

## **Legislative Council Panel on Constitutional Affairs** **Contingency Plans for Y2K-induced Incidents**

### **Purpose**

This paper reports on the contingency plans to deal with Y2K-induced failures for mission-critical computer and embedded systems in the Constitutional Affairs Bureau (CAB) and the Registration and Electoral Office (REO). These systems are -

- (a) the Burglar Alarm & Security System (BASS) in CAB; and
- (b) the Electoral and Registration System (EARS) and the Interactive Voice Response System (IVRS) in REO.

### **Background**

2. At the Panel meeting on 17 May 1999, we reported vide paper no. CB(2)1951/98-99(03) that rectification work and compliance tests for all the mission-critical computer systems mentioned in paragraph 1 had been completed. These computer systems are confirmed to be Y2K compliant.

### **Contingency Arrangements**

#### ***BASS***

3. The BASS is a security system installed in the office of CAB to ensure that only authorised persons can gain access into the office premises. In case of unforeseen system failure, special arrangements including making available additional manpower to man the exits of the office will be put in place to step up the security within the office premises.

#### ***EARS***

4. The EARS is a computer database that stores the records of all registered electors. It has a number of processing functions which support various election-related activities. It is running on a mainframe computer being maintained by the Information Technology Services Department (ITSD). The following contingency arrangements have been put in place to cater for disruptions to the system -

- (a) in case of mainframe failure, a Y2K-compliant back-up mainframe system which is capable of supporting all application programmes of the EARS and is installed at a different site will immediately commence operation;
- (b) in case of failures of the back-up mainframe system or the application programmes, a “personal computer (PC) based system” which is Y2K compliant will be used to perform the functions of EARS; and
- (c) all electoral records would be backed up from time to time prior to Y2K critical dates.

5. Testing of the above contingency arrangements has been successfully completed by ITSD in August 1999. In addition, hard copies of the voter registration forms received during the last four years and the full set of Final Voter Registers published during the last three years would be retained to facilitate reference to the electoral records where necessary.

#### **IVRS**

6. The IVRS provides a telephone/fax hotline service using interactive voice /fax response technology. In case of system failure, additional manpower will be arranged by REO to provide hotline services and all incoming calls will be handled manually.

7. Both CAB and REO will coordinate with the Y2K Central Coordinating Centre in case of any Y2K-induced incidents during the Y2K critical dates.