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March 26, 1999

Ms. Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, Florida 32399-0850

HAND DELIVERY

RECEIVED-FPSC
99 MAR 26 PM 3:23
RECORDS AND REPORTING

Re: Undocketed - In Re: Review of Regulated Utilities' Year 2000 Preparations and Readiness

Dear Ms. Bayo:

Enclosed herewith for filing in the above-referenced docket on behalf of the City of Tallahassee ("City") are the original and fifteen copies of the City's Response to Staff Data Request.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

Sincerely,

Kenneth A. Hoffman
Kenneth A. Hoffman

- ACK _____
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KAH/rl

Enclosures

cc: W. Cochran Keating, Esq.

Jenkins

C. Keating
1rb.3

Melinda Butler

DOCUMENT NUMBER-DATE

03951 MAR 26 99

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Review of Regulated Utilities')
Year 2000 Preparations and Readiness)
)
_____)

Undocketed

Filed: March 26, 1999

**CITY OF TALLAHASSEE'S RESPONSE
TO STAFF DATA REQUEST**

City of Tallahassee ("City"), by and through its undersigned counsel, herein submits its responses to the list of questions attached to Staff's March 5, 1999 Notice of Workshop.¹

1. Has your utility bifurcated its Year 2000 remediation efforts between "mission critical" and "important" systems?

Yes, with the focus on "mission-critical" systems. Many of the electric utility's mission-critical applications are maintained by the City of Tallahassee's Information System Services (ISS) department. ISS is tracking 14 mission-critical applications, as well as the progress of the City's utilities. ISS considers the utilities to be mission-critical.

2. If your utility has bifurcated its remediation efforts, what functions (e.g., safety, generation, customer billing, accounting, payroll) make up the "mission critical" category? What functions make up the "important" category? Please describe how you distinguish between "mission critical" and "important" systems.

The difference is not clearly defined. However, the City intends to make every important system Y2K ready.

3. Has your utility prioritized its "mission critical" systems? If so, please provide the priority listing.

No. The City is working diligently to fix all mission-critical systems. They are all Priority #1.

¹Information contained in this response regarding products and services offered by the City of Tallahassee are "Year 2000 Readiness Disclosures" as defined by the Year 2000 information and Readiness Disclosure Act of 1998, (Public Law 105-271, 112 Stat. 2386) enacted on October 19, 1998.

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FPSC-RECORDS/REPORTING

4. What method are you using to test your mainframe computers? Please describe this method.

The ISS department has a change management policy in place. This policy calls for the testing of changes to all of our systems by the users of those systems. At this point in time, however, the process is near complete: Customer Information System (CIS) is complete; Financial Management System (FMS) will be complete in April; Payroll system is being completely replaced with a compliant system; the Fixed Asset system (FMA) is Y2K ready, but is being tested in concert with the FMS.

5. What systems do you have running on mainframe computers?

We run CIS, FMS, Payroll, and FMA on mainframe computers.

6. What "mission critical" systems are not run on mainframe computers?

The Electric Utility runs its Energy Management System (EMS), and Plant DCS control systems, as well as all other system operation activities on computers other than mainframes.

The City General Government runs Traffic Control; Computer-Aided Dispatch; Parking Tickets; Fleet Maintenance, Public Works, and TalTran; Electronic Document Management; Customer Inquiry Tracking; Animal Service Center; GIS; and Permits on machines other than mainframes (generally, servers.)

7. What systems have you found that contain date-sensitive embedded chips?

These chips have been found in the majority of our systems. Many of these systems have been, or are being, upgraded or changed out.

8. Are embedded chips being tested both as a stand-alone device and as part of an integrated system? If not, why?

Yes, but on a case-by-case basis.

9. Are all "mission critical" related mainframe computers, PC computers, and embedded chips being tested notwithstanding any vendor's or manufacturer's claim that the device is year 2000 compliant? If not, why?

Yes. The City is not simply accepting vendor statements as proof of Y2K compliance.

10. Are you conducting sampling tests instead of testing all of your systems? If you are conducting sampling tests, please describe the methodology you are using and explain how and why you selected this methodology.

No. We are testing all systems.

11. What precautions are you taking to ensure that "mission critical" communications links are not interrupted? Will these precautions be detailed in your contingency plan?

The City is making the necessary changes to its own telecom systems and working with telecommunication service providers. Our contingency plan calls for employees at mission-critical facilities to be prepared to use alternate communication methods, and also includes the acquisition of a satellite phone for communications with the Florida system security coordinator in Miami.

12. What dates, in addition to the millennium rollover, are being tested? Why?

The Electric Utility's testing procedures may include the Priority 2 dates of February 28 to March 1, 2000 and September 8/9, 1999 and the Priority 3 dates of April 8/9, 1999 and August 21/22, 1999 as specified in the NERC Year 2000 Contingency Planning Guide. The City's ISS Department also plans to test the first workday of the year (Jan. 3, 2000) and the fiscal year end (Sept 30, FY1999 to Oct. 1, FY2000)

13. Has your utility conducted or scheduled any contingency drills? If so, please indicate the purpose of each drill.

The City will be participating in the NERC's nationwide drill on April 9, 1999. In coordination with the FRCC, the City will simulate a partial loss of primary voice and data communications by communicating critical operating information over backup systems.

14. What "mission critical" systems and locations will be staffed during the millennium rollover? Will these assignments be detailed in your contingency plan?

The City electric utility will be staffing its electric control center, power plants, and some substations. For the general government, police and fire departments will be staffed, as well as mainframe computer application, networked PCs, and phones. (Note that with the exception of electrical substation, all these services are normally staffed around the clock.) All critical systems that may need staffing will be. The City is looking at these systems and putting a plan together.

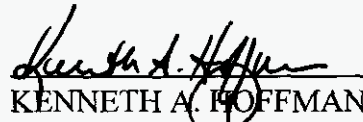
15. What are your utility's internal deadlines for testing and remediating 1) mainframe computers, 2) PC computers, and 3) embedded chips on a system integration basis?

1) Among mainframe applications, the billing system is complete. All other mainframe applications will be complete by the end of April 1999. 2) 70% of PCs have been checked and made compliant. The City has a plan to upgrade the other 30% to be compliant, and will have this completed by June 1999. 3) Each department is reviewing with its vendors the status of embedded chips and having them upgraded to compliant as necessary. For the electric utility and the general government, this will be done by June 1999.

16. What tests are you conducting to ensure that "non-mission-critical" operations, which may not be Year 2000 compliant, will not inadvertently affect "mission critical" operations?

Any non-mission-critical (NMC) systems that have been defined as having "interface" with a mission-critical (MC) system, will at a minimum have that interface tested. If the NMC system itself must work in order for the MC system to work, then that NMC system must also be defined as MC.

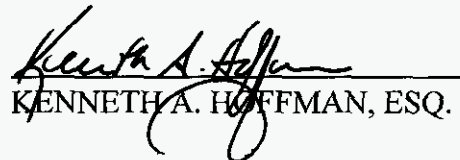
Respectfully submitted,



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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing was furnished by hand delivery to W. Cochran Keating, Esq., Division of Legal Services, Florida Public Service Commission, Room 370, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, this 26th day of March, 1999.



KENNETH A. HOFFMAN, ESQ.