

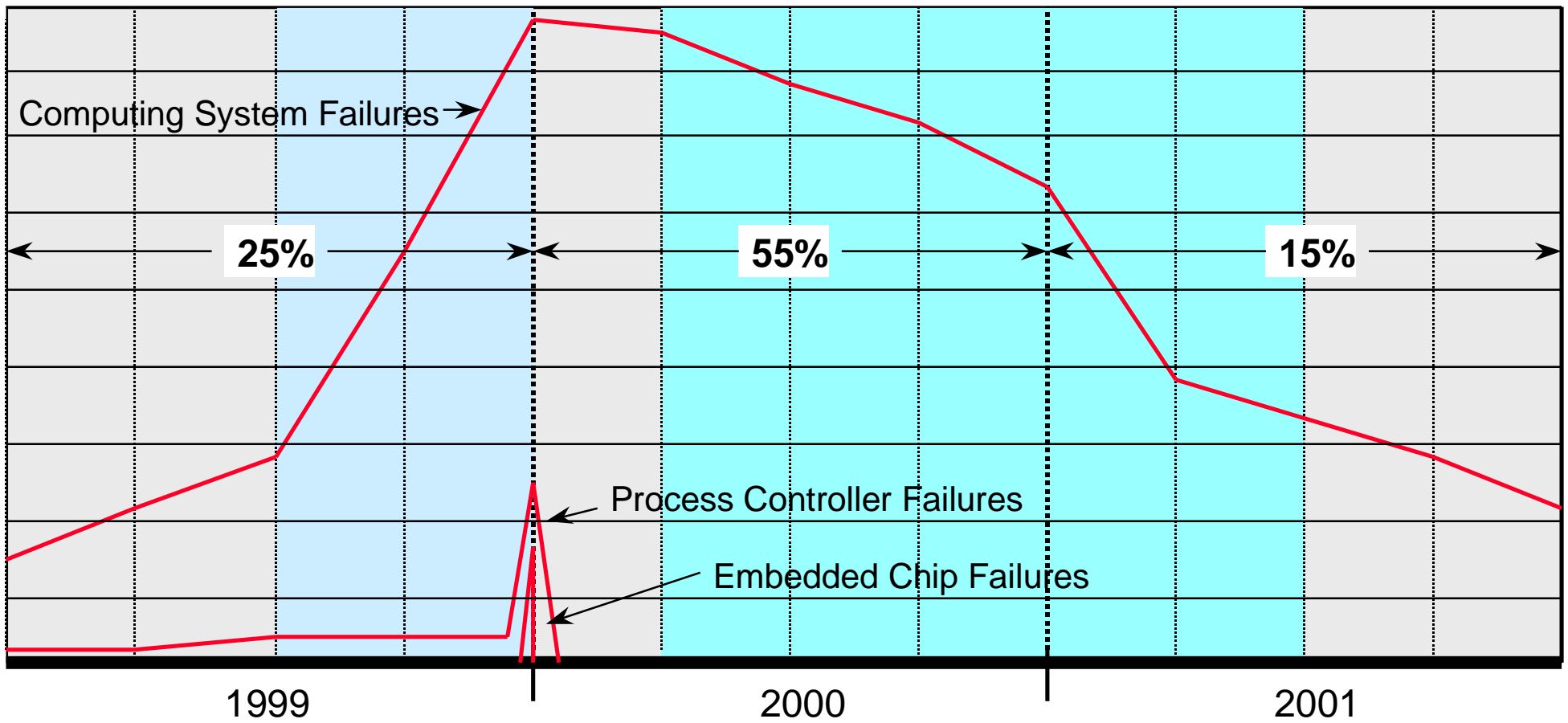
Year 2000

*Le amministrazioni locali ed
il lato oscuro dell'anno 2000*

Roma - 17 Giugno 1999

*Andrea Di Maio
Senior Research Analyst*

 **GartnerGroup**



When Failures Will Occur

- High impact to technology products and revenue performance
- High impact to developing countries and companies experiencing failures
- System and embedded failures

Progress and Failure Risk

Countries

progress	risk
Japan	Japan
Austria	Austria
Portugal	Germany
Germany	Be/Lux
Spain	Portugal
Be/Lux	Denmark
Ireland	Ireland
Finland	Finland
Italy	Spain
Denmark	France
France	Italy
Sweden	Sweden
Netherlands	Netherlands
UK	UK
US	US

Sectors

progress	risk
Investment Services	Investment Services
Government Services	Government Services
Education	Education
Healthcare	Telecom
Telecom	Healthcare
Power/Gas/Water	Banking
Insurance	Aerospace
Aerospace	Power/Gas/Water
Transportation	Insurance
Computer Manufacturing	Transportation
Oil	Computer Manufacturing
Retail	Semiconductor
Semiconductor	Oil
Banking	Discrete Manufacturing
Discrete Manufacturing	Retail
Chemical Processing	Chemical Processing
Food Processing	Food Processing

Perception is Reality



Suppliers



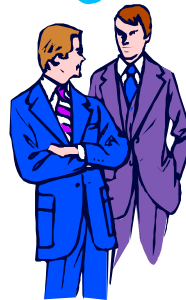
Employees



Media



Partners



Shareholders



Financial Analysts



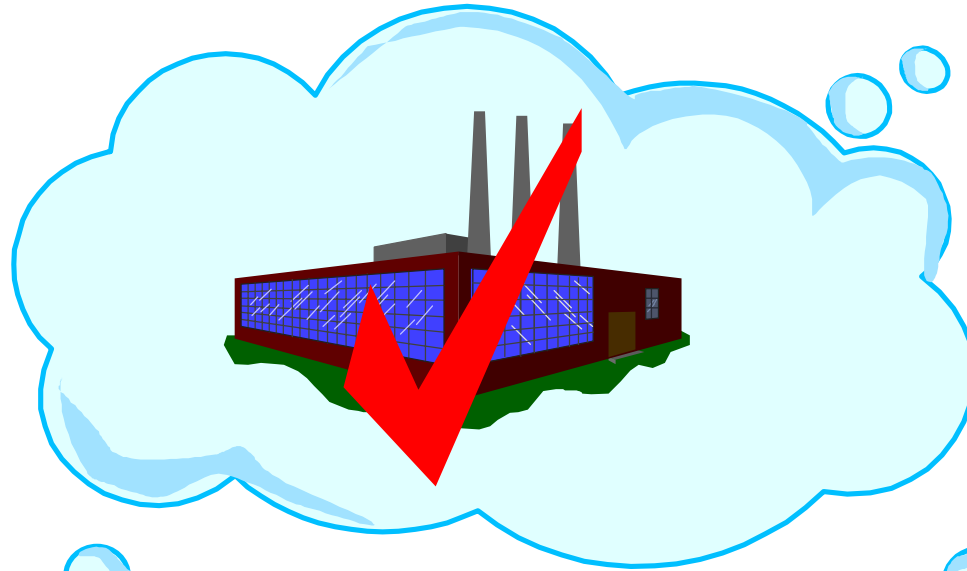
General Public



Auditors
Regulators



Customers



The Millenium Operating Regime

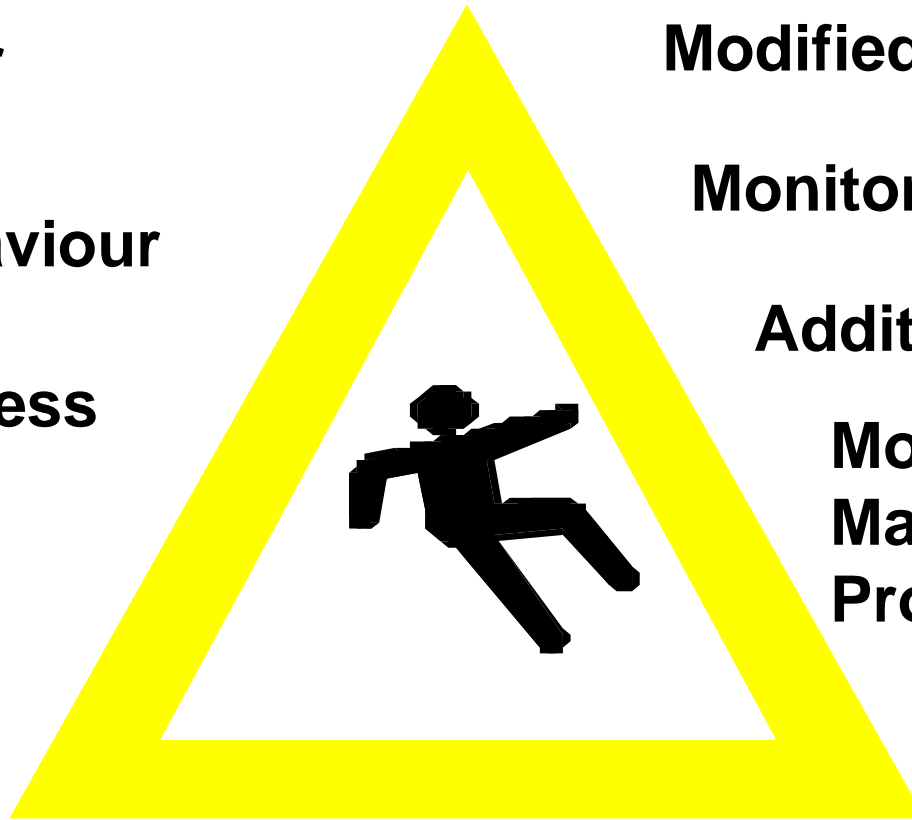
1999 Definitely NOT Business as Usual

Y2K Consumer

Business Behaviour

**Business Process
Failures**

The **Hot Media
Story of 99**



Modified Business Plan

Monitoring the environment

Additional Controls

**Modified Change
Management
Procedures**

Communications

1999 Slippery Surface !

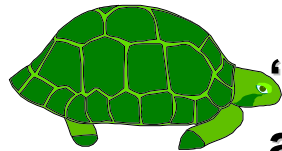
Local Governments: Beyond IS

Political Risk



'It's not our problem'

'We'll save the citizen'



'We'll fix it if and when it goes wrong'



'What can we do to help?'

Level of Action