

**General**

**Q. Ref: PUB-102. What alternatives has NP considered to the continued purchase of full desktops and laptops.**

A. The alternatives to the continued purchase of full desktops and laptops considered by Newfoundland Power include both software and hardware solutions, commonly known as “thin client” solutions. A “thin client” refers to a user’s computer that performs no application processing. It processes only keyboard input and screen output and functions like an input/output terminal. All application processing is done in the server.

Citrix Metaframe and Microsoft Terminal Server are two software-based “thin client” solutions currently used by the Company. Citrix Metaframe is used for the Great Plains, Avantis.PRO and Legend (used to view CableCAD drawings) applications. Microsoft Terminal Server is used by technical support personnel (through remote dial up) to monitor and troubleshoot the computing infrastructure, and by personnel in area offices where no direct network connectivity exists. These solutions help extend the useful life of existing desktops and laptops.

While hardware solutions have been considered, the Company has not yet deployed these devices, due to the diversity of software applications being used by employees. As these devices mature, the Company will continue to assess their potential to fulfill some of our personal computing requirements.