

Q. Re: Schedule B – 2016 Capital Projects (p. 82 of 98) Personal Computer Infrastructure

Table 1 outlines Newfoundland Power is forecasting a decrease in the number of desktops and increase the number of mobile computers. Is it Newfoundland Power's intention to increase the use of mobile computers (laptops) on a go-forward basis? If so, why is this the case and is there an increased cost of converting from desktop to mobile computers?

A. It is not the Company's intention to increase the use of mobile computers significantly beyond the current balance of desktop and mobile computers stated in Table 1 on page 82 of 98 of Schedule B.

The requirements for *Personal Computer Infrastructure* will continue to be life-cycle based.

The Company determines the computing requirements for employees based on several factors. These include: (i) the employee's job position; (ii) normal operating duties; (iii) the requirement to work away from their primary work location; and (iv) the requirement to work outside normal business hours. An analysis of these business requirements determines the appropriate category of personal computer assigned to each employee.

The Company categorizes personal computers based on job related requirements. These categories include:

- (i) Office User – Desktop
- (ii) Mobile User – Administration
- (iii) Mobile User – Technical¹
- (iv) Mobile User – Field²

Mobile personal computers allow the Company to ensure effective levels of customer service and operating efficiency. Over the past 5 years, the Company has implemented a number of applications that focus on improving the mobile workforce. These applications include: (i) Click Mobile, a crew dispatch and work order management system; (ii) ArcFM, a Geographic Information System; (iii) mobile truck inspections; and (iv) secured remote access to other corporate applications.³

In 2016, the Company is proposing to replace 42 desktop computers that have been identified as having reached the end of their useful life with 42 mobile computers. Those

¹ This category includes Engineering Technologists, Line/Operations Supervisors (General Forepersons), Engineers and other technical positions.

² Mobile devices in this category include ruggedized computers designed to be used in all operating conditions. These devices are limited to use in heavy fleet vehicles by Powerline Technicians.

³ Applications include Outage Management, Microsoft Dynamics GP, CSS, Avantis, Webster and Email.

1 personal computers categorized as Mobile User – Technical have been targeted for this
2 initiative. Equipping these users with mobile computers will enhance the effectiveness of
3 the Company’s applications stated above.
4

5 It has been the Company’s experience that the cost of supporting both desktop and
6 mobile computers is similar. To the extent that costs associated with providing particular
7 employees with mobile computers instead of desktop computers will change from current
8 costs, these changes are related to one time hardware acquisition costs. Newfoundland
9 Power estimates this initial cost to be approximately \$440 more per unit for mobile
10 computers compared with desktop computers.