

- 1 **Q. (Reference CA-NP-018, lines 30-34) Please provide details and quantify the reduction**
 2 **or elimination of manual processes as stated therein.**
 3
- 4 A. Details and quantification of the reduction or elimination of manual processes associated
 5 with the Digital Forms System Enhancements, Technology Service Management Solution
 6 and Dynamics GP Automation items of the *Application Enhancements* project are
 7 included in report *7.1 2022 Application Enhancements*.
 8
- 9 Table 1 summarizes the quantification of the reduction or elimination of manual
 10 processes identified in response to Request for Information CA-NP-018 (lines 30-34).

Table 1
Quantification of the Reduction or Elimination
of Manual Processes

Item	Manual Processes
Digital Forms System Enhancements	The Digital Forms System includes forms related to work observations, contractor inspections and job risk assessments (“tailboards”). Currently, 444 work observations, 274 contractor inspections, and 6,000 safety tailboards are processed manually each year.
Technology Service Management Solution	The Technology Service Management Solution is used to manage technology service requests through the Helpdesk. The Helpdesk receives approximately 8,000 technology requests each year.
Dynamics GP Automation	Dynamics GP is Newfoundland Power’s Financial Management System. Each year there are manual processes necessary to create approximately 3,000 projects for tracking expenses and the creation of approximately 960 General Journal Vouchers.

- 11 Information on the forecast net operating cost savings associated with these 3 items can
 12 be found in response to Request for Information CA-NP-087.