

Shared Server Infrastructure

Q. Describe the business processes, including any specific metrics measured, that are employed by NP to evaluate the success of its IT projects?

A. The Company is able to judge effectiveness of its IT investments as a whole based on such corporate measures as customer satisfaction, workforce levels and operating costs per customer as described in Appendix B of the Information Technology Strategy 2004 – 2008. It is not generally possible to draw a link between an individual project metric and the overall level of customer service or overall costs as so many different factors impact such measurements.