



Human Resources Development Canada Développement des ressources humaines Canada
Internal Audit Bureau Bureau de vérification interne

HRDC Year 2000 Project

Risk Assessment of Mission Critical and Non-Mission Critical National Applications

Update No.5

Project No. 964/98

Internal Audit Bureau

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1.0 EXECUTIVE SUMMARY

Background

The Department of Human Resources Development Canada (HRDC) is committed to a strategy for achieving Y2000 (Y2K) compliance of all Non-Mission Critical Applications by a departmental imposed initial deadline of June 30, 1999, a few non-mission critical applications had been extended to September 15, 1999. These Applications have underlying software Products, which must be certified Y2K compliant. To deliver these Applications, a compliant Infrastructure is required. This date of September 15th was established originally to allow more time for Product Removal. Subsequently, Applications which had not met the June 30, 1999 target date were given more time by the Senior Management Steering Committee to become "Y2K Ready", on a case by case approval basis, as long as they were, "...completed before the Infrastructure/Application freeze period takes place from October 1, 1999 to January 15, 2000." (from Year 2000 Project Steering Committee, Record of Decisions, June 30, 1999.)

Process Overview

The risk assessment process is part of the overall Systems Under Development Audit (SUD) of Year 2000 activities currently under review by the Internal Audit Bureau (IAB).

The Year 2000 risk assessment process began during fiscal year 1997/98 with the first risk assessment report published, January/98. A second update of the risk assessment process was published in May/98, with a third completed during December/98 and the fourth update of this process was issued in March/99 and was divided into the following assessment areas:

- Non-Mission Critical Applications - included prioritization of non-mission critical applications
- Infrastructure Compliance - included hardware, software and network infrastructure;
- Operations - included mainframe and LAN/WAN;
- Linkages - included internal and external applications linkages;
- Products - included underlying software products that enabled the hardware and applications to work;

From June to October/99, a fifth risk assessment update followed the above process, using selected and additional questions from the Update 4 questionnaire. Added to Update 5, is a section on Rollover Planning. Also, observations from the IAB's visits to the four regions of Alberta, Saskatchewan, Manitoba and Nova Scotia are included under appropriate sections in this report.

2.0 OVERALL FINDINGS

Main findings of the Y2K Risk Assessment, Update 5 follow:

1) Mission Critical and Non-MC Applications

All of the Mission Critical and Non-Mission Critical Applications, including CMS/ LMSS, have been certified, Y2K Ready.

With regards to Applications, the IAB auditors who visited the four regions mentioned above, had no significant risk to report.

2) Products

From a list of more than 3200 Products, the IAB, along with input from Y2K Systems' Coordinators and the Y2K Project Office, prioritized 27 Mission Critical Products, all of which have either been certified Y2K ready or retired.

Only one of 26 Non-Mission Critical Products that are linked to important Mission Critical Applications remains outstanding. A high-risk rating was given to this because it was deemed "very important". It is:

Area of Responsibility	Product or Application
Applications Group 2	SmartAddresser-Win95, v.3.4.1

This product is to be replaced with a Y2K compliant version 3.6.0, by the November 15, 1999 at which time the above product will be retired.

Furthermore, the IAB reviewed four program areas within NHQ (HRIB, ISP, SP and Insurance), as well as four regions, to ascertain their Y2K status. The IAB's review found that most had completed the product removal process, with the exception of Strategic Policy (SP), which is only 30% complete. Furthermore, SP is using their product removal process as a product identification procedure, so that some products are still being defined and tested. Also, they have utilized a different standard than the rest of HRDC with regards to operating systems (Win98), which has not been tested nor approved by the GMC.

Recommendation

For the above products there should be an immediate plan to either test or remove them, unless exemptions are granted by the GMC. Also, senior management should ensure that only Y2K ready products remain on our systems.

3) Linkages

All of the Mission Critical Linkages have been completed. HRDC's Internal Linkages are well under control and our External Linkages with other federal government departments have met their target dates. Extensive validation was undertaken between May 1998 and June 1999 by the project office to reconcile all HRDC external interfaces with 10 federal partners, including Canada Post and 51 different provincial ministries.

Furthermore, the IAB noted that all linkages, including those in the four regions, were completed by the required dates.

4) Rollover

Rollover included both NHQ and regions. Essential Rollover Y2K staff are being identified, along with plans to issue letters of notification by late October./99. Some regions are still waiting for further guidance from NHQ before finalizing some of their Rollover staff.

In conjunction with the national rollover plan, regional plans are in place and continue to evolve. In addition, the zero backlog policy within Insurance is being implemented. This is designed to assist the rollover process to ensure that no existing claims will be delayed in case of Y2K emergencies.

APPENDIX A

PERSONS INTERVIEWED

The NHQ Table below lists the persons interviewed for each of the risk areas assessed in Applications Groups 1, 2, 3, Infrastructure, Operations, Products and Linkages.

NHQ Groups	Persons Interviewed
Applications 1	Jim Wagdin, Jim Whyte, Ron Prosper, Mike Egan
Applications 2	Norman Smith, Mike Fostner, Bill Hannam, Larry Johnson
Applications 3	Kim White, Ron Parsons, Lucie Duval, Omar Jama, Genevieve Renart, Ingrid Di Alwis-Perera, Peggy Mahdi
Infrastructure	Carl Brazeau, Bryan Rogers, Doreen Hartling
Operations	Steve Huard, Martin Goyer, Joe DaCosta, Joanne Racicot, Bob Charleau
Products & Linkages	Anu Emery, Bob Robinson, Frank Malamo, Pat Moorehead

The four provinces visited by the IAB included Alberta, Saskatchewan, Manitoba and Nova Scotia.