

1 **Q. Tab 5.2: 2018 System Upgrades: Page 2 Geographic Information System Upgrade**

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3 **What contingency plan does Newfoundland Power have in place should a GIS issue**  
4 **requiring vendor support occur after June 2017 but before the upgrade is**  
5 **completed?**

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7 A. Effective July 1, 2017, vendor support for Newfoundland Power's GIS has transitioned to  
8 a Mature Product Support Plan. The Mature Product Support Plan will cover most GIS  
9 issues requiring vendor support before the upgrade is completed in 2018.

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11 The level of support provided under this plan will include technical support through the  
12 vendor's help desk service and access to their knowledge base. However, with the  
13 Mature Product Support Plan, the vendor will no longer supply generic software updates  
14 to address problems.<sup>1</sup> Essentially, there will be no further development by the vendor of  
15 the current software version.

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17 In 2016, in consultation with the GIS vendor, the Company decided to schedule the  
18 upgrade to version 10.5 of the GIS software in 2018. Through the 1-year transition  
19 period, the Company's contingency plan is to maintain the current GIS environment  
20 without any changes or additions. With minimal changes or additions planned prior to  
21 the upgrade, risks associated with the Mature Product Support Plan are minimal, and the  
22 Company anticipates stable operation and performance of the current GIS software.

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<sup>1</sup> Under the Extended Support Plan previously in place the vendor would provide software updates to resolve some issues that existed with the GIS.