

ANGUS COUNCIL

PLANNING AND TRANSPORT POLICY COMMITTEE

14 OCTOBER 1999

SUBJECT: YEAR 2000 CONTINGENCY PLAN FOR BUSINESS CONTINUITY

REPORT BY DIRECTOR OF PLANNING & TRANSPORT

**Abstract:** This report updates the current position in the Planning & Transport Department with regard to Year 2000 issues. It includes the Planning & Transport Department Contingency Plan to ensure Business Continuity and seeks the Committee's approval of this Plan.

**1 RECOMMENDATION**

It is recommended that the Committee:-

1. notes the contents of this report;
2. approves the Year 2000 Contingency Plan for Business Continuity.

**2 PROGRESS**

- 2.1 The Planning & Transport Department have continued to participate fully in the corporate Y2K Working Group and have benefited from this corporate expertise and guidance. The Department has also continued to monitor critical suppliers and will continue until the end of the year. All identified suppliers have been contacted via the corporate system and to date no problems have been identified. In relation to Year 2000 issues it is impossible to receive 100% guarantee of compliance.
- 2.2 While there have been no specific Year 2000 compliance problems identified, either with critical suppliers or with the BIOS checking which IT Department are undertaking, this is no guarantee that no problems will be encountered on 1 January 2000. It is therefore essential that a Contingency Plan is prepared which will ensure Business Continuity after 1 January 2000. A copy of the Plan is attached to this Report.

**3 FINANCIAL IMPLICATIONS**

- 3.1 There are no financial implications directly associated with this report. The Contingency Plan for Business Continuity refers to the use of staff overtime in the event of a backlog of data input being required. If this becomes a significant issue then this will be reported to the Committee at a later stage. This would also apply to any significant costs in relation to equipment replacement and/or maintenance which may arise as a result of the Year 2000 issue.

#### 4 CONSULTATION

- 4.1 The Chief Executive, Director of Law & Administration, Director of Finance, Director of Information Technology and Director of Property Services have been consulted in the preparation of this Report.

#### NOTE

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.

AA/MTS/KW  
5 October 1999

Alex Anderson  
Director of Planning & Transport

**ANGUS COUNCIL  
DEPARTMENT OF PLANNING & TRANSPORT**

**YEAR 2000 CONTINGENCY PLAN FOR BUSINESS CONTINUITY**

**1 INTRODUCTION**

The Planning & Transport Department are in the relatively fortunate position of having installed most of its Information Technology infrastructure over the last two years. This includes not only hardware and communications but also major software has been upgraded and the Department will wherever possible continue upgrading throughout the remainder of 1999. In terms of Year 2000 issues however recent acquisition is no guarantee that the facility will be Year 2000 proof. There are also other areas where the Year 2000 issue could affect provision of normal services provided by the Planning & Transport Department.

In order to establish the areas where problems may occur on 1 January 2000, a full risk assessment was undertaken. This identified a number of areas which could cause disruption to a normal service. For the last two years Angus Council has had a working group with officers from all Departments considering and co-ordinating activity on the issue. The Planning & Transport Department has participated in this group and has benefited from the corporate expertise and guidance.

Corporately Property Services Department are responsible for all Council property checks i.e. security entry, security and fire alarms and heating and ventilation systems. All properties which the Planning & Transport Department occupy will come under this category.

Corporately the Information Technology Department are responsible for checking all IT equipment which is connected to the Angus domain network. All PC's and servers in the Planning & Transport Department are part of this network.

Critical suppliers have been identified through the corporate system and to date no problems have been identified. Any other identified critical suppliers identified before the end of the year will also be contacted.

While these major areas, essential for enabling the Planning & Transport Department to deliver its services, are the responsibility of other Departments to check, with Year 2000 issues it is impossible to establish a 100% guarantee from any company or individual on service continuity. The following Contingency Plan has been drawn up to ensure that the Department can provide Business Continuity. This takes account of likely areas of risk and makes provision for various back up procedures to be established.

## 2 MAIN AREAS

The main areas where contingency arrangements are required are:-

### a) Property

The Department occupies two properties, St James House and Kirriemuir Road, both Forfar. The Department is also responsible for Arbroath Bus Station. These are all being checked by Property Services Department and to date no problems with Year 2000 compliance have been identified.

### b) Data Processing

The Department relies on various corporate systems for a number of its procedures i.e. Integra for invoice payment, salaries payments, staff time recording, E-mail and Intranet facilities etc. In relation to these systems the Department will largely be dependent on either the system being operational or on a corporately developed manual system.

There are a number of Departmental systems on which the Department is reliant. These include Building and Development Control Processing, Word Processing and Bus Time-Tabling as well as in-house database management systems and individual databases and spreadsheet analysis. Wherever possible bespoke systems have recently been upgraded (Building and Development Control system and Bus-Time-Tabling systems) and will continue to be upgraded if any other opportunities arises before January 2000.

As a final safety net however, in the event that the network system fails, then the majority of data and files will be batch copied from the file server at St James or Kirriemuir Road to the appropriate individual PC. This will be undertaken on afternoon of 30 December 1999 (the last working day prior to 1 January 2000). This will ensure that if the network fails, but individual PC's are operational, then the data and files will be available to users. This will allow at least the appearance of normal service. Data will be copied back to the file server on resumption of normal service.

In relation to major departmental-wide systems the entire system will not be able to be downloaded onto any individual PC. In this case the latest data (as at 30 December 1999) will be imported to an Access database and downloaded to at least one PC. This will allow at least one point of reference to enable the history and administration information relevant to any particular application to be accessed. The document templates will also be downloaded to PC's to allow necessary documentation e.g. Building Warrants, Completion Certificates, Planning Decision Notices etc. to be produced.

If any processing has to be undertaken outwith the main systems then there will be a need to re-input the data to the system when normal service is resumed. Depending on the length of time then this could be a considerable undertaking and overtime would be required to bring the systems back up to currency.

All PC's in the Planning & Transport Department have been BIOS checked for Year 2000 compliance via the corporate network by the IT Department with corrective action taken where necessary. If however any one particular PC fails then PC's will be moved to provide cover in priority areas.

**c) Transport Facilities**

Bus services will resume on 2 January 2000 with a normal Sunday timetable. Assurances have been received from the two main operators, Strathtay and Travel Dundee, that, so far as they can establish, there should be no problems with their bus fleets operating from the Year 2000 problem. The Transport Team will provide the operators with Almex manual ticketing machines if these should be required.

Schools will not resume until 6 January 2000 and office staff at the Transport Team will have returned to work on 5 January 2000. All providers of school transport (bus and taxi) will be contacted and advised that if there are any problems in providing transport they must advise the Transport Team before 10 a.m. on 5 January 2000. The Transport Team will then endeavour to make alternative arrangements but if unsuccessful they will advise the pupils affected of the situation.

Whether for school transport or for any operator with difficulty in providing a normal service full use of local press, television and radio will be used to keep the public informed of any changes, cancellations or alternative arrangements which require to be put into effect.

**d) Recording Working Hours**

If the computer systems are not operational then a manual sheets will be used. This could cause a backlog of data input for Law and Administration Department staff at St James. In this situation Planning & Transport Department staff would be made available to offer assistance.

**e) Individual Transport**

It will be the responsibility of individual staff to provide travel to work arrangements. However once at work if they require to make any urgent site visits then access will be available to other staff members leased cars (the situation with regard to insurance will require clarification). If none are available then other staff members may be asked to use their own cars to provide necessary transport or as a last resort hire cars would be used.

