

For information
on 10 May 1999

**Legislative Council Information Technology
and Broadcasting Panel**

Year 2000 Compliance in the Office of The Ombudsman

Purpose

This paper reports on the latest position on Year 2000 (Y2K) compliance work in the Office of The Ombudsman.

Computer System

2. There is one mission-critical computer system in the Office of The Ombudsman, namely the computerized Complaints Management System (CMS) which is operated on the Local Area Network (LAN) of this Office.

3. The CMS is a centralized database system for providing essential management information for monitoring the progress of individual complaint cases and compilation of complaint-related statistics. The Information Technology Services Department (ITSD) had confirmed that the CMS has been Y2K compliant. As a contingency measure, manual search will resume in the case of system malfunction to ensure that services provided to the public will not be adversely affected.

Embedded System

4. The only mission-critical embedded system in this Office is the burglar alarm system, which is Y2K compliant.

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Line Communication System

5. The only mission-critical line communication system in this Office is the key telephone system, which is Y2K compliant.

Office of The Ombudsman

April 1999