

Q. Tab 6.3 2015 Shared Server Infrastructure

For each of the projects listed, i.e. the customer service system, webserver infrastructure, server equipment, security infrastructure and security management infrastructure, please outline the details as to the factors considered by Newfoundland Power at page 2 and the results of same.

A. Factors considered in determining when to upgrade, replace or add server components include:

- A: Level of support provided by the vendor.
- B: Current performance of the components.
- C: Ability of the components to meet future growth.
- D: Cost of maintaining and operating the components using internal staff.
- E: Cost of replacing or upgrading the components versus operating the current components.
- F: Criticality of the applications running on the shared server components.
- G: Customer or business impact should the component fail.

Table 1 provides the list of projects and the key factors that determine their need for replacement:

Table 1
Shared Server Upgrade Factors

	A	B	C	D	E	F	G
1. Customer Service System ("CSS")	X			X	X	X	X
2. Webserver Infrastructure	X	X	X	X	X	X	X
3. Server Equipment	X	X	X	X	X	X	X
4. Security Infrastructure	X	X	X	X	X	X	X
5. Security Management Infrastructure		X	X			X	X

The factors identified in Table 1 for each of the 5 projects listed were the key considerations for including the individual projects in the 2015 Share Server Infrastructure project.