

1 **Q. The disclaimer to the EY report on the risk assessment states: “In preparing this**
2 **report, EY relied on information by publicly available sources and information**
3 **provided by the client. EY has not audited, reviewed or otherwise attempted to verify the**
4 **accuracy or completeness of such information.” How independent is the EY report**
5 **given that EY simply accepted what it was given them by NP staff without any**
6 **attempt to verify the accuracy or completeness of such information? Please explain.**

7
8 A. EY’s 2018 risk assessment report is independent. It is not accurate to state that “EY
9 simply accepted what it was given them by NP staff.”

10
11 EY is a professional consulting firm with extensive expertise in utility Customer
12 Information Systems. For the 2018 assessment, EY relied on information from publicly
13 available sources. This included:

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15 (i) Guidance from industry leading experts, including Gartner Inc. and
16 Forrester Research, both independent technology advisory firms.¹
17 (ii) Industry data on market shares of technologies underpinning CSS, such as
18 the TIOBE Programming Community index and the Gartner IT Market
19 Clock;² and
20 (iii) Published credit ratings and product roadmaps for vendors that provide the
21 existing CSS technologies.³

22
23 The information used by EY in conducting its 2018 risk assessment was obtained from
24 independent, reputable sources. Auditing this information for accuracy was therefore not
25 required.

26
27 EY also relied upon information obtained through surveys of Newfoundland Power staff.
28 EY applied its standard methodologies in conducting these surveys. These surveys
29 permitted EY to gain an understanding of the technical and operational strengths and
30 weaknesses of CSS.

31
32 The sources of all data and information used by EY in conducting the 2018 risk
33 assessment, including the survey results, are outlined in EY’s report.

¹ See EY, *CSS Technical Risk Assessment*, June 2018, page 8.

² See EY, *CSS Technical Risk Assessment*, June 2018, page 8.

³ See EY, *CSS Technical Risk Assessment*, June 2018, page 12, Table 4.3.