Always Thinking Ahead

Year 2000
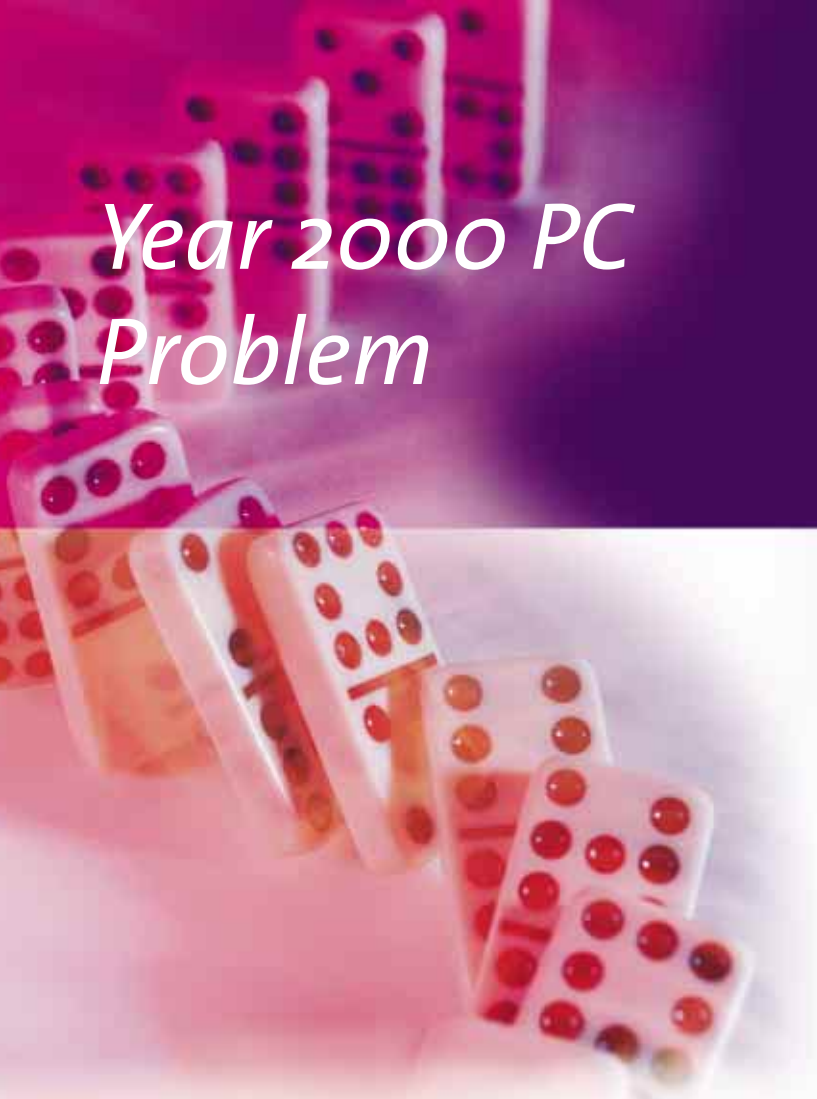# EnterprisePC Appraisal Service

Think you'll be ready?

Some companies' PCs will STOP them from doing business after December 31, 1999.

Make sure it doesn't happen to your company.

Y2K Tested

Mainframe Applications	✓
ERP Applications	✓
Core Business Systems	✓
Network Infrastructure	✓
Messaging Systems	✓
Desktop PCs	**?**

COMPAQ

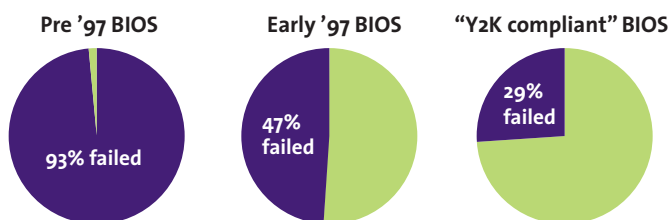Better answers

Year 2000 PC Problem

When you think of the Year 2000 problem, what comes to mind? Old mainframe applications written in the 60s?

Well think again. Modern PC systems could be the undoing of your Year 2000 preparation. And the solution is more complex than replacing old for new.

Consider this— we have Year 2000 tested thousands of Pentium-based PCs. Some 93% of those with pre-1997 BIOS failed. Early 1997 BIOS had a 47% failure rate. Even 29% of advertised Year 2000-compliant PCs failed. And hardware only represents a small percent of the problem.

A complex problem

Because of the interdependency of applications with operating systems and hardware, and the distributed nature of client /server computing, the Year 2000 PC problem is more difficult to isolate and solve. Date infestation can easily corrupt other business applications— multiplying the effects like a computer virus.

Pre '97 BIOS — 93% failed

Early '97 BIOS — 47% failed

"Y2K compliant" BIOS — 29% failed

And every PC needs to be checked!

The most important thing to understand about the problem is that it occurs across all five layers of the PC. Each layer is affected by the Year 2000 PC problem, which increases in complexity as it progresses from layer to layer— the BIOS (hardware) layer, for instance is more quickly and easily resolved than the data sharing layer. Each layer affects the others and none can be treated in isolation.

Problem Complexity

BIOS — PC BIOS hardware and firmware combinations

The BIOS passes date and time information to the operating system and other software programs. If the BIOS date and time are wrong (and new BIOS can be affected, even now), date-dependent data can't be trusted. *Solution: Locate and audit all PCs; assess hardware status; fix or replace BIOS; or replace those PCs that can't be fixed.*

Operating Systems — DOS, Windows 3.1, Windows 95 & 98, Windows NT 4.0

The operating system is responsible for feeding information to the other layers, so it is critical that it operates correctly. Standard installations of most common operating systems (including newer operating systems) are not optimized for Year 2000, which puts successive layers at risk. *Solution: Discover what operating systems are in use and where. Reconfigure to operate correctly. Upgrade or replace those operating systems that can't be corrected.*

Software Applications — Spreadsheet and database applications, schedulers, and e-mail

Independent research shows that 64% of PC software programs exhibit potential Year 2000 problems. And the problem is compounded because every software program treats date-dependent data differently. *Solution: Identify what software programs are running within the organization and where they reside. Identify mission-critical software programs. Understand what risks are posed to the business if they will not operate correctly in 2000. Repair, patch, replace or upgrade the programs, as appropriate.*

User Data — Data repositories, spreadsheets, workbooks, macros, databases

Many programs automatically expand user- entered dates to include the century, making a variety of century assumptions. Data can be turned into incorrect information because the user doesn't know what century the program is assuming. *Solution: Discover how many and where files exist in the organization; establish how they're affected by the Year 2000 problem and the impact they have. Prioritize what files need to be repaired first and focus on mission-critical systems so the business can continue operating.*

Data Exchange — Data sharing, drag-and-drop, data importing & exporting

PC users constantly share data via disk, e-mail, the Internet, EDI, across networks, even when users "cut and paste" or "drag and drop". When data is shared between one program or PC and another, it can be unknowingly modified during the transition. Problems at all the other layers are compounded when data is exchanged — and PC data may even infect mainframe data. *Solution: Identify data sharing points, limit exposure to non-compliant data and keep existing data clean.*

What can I do NOW?

Let Compaq Year 2000 EnterprisePC Appraisal Services take a snapshot of your PC business. By taking a sample of 100 networked PCs and using Greenwich Mean Time's powerful Check 2000 toolkit, we can provide intelligence into what to expect at an enterprise level.

Compaq Year 2000 EnterprisePC Appraisal Service

Step 1: Snapshot analysis	Step 2: Collate results of analysis	Step 3: Report
Take a sample of 100 networked PCs and evaluate the hardware and software levels. Create a reliable and accurate sample database of Year 2000 status.	Collate data to provide a single overview of the target sample, including CPU types, operating systems, hard drive statistics, shrinkwrap software issues, BIOS 01/01/2000 rollover testing.	Define the Year 2000 status of your sample PCs, identifying the problems found and which PCs failed BIOS testing. Detail the problems and provide advice on fixes of hardware, operating systems and shrinkwrap applications software.

100 desktop networked PC sample population

What will I gain?

Insight and peace of mind. You'll be one step closer to understanding the state of Year 2000 health of your organization. Put yourself in control to:

➜ *Assess the risk of date infestation.*

➜ *Decide on how to broaden the scope of Year 2000 PC assessment.*

➜ *Start formulating your testing, remediation and implementation plan based on fact, not speculation.*

Leverage the full power of Check 2000 in your organization and derive an enterprise view of your desktop environment.

➜ *Drill down into the PC network and detailed individual user PC information. Assess your risk of exposure to non-compliant user data and importing functions.*

➜ *Report on your Year 2000 issues by department, network, function, and location.*

➜ *Find out where mission-critical operations reside, which systems they're on, and who uses them.*

What else do I need to consider?

Once you have a clear assessment and inventory of your enterprise PCs, you'll be able to prioritize which systems need to be fixed, and which could feasibly be sacrificed. You will need to establish ongoing monitoring of your systems as fixes are implemented and new systems are added to the network.

Take control of your computing destiny

Compaq Services can help with innovative, proactive lifecycle services. We'll assist you in implementing and managing your Year 2000 solution fast and cost-effectively.

Through Compaq Capital Corporation, we can offer innovative ways to fund technology upgrades and services, and assist you with the costly disposal of obsolete equipment.

You'll get exactly the right level of expert service to make sure you're open for business on January 4th, 2000!

Compaq Services has the resources and experience needed to act as a single source for your total enterprise IT services solution and your enterprise PC desktop needs. Our worldwide service network includes 27,000 Compaq service professionals at work in 550 locations in 114 countries. Wherever you are, we're there, 24 hours a day, 365 days a year. We're ready to support you in the way that best suits your computing and business environment.

Compaq's Year 2000 Assessment and Implementation Services

Compaq's commitment to our customers' readiness has produced a complete range of Year 2000 services, Year 2000 parallel testing environments, and the skilled teams in our 18 Year 2000 Expertise Centers around the world. We offer:

➜ *Year 2000 EnterprisePC Solutions*

➜ *Year 2000 Systems and Applications Assessment and Implementation Services*

➜ *Proven methodology and project management*

➜ *Year 2000 Testing Services and Independent Validation*

➜ *Year 2000 Expertise Integration Centres*

➜ *Advanced tools, such as CHECK 2000 from Greenwich Mean Time, for diagnostic and remedial work; IST Year 2000 Application Analysis Suite*

Check 2000 investigates PC BIOS and all other at risk layers of the Year 2000 problem on networked PCs. The software investigates your configurations and steps users through correcting them for Year 2000 problems and offers extensive renovation advice.

On user data, **Check 2000's** sophisticated functionality includes the ability to highlight potential date infestation.

Check 2000 Client Server can be deployed across a network no matter how large or distributed. Compaq Services offers consulting and PC renovation services to complement Check 2000 Client Server, providing comprehensive desktop Y2K-ready capability for your business.

Contact your Compaq Services Year 2000 Integration Center representative today:

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Warrington	Vinod Bhardwaj	0192 584 1001
Dublin	Cliff Murphy	(353) 1 838 5433

Compaq Computer Corporation is an authorized reseller of Check 2000 and IST Year 2000 Analysis Suite. **www.compaq.com/services/y2k**