



# Modernising Government in Action:

## Realising the Benefits of Y2K

Presented to Parliament by the  
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President of the Council and  
Leader of the House of Commons  
by Command of Her Majesty

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## Foreword

**The Year 2000 problem - or the 'Millennium Bug' - presented the world with a unique challenge as we ended the 20th century.**

The UK's dependency on computers and electronics meant that, whilst its precise effects were unpredictable, the Bug's potential impact was great.

The UK Government placed a high priority on tackling the Bug. Through a co-operative approach spanning national and local boundaries, and public and private sectors, we achieved our objective of no material disruption. The UK also became an acknowledged global leader and influence in addressing this issue.

An enormous amount of work was put into identifying, fixing and testing Bug problems, but the Bug was not an IT issue. It was a business issue, which forced IT out of the back room and into the boardroom. Both business and Government are now better-equipped for the technological and management challenges of this century as a result.

The need to build and maintain public confidence that normal daily life would continue meant identifying core functions and services and ensuring they were maintained. This process, first of prioritisation of core services, and then of business continuity planning, was highly successful. It also demanded an unparalleled level of national and international co-operation and planning. The new constitutional arrangements of the devolved administrations in Scotland, Wales and Northern Ireland also led to new ways of working.

The hard work paid off. The UK passed into the year 2000 without any significant problems. This was one project which could not - and did not - come in late.

For this we must thank all the thousands of people across the UK in the public and private sector who have worked so hard over the last few years. In particular, Dr Iain Anderson, the Prime Minister's Adviser on the Bug, and Don Cruickshank and Gwynneth Flower, Chairman and Managing Director of Action 2000.

Government needs to build on the benefits from the Year 2000 problem. But this report also deals openly - and frankly - with the lessons we can learn for the Modernising Government agenda. The challenge for Government at the start of the 21st century is to ensure we do learn them - and apply them.



*Margaret Beckett*

**Rt Hon Margaret Beckett MP**  
President of the Council  
and Leader of the House  
of Commons

*Richard Wilson*

**Sir Richard Wilson KCB**  
Secretary of the  
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List of sectors that formed part of Action 2000's independent assessment project, the processes involved and their Responsible Bodies

Sector	Process Name	Responsible Bodies			
		England	Wales	Scotland	Northern Ireland
<b>Electricity</b>	Provide electricity	Office of Gas & Electricity Markets (OFGEM)			Office for the Regulation of Electricity & Natural Gas (OFREG)
<b>Gas</b>	Provide gas	OFGEM			OFREG
<b>Water and Sewerage</b>	Treat dirty water	Office of Water Services (OFWAT)		Scottish Executive (SE), Rural Affairs Department (RAD), Water Services	Department of the Environment – Northern Ireland (DoENI)
	Supply clean water	OFWAT		SE	DoENI
<b>Fuel supplies</b>	Supply transport fuel	Department of Trade & Industry (DTI)			
	Supply coal	DTI			DTI/ Department of Economic Development (DED)
	Supply nuclear fuel	DTI			n/a
	Provide oil	DTI			
<b>Financial Services</b>	Transmit monies	Bank of England, Contributions by Financial Services Authority (FSA)			
	Trading markets	FSA			
	Provide insurance	FSA			
	Invest and borrow money	FSA			
<b>Telecommunications</b>	Provide telecommunications	Office of Telecommunications (OFTEL)			

Sector	Process Name	Responsible Bodies			
		England	Wales	Scotland	Northern Ireland
<b>Air</b>	Transport people and goods by air	Civil Aviation Authority (CAA)		CAA SE Transport Division	CAA
	Provide air infrastructure	CAA		CAA SE Transport Division	CAA
<b>Roads</b>	Provide road infrastructure (see also local government)	Department of the Environment, Transport and the Regions (DETR)/ Highways Agency (HA)	National Assembly for Wales (NAW)	SE National Roads Directorate	DoENI
<b>Railways</b>	Transport people and goods by rail	Office of the Rail Regulator (ORR)/HM Railways Inspectorate (HMRI)			DoENI
	Provide rail infrastructure	ORR/HMRI			DoENI
	Transport people by underground	Government Office for London	n/a	SE Transport Division	n/a
	(inc Light rail)	Government Offices (GOs)	n/a	n/a	n/a
	Provide cross channel rail services	Inter Governmental Commission (IG Comm)	n/a	n/a	n/a
	Maintain channel rail infrastructure	IG Comm	n/a	n/a	n/a
<b>Shipping</b>	Transport people and goods by sea	DETR/ Maritime and Coastguards Agency (MCA)		DETR/MCA SE Transport Division	DETR/MCA
	Provide sea infrastructure	DETR		DETR SE Transport Division	DETR
<b>Essential Food and Groceries</b>	Supply goods	Essential Foods and Goods Steering Group (EFGSG)			
	Produce food	EFGSG			
	Process food	EFGSG			
	Distribute food	EFGSG			
	Sell to customer	EFGSG			
<b>Broadcasting</b>	Broadcast information	BBC Board of Governors (BBC)			
		Radio Authority (Independent Radio)			

Sector	Process Name	Responsible Bodies			
		England	Wales	Scotland	Northern Ireland
<b>Fire and Rescue Services</b>	<b>Provide fire and rescue services</b>	Home Office (HO) Fire and Emergency Planning Directorate		SE, Fire Services and Emergency Planning Division	DoENI
<b>Police</b>	<b>Police emergencies</b>	HO and Police Policy Directorate		SE, Justice Department Police Division	Northern Ireland Office (NIO)
		British Railways Board (BRB) for British Transport Police (BTP)			
	<b>Deal with offences and incidents</b>	HO		SE	NIO
		BRB (for BTP)			
	<b>Maintain public order</b>	HO		SE	NIO
		BRB (for BTP)			
	<b>Provide policing services</b>	HO	HO	SE	NIO
		BRB (for BTP)			
<b>Healthcare</b>	<b>Provide healthcare services</b>	NHS Executive	NAW	SE, Health Department Management Executive	Northern Ireland Department of Health and Social Services (NI HSSE)
	<b>Provide emergency ambulance service</b>	NHS Executive	NAW	SE, Health Department Management Executive	NI HSSE
<b>Local Government</b>	<b>Co-ordinate emergency planning</b>	9 GOs	NAW	SE Local Government Division	n/a
	<b>Provide housing (local government)</b>	9 GOs	NAW	SE Local Government Division	DoENI (Housing)
	<b>Provide housing (other)</b>	Housing Corporation	n/a	SE Local Government Division	DoENI
	<b>Educate people</b>	9 GOs	NAW	SE Local Government Division	DoENI
	<b>Manage sanitation and waste disposal</b>	9 GOs	NAW	SE Local Government Division	DoENI

Sector	Process Name	Responsible Bodies			
		England	Wales	Scotland	Northern Ireland
<b>Local Government</b> <i>Continued</i>	Register births, marriages and deaths	9 GOs	NAW	SE Local Government Division	DoENI
	Manage death	9 GOs	NAW	SE Local Government Division	DoENI
	Maintain public health	9 GOs	NAW	SE Local Government Division	DoENI
	Provide community and nursing care	Covered under hospitals and healthcare			
	Provide social services	9 GOs	NAW	SE	NI HSSE
	Provide road infrastructure (see also roads)	9 GOs	NAW	SE	DoENI
<b>Criminal Justice</b>	Secure prisons	HO/Prison Service		SE Justice Dept	NIO
	Run court system	Lord Chancellor's Department		SE Justice Dept	Attorney General
	Provide post-sentence support and supervision	HO		SE Justice Dept	NIO
	Prosecution	Crown Prosecution Service Monitoring Committee		Crown Office	Attorney General
<b>Postal Services</b>	Distribute letters	DTI (Posts)			
	Distribute parcels	DTI (Posts)			
	Operate Post Office counters	DTI (Posts)			
<b>Welfare Payment</b>	Pay benefit	Department of Social Security			NI HSSE
<b>Tax Collection</b>	Collect revenue	HM Treasury (HMT)			
<b>Weather Forecasting</b>	Provide weather information	Met.Office			
<b>Sea Rescue</b>	Provide sea rescue service	DETR			



Sector	Process Name	Responsible Bodies			
		England	Wales	Scotland	Northern Ireland
<b>Flood Defence</b>	<b>Maintain flood defence</b>	Ministry of Agriculture, Fisheries & Food		SE RAD, Environment Protection Unit	NI Rivers Agency/NI Department of Agriculture
<b>Buses</b>	<b>Transport people by bus</b>	DETR			
<b>Newspapers</b>	<b>Supply newspapers</b>	DTI			

### Members of the NIF Steering Group

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 Crown Prosecution Service  
 Department of Health  
 Department of Trade and Industry  
 Department of the Environment, Transport & the Regions  
 Electricity Association  
 Emergency Planning Society  
 Ernst & Young  
 Financial Services Authority  
 Foreign & Commonwealth Office  
 Government Office for the East  
 Midlands (representing all GOs)  
 Government Office for London  
 Health & Safety Executive

Health & Safety Executive  
 Highways Agency  
 Home Office  
 IBM  
 Local Government Association  
 The Meteorological Office  
 Ministry of Agriculture, Fisheries & Food  
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