

TO: CITY MANAGER 1999 July 15
FROM: DIRECTOR FINANCE File: I53-27
SUBJECT: THE YEAR 2000 READINESS
PURPOSE: To inform Council of the status of Burnaby's systems and equipment readiness relative to the change of the millennium.

RECOMMENDATION:

1. THAT this report be received for information.

REPORT

This report is intended to provide Council with an update and status of the City's work in preparing our systems and equipment for the change to the year 2000.

Some of the city's departments independently started work on Year 2000 issues at the beginning of 1997. The efforts were brought together in a more formal framework at the end of 1998 by establishing a Year 2000 Committee. The Year 2000 Committee is comprised of representation from every department in the City.

In the past it was reported that of the 70 computer applications used by city departments 25 were identified as having problems handling the change to the year 2000. All but two of the systems have now been fixed, upgraded and tested to ensure their year 2000 compliance. The fuel control system and Local Improvement system will be compliant by year end.

The focus of staff (Year 2000 Committee) efforts has, over the last year, shifted from computer systems to "embedded chip" issues. Embedded chip issues relate to equipment that rely on dates and times generated by computer chips that are embedded within the equipment and may affect their operation if the chips do not handle the change to the year 2000 correctly.

Burnaby's Year 2000 Project reached a major milestone on 1999 June 30. The project schedule called for completion by that date of all of the following tasks:

1. Check the year 2000 readiness of all known essential suppliers to the City.
2. Inventory all identified electronic devices used in the City of Burnaby.

3. Assign risk categories to all identified items.
4. Check with the vendors of identified items for year 2000 compliance.
5. Test the identified items which use dates for year 2000 compliance.
6. Propose solutions for identified items which have year 2000 problems.
7. Implement solutions for identified items which have year 2000 problems.

The Committee inventoried 4,600 individual pieces of equipment that required evaluation and risk assessment relating to the Year 2000 issue. All of the above tasks relating to the inventory, except the last, were fully completed by 1999 June 30. The implementation of year 2000 solutions has been completed for all but a few of the inventoried items. None of these items are believed to be mission-critical. It is expected that the implementation of the year 2000 solutions for all minor items will be completed by the next project milestone on 1999 September 30. (Contingency plans and work-arounds have been developed for any of the items that are not fixed by that date.)

Another completed initiative of the year 2000 committee is the compilation of a list of staff that are essential to problem solving year 2000 issues in the City of Burnaby. These staff members have been informed that they may be called upon to resolve any unexpected problems which occur at the beginning of the year 2000. Some staff members have been requested to be "on call" while others are not scheduling vacation leave at the beginning of 2000 to be available if needed.

The next major task scheduled for completion by 1999 September 30 is a review of contingency plans for City services. Contingency planning will include alternatives to handle potential problems encountered as a result issues that local service providers may experience in providing service to the city.

In order to ensure our year 2000 efforts were as productive and cost effective as possible Burnaby hired Deloitte & Touche to structure, coordinate and review the efforts of the Year 2000 Committee. On 1999 April 12, Deloitte & Touche's report on the City of Burnaby Year 2000 project was received. The report makes 15 recommendations for improvements in our Year 2000 project. Action is underway to implement all of the recommendations.

The City of Burnaby is a member of a group referred to as "the Year 2000 Roundtable" comprising of the Provincial Emergency Program, local municipalities and other lower mainland public service providers. The Roundtable was formed at the end of 1998 and has provided a collaborative approach to common problems associated with the year 2000 issues.

There have been several enquiries from the news media, over the last few months, that have been responded to by the year 2000 Project Manager. Articles on Burnaby's Year 2000 Project have appeared in the local newspapers as well as the Vancouver Sun and Vancouver Province. Other

organizations in the lower mainland which have enquired about Burnaby's Year 2000 readiness have received written replies on the project status. Additionally, leaflets for public information on Year 2000 issues have been distributed through the Burnaby Library and the front desks of several civic facilities.

The Year 2000 project team will report periodically to Council as significant issues present themselves. This report is provided for the information of Council.



Rick Earle
DIRECTOR FINANCE

