

## NORTH LANARKSHIRE COUNCIL

## REPORT

TO: Social Work Committee	Subject: Year 2000 compliance
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 19 January 1999	
REPORT AUTHOR: I M Crawford	
REF: imc/yr2000/jan99	

**1 PURPOSE OF REPORT**

- 1.1 To advise the Committee of progress towards ensuring all Social Work systems and equipment are Year 2000 compliant

**2 BACKGROUND**

- 2.1 All IT systems require to be tested to ensure that they will continue to function in the year 2000 and beyond.
- 2.2 Due to IT systems utilising only two digits when setting the calendar year we have been advised that there will be serious problems when we enter the year 2000 as those systems will be unable to distinguish between the year 1900 and the year 2000 thus causing them to fail at the start of year 2000.
- 2.3 A wide range of equipment is controlled by microprocessors which may be affected by the same problem.

**3 CURRENT POSITION**

- 3.1 There are three broad areas across which Social Work is taking action to ensure that systems are millennium compliant.  
These areas are:-

- (a) Checking and amending computer software.
- (b) Checking computer hardware.
- (c) Checking equipment which is controlled by embedded chips or microprocessors.

**3.2 CHECKING AND AMENDING COMPUTER SOFTWARE**

- 3.2.1 Social work is reliant on the corporate systems which provide the financial information for the authority. Amendments to these systems is the responsibility of the Director of Finance and as such progress will be reported to the Finance Committee.

- 3.2.2 However in addition to corporate systems Social Work is reliant on IT systems which are specific to the Social Work Department.
- 3.2.3 These systems provide financial and operational information on social work services and includes a large database containing information on clients and providers.
- 3.2.4 The Social Work systems are supported by a dedicated team of IT professionals within the Finance Department and they have amended the software to ensure millennium compliance. Only minor testing work remains to be carried out and this will be completed prior to the end of March.
- 3.2.5 The department also uses a large number of desk top software packages such as Lotus 123, MultiMate, E Mail, Approach data bases, Word Pro etc. MultiMate cannot be made compliant and will require to be changed to Word Pro. All other packages are or can be made compliant.
- 3.2.6 To move from MultiMate to Word Pro will require both software and in some cases hardware upgrade.
- 3.2.7 The department will require to purchase 90 upgrade packs.

### 3.3 **COMPUTER HARDWARE**

- 3.3.1 The Social Work Department has an extensive computer system. It comprises of 9 Local Area Networks (LAN's) which have 550 PC terminals and are connected to a UNIX Box at the Civic Centre in Motherwell.
- 3.3.2 The UNIX Box and file servers which are located within the LAN's are millennium compliant.
- 3.3.3 The PC terminals have been checked for compliance and 360 of the terminals are capable of running Windows NT4 which is the recommended corporate operating system for the future.
- 3.3.4 190 PC terminals will require to be upgraded, these are located within Shotts, Bellshill, Cumbernauld, Chryston and Coatbridge area teams.

### 3.4 **EQUIPMENT CONTROLLED BY EMBEDDED CHIPS**

- 3.4.1 There is a whole range of equipment used within social work operational settings which is controlled by embedded chips. This equipment consists of items such as telephone systems, heating systems, lifts, alarm systems, cookers etc.
- 3.4.2 Many Social Work facilities provide services to very vulnerable clients and the consequences of a failure in some of the above systems could be severe.

- 3.4.3 The Department is collating information on all equipment which is micro processor controlled and it is anticipated the survey will be completed by the end of January.
- 3.4.4 On completion of the survey equipment will be prioritised for action on the basis of the impact failure would have on Social Work services.
- 3.4.5 The Social Work Department in collaboration with Planning and Development and Construction Services will obtain advice from manufacturers on any action necessary to ensure year 2000 compliance.
- 3.4.6 The Department will bring forward future reports on the outcome of the survey.

#### **4 FINANCIAL IMPLICATIONS**

- 4.1 Resources of £217,000 require to be provided to upgrade 90 computers as in section 3.2.7 and replace 190 terminals as in 3.3.4.
- 4.2 The department has sought the advice of the Director of Finance on whether resources are available from a central fund for this purpose.
- 4.3 The cost of replacing or upgrading equipment controlled by micro processors will be calculated on completion of the survey of this equipment.

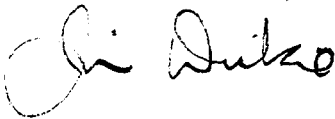
#### **5 RECOMMENDATIONS**

Committee is asked to:

- 5.1 Note the contents of this report.
- 5.2 Remit the report to the Policy and Resources Committee for its attention.

#### **6 BACKGROUND PAPERS**

- 6.1 Background papers are held by I M Crawford, Principal Officer(Personnel and Training)



**Jim Dickie**  
**Director of Social Work**  
**12 January 1999**

For further information on this report please contact , I M Crawford ,Principal Officer (Personnel and Training) (TEL: 01698 332037)