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To Members of NRIC V,

As we end the mid-year point of the first year of the new millennium, we also need to complete the analysis of the impact the date change may have had on our individual networks. We have developed the attached brief questionnaire to gather data across the industry. Please take a few moments to complete the form and return it by 21 July 2000 to:

> Susan Aira
> AT&T Network Services
> Room 290A-14 Annex Building
> 290 Davidson Avenue
> Somerset, NJ 08873

If you wish to complete the questionnaire electronically, you will find it on the NRIC Web site at http://www.nric.org. Please e-mail the completed form to:

> aira@ems.att.com

Your responses will be totally confidential. The results of this survey will be consolidated and presented at the 23 August session of NRIC V.

Thank you in advance for your participation. Please feel free to call me if you have any issues, questions, or concerns.

A. John Pasqua

NETWORK RELIABILITY AND INTEROPERABILITY COUNCIL
POST YEAR 2000 DATA GATHERING

1. How many Y2K-related incidents did your company experience?

2. What was the duration of the incidents?

Average duration?

Range?

3. How many were *domestic*

   versus *international*?

4. How many of the incidents were *customer-affecting*?

5. What business *processes* (e.g., provisioning, ordering, billing, etc.) were affected?

6. Have you incorporated Y2K *regression testing* into your current processes (YES/NO)?

   ▪ If yes, has this caused you any delays in delivering your products/services (YES/NO)?

7. What is your company doing to follow up on Y2K-related *temporary fixes* (e.g., windowing)?

8. What *other approaches* have you taken to ensure that Y2K-related fixes are not compromised?

9. What is the *most valuable lesson learned* from the Y2K program that could be applied to other projects or programs?

10. What *other benefits* have resulted to your company from the Y2K program (e.g., updated inventories, accelerated retirements of applications, etc.)?

If you are aware of any reports in your industry/segment that may capture overall results on Y2K-related impacts, please list them below:

Thank you for completing this questionnaire!