

### **Checklist on key issues related to the Y2K problem**

**Note :**

- a) The questions are worked out to facilitate members' consideration of the subject matter and are by no means exhaustive. Individual Panels are at liberty to raise further questions.
- b) Individual Government Bureau will also oversee the Y2K-compliance exercise within other Non-Government Organizations (NGOs) under its policy portfolio.
- c) Whilst two sets of questions are drawn up for the Administration and NGOs separately, the majority of which are interchangeable as appropriate.

### **Questions put to the Administration**

- 1. Extent of the Y2K problem
  - (a) What are the policy areas and related NGOs overseen by your Bureau? Which are the mission-critical computer and embedded systems?
  - (b) Has your Bureau conducted a Y2K awareness campaign?
  - (c) Has your Bureau defined and documented the potential impact of the Y2K problem?
  - (d) What are the potential risks of the Y2K computer failures to our daily lives/transactions?
- 2. Resources to tackle the problem
  - (a) What are the resources (in terms of funds and manpower) in your Bureau/departments devoted to the Y2K problem? What is the involvement of top management?
  - (b) Are you using internal or external resources?
  - (c) Are "business" as well as "information technology" staff involved in the project?
  - (d) Who is in charge of the project, a professional or a generalist?
  - (e) Can he communicate efficiently and effectively with parties concerned, both within and outside the Government? Does he have the necessary technical capability and authority to do so?
  - (f) How have you organized your Y2K work? (e.g. setting up a steering committee to oversee the progress of the exercise and to take follow-up actions as appropriate). Have you documented the related work plans and decisions?

3. Progress of Y2K rectification exercise

- (a) When did the Bureau/department start to take up the Y2K-compliance exercise? What is the target timetable/schedule for completion of the project? Do you have a priority programme for different mission-critical computer and embedded systems? If so, please provide details? If not, why not?
- (b) What percentage of the work of repairing or replacing mission-critical computer and embedded systems have you completed? Please provide details.
- (c) Have you developed a Y2K supplier/customer chain management strategy?
  - Do other business partners/suppliers of your Bureau have Y2K-compliant plans in place? Will you interact with them or other clients through Internet or other remote systems?
  - Please provide information on interface and data exchange issues.
- (d) How are you going to test the reliability of the various mission-critical computer and embedded systems under your policy portfolio in an integrated manner to ensure that they are all Y2K-compliant?
- (e) What is your Bureau's involvement in the Y2K rectification exercise undertaken by related NGOs?
- (f) How can you ensure that NGOs will achieve Y2K-compliance within your schedule? How are you going to follow-up on the progress and slippage of the Y2K project as reported by NGOs?

4. Contingency plan

- (a) Have you designed, tested, and put in place plans for internal and external contingencies?
  - What are the objectives of the contingency plans?
  - What are the criteria for invoking the contingency plans?
  - What are the expected duration of the contingency plans?
  - What are the procedures for invoking contingency mode?
  - What are the resource plan for operating in contingency mode?
  - How are you going to test the effectiveness of the contingency plans?
  - Will you involve different NGOs in the exercise, both at the testing and implementation stages? If not, why not?
  - What are the details of the related publicity programme?

## Questions put to NGOs

1. Extent of the Y2K problem
  - (a) Which are the mission-critical computer and embedded systems?
  - (b) Has your organization conducted a Y2K awareness campaign?
  - (c) Has your organization defined and documented the potential impact of the Y2K problem?
  - (d) What are the potential risks of the Y2K computer failures to our daily lives/transactions?
  
2. Resources to tackle the problem
  - (a) What are the resources (in terms of funds and manpower) in your organization devoted to the Y2K problem? What is the involvement of top management
  - (b) Are you using internal or external resources?
  - (c) Are “business” as well as “information technology” staff involved in the project?
  - (d) Who is in charge of the project, a professional or a generalist?
  - (e) Can he communicate efficiently and effectively with parties concerned, both within and outside the organization? Does he have the necessary technical capability and authority to do so?
  - (f) How have you organized your Y2K work? (e.g. setting up of a steering committee to oversee the progress of the exercise and to take follow-up actions as appropriate). Have you documented the related work plans and decisions?
  
3. Progress of Y2K rectification exercise
  - (a) When did your organization start to take up the Y2K-compliance exercise? What is the target timetable/schedule for completion of the project? Do you have a priority programme for different mission-critical computer and embedded systems? If so, please provide details? If not, why not?
  - (b) What percentage of the work of repairing or replacing mission-critical computer and embedded systems have you completed? Please provide details.

- (c) Has your organization developed a Y2K supplier/customer chain management strategy?
  - Do other business partners/suppliers of your organization have Y2K-compliant plans in place? Will you interact with you customers through Internet or other remote systems?
  - Please provide information on interface and data exchange issues.
- (d) Does your organization have comprehensive testing strategies for both internal and external systems?
  - What are your plans for testing?
  - Do you have a documented plan?

4. Contingency plan

- (a) Have you designed, tested, and put in place plans for internal and external contingencies?
  - What are the objectives of the contingency plans?
  - What are the criteria for invoking the contingency plans and who are responsible for activating and overseeing the contingency plans?
  - What are the expected duration of the contingency plans?
  - How are you going to test the effectiveness of the contingency plans?
  - How is your organization accountable to the respective Government Bureau for formulation and implementation of the contingency plans?
  - Will your organization launch a publicity programme to keep the public informed of the latest development of the Y2K-compliance exercise within your organization and the related contingency plan?