

For information
on 8 November 1999

Legislative Council Information Technology And Broadcasting Panel

Year 2000 Compliance in the Regional Services Department

Purpose

This paper reports on the latest position of Year 2000 compliance and rectification progress on mission-critical systems in Regional Services Department (the Department).

Mission-critical Computer Systems

2. In the last report dated 2 August 1999, the Regional Council Computerized Booking System (RCCBS) was an outstanding non-compliant computer system in the Department. With the roll-out of Mark II of the system on 25 October 1999, the system has passed all verification tests, including Y2K-compliance tests.
3. The compliance status of the 10 mission-critical computer systems in the Department is as follows.

<u>System</u>	<u>Compliance Status</u>
Tuen Mun Golf Centre Booking System	Compliant
Library Automation System	Tolerable/Clock reset*
Personnel Management Information System	Compliant
Financial Information System	Compliant
Annual Estimates System	Compliant
Five Year Forecast System	Compliant
Market Stall Demand Notes System	Compliant

* Some of the administration reports use 2-digit year display format, but all system functions are not affected. System can be rectified by resetting the clock on 1 January 2000.

Planning Information System	Compliant
Cemeteries & Crematoria Management System	Compliant
Regional Council Computerized Booking System	Compliant

4. Quality assurance review on Y2K-compliance of the above systems is in progress and is scheduled for completion by mid-November 1999. So far, no change in compliance status has been revealed in the review.

Mission-critical Embedded and Line Communication Systems

5. There are in total 102 mission-critical embedded systems, of which 98 are Y2K-compliant and 4 are tolerable or will require clock re-set. These embedded systems cover air-conditioning systems, burglar alarm and security systems, fire alarm, sprinkler and smoke detector systems, lift and escalator systems, and turnstile computer systems. Besides, all 10 mission-critical line communication systems are Y2K-compliant. Third party audit has been conducted and has confirmed the compliance status of these systems.

Contingency Plans

6. To deal with the residual risk whereby problems may still occur despite actions taken to achieve Y2K-compliance, the Department has drawn up contingency plans for its mission-critical systems to cope with unforeseen Y2K-induced failures in the Department's operational systems and in other related systems which are not under its control, such as power supply shortage and telecommunications breakdown. The objective is to minimize any adverse impact on business continuity, should such failures occur, especially on services to the public such as booking services in public libraries, recreation centres, cemeteries and crematoria facilities.

7. The contingency plans set out the criteria and procedures for activating contingency actions, which mainly involve switching to manual operation. The plans also include computer data backup and hard copy printing before the roll-over to facilitate restoration or manual lookup in case of system failure. Trial runs of the contingency plans have been conducted regularly to validate operational feasibility of the plans and to familiarize all staff concerned with the contingency procedures.

8. The Department has checked with its major business partners such as telecommunication service provider and other Government departments for their current Y2K-compliant status, and positive feedback has been received. Should any system failure occur in these business partners during the roll-over to Year 2000, the Department will invoke appropriate contingency procedure to ensure continuity of critical operations.

Information Technology Division
Regional Services Department
November 1999