



# County of Santa Cruz

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## INFORMATION SERVICES DEPARTMENT

701 OCEAN STREET, SUITE 530, SANTA CRUZ, CA 95060  
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KENNETH D. WEDDERBURN, DIRECTOR

December 6, 1999

Agenda: December 14, 1999

BOARD OF SUPERVISORS  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, CA 95060

### Year 2000 Readiness

Dear Members of the Board:

Since 1996, when the Information Services Department identified Year 2000 computer system requirements to transition the County's information services systems into the 21<sup>st</sup> Century, this department has returned to your Board from time to time to report on the status of the project. This will be the final report before January 1, 2000.

#### General Readiness

The Information Services Department (ISD) has inventoried all computer equipment, systems, software, and data exchanges (interfaces) among the County departments and between agencies. ISD first identified all items requiring Year 2000 mitigation, planned corrective actions, executed the corrective actions, and tested systems to ensure that Santa Cruz County's computer systems are ready for Year 2000. This department's mitigation effort is 99% complete with only very minor tasks for non-critical items remaining. All supported Santa Cruz County information systems are Year 2000 ready, and we expect no negative impact on County services as a result of the change of the century.

In addition, last January our office, in conjunction with the County Administrative Office, provided each department with a sample Y2K Assessment tool that would assist them to assess the non-centralized systems and technical and non-technical infrastructure that was critical to their mission. The final step in the project was to secure an assurance statement from each County department head that systems have been inventoried and assessed, and that due diligence has been paid to ensure that to the greatest extent possible, that each department is Y2K ready. At this writing, all department heads have provided the County Administrative Office with this assurance statement.

As an added measure, Information Services staff has been scheduled to be available during the critical Year 2000 transitions period from December 27, 1999 through January 7, 2000. We will also be coordinating with key County departments to ensure that staff knowledgeable about the use of the County's systems will be available on Saturday, January 1<sup>st</sup> for a first day shakedown of the County's computer applications. We do not expect any problems, but we will be ready to respond if any do arise.

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## Summary of Work Completed

In summary, the following has been completed:

- Identified all systems impacted by the Year 2000 change
- Prepared plans for mitigating any possible Year 2000 problems
- Modified and tested programming on all affected systems to make them Year 2000 ready
- Tested, upgraded or changed all system level software for mainframe computer systems
- Tested upgraded or changed all software for telecommunications switches
- Tested upgraded or changed all network controller or router equipment and software
- Tested, upgraded or changed all PC equipment county-wide
- Tested upgraded or changed all supported PC operating systems and software
- Modified and tested data interfaces with other outside agencies

This Year 2000 preparation effort has involved every member of the Information Services Department, as well as many other County employees from other departments, and employees from outside agencies. In aggregate, it is estimated that this project has consumed approximately 35,000 people hours equivalent to \$2,650,000 of ISD resources alone. I would like to express my appreciation to your Board for your support of this process and for allocating the resources that were necessary to ensure that the County would be able to serve the residents of the County as we start the year 2000.

It is therefore RECOMMENDED that your Board accept and file this report on Year 2000 readiness.

Sincerely,



Kenneth D. Wedderburn  
Director of Information Services

Recommended:



SUSAN A. MAURIELLO  
County Administrative Officer

cc: County Administrative Officer