

For information  
on 8 November 1999

**Legislative Council Information Technology  
and Broadcasting Panel**

**Year 2000 Compliance and Contingency Planning  
in the Office of The Ombudsman**

**Purpose**

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

**Computer System**

2. The only mission-critical computer system in the Office of The Ombudsman is the computerized Complaints Management System (CMS). The Information Technology Services Department (ITSD) has confirmed that the CMS is Y2K compliant.

3. As a contingency measure, in addition to the routine backup, a complete backup will be performed on the last working day of 1999. Manual search will be resorted to 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. The Building Management office will also step up guard patrols together with strict access controls to maintain law and order during the transition and notify this Office in case of emergency.

## **Line Communication System**

5. The only mission-critical line communication system in this Office is the key telephone system, which is Y2K compliant. In case of system failure, the standalone telephone line, facsimile lines and the mobile phones will be used for maintaining contact with the outside.

## **Other Contingency Measures**

6. As this Office is not providing critical service to the public, it is considered that there is no need to establish a 24-hour departmental Y2K Emergency Command Centre during the Y2K critical dates to oversee the operation of all mission-critical systems.

7. Nevertheless, a wellness check for all mission-critical systems will be conducted on 1 January 2000 to facilitate early identification of problems and minimize disruption of service on the first working day in 2000. A list of the contact points (including contact persons in Information Technology Services Department, Electrical and Mechanical Services Departments, contractor of telephone system and the Building Management office) has been drawn up for urgent assistance in case of system failure.

**Office of The Ombudsman  
October 1999**

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