

1 **Applications Environment (\$755,000)**
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3 **Q. On p. 70, it is stated that the Customer Services Study will assess the implications of**
4 **the risk of running the Customer Service Systems on an Open VMS Operating**
5 **System. On p. 72, it is stated that the business risk of running software applications**
6 **on an Open VMS Operating System is unacceptable as justification for the Facilities**
7 **Management project. Similar comments are on pp. 75 and 77 for other projects.**
8 **Provide an explanation as to how it was determined what is acceptable business risk**
9 **for various systems using an Open VMS Operating System.**

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11 A. Details of the Company’s analysis of business risk associated with declining industry
12 support for the OpenVMS operating platform are provided in response to Request for
13 Information CA-69 (d). The information provided describes the Company’s approach to
14 assessing the business risk associated with specific applications, including the Customer
15 Service System (CSS).
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17 In the project justification for Facilities Management on page 72 of Schedule B, the
18 Company states that, “Due to declining industry support for OpenVMS, the business risk
19 associated with running software applications on the OpenVMS operating system is
20 unacceptable to Newfoundland Power”.