1 **Application Enhancements**

2

3 **Q.** **Explain why NP refers to the Process Improvements to be achieved through the**
4 **upgrade of the Microsoft Great Plains Software in the "Application Enhancements"**
5 **section of the budget (Appendix 1) when the cost for the upgrade is included under**
6 **the separate project heading "Application Environment" (Appendix 2, p.1)**

7

8 A. Executing a software upgrade does not imply that enhancements to the application have
9 been (or will be) made. Software upgrades budgeted as part of the Application
10 Environment project ensure an appropriate level of vendor support and a stable operating
11 environment for the Company's applications. Additional effort is often required to take
12 advantage of potential improvements, such as business processes improvements, offered
13 by the upgraded software, and this additional effort is budgeted as part of Application
14 Enhancements.