

**Q. Indicate staff operating expense distribution (as \$ of total) for software development, application support/development, hardware support/maintenance, administration, application integration, and project management.**

**A.** Table 1 below provides a summary of internal staff operating expenses related to Information Systems application support, hardware support/maintenance, administration and project management. Operating expenses for application integration are included with application support, as the Company does not track these charges separately. Software development costs would generally be of a capital nature and would therefore not be including in operating expenses.

<b>Table 1</b> <b>Internal Staff Operating Expenses: Information Systems <sup>1</sup></b> <b>(\$000s)</b>				
	Actual 2001	Forecast		
		2002	2003	2004
Application Support	617	629	741	759
Hardware Support/Maintenance	373	382	441	450
Administration	262	271	306	313
Project Management	196	203	225	230
<b>Total</b>	<b>1,448</b>	<b>1,485</b>	<b>1,713</b>	<b>1,752</b>

1. Includes all internal operating labour, miscellaneous materials, travel and training.