

County of Ventura
INFORMATION SYSTEMS DEPARTMENT

RESPONSES TO YEAR 2000 COMPUTER PROBLEM REPORT

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Responses according to the matrix supplied:

R2. Any area that can not perform the necessary tasks to keep on target to complete compliance before Year-2000 because of lack of equipment or personnel resources should receive management assistance immediately.

**** CONCUR ****

From the inception of the Year-2000 project, Information Systems department (ISD) and the County Information Technology Committee (ITC) recognized that this effort would over-task the resources of the various departments and agencies. As a result, the County and the ITC set in place mechanisms to provide early detection and resolution of issues that were delaying project progress. The mechanisms included:

- ❖ Bi-weekly project meetings to review objectives, activities, progress, deliverables, and to deal with any questions or issues that might arise.
- ❖ Monthly project status reports from all aspects of the Y2K project to the ITC.
- ❖ Purchase and distribution of software tools to automate the hardware and software inventory and assessment phases.
- ❖ Utilization of ISD as a pilot project for the new software tools, generating installation and use guidelines.
- ❖ Identification of candidate consulting firms to supplement the departmental resources, especially for the resource intensive tasks like hardware, software, and data scans.
- ❖ Establishment of focus groups to deal with high priority issues such as embedded systems, facilities issues, and contingency planning.
- ❖ One-on-one meetings between the Y2K Program Office and departmental Y2K Project Managers to clarify project activities and deliverables, to adjust timelines, and to deal with resource issues.
- ❖ A funding process to allow the departments to request part of a pool of money established by the Board of Supervisors for the Year-2000 project. This process was discussed at project meetings several times in the early stages of the effort, and departments were encouraged to be prepared to take advantage of this opportunity at the mid-year budget hearings.

While not all departments and agencies are 100% on schedule at this point, those that were having difficulties are working closely with the Program Office on an ongoing basis to resolve the situation.

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R3. Contingency Plans must be finalized no later than November 1999.

**** CONCUR ****

The County's Year-2000 Project schedule specified March 31, 1999 as the delivery date for the departmental contingency plans. Approximately 82.5% of the departments have completed their contingency plans, and the rest are in process. Most of the departments that are still finalizing their plans have estimated a completion date of not later than June 30, 1999.

Besides providing guidelines and a template for the contingency plans, the Y2K Program Office established a focus group to help the departments work through the planning process, and published a guideline covering the three steps for conducting tests of County Y2K contingency plans.

- ❖ **Committee Review:** This stage encompasses a high level audit and evaluation to ensure key processes are covered, and glaring weaknesses and gaps are corrected. This should be performed within the department or agency
- ❖ **Field Rehearsal:** This stage is broken into two components: tabletop and live exercise. The tabletop is an exercise with the key individuals present to answer questions on hypothetical situations. We have scheduled a tabletop exercise for June 24th. The live exercise looks to play out the contingency strategy in an emergency situation. Even if no formal live exercises can be staged, departments can take advantage of normally occurring events (like power outages) to exercise their contingency plans.
- ❖ **Audit Stage:** A further refinement of the plan based on findings in the previous stages.

The County's approach ensures that our contingency plans will be completed, reviewed, tested, and refined well before November 1999.

R4. All computers must be checked for handling the Leap Year calculation in-house and at suppliers prior to year-end.

**** CONCUR ****

The County has purchased and implemented the use of BindView's NetInventory tool to test all networked and standalone desktop computers throughout all departments and agencies. This tool runs 8 tests on the CMOS and 8 tests on the BIOS to check for Year-2000 rollover and 7 leap years. Any computers found to be non-compliant are identified for remediation or replacement. All current computers have been tested, and all new computers are tested as they are placed in the user environment.

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Year-2000 rollover and leap year tests for mainframe and mini-computers are well underway and will be completed before the end of June. The IBM mainframe has completed testing, as have the LAN network servers and the HP 3000s. The HP 9000 is currently being tested, as are the Windows NT servers and workstations.

- R5. All equipment suspected of containing embedded chips should be examined and modified where necessary no later than November 1999.**

****** CONCUR ******

During the second phase of our Y2K Project, departments and agencies inventoried all equipment containing embedded chips. A checklist was provided to ensure standardized coverage and reporting. The items inventoried included faxes, printers, office equipment, and any facilities-related systems, including emergency power, lights, HVAC, controlled access, elevators, etc. For the Health Care Agency it also included biomedical equipment of all kinds.

During our assessment phase, vendors were contacted to determine the Year-2000 compliance of embedded chip systems. Some major systems were identified which required remediation or replacement, and that effort is well underway. For mission-critical or health and safety systems we are taking a "trust but verify" approach. That is, even if the system is warranted as being Y2K compliant by the vendor, we are scheduling independent tests as early as possible, but definitely before the end of the 3rd quarter of 1999. For non-mission critical systems, contingency plans have been written so that operations will continue in the event of a failure. For leased facilities, the CAO's office is contacting landlords for assurances regarding the Y2K compliance of the embedded systems in those facilities.

- R6. Testing should be done as soon as the item is determined to be Y2K compliant to avoid a "log jam" during the last minute rush at year-end.**

****** CONCUR ******

In establishing our Y2K Project Timeline, we took into account the established fact that there is always slippage in project schedules, and that problems and issues will come to light during the integration phase – the last phase of any project. For this reason we set a deadline of June 30th for completion of all Y2K system tests and remediation. This provides for a full six months of follow-on production exercise of applications and hardware, where any unforeseen interactions will have every opportunity to be identified and resolved well before the critical date rollover.