

**Network Infrastructure (\$542,000)****Q. Indicate the following regarding Newfoundland Power's IT infrastructure:**

- 1. Number of end users.**
- 2. Number of IT staff, plus contract staff.**
- 3. IT operating budget as a percentage of revenue.**
- 4. IT capital budget as a percentage of revenue.**
- 5. Total IT spending as a percentage of revenue.**

**A. The following information is provided with respect to Newfoundland Power's information technology network infrastructure:**

1. The Company's various network infrastructure end-user types are summarized in Table 1.

<b>Table 1</b> <b>Network Infrastructure</b> <b>End-User Types</b>	
Microsoft Exchange Users	541
Automated Workstations	22
Shared Servers	82
Server Management Boards and Console Ports	55
Printers	119
SCADA <sup>1</sup> Connections	84
Average daily website connections	346
Average daily CTI <sup>2</sup> connections	397
Other <sup>3</sup>	26

<sup>1</sup> System Control and Data Acquisition System.

<sup>2</sup> Call Centre Technology

<sup>3</sup> Includes building security controllers, Cisco dial-up servers, System Control Centre voice logger, Aspect servers, and Duffy Place UPS.

2. Newfoundland Power currently employs a permanent, full-time staff of 43 persons in its Information Systems department. The Company does not currently have any contract staff.
3. The Company's proposed 2003 Information Systems operating budget is 0.8 per cent of forecast 2003 revenue.
4. The Company's proposed 2003 Information Systems capital budget is 1.4 per cent of forecast 2003 revenue.
5. The Company's total proposed 2003 Information Systems budget is 2.2 per cent of forecast 2003 revenue.