EXHIBITION PLACE

January 19, 2000

TO: The Board of Governors of Exhibition Place

FROM: Robert Hicks
                  Director of Finance

SUBJECT: **Y2K Process/Results**

Recommendation:

It is recommended that the Board receive this report for its information.

Background:

At its meeting of January 29, 1999, the Board considered a staff report which set out an implementation plan to deal with all Y2K issues at Exhibition Place and directed staff to advise the Board on a periodic basis as to the progress on this issue.

Discussion:

In order to address the Y2K issue, the City of Toronto Corporate Services Department developed, implemented and coordinated a City-wide Y2K strategy to ensure that potential problem areas were identified and corrected to ensure continuity of building and computer systems within the City of Toronto and all agencies, boards and commissions. Staff of Exhibition Place formally commenced activities to identify and remediate Y2K concerns in August 1998 with the establishment of a Technical Team comprised of our three IT staff resources (two from Exhibition Place, one from the National Trade Centre).

The initial task undertaken by the team was the development of an inventory of all computer equipment and building systems which are PC-controlled or chip-embedded. This task was completed by the end of 1998 and inventory summaries were forwarded to the City of Toronto to serve as a basis for future evaluation and work planning. In January 1999 the team commenced the development of Y2K contingency and risk assessment plans which were updated on a monthly basis throughout 1999 in accordance with City of Toronto Y2K requirements.

It became apparent during the early part of 1999 that this project would require a significant commitment of staff time to undertake required activities and to ensure that all issues were

resolved in a timely and effective manner. Accordingly, in February 1999, I was assigned program management responsibility by the Interim General Manager and one of my first actions was the establishment of a Y2K work team comprised of the technical specialists and management staff of Exhibition Place, the CNEA, and the NTC to ensure that all issues/requirements were identified and to better balance the workload through a broader cross-section of staff.

During the internal testing phase for desktop computer equipment, it was determined that none of our existing systems met the minimum standards established by the City of Toronto and would require complete upgrading. In total, Exhibition Place was provided with 188 computers, 99 monitors, nine printers, and six servers at a cost of $410,000.00. The technical team assumed responsibility for the network configuration, software and hardware setup and installation of all the computer equipment throughout Exhibition Place. This activity commenced in May 1999 with the CNEA being given the highest priority due to support requirements for their summer staffing contingent. Rollout of computers to all other areas of Exhibition Place was completed by the end of September and the migration to the new servers was completed during October and November 1999.

During the final quarter of 1999 the focus of activities changed from physical replacement of equipment to finalization and perpetual updating of our contingency and risk assessment plans. It was determined that the most effective short-term solution for business continuity would be the establishment of a stand-alone computer network supporting 10-12 users to facilitate data input and future upload capabilities in the event that a serious Y2K problem arose. This network was installed in the NTC with assurance testing being completed in late-December.

The final activity undertaken was the implementation of a communications protocol to ensure that senior staff could identify, initiate remedial activities and report any issues occurring on the grounds at the new year to the Chair of the Board and City of Toronto Y2K Command Centre. All senior staff on duty and/or on call were provided with Clearnet cellular telephones by the City of Toronto to be used in the event of collapse of existing communication equipment.
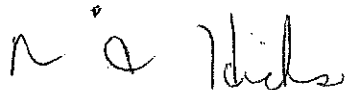
I am pleased to advise the Board that all building and business systems remained operational as we entered the new millennium and we do not anticipate future Y2K issues arising. Debriefing meetings are being scheduled with City of Toronto staff in January to evaluate the Y2K process and clarify procedures for the return of communication equipment.

Throughout the entire exercise, the City of Toronto Corporate Services Y2K Team recognized our work plan as being one of the most comprehensive within the City and Exhibition Place was routinely one of the lowest rated risk sites. In addition, a number of secondary benefits will materialize as a result of Y2K upgrades including increased data security and functionality, reduced support and repair costs, higher speed back-up for increased data integrity/reconstruction and a more stable hardware platform for at least the next three years.
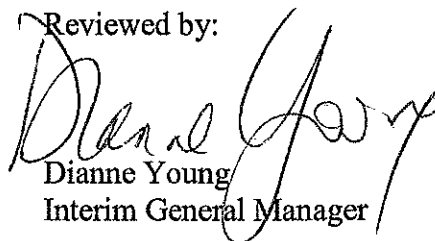
Conclusion:

This report updates the Board on the process undertaken by Exhibition Place staff to address the
Y2K issue.

Submitted by:

R. A. Hicks
Director of Finance

Reviewed by:

Dianne Young
Interim General Manager