

1 **Q. How many Newfoundland Power employees have, as part of their job descriptions,**
2 **responsibilities for the support and maintenance of the Outage Management**
3 **System? Please identify the department(s), and state the support in terms of**
4 **equivalent full-time employees.**

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6 A. Newfoundland Power's Information Services department is responsible for the support
7 and maintenance of the Outage Management System. There are currently four roles
8 within the Information Services department that have responsibility the Outage
9 Management System. These roles are Application Specialist, Data Base Administrator,
10 Application Analyst and Infrastructure Specialist.

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12 The reliability of Newfoundland Power's Outage Management System is satisfactory.
13 During the 2009-2013 period, the Outage Management System was unavailable for
14 approximately 2 hours due to unplanned issues that required support and maintenance.¹
15 During the same 2009-2013 period, the Outage Management System required planned
16 maintenance on 13 occasions.²

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18 Newfoundland Power does not track the amount of support time specific to each
19 application used by the Company. However, it is estimated that the support and
20 maintenance of the Outage Management System is less than 0.25 FTEs.

¹ See the response to Request for Information PUB-NP-300.

² See the response to Request for Information PUB-NP-301.