Windows	H-03	*Q2-1999*	**Closed**
Virus scan/clean software (Dr. Solomon)	H-03	*Q2-1999*	**Closed**
Word Viewer	H-03	*Q2-1999*	**Closed**
First View Cardholder (RBC)	H-04	*Q2-1999*	**Closed**
Jetform Filler	H-04	*Q2-1999*	**Closed**
Lotus Notes	H-04	*Closed*	**Closed**
Reference Manager (RefMan)	H-04	*Q2-1999*	**Closed**
Winfax Pro	H-04	*Q2-1999*	**Closed**
Corel Draw	H-05	*Closed*	**Closed**
REGIONAL CHAIR AND COUNCIL, OFFICE OF THE CAO	NONE	*N/A*	
FINANCE DEPARTMENT			
FINANCE - Financial Services Division			
Accounts Receivable	H-01	*Q2-1999*	**Closed**
ASAFIN	H-01	*Q2-1999*	**Closed**
Budget (Capital) - CBMS- Calculations	H-01	*Q2-1999*	**Q3-1999**

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Budget (Operating)	H-01	*Q2-1999*	**Q3-1999**
Lien Contracts	H-01	*Q2-1999*	**Closed**
Purchase Orders (Jetform)	H-01	*Closed*	**Closed**
Work in Progress	H-01	*Q2 1999*	**Closed**
Child Care	H-02	*Q4-1999*	**Q4-1999**
PPS	H-02	*Q4-1999*	**Q4-1999**
Residential Services	H-02	*Q4-1999*	**Q4-1999**
Budget (Capital) - CBMS-Publishing Portion	H-03	*Q3-1999*	**Q3-1999**
Montieth and Montieth	H-04	*Closed*	**Closed**
Logbook	H-05	*Closed*	**Closed**
Welfare	H-06	*Q1-Closed*	**Closed**
FINANCE - Supply Management Division			
Inventory System	H-01	*Q2-1999*	**Closed**
Inventory Systems Interface	H-01	*Q2-1999*	**Closed**
Jetform (purchase orders)	H-01	*Q2-1999*	**Closed**
ADPICS	H-02	*Closed*	**Closed**
Contracts /Tenders (Excel)	H-03	*Closed*	**Closed**
FINANCE - Treasury and Customer Services			
Water Billing	H-01	*Q3-1999*	**Closed**
Debenture System	H-02	*Q3-1999*	**Q3-1999**
Enterprise 5000 v. 3.1.6	H-03	*Q2-1999*	**Closed**
PCIM - Royal Bank PC Investment Manager	H-04	*Closed*	**Closed**
FMAS - Funds Management Accounting System	H-05	*Q3-1999*	**Q3-1999**
Receipts	H-06	*Q2-1999*	**Closed**
Royal Bank Electronic Business Banking (RBC cash command)	H-07	*Closed*	**Closed**
Banktec	H-08	*Closed*	**Closed**
Insurance	H-09	*Closed*	**Closed**
HUMAN RESOURCES DEPARTMENT			

YEAR 2000 CHALLENGE	RANKING	*Q1-1999 TARGET FOR CLOSURE*	Q2-1999 TARGET FOR CLOSURE
Peoplesoft	C-01	*Q2-1999*	**Q3-1999**
Peoplesoft-GL CHANGES	C-01	*Q2-1999*	**Q3-1999**
WCB/Accident Database	H-01	*Closed*	**Closed**
Payroll (Mapper)If we could archive data - review migration with ISD	H-02	*Q2-1999*	**Closed**
Immunization	H-03	*Closed*	**Closed**
PLANNING AND DEVELOPMENT APPROVALS			
PDA - Property Services Division	**None**	*N/A*	**N/A**
PDA - Admin. Finance and Economic Development	**None**	*N/A*	**N/A**
PDA - Development Approvals Division	**None**	*N/A*	**N/A**
PDA - Geomatics Division			**N/A**
Map Applications - see Corporate Common	N/A	*N/A*	**N/A**
PDA - Policy and Infrastructure Planning Division	**None**	*N/A*	**N/A**

- The Scopus application in Information and Public Affairs is being replaced by a new application as part of the Municipal Application Partnership which is scheduled to be operational by the end of August.

- Testing of the Human Resources Information System (HRIS) was planned for completion at the end of June, but minor delays in the implementation schedule for the new release of the software has forced the testing to be delayed with an expected completion date of mid-July.

- 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 June 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 Q2-1999 Remediation Highlights for Corporate Administration

- The Year 2000 Program Office has assigned a resource with the responsibility of representing those Departments not currently represented on the Year 2000 Task Force (Office of the CAO, Regional Clerk and Elected Officials, Legal, Internal Audit, Human Resources and Finance-non ISD). This individual also represents Homes for the Aged, also not currently represented on the Task Force. The Program Office continues to provide assistance to these Departments to address Year 2000 issues.

- The GIS Branch in Planning and Development Approvals Department continues to work with Systemhouse to address Year 2000 issues associated with the Vision software and software developed under the Municipal Application Partnership (MAP). A prototype of the MAP software has now been completed and user testing is now underway. The release date is targeted for 30 July 1999 with the application installed on user desktops and connected to the current production database on or before 27 August 1999.

- A new Water Billing System was implemented in January 1999 to replace a non-compliant system that ran on the Region's mainframe computer. Testing of the new system in Q2-1999 confirmed the compliance of this system.

3.13.5 Contingency Planning Highlights for Corporate Administration

- Contingency plans are being developed for key administrative support services (such as financial and human resources management) in order to address the requirements for these services that stem from the contingency plans of the operating areas.

3.13.6 Potential Problems and Issues for Corporate Administration

- None.

3.13.3 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 Q1-1999*	Number of Compliant Items in Q2-1999	Compliance Percentage as of Q2-1999
Servers				
Hardware	76	*54*	**72**	
Software	76	*60*	**72**	
Sub-total	*152*	*114*	**144**	*95%*
Server Databases				
Software	17	*15*	**17**	
Hardware	56	*42*	**56**	
Sub-total	*73*	*57*	**73**	*100%*
Computer Networks				
Hardware	118	*118*	**118**	
Software	118	*118*	**118**	
Sub-total	*236*	*236*	**236**	*100%*
Telecom				
Hardware	39	*24*	**35**	

Description	Number of Items as of Q4-1998 *	Number of Compliant Items in Q1-1999	Number of Compliant Items in Q2-1999	Compliance Percentage as of Q2-1999
Software	39	25	35	
Sub-total	78	49	70	89%
Printer Hardware				
Hardware	128	128	128	100%
Additional Items				
	12	0	11	92%
Overall Compliancy	679*	584	662	97%

* Total number of items/devices increased from 659 in Q1-1999 to 679 in Q2-1999.

COMPUTING INFRASTRUCTURE WORK PLAN
OTTAWA-CARLETON REGIONAL POLICE SERVICE

Description	Number of Items	Number of Compliant Items in Q1-1999	Number of Compliant Items in Q2-1999	Compliance Percentage as of Q2-1999
Servers				
Hardware	33	0	31	
Software	33	3	7	
Sub-total	66	3	38	58%
Computer Network				
Hardware	49	49	49	
Software	49	49	49	
Sub-total	98	98	98	100%
Telecom				
Hardware	10	10	10	
Software	13	9	12	
Sub-total	23	19	22	96%
Overall Compliancy	187	120	158	84%

COMPUTING INFRASTRUCTURE WORK PLAN
OC TRANSPO

Description	Number of Items	Number of Compliant Items in Q1-1999	Number of Compliant Items in Q2-1999	Compliance Percentage as of Q2-1999
Servers				
Hardware	37	37		
Software	37	37		
Sub-total	**74**	74		*100%*
Servers Databases				
Software	**6**	6		*100%*
Computer Network				
Hardware	53	53		
Software	53	53		
Sub-total	**106**	106		*100%*
Telecom				
Hardware	126	126		
Software	126	126		
Sub-total	**252**	252		*100%*
Overall Compliancy	**438**	438		**100%**

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

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

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q1-1999	Number of Key Suppliers Contacted as of Q1-1999	Number of Key Suppliers Identified as of Q2-1999	Number of Key Suppliers Contacted to date as of Q2-1999	Number of responses received to date as of Q2-1999	Number of Critical Suppliers Identified
ISD	20	20	20	20	20	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 Q2-1999 Highlights for the Computing Infrastructure

Information Systems Division (ISD)

- Year 2000 tests on the Region's telephone system were conducted in December 1998 and a report was sent to the Year 2000 Program Office in January 1999. All PBX (telephone switches) systems that were tested passed and are now Year 2000 Ready. New PBXs for remote sites were brought in at the same compliant hardware and software level as was tested.

- The overall number of items/devices has increased from 659 to 679 between Q1-1999 and Q2-1999 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 as they are rolled out into production.

- During this quarter, 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 printers servers from Novell to NT, ensuring that these servers are Year 2000 compliant.

Ottawa-Carleton Regional Police Service

- With few exceptions, all personal computers (including laptops) are Year 2000

compliant.

- The vendor compliance research is almost complete and remediation activities are well underway.

- The telephone switch (PBX) used for 9-1-1 at 474 Elgin Street has been upgraded in this quarter and non-compliant software used for 9-1-1 functionality has also been upgraded to Year 2000 compliant versions.

- The Automated Fingerprint Identification System (AFIS) was successfully implemented in this quarter.

OC Transpo

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

3.14.5 Q2-1999 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.

- Contingency planning for the Information Systems Division has begun in June and will be completed and tested in Q3-1999. The contingency plan will possibly identify critical suppliers. There are no critical suppliers identified at this point in time.

Ottawa-Carleton Regional Police Service (OCRPS)

- Contingency planning for the computing infrastructure at OCRPS has been completed and is focussed on supporting other OCRPS contingency plans.

OC Transpo

- Contingency planning for the computing infrastructure at OC Transpo will be the last to be completed and will be 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.

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 – Q2 1999 "OPEN" as at 15 June 1999

STATUS OF ALL BUSINESS SYSTEMS – Q2-1999
"OPEN" as at 15 June 1999

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	19/37	3	15	0	0
Corporate Fleet	0/2	1	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	168/254	4	28	24	30
Finance	33/42	0	8	1	0
Health	21/38	1	2	5	9
Homes for the Aged	15/17	0	2	0	0
Human Resources	12/14	2	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	5/8	0	2	1	0
OC Transpo	295/306	0	4	0	7
Regional Police Service	6/17	4	3	0	5
Planning and Development Approvals	44/57	0	0	4	9
Social Services	20/38	2	6	4	6
Corporate Total	**659/852**	**17**	**72**	**39**	**65**

3.15.2 Status of All Business Systems—Q2-1999, Completion Targets for "Critical" and "High" Priority Items ONLY

STATUS OF ALL BUSINESS SYSTEMS — Q2-1999
Completion Targets for "Critical" and "High" Priority Items ONLY

| Department | CLOSED | 1998 | | 1999 | | | | UNKNOWN |
		Q3	Q4	Q1	Q2	Q3	Q4	
Audit	0/0					0	0	0
Clerks	10/10					0	0	0
Common	19/37					18	0	0
Corporate Fleet	0/2					2	0	0
Elected Officials	1/1					0	0	0
Environment and Transportation	94/126					22	10	0
Finance	20/28					5	3	0
Health	4/7					3	0	0
Homes for the Aged	11/13					2	0	0
Human Resources	5/7					2	0	0
Information & Public Affairs	7/8					1	0	0
Legal Department	5/7					2	0	0
OC Transpo	126/130					4	0	0
Regional Police Service	3/10					4	3	0
Planning and Development Approvals	17/17					0	0	0
Social Services	11/18					2	5	0
Corporate Total	**333/421**					**67**	**21**	**0**

3.15.3 Status of Embedded Process Control Systems – Q2-1999

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q2-1999

		"OPEN" as at 15 June 1999			
ETD	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Water	29/59	4	20	3	3
WEPD-Sewage	32/40	5	0	0	3
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
ETD	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Water	24/48					5	19	0
WEPD-Sewage	30/35					4	1	0

3.15.4 Status of Facilities Management Systems – Q2-1999

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q2-1999

	Total Number of Systems Identified as of Q1-1999	*Total Number of Systems Assessed as of Q1-1999*	**Total Number of Systems Identified to Date as of Q2-1999**	**Total Number of Systems Assessed to Date as of Q2-1999**	**Total Number of Systems Remaining to Research**
Facilities Systems	*313*	*281*	**315**	**315**	**0**

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q2-1999

Classification Of Facility	*Total Number of Systems that need testing*	**Number of Systems Remaining to Test as of Q2-1999**	*Number of Systems with known compliance issues **	**Number of compliance issues to resolve as of Q2-1999**
Critical	*70*	**45**	*4*	**3**
High Priority	*22*	**13**	*1*	**1**
Total	*92*	**58**	*5*	**4**

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

product.

PART 4 – NEXT STEPS

4.1   Upcoming Milestones

- Develop resource plans for contingency plans and assist Human Resources to inform all staff who will be required to work during the critical transition period.

- Develop test plans for contingency plans.

- Departmental senior management briefings in July 1999 – current quarterly results and contingency plans.

- Memorandum to all Regional staff to update them on Year 2000 progress.

- Continued work with READY 2000 partners throughout the next quarter.

- Next quarterly report in September/October 1999.

PART 5 – SUMMARY

There are approximately six months until 01 January 2000.

The Region's Year 2000 Program 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 deliver in all major service areas.

Most contingency plans are complete, and the remaining plans will be completed early in Q3-1999. 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 continue to provide detailed quarterly reports to senior management and Regional Council members through the remainder of 1999 and early in 2000. The next report will be presented in October 1999.

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
Neil Monkman, Environment and Transportation Department
Dr. Sam Nutt, 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 SECOND QUARTER OF 1999

APPENDICES

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