
1 Q. **Volume III, Tab 35 – Replace Personal Computers**

2 In Newfoundland Power’s 2013 Capital Budget Application, Schedule B, page 83 of
3 93, Newfoundland Power outlines that it is able to achieve a 5 year life cycle for its
4 PC’s, which include desktop and laptop computers. Why is Hydro not able to
5 achieve the same 5 year cycle for its laptops?

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8 A. Research published by Gartner states that notebooks (laptops) have higher failure
9 rates than desktop PCs. In that research, Gartner recommends that organizations
10 plan on a three-year replacement cycle for notebooks while exercising the option to
11 extend the life another six to 12 months provided warranty has been extended at
12 time of purchase to match the anticipated extended lifetime of the notebook.

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14 Operational experience has shown that Hydro is able to achieve, on average, a life
15 span of approximately five years for notebook computers (laptops). While Hydro is
16 able to achieve a five year average life, published research from Gartner shows that
17 extending the replacement cycle for notebook computers could lead to excessive
18 downtime for workers. Therefore, Hydro plans for a useful life of four years for
19 notebook computers (laptops). The performance and stability of notebook
20 computers are evaluated at the end of four years and kept in service if deemed
21 viable.