February 25, 1999

To: All Staff

Fr: DoIT Management Team

Re: Y2K and Other Commitments to Our Customers

This is to remind staff that any vacation or other anticipated leave time must be approved in advance, especially if the duration is a few days, to a week or longer. Please pay particular attention to the months of November and December, 1999 and January, 2000. This is traditionally a time of heavy use of leave time and with the upcoming Y2K project responsibilities, *we anticipate that many requests may not be able to be approved*. We advise you not to make non-refundable deposits for vacation plans during those months especially without gaining pre-approval for the time off. *Requesting it now is not too early. Be aware that there may also be a necessity to cancel vacation if problems arise.* Certainly if an emergency arises, there are other considerations.

As is the case with any project we are involved in or work that DoIT performs, we need to assure proper staff coverage to accomplish the task. In addition, this year, the Y2K projects will demand that many staff be available to come in, be on call, or to work during this time period. Much Y2K work will be completed early in 1999 but anticipated and unanticipated circumstances may arise which will require staff resources through the end of the year including over the holidays. Despite our best efforts, we anticipate that there may be Y2K problems post January 1, 2000, which we need to be prepared to resolve.

We are reminding you of this provision early so proper plans can be made by each staff member and to avoid any misunderstandings. *If it’s necessary, we may need to cancel vacations or reduce the amount or duration of time off. We may also not be able to approve time off until very late in the year in order to assure proper coverage to meet our obligations to our customers. Limited amounts of vacation carry over beyond that allowed by the union contracts may be approved by the manager but should be pre-approved.*

It is important to note that delivering Y2K solutions to our customers requires the services of nearly all DoIT staff. Our customers will need to purchase Y2K solutions from our sales staff, have them installed on PCs, network workstations and servers, receive pre-purchase assistance from our consultants, technical support from our Help Desk and a broad range of technologists, obtain up-to-date information from our web pages, have all of their production systems up and running, and have reliable access to our communication networks. And, of course, for all of this to work efficiently requires the presence of staff who support the technologists whose primary responsibility this is.

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We will be working with DoIT customers to ensure availability of business staff for testing, problem resolution and contingency plans.

Thank you for your participation in making this a successful project for DoIT and the campus.