

Report to the Policy and Finance Committee
From Steve Moate, Manager, Information Technology and Support Services

Year 2000 - Final Report

1. Purpose

To inform the Committee of the performance of the Council's information technology and other systems into the year 2000.

2. Background

Over the last two years a number of initiatives have been taken to assess and mitigate the risks associated with the transition to the new millennium. These measures were put to the test starting at midnight on 1 January 2000 and in the following days.

It is pleasing to note that there has been no disruption to the services provided to the public during this time.

3. Activities over the New Year Period

All divisions took appropriate measures to ensure that sufficient resources were available during the transition period to deal with any problems arising.

3.1 Water Supply

The water supply group made provision to have sufficient staff available to run the system manually if necessary. As no problems arose the number on duty was rapidly scaled down in the early hours of 1 January 2000.

3.2 Emergency Management

The emergency management staff and volunteers activated the beehive incident room and monitored key organisations throughout the danger period. No significant problems arose in the evening with only "no incident reports" received to pass on to the national monitoring centre.

3.3 **Regional Parks**

Park rangers kept a watch over campers and others celebrating the new year, with no significant problems arising.

3.4 **Harbours**

A public fireworks display drew large crowds to the waterfront both on and of the water. Harbours staff monitored proceedings but no significant problems arose.

3.5 **Information Technology**

The majority of IT systems were closed down over the danger period and restarted after 2 January 2000.

3.6 **Corporate monitoring**

A small number of managers and staff were on hand in the Regional Council Centre to be available to co-ordinate any response should significant problems arise. They were able to leave in the early hours of 1 January 2000 when it became clear that no problems had arisen.

3.7 **Other departments**

All other departments reviewed their systems to ensure that they were still working properly early in January.

4. **Minor Issues arising**

While no significant problems arose affecting the ability to provide services to the public a small number of minor problems have been experienced and dealt with:

- One software application used to record water meter consumption had to be adjusted when it was used to enter the first week's figures of the year 2000.
- The suppliers of the Water Group's quality system software is investigating a small problem that has shown up in one module.
- The system used to distribute e-mail to park rangers and other remote sites did not restart properly in January 2000. The software associated with this service had all been upgraded to be compliant. However one hardware component which is no longer current and is not supported by the supplier is now suspected as being the culprit. Even though this has been replaced normal service has not yet been fully restored. Temporary arrangements have been made to communicate with the park rangers in the meantime.

5. **Communications**

The fact that there was generally minimal disruption caused by the year 2000 has been well reported. No further communication is considered necessary.

6. Recommendations

That the report be received and the contents noted.

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