9.   YEAR 2000 AND THE REGION OF OTTAWA-CARLETON
        REPORT FOR THE SECOND QUARTER OF 1999

COMMITTEE RECOMMENDATION

That Council receive the "Region of Ottawa-Carleton Year 2000 Program Report for the Second Quarter of 1999" for information.

DOCUMENTATION:

1.   Finance Commissioner's report dated 21 Jun 99 is immediately attached.

2.   "Region of Ottawa-Carleton Year 2000 Program Report for the Second Quarter of 1999" is on file with the Regional Clerk.

| REGION OF OTTAWA-CARLETON | REPORT |
| RÉGION D'OTTAWA-CARLETON | RAPPORT |

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

DATE   21 June 1999

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

FROM/EXP.   Finance Commissioner

SUBJECT/OBJET   **YEAR 2000 AND THE REGION OF OTTAWA-CARLETON
                      REPORT FOR THE SECOND QUARTER OF 1999**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee and Council receive the "Region of Ottawa-Carleton Year 2000 Program Report for the Second Quarter of 1999" for information.

BACKGROUND

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

Attached hereto is the Executive Summary from the Report on the Second Quarter of 1999 prepared by the Year 2000 Task Force. The full report, which is a detailed summary of the progress and status of the Program to date, is available upon request from the Region's Year 2000 Program Office.

Approved by
J. C. LeBelle
Finance Commissioner

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

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**	

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

ETD	CLOSED	"OPEN" as at 15 June 1999			
		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 the full 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