

REPORT BY THE DIRECTOR OF PROPERTY SERVICES

No 1276/98

## **DEPARTMENTAL STRATEGY FOR MANAGING THE "YEAR 2000" PROBLEM**

### **Abstract**

This report outlines the strategy adopted by the Property Services department in response to the departmental and corporate aspects of the Year 2000 problem and details Project Plans for addressing the issues arising.

### **RECOMMENDATION**

The Committees for their respective interests are recommended to:-

1. note the actions taken to date by the Director of Property Services
2. endorse the Departmental and Corporate Project Plans and associated Composite Programme
3. instruct the Director of Property Services to submit regular progress reports.

### **1 INTRODUCTION**

Angus Council adopted a Corporate Approach to the management of the Year 2000 problem by consideration and approval of the recommendations contained within Report No: 907/97 THE YEAR 2000 - INFORMATION TECHNOLOGY IMPLICATIONS at the meeting of the Finance And Information Technology Committee on 2 September 1997.

The Property Services department recognised at an early stage that, in contributing to the Council's strategy for managing the Year 2000 problem, it has responsibilities for, and contributions to make to, both departmental and corporate aspects of this problem,

- **Departmental** - being responsible for taking all practicable measures to minimise or obviate any reduction in the services the Department directly provides other Council departments, who in turn provide Council services to the public;
- **Corporate** - ensuring that, so far as is practicable, all non-housing Council buildings remain fully functional during this anticipated period of difficulty,

and has developed and begun implementing a strategy which should ensure that the problem is efficiently handled by the timeous application of practicable resources in a prioritised manner.

## **2 YEAR 2000 STRATEGY**

The Property Services department has established a Year 2000 Working Group, under the direction of the Head of Client Services, with a remit to:-

- undertake risk assessments of departmental services and systems and hence identify priority issues to be addressed
- develop and implement a strategy to minimise or obviate any reduction in the services provided to other Council departments
- develop and implement a strategy to ensure that, so far as is practicable, all non-housing Council buildings remain fully functional during this anticipated period of difficulty
- support the activities of the Corporate Year 2000 Working Group

## **3 PROGRESS**

### **3.1 Departmental**

Risk assessments have been undertaken and issues of concern prioritised. The majority of these issues are related to information technology.

A Departmental Project Plan [See Appendix 1] and associated programme [See Appendix 3] have been prepared and implementation is underway.

It is anticipated that most if not all issues of concern will be resolved timeously with the assistance of the Information Technology department in accordance with the strategy detailed in Report No: 1099/98 YEAR 2000 - DESKTOP COMPUTERS and our external suppliers.

### **3.2 Corporate**

The Property Services department recognised at an early stage that it had a responsibility to develop and implement a strategy to ensure that, so far as is practicable, all non-housing Council buildings remain fully functional during this anticipated period of difficulty.

Risk assessments have been undertaken and issues of concern prioritised, the majority of which relate to electrical and mechanical control systems which may, as a consequence of containing embedded microchips and associated software, be subject to Year 2000 operational difficulties.

A Corporate Project Plan [See Appendix 2] and associated programme [See Appendix 3] have been prepared and implementation is underway.

This commitment has been incorporated within the Year 2000 Project Plan established by the Corporate Year 2000 Working Group and the department is working very closely with the Information Technology and Finance departments who also have "Corporate" responsibilities.

### **3.2.1 General Suppliers**

As a consequence of the relocation of staff from Tayside House, Dundee to Ravenswood, Forfar in March this year and the need to advise suppliers of a change of address and telephone/fax numbers the department has, with the agreement of the Corporate Year 2000 Working Group, written to all departmental suppliers seeking information on their arrangements for dealing with difficulties which may arise as a result of the Year 2000 problem and whether they will be fully compliant in time for the Millennium.

The responses to these enquiries are being logged and details of responses from Critical Suppliers are being forwarded to the Information Technology department for adding to the Corporate Year 2000 Suppliers System database.

### **3.2.2 Non-housing Council Buildings**

The department has identified key services systems in non-housing Council buildings which are likely to be subject to Year 2000 difficulties. Action is in-hand to prepare a detailed list of such systems from records maintained by the Property Services department and staff local knowledge, confirmed by on site inspections.

This information will be subject to a preliminary sift to identify all equipment which may suffer Year 2000 problems and the resulting final list will be used to contact suppliers, via the Corporate Year 2000 Suppliers System database, seeking their advice on the extent of any Year 2000 problems with the listed equipment and the recommended remedial actions and associated timescale and costs.

These returns will enable an accurate assessment of the scope, cost and timescale for subsequent remedial measures and further progress reports will be submitted to the Personnel and Property Services Committee.

At the same time the department has been scrutinising the Risk Assessments prepared by all Council departments to prepare a master reference list of systems which the Property Services department is accepting responsibility for, to be used as a check against the lists of systems established from the Property Services department's records.

These Risk Assessments have been annotated to identify those issues for which the Property Services department is undertaking full and have been returned to the originating departments with duplicate copies being forwarded to the Information Technology department to maintain a master record.

Thus accurate records are being maintained and Council departments are able to concentrate their efforts on the remaining issues they have identified.

### **3.2.3 Corporate Suppliers**

The Property Services department is responsible for the corporate supply of energy and is particularly aware of the potential for disastrous consequences should there be Year 2000 problem difficulties with these suppliers. Current supply contracts with Mobil Gas Marketing (UK) Ltd and the Scottish Hydro-electric Plc will terminate in March 2000 and new supply contracts will be in place from that date.

It is too early to identify who these suppliers will be but the Property Services department will, in conjunction with the Finance department, ensure that the current and new suppliers have adequate strategies in place to deal with the Year 2000 problem.

#### 4 FINANCIAL IMPLICATIONS

Until returns are received from suppliers the Property Services department is unable to provide an accurate assessment of the scope, cost and timescale for subsequent remedial measures.

Further progress reports will be submitted to the Personnel and Property Services Committee when this information is available.

#### 5 CONSULTATION

The Chief Executive, the Director of Law and Administration, the Director of Finance and the Director of Information Technology have been consulted in the preparation of this report.

#### 6 CONCLUSION

The Committees for their respective interests are recommended to note the actions taken to date by the Director of Property Services; endorse the Departmental and Corporate Project Plans and associated Composite Programme and instruct the Director of Property Services to submit regular progress reports.

#### REFERENCES

<u>Committee</u>	<u>Date</u>	<u>Article</u>	<u>Subject</u>
Finance and Information Technology	2 September 1997	907/97	The Year 2000 - Information Technology Implications
Finance and Information Technology	16 June 1998	683/98	Year 2000 Project Progress Report
Finance and Information Technology	20 October 1998	1099/98	Year 2000 - Desktop Computers

#### APPENDICES

Appendix 1	Departmental Project Plan
Appendix 1	Corporate Project Plan
Appendix 3	Composite Programme

#### BACKGROUND PAPERS

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing the above report.

M G Lunny  
Director of Property Services

## Appendix 1 Departmental Project Plan

The responsibilities for dealing with the Year 2000 problem can be allocated based upon the following model:-

Information Technology			
Category	Responsibility	Comments	Typically
1. General IT hardware supported by the Information Technology department.	Action - PS Assistance - IT	Property Services department to update and maintain inventory and fund any adjustments recommended by the Information Technology department. Information Technology department to audit equipment and recommend any necessary adjustments.	<ul style="list-style-type: none"> <li>• General PCs</li> <li>• General printers</li> <li>• Modems</li> <li>• Scanners</li> <li>• UPS - Dedicated</li> </ul>
2. IT hardware not supported by the Information Technology department.	Action - PS	Property Services department to update and maintain inventory. Liaise with suppliers and fund any recommended adjustments subject to cost effectiveness and the remaining life of the system.	<ul style="list-style-type: none"> <li>• Fax machines</li> <li>• Photocopiers</li> <li>• Plan printers</li> <li>• Sun workstations, printers etc.</li> </ul>
3. Standard software <sup>1</sup> .	Action - PS Assistance - IT	Property Services department to update and maintain inventory and fund any adjustments recommended by the Information Technology department. Information Technology department to audit software and recommend any necessary adjustments.	<ul style="list-style-type: none"> <li>• MS Office Pro package</li> </ul>

<sup>1</sup> Microsoft Office etc.

Information Technology		
Category	Responsibility	Comments
4. Non-standard software <sup>2</sup> .	Action - PS	<p>Property Services department to update and maintain inventory. Liaise with suppliers and fund any recommended adjustments subject to cost effectiveness and the remaining life of the system.</p> <p>Typically</p> <ul style="list-style-type: none"> <li>• Arcview<sup>3</sup> and Property Management System</li> <li>• Archimedes</li> <li>• Badger<sup>4</sup></li> <li>• AutoCad</li> <li>• RYPAC</li> <li>• DOMS</li> <li>• Orgplus, ABC Flowcharter etc.</li> <li>• STARK<sup>5</sup></li> <li>• Howsold<sup>6</sup></li> <li>• Trend/Satchwell</li> </ul>

<sup>2</sup> Microsoft Office etc.

<sup>3</sup> In conjunction with other departments using this system.

<sup>4</sup> 3 - 6 months life span.

<sup>5</sup> Energy management package.

<sup>6</sup> Estates package.

<b>Information Technology</b>			
<b>Category</b>	<b>Responsibility</b>	<b>Comments</b>	<b>Typically</b>
5. PC based MS Office sourced bespoke applications.	Action - PS Assistance - IT	Property Services department to review any bespoke applications developed in the standard Microsoft Office packages and arrange for any adjustments. Information Technology department to provide advice and, where possible, assistance.	<ul style="list-style-type: none"> <li>• Access based applications</li> <li>• QS payment system</li> <li>• Gas appliance maintenance</li> </ul>
6. PC based bespoke applications.	Action - PS	Property Services department to update and maintain inventory. Liaise with suppliers and fund any recommended adjustments subject to cost effectiveness and the remaining life of the system.	<ul style="list-style-type: none"> <li>• Schedule of Rates system</li> </ul>
7. Corporate systems	Action - IT Assistance - IT	Property Services department to update and maintain inventory. Information Technology department to audit equipment and undertake and fund any necessary adjustments.	<ul style="list-style-type: none"> <li>• Integra</li> <li>• Logotech</li> <li>• e-mail</li> <li>• Web site/Internet</li> </ul>

**Appendix 2 Corporate Project Plan**

<b>Property Equipment and systems</b>			
<b>Category</b>	<b>Responsibility</b>	<b>Comments</b>	<b>Typically</b>
8. General systems supported by the Property Services department through the property maintenance budgets.	Action - PS Assistance - Clients	Property Services department to update and maintain inventory. Liaise with suppliers and fund any recommended adjustments subject to cost effectiveness and the remaining life of the system.  Client departments to provide advice on risks and future use/life of specialist items.	<ul style="list-style-type: none"> <li>• Emergency Lighting</li> <li>• Catering equipment<sup>7</sup></li> <li>• Master/Slave Clocks</li> <li>• Door Entry Systems</li> <li>• Electrical Installations</li> <li>• Electronic Locks</li> <li>• Electronic Signage<sup>7</sup></li> <li>• Environmental Monitoring Equipment</li> <li>• Fire Alarm/Safety<sup>8</sup> Systems</li> <li>• Heating, Ventilating and Air Conditioning Systems<sup>9</sup></li> <li>• Intruder/Security Alarm<sup>10</sup></li> </ul>

<sup>7</sup> Where installed & maintained by PSD.

<sup>8</sup> Including sprinklers where appropriate.

<sup>9</sup> Including BMS.



Property Equipment and systems		
Category	Responsibility	Comments
		<p>Typically</p> <ul style="list-style-type: none"> <li>• Systems</li> <li>• Lifts/Elevators/Escalators</li> <li>• Lighting Systems</li> <li>• Public Address Systems</li> <li>• Queuing Systems<sup>7</sup></li> <li>• Refrigeration Equipment</li> <li>• Security Cameras - Local</li> <li>• Washing machines<sup>11</sup></li> </ul>

<sup>10</sup> Including book anti-theft systems.

<sup>11</sup> Social work properties only

Property Equipment and systems			
Category	Responsibility	Comments	Typically
9. Systems not supported by the Property Services department through the property maintenance budgets.	Action - Clients Assistance - PSD	Property Services department to provide assistance to Client departments where and when requested.	<p>UPS - Centralised</p> <ul style="list-style-type: none"> <li>• All systems in Leisure Centres which are under the management of Contract Services</li> <li>• Car Park Barrier Systems</li> <li>• Moveable Catering equipment</li> <li>• Standalone Clocks</li> <li>• CCTV</li> <li>• Computerised Weighing Machines</li> <li>• Storage &amp; Retrieval Systems</li> <li>• Time-Locked Safes</li> <li>• Washing machines<sup>12</sup></li> <li>• Water treatment systems</li> </ul>

<sup>12</sup> Unless maintained by PSD on behalf of Contract Services.

### Appendix 3 Composite Programme

The programme accommodates three stages:-

- Stage 1 Gathering and validation of data. *Ensuring accurate lists are produced and maintained.*
- Stage 2 Evaluation of equipment and systems with suppliers. *Consulting<sup>13</sup> suppliers to establish where there is a Year 2000 problem and how any problem might be appropriately addressed.*
- Stage 3 Undertaking of remedial actions.

ID	Task Name	Duration	Start	Finish	Notes	1998				1999				2000			
						Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
1	Corporate	285d	01/07/98	03/08/99	Property systems and energy supplies	[Gantt bar]				[Gantt bar]				[Gantt bar]			
2	Data gathering	18w	01/07/98	03/11/98	Depends on supplier awareness	[Gantt bar]				[Gantt bar]				[Gantt bar]			
3	Evaluation of equipment/systems	13w	04/11/98	02/02/99	Depends on response times	[Gantt bar]				[Gantt bar]				[Gantt bar]			
4	Undertaking of remedial actions	26w	03/02/99	03/08/99		[Gantt bar]				[Gantt bar]				[Gantt bar]			
5	Departmental	240d	01/10/98	01/09/99	Information technology systems	[Gantt bar]				[Gantt bar]				[Gantt bar]			
6	Data gathering	26w	01/10/98	31/03/99	Depends on supplier awareness	[Gantt bar]				[Gantt bar]				[Gantt bar]			
7	Evaluation of equipment/systems	9w	01/04/99	02/06/99	Depends on response times	[Gantt bar]				[Gantt bar]				[Gantt bar]			
8	Undertaking of remedial actions	13w	03/06/99	01/09/99	Depends on resulting budget demands	[Gantt bar]				[Gantt bar]				[Gantt bar]			

<sup>13</sup> This process has already commenced at a general level with all contractors having received a Year 2000 letter when being notified of the change of address following the move from Tayside House to Ravenswood.

