



## UF/IFAS Y2K Contingency Plan

This document summarizes the approach taken by UF/IFAS-IT on preparedness for Y2K. It includes the fundamental organization of personnel that will be in place at the turn of the millennium, identifies mission critical systems maintained by IT and outlines contingency plans for each of these systems.

Staff Issues [\\*](#)

Organization and Communications. [\\*](#)

Y2K Planning and Action Committee (PAC) [\\*](#)

Help Desk [\\*](#)

District Support Specialists [\\*](#)

Network Systems [\\*](#)

Business Systems [\\*](#)

Contingency Plans for Mission Critical Systems

Departmental Accounting System [\\*](#)

IFAS Travel System [\\*](#)

Client and Inter-Departmental Communications [\\*](#)

Electronic Mail System [\\*](#)

File and Print Services [\\*](#)

Web Services [\\*](#)

Internet Service (IFASDOM Connectivity) [\\*](#)

EDIS Editor [\\*](#)

## **Staff Issues**

1. The Director/Coordinator of each area will place staff needed to address problems "on call" at their own discretion. A report of the composition of the team will be due on December 15 to the Director's Office and is to include a backup individual for each designated person.
2. IT employees will not be granted leave of absence from December 28, 1999 through January 30, 2000. The date of January 30, 2000 will be revised by January 6, 2000.
3. All members of the staff should be available at any time during this period, any non-Y2K related activity will be considered second priority (Keep the calendar clear).

## **Organization and Communications.**

It is essential for IT to rapidly identify problems, correct them and keep clients informed. In order to achieve this, an effective communications mechanism must be in place. To address this, the following components are in place:

### *Y2K Planning and Action Committee (PAC)*

A Planning and Action Committee (PAC) for Y2K is responsible of assessing, prioritizing, planning and initiating action towards planning resolution. This group includes, Jack Haldeman, Chris Leopold, Peter Kearney, Brian Sevier, Tom Hintz, and Fedro Zazueta. All information related to Y2K problems arising within IFAS systems or, substantiated and perceived external threats shall be conveyed to this group.

1. PAC will be in continuous contact and will meet as necessary during the process.
2. PAC will act as the sole conduit of communication with UF (NERDC, OIR, CIRCA) and FIRN unless an individual is designated to do so specifically by PAC.

### *Help Desk*

The Help Desk will act as the interface with external clients. It is responsible for documenting Y2K failures, conducting a primary assessment of the problem,

communicating the problems to PAC, maintaining users informed through mass delivery (web, email) and follow-up on user calls.

### *District Support Specialists*

District support specialists will interact directly with the county extension offices. DSS will be responsible for documenting Y2K failures, conducting a primary assessment of the problem, communicating the problems to PAC and maintaining the administrators of the CEO's within their region informed about problems and status.

### *Network Systems*

Network systems will interact directly other UF/IFAS [computer coordinators in other UF/IFAS units](#) were appropriate to identify and resolve problems.

### *Business Systems*

Business systems will interact directly with the Business Services Office (Vernon Parmenter), the Personnel Office (William Flemming) and the Budget Office (Linda Sodek.)

## Contingency Plans for Mission Critical Systems

<b>UF/IFAS Information Technologies</b> <b>Y2K Contingency Plan</b>	
<b>Area:</b> Business Systems	<b>Mission Critical System:</b> <b>Departmental Accounting System</b>
<b>Area Leader:</b> Peter Kearney 392 0900, <a href="mailto:pjk@ifas.ufl.edu">pjk@ifas.ufl.edu</a>	<b>DATE:</b> 9/23/99
<b>NORMAL PROCEDURES</b>	
<b>Team Leader:</b> Gary Thompson 392 0900, <a href="mailto:thom@ifas.ufl.edu">thom@ifas.ufl.edu</a>	

**Team Members:**

Bill Cope, Mae Thomas

**Responsibilities and Tasks:**

Upgrade system to Y2K compliance, pre-Y2K backup of total system, produce special set of printed reports for all users reflecting status as of 12/31/99

**EMERGENCY RESPONSE****Emergency Response Team Leader:**

Peter Kearney

**Emergency response Team Members:**

Gary Thompson, Mae Thomas and Bill Cope

**Activities Than may Need Attention:**

Corrections to code that were not detected during testing.

**Determine Cause of Failure:**

Make sure that it is a software problem and not caused by other systems failure such as network connectivity.

Follow standard procedure of identifying system and template failures, pointing to exact failed programs.

Correct code and test.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Sharon Hoopaugh

**Alternate Procedures Team Members:**

Data Committee

**Work-Around Plan In Case of Emergency:**

Users will be provided balances of their accounts by 12/31/99. They will be notified 1/1/00 to use the manual procedures if a failure of the system occurs. Notices of progress will be sent out regularly and when the problem is finally corrected.

## RESTORATION PROCEDURES

### Restoration Phase Team Member:

Gary Thompson

### Steps Necessary to Return to Normal Business Functions:

Bring up system. Restore data to 12/31/99.

Notify Help Desk so users are notified about problem resolution.

## UF/IFAS Information Technologies

### Y2K Contingency Plan

#### Area:

Business Systems

#### Mission Critical System:

IFAS Travel System

#### Area Leader:

Peter Kearney 392 0900, [pjk@ifas.ufl.edu](mailto:pjk@ifas.ufl.edu)

#### DATE: 9/23/99

## NORMAL PROCEDURES

### Team Leader:

Donna Williamson 392 0900, [DWILL@ifas.ufl.edu](mailto:DWILL@ifas.ufl.edu)

### Team Members:

Mae Thomas

### Responsibilities and Tasks:

Upgrade system to Y2K compliance, pre-Y2K backup of total system, produce special set of printed reports for all users reflecting status as of 12/31/99

**EMERGENCY RESPONSE****Emergency Response Team Leader:**

Peter Kearney

**Emergency response Team Members:**

Donna Williamson, Mae Thomas

**Activities Than may Need Attention:**

Corrections to code that were not detected during testing.

**Determine Cause of Failure:**

Make sure that it is a software problem and not caused by other systems failure such as network connectivity.

Follow standard procedure of identifying system and template failures, pointing to exact failed programs.

Correct code and test.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Judy Futch

**Alternate Procedures Team Members:**

Travel Office staff

**Work-Around Plan In Case of Emergency:**

Users will be provided travel status reports by 12/31/99. They will be notified 1/1/00 to use the manual procedures if a failure of the system occurs. Notices of progress will be sent out regularly and when the problem is finally corrected.

**RESTORATION PROCEDURES****Restoration Phase Team Member:**

Donna Williamson

**Steps Necessary to Return to Normal Business Functions:**

Bring up system. Restore data to 12/31/99.

Notify Help Desk so users are notified about problem resolution.

## UF/IFAS Information Technologies

### Y2K Contingency Plan

**Area:** Customer Relations & Support

**Mission Critical System:**

**Client and Inter-Departmental  
Communications**

**Area Leader:** Brian Sevier 392-3196,  
[bsevier@mail.ifas.ufl.edu](mailto:bsevier@mail.ifas.ufl.edu)

**DATE:** 10/6/99

#### NORMAL PROCEDURES

**Team Leader:**

Brian Sevier

**Team Members:**

Josh Wilson, Chang Zhang, Nick Bazin, R. Tom Kirby

**Responsibilities and Tasks:**

Handle all communications with UF/IFAS users in the event of a problem:

Receive and handle calls from UF/IFAS users on Y2K issues and problems.

Forward new/unclear problem statements to Y2K war room.

Inform all UF/IFAS users on progress of resolution of Y2K problems and issues.

#### EMERGENCY RESPONSE

**Emergency Response Team Leader:**

Brian Sevier

**Emergency response Team Members:**

Josh Wilson, Chang Zhang, Nick Bazin, R. Tom Kirby

**Activities That may Need Attention:**

Insure that communication channels are kept open and functional, including web, email, phone, radio and sneakernet.

Monitor mission critical web based services (FAWN, Edis, DDIS, and Reporting System).

**Determine Cause of Failure:**

Upon failure notify system team leader.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Fedro Zazueta

**Alternate Procedures Team Members:**

Chris Leopold, Mike Kanofsky, Peter Kearney

**Work-Around Plan In Case of Emergency:**

Use conventional mail or face-to-face communications to send and receive communications from users.

**RESTORATION PROCEDURES****Restoration Phase Team Member:**

Brian Sevier

**Steps Necessary to Return to Normal Business Functions:**

Maintain constant communication with section leaders on status and progress of problem resolution.

Maintain information delivery systems current and up to date on problem status and resolution



progress (web page, email messages, direct phone calls and print messages to clients.)

## UF/IFAS Information Technologies

### Y2K Contingency Plan

**Area:**

Network Systems

**Mission Critical System:**

Electronic Mail System

**Area Leader**

Christian Leopold 392-5180 crle@ifas.ufl.edu

**DATE** 10-6-99

**NORMAL PROCEDURES**
**Team Leader:**

Jennifer Xu 392-5180 jis@ifas.ufl.edu

**Team Members:**

Jennifer Xu, Mike Kanofsky and Dean Delker

**Responsibilities and Tasks:**

Upgrade system to Y2K Compliance, preY2K backup of total system of both NT and OpenVMS systems

**EMERGENCY RESPONSE**
**Emergency Response Team Leader:**

Jennifer Xu 392-5180 jis@ifas.ufl.edu

**Emergency response Team Members:**

Jennifer Xu and Mike Kanofsky

**Activities Than may Need Attention:**

Hardware and software Y2K compliance

**Determine Cause of Failure:**

Make sure that IFAS owned Hardware, Operating System, Router and DNS Y2k Non-compliance did not cause failure. Check with FIRN, David Radcliffe (277-8657) and NERDC, Dan Miller (2-2061) to establish Y2K compliance of respective Network systems and ensure these systems did not cause our failure.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Christian Leopold

**Alternate Procedures Team Members:**

Mike Kanofsky , Tim Nance and Possible NERDC staff

**Work-Around Plan In Case of Emergency:**

Apply appropriate vendor software patches, date roll back move users to IFAS' new NT Mail system or remove forwarding on Gatorlink accounts to the IFAS mail system and have users use the UF mail system.

**RESTORATION PROCEDURES****Restoration Phase Team Member:**

Mike Kanofsky and Jennifer Xu

**Steps Necessary to Return to Normal Business Functions:**

Apply vendor hardware and software patches.

If data loss, Restore data to 12/31/99.

Restore system to correct date.

Notify Help Desk so users are notified about problem resolution.

## UF/IFAS Information Technologies

### Y2K Contingency Plan

<b>Area:</b> Network Systems	<b>Mission Critical System:</b> <b>File and Print Services</b>
<b>Area Leader</b> Christian Leopold 392-5180 crle@ifas.ufl.edu	<b>DATE</b> 10-6-99
<b>NORMAL PROCEDURES</b>	
<b>Team Leader:</b> Mike Kanofsky 392-5180 Mikekano@ifas.ufl.edu	
<b>Team Members:</b> Mike Kanofsky and Jennifer Xu	
<b>Responsibilities and Tasks:</b> Upgrade system to Y2K Compliance, preY2K backup of total system of both NT and OpenVMS systems	
<b>EMERGENCY RESPONSE</b>	
<b>Emergency Response Team Leader:</b> Mike Kanofsky	
<b>Emergency response Team Members:</b> Jennifer Xu and Mike Kanofsky	
<b>Activities Than may Need Attention:</b> Hardware and software Y2K compliance	
<b>Determine Cause of Failure:</b>	

**UF/IFAS Information Technologies**

**Y2K Contingency Plan**

<b>Area:</b> Network Systems		<b>Mission Critical System:</b> Web Services	
<b>Area Leader</b> Christian Leopold 392-5180 crle@ifas.ufl.edu		<b>DATE</b> 10-6-99	
<b>NORMAL PROCEDURES</b>			
<b>Team Leader:</b> Mike Kanofsky 392-5180 Mikekano@ifas.ufl.edu			
<b>Team Members:</b> Mike Kanofsky and Jennifer Xu			
<b>Responsibilities and Tasks:</b> Upgrade system to Y2K Compliance, preY2K backup of total system of both NT and OpenVMS systems			
<b>EMERGENCY RESPONSE</b>			
<b>Emergency Response Team Leader:</b> Mike Kanofsky			
<b>Emergency response Team Members:</b> Mike Kanofsky and Tim Nance			

**Activities Than may Need Attention:**

Hardware and software Y2K compliance checks.

Inform Help Desk of Problems so they can notify all units in advance (cause, estimate of time services will be down.).

**Determine Cause of Failure:**

Make sure that IFAS owned Hardware, Operating System, Router and DNS or WINS Y2k Non-compliance did not cause failure. Check with FIRN, David Radcliffe (277-8657) and NERDC, Dan Miller (2-2061) to establish Y2K compliance of respective Network systems and ensure these systems did not cause our failure.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Christian Leopold

**Alternate Procedures Team Members:**

Jennifer Xu and Dean Delker

**Work-Around Plan In Case of Emergency:**

date roll back and apply appropriate vendor hardware and software patches

**RESTORATION PROCEDURES****Restoration Phase Team Member:**

Mike Kanofsky and Jennifer Xu

**Steps Necessary to Return to Normal Business Functions:**

Apply vendor hardware and software patches.

If data loss, Restore data to 12/31/99.

Restore system to correct date.

Determine system Functionality.

Notify Help Desk so users are notified about problem resolution.

## UF/IFAS Information Technologies

### Y2K Contingency Plan

<b>Area:</b> Network Systems	<b>Mission Critical System:</b> <b>Internet Service (IFASDOM Connectivity)</b>
<b>Area Leader</b> Christian Leopold 392-5180 crle@ifas.ufl.edu	<b>DATE</b> 10-6-99
<b>NORMAL PROCEDURES</b>	
<b>Team Leader:</b> Christian Leopold 392-5180 crle@ifas.ufl.edu	
<b>Team Members:</b> Jennifer Xu and Bill Lancaster	
<b>Responsibilities and Tasks:</b> Upgrade routers and switch systems to Y2K Compliance.	
<b>EMERGENCY RESPONSE</b>	
<b>Emergency Response Team Leader:</b> Christian R. Leopold	
<b>Emergency response Team Members:</b> Bill Lancaster and Jennifer Xu	
<b>Activities Than may Need Attention:</b> Hardware and software Y2K compliance	

**Determine Cause of Failure:**

Make sure that IFAS owned Hardware, Operating System, Router and DNS or WINS Y2k Non-compliance did not cause failure. Check with FIRN, David Radcliffe (277-8657) and NERDC, Dan Miller (2-2061) to establish Y2K compliance of respective Network systems and ensure these systems did not cause our failure.

**ALTERNATE PROCEDURES****Alternate Procedures Team Leader:**

Jennifer Xu

**Alternate Procedures Team Members:**

Mike Kanofsky, Bill Lancaster, Tim Nance

**Work-Around Plan In Case of Emergency:**

Date roll back and apply appropriate vendor hardware and software patches

**RESTORATION PROCEDURES****Restoration Phase Team Member:**

Bill Lancaster and Jennifer Xu

**Steps Necessary to Return to Normal Business Functions:**

Apply vendor hardware and software patches.

Restore system to correct date.

Determine system Functionality.

Notify Help Desk so users are notified about problem resolution.

## UF/IFAS Information Technologies

### Y2K Contingency Plan

<b>Area:</b> Software Systems	<b>Mission Critical System:</b> <b>EDIS Editor</b>
<b>Area Leader:</b> Howard Beck 392-3196 <hwb@agen.ufl.edu>	<b>DATE:</b> 9/27/99
<b>NORMAL PROCEDURES</b>	
<b>Team Leader:</b> Howard Beck 392-3196 <hwb@agen.ufl.edu>	
<b>Team Members:</b> Jack Haldeman, Petraq Papajorgji, Charlie Hairston	
<b>Responsibilities and Tasks:</b> Verify Y2K compliance of software; pre-Y2K total system backup after last pre-Y2K processing to database; prepare written procedures for restoration of database and related files and programs	
<b>EMERGENCY RESPONSE</b>	
<b>Emergency Response Team Leader:</b> Howard Beck 392-3196 <hwb@agen.ufl.edu>	
<b>Emergency response Team Members:</b> Jack Haldeman, Petraq Papajorgji, Charlie Hairston	
<b>Activities That may Need Attention:</b> NT Server software possible effects on database integrity and display (see EDIS Contingency Plan). Editing software is Y2K compliant.	
<b>Determine Cause of Failure:</b>	



Attempt to restore system and determine any software failures, recode as necessary. Estimate downtime. Notify users.

### **ALTERNATE PROCEDURES**

#### **Alternate Procedures Team Leader:**

Howard Beck 392-3196 <hwb@agen.ufl.edu>

#### **Alternate Procedures Team Members:**

Jack Haldeman, Petraq Papajorgji, Charlie Hairston

#### **Work-Around Plan In Case of Emergency:**

Redirect all users submitting documents to explanation screen for options. Notify users.

### **RESTORATION PROCEDURES**

#### **Restoration Phase Team Member:**

Howard Beck 392-3196 <hwb@agen.ufl.edu>

#### **Steps Necessary to Return to Normal Business Functions:**

Distribute revised software if necessary, and bring up system.

Notify Help Desk so users are notified about problem resolution.

[F.S. Zazueta](#)

10/13/99