

1 **Q. (Reference Application Schedule B, page 85 of 98) For the Personal Computer**
2 **Infrastructure (Pooled) project, what would be the impact on customers if the**
3 **project were delayed by one year? Please quantify risk in terms of probability of**
4 **failure and the consequences of failure.**
5

6 A. Newfoundland Power employees use personal computers (“PCs”) every day in providing
7 reliable and responsive service to customers. As examples, PCs are used to: (i) operate
8 the electrical system; (ii) schedule, deploy and monitor field staff; and (iii) respond to all
9 customer calls and emails.

10
11 As operating systems and applications are upgraded, the associated minimum computing
12 requirements of PCs change in order to use these applications (e.g. SCADA System,
13 Outage Management System). As a result, delaying this project by one year increases the
14 risk that critical business applications may not operate effectively for employees in
15 serving customers.

16
17 In addition, PCs require replacement when they have reached the end of their useful
18 service lives. Delaying this project by one year would extend Newfoundland Power’s
19 PCs beyond their optimal lifespan. Industry research indicates that extending the useful
20 life of computing assets beyond their optimal lifespan increases cybersecurity risks and
21 total cost of ownership, and negatively impacts employee productivity.¹

22
23 Newfoundland Power’s approach to managing its PC infrastructure is consistent with
24 industry guidance.² The Company does not currently employ a methodology to *quantify*
25 *risks in terms of probability of failure.*

¹ See *Use These Recommended Life Spans to Guide Mobile, PC and other Device Replacement Strategies*, Gartner Inc., September 5, 2019.

² See response to Request for Information CA-NP-052.