

1 **Q. Describe Newfoundland Power’s training for its Outage Management System: for**
2 **new and experienced field employees; for new and experienced office employees; as**
3 **new versions of the software are installed; and for occasional users, who interact**
4 **with the Outage Management System only during storm emergencies as part of**
5 **their secondary storm roles.**

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7 A. New employees in the Customer Contact Center (“CCC”) and System Control Centre
8 (“SCC”) receive Outage Management System (“OMS”) training as part of their
9 orientation. This training is completed by senior employees experienced in the use the
10 application.

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12 The line staff does not have direct access to the OMS as they receive and update outage
13 information using the ClickMobile application. Line staff received training on the
14 ClickMobile application when it was initially installed on the laptops in their vehicles and
15 again when software upgrades are implemented. Periodic refresher training is also
16 completed as required.

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18 OMS refresher training sessions are typically done for CCC employees in the fall of each
19 year. Refresher training sessions have also been completed with operations staff and
20 occasional users prior to the approaching storm season.

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22 When enhancements are made to the OMS, training is included as part of the project
23 plan. This training is led by employees who have been involved in the design and testing
24 of the enhancements. Training associated with enhancements to the OMS are completed
25 in a development environment prior to implementation.

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27 In preparation for severe weather events occasional OMS users that assume a customer
28 service role as part of the storm response will typically receive one-on-one training from
29 employees experienced with the system. These employees also have access to an on-line
30 training document that can be referenced from within the application.