1 Q.   Does Hydro plan to participate in future projects whose costs may be borne, in whole or in

2   part, by Hydro's customers as part of a shared services offering led by Nalcor? If so, please

3   provide information on these planned projects.

4

5

6 A.   Yes, as part of the shared services model, Hydro will continue to be actively engaged in the

7   planning and decision making around any potential investment and service offering.

8

9   Table 1 shows current and anticipated future projects led by Nalcor with Hydro's

10   participation as part of Nalcor's shared services offering.

Table 1: Nalcor's Shared Service

Programs	Project Description
Core IT Infrastructure	Replace and upgrade IT server and storage infrastructure including associated software, services, and operating systems based upon product life cycle
Cyber Security	Replace and upgrade security software tools and hardware to mitigate emerging threats to computer systems and networks
Minor Enhancements	Implement and upgrade unforeseen IT software to meet business needs, prioritized based upon risk and business value
Messaging System Upgrade	Migrate Nalcor's Lotus Notes email system to a more integratable email platform to increase user efficiency and functionality
Peripheral Replacement	Replace and upgrade printers, audio/visual and IT components in conference rooms at Hydro Place based upon product life cycle
Collaboration Tools Enhancements	Implement SharePoint and electronic forms and also replace applications currently delivered using Lotus Domino to increase user efficiency and functionality
Database Service Enhancements and Consolidation	Upgrade and consolidate Microsoft SQL Servers to reduce support and licensing requirements
Microsoft Enterprise Agreement Renewal	Maintain current product releases for Microsoft applications based upon product life cycle
Desktop Transformation	Upgrade Citrix Xenapp and consolidate file servers based upon product life cycle