

5. NEXT STEPS

If you follow the guidance in the preceding sections, you will make a good start on getting control of the Y2K problem. You will participate in:

- Awareness education
- Operations and consequence management planning for your agencies and communities
- Updating your emergency operations plan for Y2K actions
- Ensuring that a communications plan links local and State organizations
- Establishing operating guidance for your emergency operations centers before and after the transition date
- Coordinating between local and State public information offices on a media plan for your jurisdiction

Developing an Incident Management Plan

The preceding sections will help you to:

- Assess the risk of Y2K problems in your agencies and communities
- Plan for continuity of operations if Y2K problems occur
- Plan to manage the safety and health consequences of Y2K problems

One more planning step is left — developing an Incident Management Plan. This plan will help you respond effectively at the time of a Y2K disruption. Such planning is beyond the scope of this Guide, though portions of your Consequence Management Plan will carry over to an Incident Management Plan. If a system fails, you may be unable to determine immediately whether it is due to Y2K or another cause. You will need an IT professional either way, but should try to determine the cause as part of your Incident Management Plan.

The National Emergency Management Association (NEMA) is preparing more detailed guidance on incident management planning. Check the NEMA web site, listed later in this section, for more information.

Obtaining Additional Information

As discussed earlier, the first, best place to look is on your own State's web site. Virtually every State has several web pages devoted to the Y2K problem. They generally provide State-specific information, additional planning guidance, tools and procedures, and links to other Y2K-related web sites.

In addition, many of the FEMA documents cited in this guide are available in its on-line library. Go to <http://www.fema.gov>, follow the link to the Library, and then go to the Preparedness, Training, and Exercises Room. You can also order documents from FEMA's Printing and Publication Branch, PO Box 2012, Jessup, MD 20794-2012. Phone: 1-800-480-2520. Fax: 301-362-5335.

Types of Resources Available

A wealth of information is available from a variety of sources on the Y2K problem. These sources include:

- Newspaper articles
- Magazine articles
- Technical publications
- Computer manufacturers
- Software manufacturers
- Vendors
- Libraries
- Bookstores
- Consultants
- Private industry and businesses
- Television and radio features
- Federal, State, and local government agencies and departments

The easiest and quickest way to obtain a wide range of current Y2K information is by examining the many Internet web sites dedicated to this issue. By looking at the World Wide Web, you can discover the nature and magnitude of Y2K problems, see what others are doing to solve these problems, obtain contingency planning information from organizations and governments, and get examples of approaches you may wish to consider adopting.

The following list of representative web sites can help you get started. This list is a pathway to web sites that contain specific information and can lead you to other sources of useful information. The addresses of these sites have been reduced to the minimum number of characters needed to get you to the site. Once there, you can follow links to obtain more detailed information within and outside of the site.

Selected Web Site Listings

<http://www.y2k.gov/>

The President's Council on Year 2000 Conversion — provides status reports and information for consumers on how the Y2K problem may, or may not, affect their daily lives. For links to many sites dedicated to fixing systems, select "Text" or "Graphics," select "Becoming Y2K Compliant," then select "Tool Kit: Understanding Your Organization's Y2K Challenge."

<http://www.fema.gov/>

FEMA Year 2000 Issues — FEMA provides information and web links to additional information on emergency service, and emergency response, preparedness and contingency planning.

<http://www.itpolicy.gsa.gov/>

U.S. Government's Office of Information Technology — provides links to Y2K directories and is especially useful to municipalities that want to access a variety of State and local Y2K information sites.

<http://www.usfa.fema.gov/>

The National Fire Data Center — answers some frequently asked questions (FAQs) and lists Y2K web sites of importance to emergency managers.

<http://www.nstl.com/>

The National Software Testing Lab — provides shareware to test computers for Y2K compliance.

<http://www.redcross.org/>

The American Red Cross — answers some FAQs and provides individuals with a checklist of actions to follow for preparedness.

<http://www.senate.gov/~y2k/>

The U.S. Senate Special Committee on the Year 2000 Technology Problem — provides links to governmental agencies.

<http://www.gao.gov/>

The General Accounting Office's *Year 2000 Computing Crisis: An Assessment Guide* — provides help in developing a Y2K compliance project checklist. Check under "Special Publications."

<http://www.year2000.com/>

Year 2000 Information Center — provides a forum for exchanging information and possible solutions to Y2K problems.

<http://www.dps.state.mn.us/>

Minnesota's *Y2K and Emergency Management Information for Community Preparedness* — a guidebook that deals with the technical mitigation and consequence management aspects of the Y2K problem.

<http://www.dir.state.tx.us/y2k/>

Texas's *Guidebook 2000, About Time: Managing the Y2K Problem in Local Government* — a reference point for cities, counties, and other subdivisions to address Y2K problems.

<http://www.irm.state.ny.us/>

New York State's *Guide to Solving Year 2000 Problems in NYS Local Government* — helps local communities identify and develop plans to address the Y2K problem; can be downloaded.

<http://www.co.mo.md.us/year2000/>

Montgomery County, Maryland's *Contingency Plan Guidelines* — deals with continuing mission-critical government and business services that could be affected by the Y2K problem.

<http://www.mspemd.org/>

Michigan's *Maintaining Essential Services in the New Millennium* — an assessment tool with an extensive list of systems that could contain embedded chips.

<http://nemaweb.media3.net/>

National Emergency Management Association — contains position papers on Y2K for State and local emergency managers.

<http://www.iaem.com/>

International Association of Emergency Managers (IAEM) — January 1999 issue of *IAEM Bulletin* focusing on Y2K.

<http://www.mitre.org/>

Mitre Corporation — an extensive list of critical dates and information for Y2K testing.

<http://www.pa2k.org/>

The Commonwealth of Pennsylvania and Government of Canada — *Guidebook for Local Governments*.

<http://www.lmnc.org/>

League of Minnesota Cities — *A Year 2000 Action Guide*.

<http://www.mwcog.org/>

Metropolitan Washington Council of Governments — *Year 2000 Best Practices Manual*. Look under "Year 2000 Initiative."

<http://y2k.state.fl.us/>

State of Florida Year 2000 Task Force — *Year 2000 Remediation Checklist*. Look under "Tools & Training."

<http://y2k.state.ks.us/>

State of Kansas, Department of Administration, Division of Information Systems and Communications — *Outreach to the New Millennium*.

Additional Contacts

The following names and phone numbers are FEMA Regional Y2K points of contact for emergency managers.

Region I	Dan McElhinney	(617) 223-9567
Region II	Robert F. Jones	(212) 225-7018
Region III	Lora Werner	(215) 931-5724
Region IV	Shelley Boone	(912) 225-4572
Region V	Alyce O. Williams	(312) 408-5522
	Lawrence L. Bailey	(312) 408-5582
Region VI	Sherry Wainwright	(817) 898-5152
Region VII	Jim Donley	(816) 283-7010
Region VIII	J. Scott Logan	(303) 235-4864
Region IX	PT&E Division	(415) 923-7220
Region X	Kathy J. Burke	(425) 487-4603