
1 Q. **Volume 1 (1st Revision), Chapter 3: Operations**

2 Please provide any cost savings associated with the increase in Information and
3 Operations Technology costs from 2016 to the 2019 test year. The response should
4 include any forecast reduction in FTEs. (Volume I (1st Revision), Chapter 3:
5 Operations, Page 3.39, Line 1, et. seq.)
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8 A. There are no forecast cost savings associated with the increase in Information and
9 Operations Technology costs. The Information and Operations Technology
10 department was established in mid-2016 as part of Hydro's organizational changes.
11 This new department consolidates the employees and responsibilities related to the
12 core areas of the Energy Management System and the Network Services
13 management and support. This team is also accountable for managing the
14 relationship, deliverables and service levels for the Nalcor Energy Information
15 Systems services provided to Hydro through the Administration Fee as well as
16 centralized oversight of the Information Management Program within the company.