TWENTY FIRST+AID

Introduction

Welcome to Twenty First+Aid Rapid Assessment, by Millennium Secure Technologies Ltd.

What is TWENTY FIRST+AID Rapid Assessment?
A simple, proven, cost-effective mechanism that pinpoints the most important Year 2000 factors in the key elements of your organisation, and provides an expert outline assessment of your exposure to the Year 2000 problem.

Who is it for?
Small and medium-sized businesses and organisations in all sectors, irrespective of your current Year 2000 awareness.

Providing the information
This rapid impact analysis is based on a compact questionnaire, designed to deal with the vital aspects of your organisational structure at high level. It is straightforward to complete, taking about 90 minutes, on average.

Please give as much information as possible, even if you think it is not relevant or that Year 2000 does not impact in some of the areas listed. It's easier for us to filter the relevant information than to guess any missing data.

Please don't spend too much time extracting the requested data in detail. However, where accurate figures are readily available and can be given, this will help in providing your rapid assessment.

Analysing your data
On receipt of your completed questionnaire, we will analyse your data and provide a condensed, structured report on your exposure to the Year 2000 threat. Your analysis will be carried out by expert consultants, who have practical, hands-on experience of these problem areas. A face-to-face consultation to discuss the findings can be arranged, on request.

Submitting your data in PRINTED format
Please PRINT OUT this document, complete the questionnaire and sign your print-out. The page for signature is the last page of this document. The address and contacts for submitting your print-out are also on the last page. Thank you.

Problems with printing out?
If you have any problems printing out this document, please phone Millenium Secure Technologies, department A.I.M., and we will send you a pre-printed version. Thank you.
Tel. from UK **01705 7500 90**
Tel. from outside of UK **+44 1705 7500 90**

TWENTY FIRST+AID

Year 2000 Exposure
RAPID ASSESSMENT

General Statistics

This section helps us understand the size and complexity of your organisation.

The more information you give us, the more accurate our assessment of your Year 2000 status will be.

There may be some data that you do not want to divulge at this point, so please give only as much information as you feel comfortable with.

All information given on this questionnaire will be treated in the strictest confidence and will not be divulged to any other party or used in any way except for the creation of your Year 2000 exposure assessment.

If you are in doubt about how much information to give or the sensitivity of the data, then please talk to one of the contacts given at the beginning of this document.

Thank you

Please tell us something about your organisation

Organisation name:		
Address:		
Please indicate who is responsible for co-ordinating the data requested in this document.	*Name:* *Job title:* *Telephone:*	

	Fax: *E-mail:*	

Type of organisation:	*Which sector best describes your primary business?* ☐ Aerospace • Commerce ☐ Consultancy ☐ Defence ☐ Educational ☐ Finance/ banking • Health • Leisure • Local authority • Manufacturing • Professional services • Retail ☐ Service ☐ Telecommunications • Other (please specify) _____	*Notes*
Turnover	*Please give your approximate turnover for 1996 (or 1995/6)* • Less than £1m • £1m - £2.5m • £2.5m - £5m • £5m - £10m ☐ £10m - £25m ☐ Over £25m *Approximate turnover for 1997 (or 1996/7)* • Less than £1m • £1m - £2.5m • £2.5m - £5m • £5m - £10m ☐ £10m - £25m ☐ Over £25m *Anticipated turnover for*	*Notes*

	1998 or (1997/98) • Less than £1m • £1m - £2.5m • £2.5m - £5m ☐ £5m - £10m ☐ £10m - £25m ☐ Over £25m	
Employees	*Please indicate the size of your workforce, including partners, associates, full-time and part-time employees* ☐ Less than 25 ☐ 25 - 50 • 50 - 100 • 100 - 250 • 250 - 500 • Over 500	*Notes*
Do you IMPORT goods or services?	*Goods imported?* • Yes • No *If "Yes" what proportion of total expenditure does this represent?* • Less than 10% • 10% - 25% • 25% - 50% • Over 50% *What are your primary overseas import markets?* • E.C. • Greater Europe • former USSR • North America • South America • Middle East • Far East • Australasia	*Notes*

	• Africa ☐ Other (please specify) —————————————	

Do you EXPORT goods or services?	*Goods exported?* • Yes • No *If "Yes" what proportion of turnover does this represent?* • Less than 10% • 10% - 25% • 25% - 50% • Over 50% *What are your primary overseas export markets?* • E.C. • Greater Europe • former USSR • North America • South America • Middle East • Far East • Australasia • Africa ☐ Other (please specify) —————————————	*Notes*
Company profile/ brochure	*Please provide a copy of your current company profile/ brochure* • Brochure enclosed • Brochure not enclosed • Brochure to follow	*Notes*

Can you provide any other marketing material that you believe would be of use to us?	*Marketing material:* • Enclosed • Not enclosed • To follow	*Notes*

In case of query or clarification of some of your information, who should we contact?

Who should we contact for more information on these General Statistics?	***General Statistics*** *Name:* *Telephone:* *Fax:* *E-mail:*	
Who should we contact for more information on Part 1 of this document?	***Part 1 "Awareness"*** *Name:* *Telephone:* *Fax:* *E-mail:*	
Who should we contact for more information on Part 2 of this document?	***Part 2 "Business Complexity"*** *Name:* *Telephone:* *Fax:* *E-mail:*	
Who should we contact for more information on Part 3 of this document?	***Part 3 "IT Systems"*** *Name:* *Telephone:* *Fax:* *E-mail:*	

Who should we contact for more information on Part 4 of this document?	*Part 4 "IT Infrastructure"* *Name:* *Telephone:* *Fax:* *E-mail:*	*Contact names and numbers*
Who should we contact for more information on Part 5 of this document?	*Part 5 "Standards and Policies"* *Name:* *Telephone:* *Fax:* *E-mail:*	
Who should we contact for more information on Part 6 of this document?	*Part 6 "Process Control Equipment"* *Name:* *Telephone:* *Fax:* *E-mail:*	

Part ONE - Year 2000 awareness

This section of the questionnaire helps us make a first assessment of your organisation's awareness of the Year 2000 problem, and tells us how you have given that information to all levels within the organisation. Please tick the relevant boxes and make comments in the notes area, if relevant.

1. What is the scope of your programme to date and what are your future plans?

1.1 ***Please give details of all in-house, client and supplier initiatives on Year 2000 that you have taken to date.***	*1.1 Answer* *In house, client or supplier awareness initiatives undertaken?* 1.2 Yes **1.3** No **1.4** In process If "Yes" or "in process" please describe briefly in notes section	*1.1 Notes to answers*
1.2 ***At what level(s) within your organisation, if any, has your Year 2000 awareness been targeted?***	*1.5 Answer (please tick appropriate boxes)* ☐ Board ☐ Senior business managers ☐ Senior IT managers ☐ Other business managers ☐ Other IT managers ☐ Staff in general ☐ None	*1.2 Notes to answers*
1.3 ***How involved is your senior management in Year 2000 matters?***	*1.3 Answer (please tick appropriate box)* 1.6 Very involved **1.7** Involved **1.8** Some involvement **1.9** No involvement	*1.3 Notes to answers*

1.4 **Have you appointed a Year 2000 manager or individual who will take responsibility for the programme?**	*1.4 Answer* *Has your organisation appointed a Year 2000 Manager?* ☐**1**Yes ☐**2**No ☐**3**In process ☐**4**Don't know	*1.4 Notes to answer*
1.5 **What further Year 2000 awareness activities do you have planned during the next three months?**	*1.5 Answer (please tick appropriate answer(s) and give brief details in notes)* ☐**5**Nothing planned ☐**6**In-house training by in-house resources ☐**7**In-house training by external resources ☐**8**General external training planned ☐**9**Customised external training planned	*1.5 Notes to answers*
1.6 **Do you have a budget for Year 2000 compliance?**	*1.6 Answer* *Budget:* ☐**10**Allocated ☐**11**Not allocated ☐**12**Unsure ☐**13**Under review ☐**14**Allocated for next financial year	*1.6 Notes to answer*
1.7 **Where a budget is already allocated, or will be allocated, what proportion of turnover does this represent?**	*1.7 Answer* *Budget allocated represents:* ☐**15**Less than 5% ☐**16**5% - 10% ☐**17**10% - 15% ☐**18**15% - 20% ☐**19**Over 20% of annual turnover ☐**20**Don't know	*1.7 Notes to answer*

Part TWO - business complexity

This section of your rapid assessment questionnaire is designed to allow an overall understanding of your business processes to be undertaken. It is not designed to be an in-depth assessment, rather an outline from which the broad scope of your organisation's activities can be derived.

2.1 What are your core business processes?

2.1.1 *What, in your opinion, are the three most important business processes, in terms of your business survival?*	*2.1.1 Answer* Process 1: Process 2: Process 3:	*2.1.1 Notes to answers*
2.1.2 *How many separate locations are operated by your organisation?*	*2.1.2 Answer* *Approximate number of locations:* ☐1 Single location ☐2 2 - 5 ☐3 5 - 10 ☐4 10 - 25 ☐5 Over 25 *(If you readily know the exact number, please enter it below)* Number of locations _____	*2.1.2 Notes to answer*

| 2.1.3 Are any or all of these locations linked by computer network? If so please say by what method. | 2.1.3 Answer Locations linked: ☐ Yes ☐1No ☐2Don't know If "Yes" location linked by: ☐3Local area network (LAN) ☐4Wide area network (WAN) ☐5Dial-up links ☐6Internet / Intranet ☐7Don't know how ☐8Other (please specify) _____ | 2.1.3 Notes to answer |

Understanding the relationship with your key suppliers and customers is important in assessing Year 2000 risks. In this section, your key suppliers and customers are analysed in outline. It is not important to be exact, although relative accuracy makes analysis easier.

2.2 Please tell us about your key suppliers and customers

| 2.2.1 Please give the approximate total number of your SUPPLIERS, and the numbers of your major suppliers representing 5% or more of your total spend. | 2.2.1 Answer Total number of suppliers: ☐ Less than 100 ☐ 100 - 250 ☐ 250 - 500 ☐ 500 - 1,000 ☐ Over 1,000 Major suppliers (each 5% or more of total spend) ☐ Less than 5 ☐ More than 5 | 2.2.1 Notes to answers |

2.2.2	2.2.2 Answer	2.2.2 Notes to answers
Please give approximate total number of your major CLIENTS, and the approximate total number of those clients representing 5% or more of your annual turnover.	*Major clients/customers:* ☐ Less than 10 ☐ 10 - 25 ☐ 25 - 50 ☐ 50 - 100 ☐ Over 100 *Number of major clients (each 5% or more of total turnover)* ☐ Less than 5 ☐ 5 - 10 ☐ Over 10	
2.2.3 **Do you have EDI links between you and your customers / suppliers?**	**2.2.3 Answer** ☐ Yes ☐ No ☐ Don't Know	**2.2.3 Notes to answer**
2.2.4 **How important are these links to your relationship with those customers / suppliers?**	**2.2.4 Answer** *These links are:* ☐1Essential ☐2Very important ☐3Neutral ☐4Not significant	**2.2.4 Notes to answer**
2.2.5 **Do you use BACS for payment of salaries / wages or suppliers? If Yes how is transmission of data made?**	**2.2.5 Answer** *BACS used:* ☐ Yes ☐ No ☐ Under consideration *Transmission made:* ☐ By telephone ☐ By disc / diskette ☐ Other (please specify) _____	**2.2.5 Notes to answer**

Part THREE - IT systems

Part three of this questionnaire is used to make a first assessment of your dependency on IT systems, taking into account the degree of tailoring undertaken and the basic programming language. As with the previous sections it is important to make a first assessment of the areas asked for, without delving too deeply into the systems themselves. Please give approximate numbers, if more precise information is not to hand or requires detailed research.

3.1 Please tell us about your IT hardware inventory

3.1.1 *Estimate the number of hardware platforms in use by your organisation. Please list them, if possible.*	3.1.1 Answer *Number of platforms in use:* ☐ 1 - 2 ☐ 3 - 5 ☐ More than 5 (Where these are known, please list below): 1._____ 2._____ 3._____ 4._____ 5._____ 6._____	3.1.1 Notes to answers
3.1.2 *Are any of your computer support functions/ systems externally managed (outsourced). If Yes, are any of the contracts due for renewal before January 2000?*	3.1.2 Answer *Services outsourced?* ☐ Yes ☐ No *Contract(s) expire before January 2000?* ☐ Yes ☐ No	3.1.2 Notes to answer

3.1.3	3.1.3 Answer	3.1.3 Notes to answer
Are you considering outsourcing any other functions / services? If so please specify, with anticipated time-scales.	*Outsourcing is:* ☐ Not being considered ☐ Being considered for the following activities*:* 1._____ _____ Likely start date: _____ 2._____ _____ Likely start date:_____ 3._____ _____ Likely start date:_____	
3.1.4 *Computer reliance. How long could you operate adequately as an organisation if your computers were not running properly?*	3.1.4 Answer *Disruption would not affect us for the following period:* ‹ Disruption begins immediately ‹ Up to 6 hours ‹ 6 - 12 hours ‹ 12 - 24 hours ‹ 2 days ‹ 1 week ‹ More than one week	3.1.4 Notes to answer

3.2 Tell us about your IT software inventory

3.2.1 **Please estimate the number of suppliers of packaged software you currently use.**	*3.2.1 Answer* *Estimated number of suppliers:* ☐*1*Less than 5 ☐*2*5 - 10 ☐*3*More than 10 ☐*4*Don't know	*3.2.1 Notes to answer*
3.2.2 **Approximately how many of your current systems have been specifically written for your organisation (bespoke)?**	*3.2.2 Answer* *Estimated number of bespoke systems:* ☐*5*Less than 5 ☐*6*5 - 10 ☐*7*More than 10 ☐*8*Don't know	*3.2.2 Notes to answer*
3.2.3 **How many commercial packages have been tailored, amended or had additional functions added to your needs by your in-house team or the supplier?**	*3.2.3 Answer* *Estimated number of tailored packages:* ☐*9*Less than 5 ☐*10*5 - 10 ☐*11*More than 10 ☐*12*Don't know	*3.2.3 Notes to answer*
3.2.4 **Wherever possible give an estimation of the overall degree of tailoring undertaken.**	*3.2.4 Answer* *Estimated degree of tailoring (overall):* ☐*13*Less than 10% ☐*14*10 - 25% ☐*15*25 - 50% ☐*16*More than 50% ☐*17*Don't know	*3.2.4 Notes to answer*

3.2.5 *Please estimate the number of programming languages in use throughout your systems.*	3.2.5 Answer *Estimated number of programming languages used:* ☐ 1 Less than 5 ☐ **2** 5 - 10 ☐ **3** More than 10 ☐ **4** Don't know *Specifically, please indicate any of the following languages that you use:* ☐ 5 Assembler ☐ 6 CL ☐ 7 COBOL ☐ 8 FORTRAN ☐ 9 PL1 ☐ 10 RPG	3.2.5 Note to answer
3.2.6 *Do you have an in-house programming capability? If so approximately how much of your maintenance / development is undertaken in-house?*	3.2.6 Answer *In-house programming capability:* ☐ 11 Yes ☐ **12** No *If "Yes" percentage of maintenance / development undertaken by them:* ☐ 13 Less than 10% ☐ **14** 10 - 25% ☐ **15** 25 - 50% ☐ **16** More than 50% ☐ **17** Don't know	3.2.6 Notes to answer

Part FOUR - IT infrastructure

This section of your rapid assessment is concerned with PCs and networks: your basic IT infrastructure. We are interested only in the PCs, the software loaded on them, any development or tailoring that has taken place and the basic network facilities provided. As with other parts of this questionnaire, use reasonable estimates if definitive numbers are not available.

4. Tell us about your IT infrastructure

4.1 **Approximately how many PCs do you have within your organisation?**	4.1 Answer *Number of PCs:* ☐1Less than 25 ☐225 - 50 ☐350 - 100 ☐4100 - 250 ☐5250 - 500 ☐6500 - 1,000 　　☐7Over 1,000	4.1 Notes to answer
4.2 **Approximately how many of your PCs contain 386, 486 and Pentium chips?**	4.2 Answer *PCs with 386 chips:* ☐8Less than 25 ☐925 - 50 ☐1050 - 100 ☐11Over 100 　　☐12Don't know *PCs with 486 chips:* ☐13Less than 25 ☐1425 - 50 ☐1550 - 100 ☐16Over 100 ☐　Don't know *PCs with Pentium chips:* ☐17Less than 25 ☐1825 - 50 ☐1950 - 100 ☐20Over 100 　　☐21Don't know	4.2 Notes to answer

4.3 Approximately how many of your PCs are networked?	4.3 Answer *Number of networked PCs:* ☐1Less than 25 ☐225 - 50 ☐**3**50 - 100 ☐**4**100 - 250 ☐**5**250 - 500 ☐6Over 500 ☐7Don't know	4.3 Notes to answer
4.4 Approximately how many of your PCs that are "stand alone" will be networked within the next six months?	4.4 Answer *Stand alone PCs to be networked within next six months:* ☐8None ☐**9**Less than 25 ☐**10**25 - 50 ☐**11**50 - 100 ☐**12**100 -250 ☐**13**More than 250 ☐**14**Don't know	4.4 Notes to answer
4.5 Do you use external dial-in facilities for attaching PCs to your network? (Use of laptops in the field, for example). If "Yes" how often is this mode of linking used?	4.5 Answer *External dial-in facilities used?* ☐15Yes ☐*16*No *If "Yes" are these used:* ☐17Very regularly ☐18Regularly ☐19From time-to-time ☐20Very occasionally	4.5 Notes to answer

4.6 Are Internet facilities made available for any of your PCs?	4.6 Answer Internet facilities made available: ☐1Yes ☐2No	4.6 Notes to answer
4.7 Do you keep a PC inventory (a list of all PCs within the organisation)? If so how up-to-date is it?	4.7 Answer PC inventory kept: ☐3Yes ☐4No If "Yes" this is updated: ☐5Monthly ☐6Quarterly ☐7Annually ☐8Not at all If updated - date of last update: _____	4.7 Notes to answer

4.8 Do you keep a software inventory for each PC or group of PCs (a schedule of the software loaded on each PC or group of PCs)? If so how up -to-date is it?	4.8 Answer PC software inventory kept: ☐1Yes ☐2No If "Yes" this is updated: ☐3Monthly ☐4Quarterly ☐5Annually ☐6Not at all If updated - date of last update: _____	

4.9 **Do you allow the use of macros on your PCs? If so who is allowed to write them?**	*4.9 Answer* *Macros on PCs used:* ☐**1**Yes ☐**2**No *If "Yes" who can write them:* ☐**3**Any user ☐**4**Authorised users only ☐**5**IT division only ☐**6**Other (please specify) _____	*4.9 Notes to answer*
4.10 **Do you use the Internet or Intranets for e-mail or any other purpose?**	*4.10 Answer* *Internet / Intranets used for e-mail?* ☐ Yes ☐ No *Internet/ Intranets used for other purposes?* ☐ Yes (please specify below) ☐ No _____	*4.10 Note to answer*
4.12 **Does your organisation have an Internet website? If so please give its address.**	*4.12 Answer* *Website exists:* ☐ Yes ☐ No *If "Yes" please give URL (web address)* _____	*4.12 Note to answer*

Part FIVE - Standards and policies

This part of the questionnaire is designed to obtain an understanding of your organisation's IT and working standards and policies. Not everyone will have these, and some will be informal, but information on what is available will assist in the assessment.

5 Tell us about your standards and policies which are currently used for IT development/ maintenance.

| *5.1* *Please list any in-house IT development standards and give examples of the level to which these standards apply* | *5.1 Answer* *In-house standards applicable:*

 1._____

 2._____

 3._____

 4._____

 The above standards are applied to the following levels:

 1._____

 2._____

 3._____

 4._____

 ☐ No standards applied
 ☐ Don't know if standards are applied or not | *5.1 Notes to answer* |

5.2 Tell us about your compliance wording on existing and new contracts		
5.2.1 *Are Year 2000 compliance conditions included in any existing contracts?*	*5.2.1 Answer* *Compliance conditions:* ☐**1**Used ☐**2**Not used ☐**3**Uncertain	*5.2.1 Notes to answer*
5.2.2 *Are you developing any new Year 2000 compliance conditions for new contracts?*	*5.2.2 Answer* *New Year 2000 compliance conditions:* ☐**4**Being used ☐**5**Under development ☐**6**Not being used	*5.2.2 Notes to answer*
5.2.3 *Are you likely to be involved in corporate acquisitions, take-overs, mergers or divestitures of any kind?*	*5.2.3 Answer* *Corporate acquisitions, take-overs, mergers etc.* ☐**7**Yes, currently ☐**8**Yes, within 6 months ☐**9**Yes, within a year ☐**10**Yes, before Jan 2000 ☐**11**Not applicable	*5.2.3 Notes to answer*

Part SIX - Process Control Equipment and Microprocessors

The final section of your rapid assessment questionnaire deals with the most volatile aspect of Year 2000 compliance: process control equipment and microprocessors. It is very important that an overview is obtained, but as with other areas of this questionnaire, estimates will be sufficient.

6 Tell us about your process controls and microprocessors

6.1 **Do you use tills, cash receipting facilities or EFTPOS facilities?**	6.1 Answer	6.1 Notes to answer
	Please indicate which facilities are used: ☐**1**None ☐**2**Tills ☐**3**PDQs ☐**4**Cash receipting facilities ☐**5**EFTPOS facilities ☐**6**Other (please specify) 1._____ 2._____ 3._____	
6.2 **Estimate the number of microprocessor controlled items of equipment that you use, in the following broad categories**	6.2 Answer *Microprocessor controlled systems in use:* *Equipment Number* Lifts _____ Burglar alarms _____ Security systems _____ CCTV _____ Process systems _____	6.2 Notes to answer

6.2 continued	6.2 Answer, continued:	6.2 Notes to answers (cont)
	Time-locks _____	
	Building management systems _____	
	Switchboards _____	
	Clocking-in systems _____	
	Hand-held computer _____	
	Swipe card systems _____	
	Do you have any other significant microprocessor controlled equipment - if so, please list the most important.	
	Item Number	
6.3 **Please indicate if you intend to replace any of your microprocessor controlled equipment, as listed above, before Year 2000?** **Thank you.**	**6.3 Answer** *Microprocessors for replacement:* ☐7*None* ☐8*Less than 10%* ☐9*10-25%* ☐*10More than 25%*	**6.3 Notes to answer**

AUTHORISATION TO PROCEED

Submission of your completed document
THIS PAGE MUST ACCOMPANY YOUR COMPLETED DOCUMENT. Please sign the
Authorisation to Proceed with your Year 2000 Rapid Assessment in the following panel:

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*Please proceed with my organisation's Year 2000 Exposure Rapid Assessment, based
on the information contained in this document, at the cost quoted below.*

Name (printed) _____   Signature _____

Telephone number for verification   _____

Send this completed document to:
        Mel Croucher, Chairman
        Millennium Secure Technologies / A.I.M.
        Customs House
        9-10 Hampshire Terrace
        Portsmouth PO1 2QF England

        tel. 01705 7500 90

Further information
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Your TWENTY FIRST+AID Year 2000 Exposure *RAPID ASSESSMENT*
On receipt of your submission, you will be contacted to verify that your data is in order and that our
assessment of your Year 2000 exposure can proceed.

Your assessment will be then be completed as rapidly as possible and delivered by secure means to
the above authorised signatory of this document only.

Costs

The single, fixed cost of this Year 2000 Exposure assessment is (UK) **£850** (plus vat at current
rates where applicable). Your organisation will be invoiced at time of delivery.

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