Q. INFORMATION SYSTEMS

PUB 24.0 (RE: p. 67 & 68 of 73) Network Infrastructure ($276,000)

PUB 24.2
What benefits will be seen by the company with the improvement of the recovery time of data stored in the Customer Service System from twenty four hours to three hours?

A. The Customer Service System is currently thirteen years old. As computer systems age the risk of system failures increase. Major computer systems failures can result from such occurrences as a disk storage failure, a software error, or a fire in the computer room. At present, if a major system failure were to affect the Customer Service System ("CSS"), it would take approximately 24 hours to restore the system to operation. Until the system was restored, CSS would not be available to assist Newfoundland Power's Contact Centre agents in responding to customer inquiries and service requests. With CSS unavailable, Newfoundland Power would not be able to provide customers with current information regarding their account balance, or their meter readings or electricity consumption history.

The CSS system is also used to record and track the status of all customer requests regarding their electrical service, including customer requests for a new electrical service, or to close out an existing account. Since a backup of the CSS system is currently performed only once daily, at the end of the day, a major system failure during the business day could result in the loss of all new transactions recorded in CSS that day. If that were to occur, the Company would have no record of the customer requests received on the day in question.

Reducing CSS recovery time to 3 hours will improve customer service by making CSS available for use by Contact Centre agents much sooner than would otherwise be the case. Further, this project will also enable more frequent CSS data backup, which will minimize the amount of new data that would be lost in the event of a system failure.