Liberty Utilities
IT Migration Plan

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1. Introduction

The Liberty Utilities ("Liberty") Information Technology ("IT") Migration Plan is a companion document to the IT Plan and serves as the governing instrument for the transfer of all IT services, systems, software and support National Grid employs on behalf of Granite State Electric and EnergyNorth. The IT Migration Plan contains Liberty's detailed (a) schedules for each application transfer, (b) comprehensive test plans and schedules for each application transfer, (c) roles and responsibilities of National Grid, Liberty and Liberty's suppliers and providers, (d) a change management process to govern all modifications to the application software set, the provisioning methods, the selected suppliers and providers and (e) an issues management/remediation process to resolve differences between the involved parties. Since the IT Migration plan requires the completion of detailed scoping for all projects, it is intended that the IT Migration plan will be updated by August 1, 2012.

The IT Plan and IT Migration Plan should be read together and shall be interpreted collectively. In other words, while the IT Plan provides the overarching principles, processes, and guidelines for Liberty's IT infrastructure, the IT Migration Plan provides the specific project level detail for the New Hampshire transition.

2. IT Migration Plan Methodology

The IT Migration Plan was developed within the framework of Liberty's transition management process, which is outlined in section 4.6 of the IT Plan. The process began with the development of a Summary Migration Plan (see Figure 1) jointly created by the Liberty IT Team, National Grid IT Team and the TMO (Transition Management Office) with input from the various Business Leads. This summary plan was then used to develop specific IT Application Planning Templates (see Appendix A), which are used to guide the IT migration strategy approach. These templates serve as a starting point in the planning process for identifying areas requiring more detailed planning and monitoring. The Application Templates then inform the IT Migration Plan on the transfer of all IT services, systems, software and support. It should be noted that the Migration Plan, which will ultimately include detailed scopes and test plans, will be updated as projects are scoped in their entirety (approximately August 1, 2012).

Figure 1 –Summary Migration Plan

Task Name	% Complete	Duration	Start	Finish
New Hampshire IT Migration Plan	15%	699 days	Tue 3/1/11	Fri 11/1/13
Technology Selection Process	100%	34 days	Wed 6/1/11	Mon 7/18/11
Workshops	100%	26 days	Mon 1/16/12	Mon 2/20/12
Governance Committee	40%	699 days	Tue 3/1/11	Fri 11/1/13
IT Steering Committee	25%	524 days	Tue 11/1/11	Fri 11/1/13
Staffing	91%	206 days	Mon 7/4/11	Mon 4/16/12
IT Application Implementation	9%	575 days	Mon 8/22/11	Fri 11/1/13
Finance (ERP)	91%	160 days	Mon 8/22/11	Fri 3/30/12
Work Management (ERP)	0%	325 days	Mon 4/2/12	Fri 6/28/13
EHSS	28%	43 days	Wed 2/1/12	Fri 3/30/12
Engineering & Operations	6%	326 days	Wed 2/1/12	Wed 5/1/13
Meter to Cash	1%	437 days	Thu 3/1/12	Fri 11/1/13
Regulatory	55%	43 days	Wed 2/1/12	Fri 3/30/12
Network & Infrastructure	76%	197 days	Tue 11/1/11	Wed 8/1/12

The section below describes Liberty's IT Migration planning methodology and adds further details on its components.

The goal of the application transfer process is to ensure that applications are transferred to Liberty from National Grid in a seamless manner with minimal customer and user disruption.

Liberty follows the System Development Life Cycle (SDLC) framework for all application implementations. This framework provides a sequence of activities for system implementers to follow. It consists of a set of steps or phases in which each phase of the SDLC uses the outputs of the previous phase as its inputs and is often referred to as the waterfall approach.

The SDLC adheres to important essential phases, such as requirements analysis, design, configuration, data conversion, training, testing and implementation. These phases can be characterized as follows:

- Requirements

  Requirements analysis is critical to the success of the system implementation. The process looks at those tasks that go into determining the needs or conditions of all stakeholders to be met by the new application. The Requirements are documented, actionable, measurable, testable, traceable, related to identified business needs or opportunities, and defined to a level of detail sufficient for system design.

- Design

  The focus of the design phase is on how to deliver the required functionality of the system. It should describe the desired features and operations in detail, including screen layouts, business rules, process diagrams, and other documentation where appropriate. The output of this stage will describe the new systems as a collection of modules or subsystems. The design stage takes as its initial input the requirements identified in the approved requirements document. For each requirement, a set of one or more design elements will be produced as a result of interviews and/or workshops.

- Configuration

  The configuration phase converts the design into a complete information system. Tools are used within the application to set up and configure business data, views, roles, security, and establish rules and business processes.

- Data conversion (where appropriate)

  Data conversion involves exporting data from one system, mapping and transforming it and importing it into another system. The objective is to maintain all of the data, and as much of the embedded information as possible.

- Training

  In order to have successful user acceptance testing, end users must be trained on the functions of the system prior to testing. Each user is required to understand and execute the steps required to perform the necessary transactions to perform their job.

- Testing

  Testing brings all the pieces together into a specific testing environment, then checks for errors, bugs and interoperability. The end result of testing demonstrates that the configured system conforms to the requirements as specified. Testing is executed by quality assurance staff and end users.

- Implementation

  Deployment of the application into a production environment for final use by the user community is the final phase.

Each of these steps is undertaken for all of the IT implementations related to Granite State and EnergyNorth. Liberty's detailed planning process for the New Hampshire IT Migration also addresses the following areas:

- Technology Selection Process

  The technology selection process involves accessing and taking an inventory of the IT systems used by National Grid and Liberty. Where gaps exist, potential vendors are identified and the vendor selection process is followed. The inventory of National Grid applications (see Appendix F) was used to ensure that all existing functionality was addresses in Liberty's Application Architecture.

- Workshops

  Joint workshops were attended by National Grid and Liberty to develop the summary plan. The workshops identify the approach both IT and functional business teams will use for later detailed planning.

- Committee Establishment

  The Transition Governance and IT Steering committees are established with individuals appointed and recurring meetings arranged.

- Staffing Requirements

  Staffing involves the development of an IT organization chart and the recruitment and hiring of required resources.

The IT Migration Plan for New Hampshire encompasses the above mentioned phases. The plan has responsibility assigned and progress is tracked to each task. Through monitoring of the plan risks can be identified and actions taken, to ensure a successful migration is achieved.

3. Testing Approach

A critical component of the IT Migration Plan is testing. Liberty's approach to testing is to establish comprehensive test plans and schedules for each application transfer that will ensure end-user and customer satisfaction, as well as eliminating business interruption during and after application implementation.

Testing constitutes several distinct phases. The testing phase of the migration plan is initiated with the development and documentation of an overall ***test strategy***. The test strategy outlines the scope of the test, roles and responsibilities of participants, standards and processes to follow, timelines, test scenarios and a reporting process to acquire final approval and sign off to proceed. The end result of the test strategy is a set of detailed testing scripts/cases created that address each requirement from the project, such as the sample test script provided in Appendix C. All tests scripts are logged on the test control sheet (see Appendix B). The test control sheet acts as a monitoring tool to evaluate the progress of testing. Through testing and verifying each requirement, confidence can be achieved that all needs of the application are met and functioning as desired.

The second phase of testing consists of generating ***test cycles***. Through several cycles of testing, problems are identified, corrected and re-tested through the rigorous testing cycles. As many as four cycles may be performed with each cycle increasing in duration. This method of testing reduces the overall time to bring an application migration to implementation readiness.

The final phase of testing entails ***user acceptance testing*** (UAT). UAT enables the actual end-users/customers to use documented test scenarios and their own testing to facilitate the implementation approvals of the application. Only after business approval has been received can an application proceed to production.

In following with the SDLC process adopted by Liberty, once all of the business requirements have been identified and documented, the test plans can be created for each IT application implementation. The detailed IT Migration Plans allows for time to develop the testing strategy and create the necessary test scripts.

4. Roles and Responsibilities

In order to ensure a smooth transition, Liberty has established a comprehensive Governance Approach that is used for managing all new acquisitions. Oversight of IT projects falls within this overall Governance Structure, a summary of which is depicted in Figure 2 below. The Granite State and Energy North structure is depicted below, and involves the following key elements:

4.1 Transition Steering Committee

This Committee is made up of Senior Executives from Liberty and National Grid. It meets bi-weekly to review progress and resolve issues (if any) that cannot be resolved at lower levels in the organization. They have ultimate accountability for all aspects of the transaction.

4.2 Transition Governance Group

This Committee is comprised of David Pasieka (President, Liberty Utilities), Tim Horan (Regional President, National Grid), Victor Del Vecchio (President, Liberty Utilities New Hampshire), Bob Wood (Transition Executive, Liberty Utilities), Madalyn Hanley (IT Transition Executive, National Grid), Dan Saad (Vice President Operations, Liberty Utilities New Hampshire) and Scott Campbell (Program Manager).

This committee meets on a bi-weekly basis. They review project status, progress, issues and risks and they are responsible for resolving issues and securing resources that cannot be resolved by the various project teams.

4.3 Transition Management Office

The Transition Management Office (TMO) oversees the transition and integration of all new Liberty acquisitions. This group works with the functional leads from Liberty and the selling organizations to ensure that each acquisition is transitioned in a smooth and seamless way. The group is responsible for ensuring that each transition is properly planned, that progress is monitored and that issues and risks are identified and resolved in a timely manner. In the case of the New Hampshire transition, a full time Program Manager has been assigned to support the various teams and committees. The TMO supports the broader organization in developing appropriate plans. They also collect and summarize weekly status reports, identify risks and issues, conduct 'readiness assessments' and provide reports to the Governance and Steering Committees. The Governance Model and Project Management approach established by this group has been applied to both the Day 1 planning process, the Day N planning process and the IT planning process.

4.4 IT Steering Committee

The IT Steering Committee is responsible for implementing the IT Applications and Infrastructure Plans. The Committee is made up of IT Executives and Senior Managers from both Liberty and National Grid. These individuals control the resources and operations required to implement the IT plan or have the authority to secure additional resources that may be required during the lifecycle of their projects. The Liberty members of this group have management responsibilities for running Liberty's IT operation. The National Grid representatives have been dedicated by National Grid to support the IT Transition and work with Liberty to ensure that the IT projects are properly planned, staffed and executed. The TMO has assigned a resource to support this committee and to ensure proper reporting of progress, issues and risks to the Transition Governance Group.

4.5 Functional Team Leads

The Functional Team Leads are local Executives and Senior Managers who are responsible for running the New Hampshire operations once the transaction closes. These managers have designated counterparts at National Grid who are responsible for delivering Transition Services

under the TSA's and who are accountable to support the Liberty Utilities New Hampshire Team as they implement the Day 'N' plans. Figure 2 below

4.6 IT Transition Executive, National Grid

This position is held by Madalyn Hanley. Her responsibilities include: contributing to the development of the transition plans; managing the National Grid IT Resources assigned to the transition; securing additional National Grid IT resources (if needed); working with National Grid Business Leaders to ensure they are delivering the appropriate TSA services. Madalyn chairs the IT Steering Committee and is a member of the Transition Governance Group and reports to the Transition Steering Committee as required.

4.7 Director IT, Liberty Utilities

This position is held by David Carleton. He is responsible for developing Liberty's IT Strategy; setting IT standards and policies; managing the Liberty IT Group; managing Liberty's IT Vendors. David is a member of the IT Steering Committee.

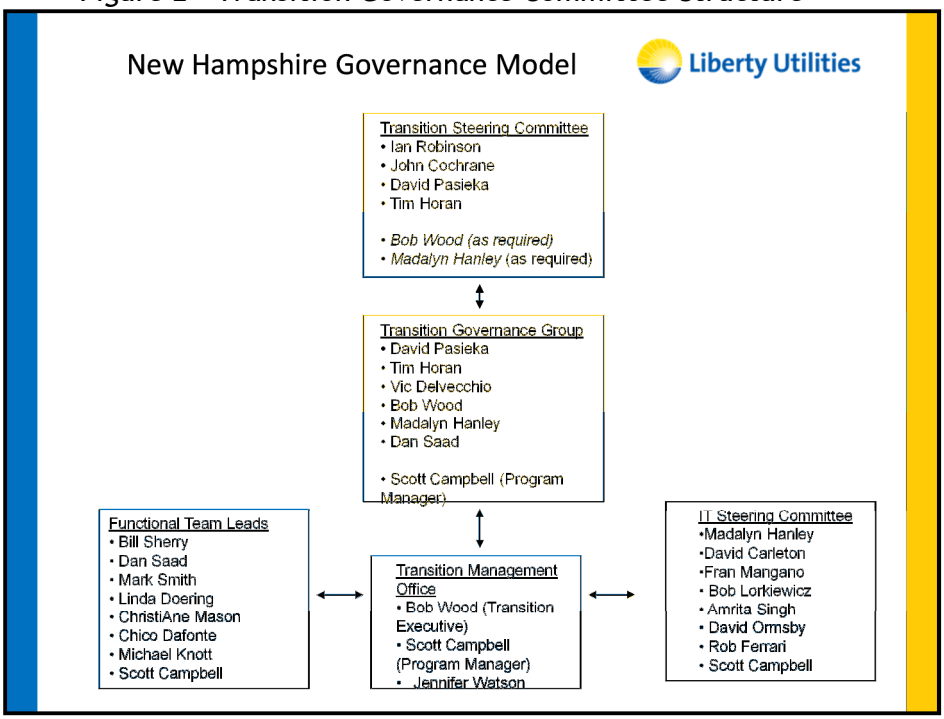
4.8 Program Manager, Liberty Utilities

This position is held by Scott Campbell. He is responsible for assisting all project teams and Team Leads who are working on the New Hampshire Transition, and he is responsible for monitoring and reporting the progress on all plans. He coordinates and supports the various Governance and Steering Committees and plays a key role in assessing project readiness.

4.9 Project Manager(s)

There are several Project Managers involved with the IT Migration; each assigned to a major IT Project. Project Managers are responsible for developing their project plans; completing weekly status reports; managing the activities of their teams and managing the activities of any vendors involved in their project. They are accountable for all project deliverables from their team and they are jointly responsible with their project sponsor for project success.

Figure 2 - Transition Governance Committee Structure



5. Change Management

The change management process governs all modifications to the original IT Migration plan as it relates to scope, vendors, resources, timelines, and cost. It is important that changes are executed in a controlled manner in order to mitigate risk and maintain a repository of knowledge about the current status of the project and its elements. Change management serves to minimize the occurrence of unintended affects.

Potential changes to the original plan should first be identified through the project status reporting mechanism. Here the potential change should be described and include the impact to all affected areas of the project. Following that, when the project manager deems one of the above mentioned changes is required, a project change request is completed and submitted to the TMO (see Appendix D).

The change request form outlines the details of the change, the reason for such change and the impact to the project and related functional areas. The TMO reviews the change for completeness and submits the change during the weekly IT Steering Committee meeting. The appropriate function

business representatives with be invited to such meetings. The change will be described in detail and reviewed by the group. They will assess the benefit and impact of the requested change and once agreement has been established, will be approved and authorization will be granted to proceed with the change. If agreement cannot be established, the change will be escalated up to the Governance Committee for resolution.

6. Issues Management

An issues management/remediation process is in place should issues arise during the course of a project. Issues are first identified by project managers on the project status report. The report must address the following:

- Date issue raised
- Impact
- Severity (H/M/L)
- Correction action
- Owner tasked with resolution
- Date resolution required
- Status

These status reports are submitted to the TMO. The TMO will begin by taking all issues to the weekly IT Steering Committee where they will be debated and an attempt will be made to resolve the issue. If resolution cannot be achieved, the TMO will escalate the issue to the Governance Committee. The means to achieve this is through highlighting all open issues and risks on the bi-weekly governance report (see Appendix E). This report is distributed to the Governance Committee and used as the basis for this team's bi-weekly meeting. Direction given by the Governance Committee will be communicated back down to the team.

7. Detailed IT Migration Plan

The detailed IT Migration plan was developed using Microsoft Project. This tool was used to effectively plan, collaborate and deliver the IT migration. It provides a way to effectively manage a wide range of tasks within the overall project. The view of the IT Migration plan is in Gantt chart format and illustrates the IT Migration project schedule.

The Gantt chart lists the required task to be executed by using descriptive names. The tasks are organized into phases by creating a hierarchy. This is referred to as the work breakdown structure.

This is represented on the Gantt chart as a tree structure with tasks that are similar being shown as indented.

The duration column represents the time required to complete each task. Start and finish dates show the dates during which the task is being worked on. The Gantt chart also shows the dependency relationships between activities. As tasks are worked on the Gantt chart is used to show current schedule status using percentage of completion. Individual task completion as well as overall project status can be determined at any given time.

Each of the above mentioned elements was incorporated into the detailed IT Migration Plan developed below:

IT Migration Plan – New Hampshire

Task Name	% Complete	Duration	Start	Finish
New Hampshire IT Migration Plan	**16%**	**700 days**	**Tue 3/1/11**	**Mon 11/4/13**
Technology Selection Process	**100%**	**34 days**	**Wed 6/1/11**	**Mon 7/18/11**
Inventory & assess National Grid IT applications	100%	5 days	Wed 6/1/11	Tue 6/7/11
Inventory & assess Liberty Utilities IT applications	100%	5 days	Wed 6/8/11	Tue 6/14/11
Identify gaps in systems	100%	2 days	Wed 6/15/11	Thu 6/16/11
Document IT roadmap	100%	2 days	Fri 6/17/11	Mon 6/20/11
Identify potential vendors where gaps exist	100%	5 days	Tue 6/21/11	Mon 6/27/11
Requirements analysis	100%	10 days	Tue 6/28/11	Mon 7/11/11
Vendor selection	100%	5 days	Tue 7/12/11	Mon 7/18/11
Workshops	**100%**	**26 days**	**Mon 1/16/12**	**Mon 2/20/12**
Plan joint IT workshops (NG & LU)	100%	2 days	Mon 1/16/12	Tue 1/17/12
Joint IT workshops (NG & LU)	100%	2 days	Wed 2/1/12	Thu 2/2/12
Follow up from workshop	100%	2 days	Wed 2/8/12	Thu 2/9/12
Documentation of approach	100%	2 days	Fri 2/10/12	Mon 2/13/12
Approval of Approach	100%	5 days	Tue 2/14/12	Mon 2/20/12
Governance Committee	**40%**	**699 days**	**Tue 3/1/11**	**Fri 11/1/13**
Bi-weekly governance committee meeting	40%	699 days	Tue 3/1/11	Fri 11/1/13
IT Steering Committee	**25%**	**524 days**	**Tue 11/1/11**	**Fri 11/1/13**
Weekly Steering committee meeting	25%	524 days	Tue 11/1/11	Fri 11/1/13
Staffing	**91%**	**206 days**	**Mon 7/4/11**	**Mon 4/16/12**
Develop IT Organization	**91%**	**206 days**	**Mon 7/4/11**	**Mon 4/16/12**
Draft organization chart with high level processes by role	100%	5 days	Mon 7/4/11	Fri 7/8/11
Determine number of IT staff required	100%	5 days	Mon 7/11/11	Fri 7/15/11
Organization chart is approved	100%	5 days	Mon 7/18/11	Fri 7/22/11
Job descriptions created	100%	10 days	Mon 7/25/11	Fri 8/5/11
HR provides job range/band for each role	100%	10 days	Mon 8/8/11	Fri 8/19/11
Recruit for IT Employees	**89%**	**117 days**	**Fri 11/4/11**	**Mon 4/16/12**
Project Manager - Meter to Cash	**100%**	**27 days**	**Fri 11/4/11**	**Mon 12/12/11**
Post position	100%	10 days	Fri 11/4/11	Thu 11/17/11
Interview candidate for PM	100%	5 days	Fri 11/18/11	Thu 11/24/11
Hire Project Manager	100%	1 day	Fri 11/25/11	Fri 11/25/11
Determine IT equipment required (laptop, cell phone, lice	100%	1 day	Mon 11/28/11	Mon 11/28/11
Document requirements and request from IT department	100%	1 day	Tue 11/29/11	Tue 11/29/11
Receive IT equipment	100%	1 day	Wed 12/7/11	Wed 12/7/11
Candidate begin work	100%	1 day	Mon 12/12/11	Mon 12/12/11
Project Manager - Change Management & Service	**100%**	**27 days**	**Mon 11/28/11**	**Tue 1/3/12**
Post position	100%	10 days	Mon 11/28/11	Fri 12/9/11
Interview candidate for PM	100%	5 days	Mon 12/12/11	Fri 12/16/11
Hire Project Manager	100%	1 day	Mon 12/19/11	Mon 12/19/11
Determine IT equipment required (laptop, cell phone, lice	100%	1 day	Tue 12/20/11	Tue 12/20/11
Document requirements and request from IT department	100%	1 day	Wed 12/21/11	Wed 12/21/11
Receive IT equipment	100%	1 day	Thu 12/29/11	Thu 12/29/11
Candidate begin work	100%	1 day	Tue 1/3/12	Tue 1/3/12

Task Name	% Complete	Duration	Start	Finish
Quality Assurance Manager	**85%**	**27 days**	**Fri 3/9/12**	**Mon 4/16/12**
Post position	100%	10 days	Fri 3/9/12	Thu 3/22/12
Interview candidate for QA Manager	100%	5 days	Fri 3/23/12	Thu 3/29/12
Hire QA Manager	100%	1 day	Fri 3/30/12	Fri 3/30/12
Determine IT equipment required (laptop, cell phone, licer	100%	1 day	Mon 4/2/12	Mon 4/2/12
Document requirements and request from IT department	0%	1 day	Tue 4/3/12	Tue 4/3/12
Receive IT equipment	0%	1 day	Wed 4/11/12	Wed 4/11/12
Candidate begin work	0%	1 day	Mon 4/16/12	Mon 4/16/12
Quality Assurance Analysts	**75%**	**61 days**	**Mon 1/23/12**	**Mon 4/16/12**
Post positions (2)	100%	10 days	Mon 1/23/12	Fri 2/3/12
Interview candidates for QA	100%	5 days	Mon 2/6/12	Fri 2/10/12
Hire QA (2)	100%	1 day	Mon 2/13/12	Mon 2/13/12
Determine IT equipment required (laptop, cell phone, licer	100%	1 day	Tue 2/14/12	Tue 2/14/12
Document requirements and request from IT department	100%	1 day	Wed 2/15/12	Wed 2/15/12
Receive IT equipment	100%	1 day	Thu 2/23/12	Thu 2/23/12
Candidates begin work	100%	1 day	Tue 2/28/12	Tue 2/28/12
Post position (1)	100%	10 days	Fri 3/9/12	Thu 3/22/12
Interview candidates for QA	0%	5 days	Fri 3/23/12	Thu 3/29/12
Hire QA	0%	1 day	Fri 3/30/12	Fri 3/30/12
Determine IT equipment required (laptop, cell phone, licer	0%	1 day	Mon 4/2/12	Mon 4/2/12
Document requirements and request from IT department	0%	1 day	Tue 4/3/12	Tue 4/3/12
Receive IT equipment	0%	1 day	Wed 4/11/12	Wed 4/11/12
Candidate begin work	0%	1 day	Mon 4/16/12	Mon 4/16/12
Senior Application Analyst - Metering	**95%**	**27 days**	**Fri 2/17/12**	**Mon 3/26/12**
Post position	100%	10 days	Fri 2/17/12	Thu 3/1/12
Interview candidate for Senior Application Analyst	100%	5 days	Fri 3/2/12	Thu 3/8/12
Hire Senior Application Analyst	100%	1 day	Fri 3/9/12	Fri 3/9/12
Determine IT equipment required (laptop, cell phone, licer	100%	1 day	Mon 3/12/12	Mon 3/12/12
Document requirements and request from IT department	100%	1 day	Tue 3/13/12	Tue 3/13/12
Receive IT equipment	100%	1 day	Wed 3/21/12	Wed 3/21/12
Candidate begin work	0%	1 day	Mon 3/26/12	Mon 3/26/12
Application Analyst - GIS	**95%**	**27 days**	**Fri 2/17/12**	**Mon 3/26/12**
Post position	100%	10 days	Fri 2/17/12	Thu 3/1/12
Interview candidate for Application Analyst	100%	5 days	Fri 3/2/12	Thu 3/8/12
Hire Application Analyst	100%	1 day	Fri 3/9/12	Fri 3/9/12
Determine IT equipment required (laptop, cell phone, licer	100%	1 day	Mon 3/12/12	Mon 3/12/12
Document requirements and request from IT department	100%	1 day	Tue 3/13/12	Tue 3/13/12
Receive IT equipment	100%	1 day	Wed 3/21/12	Wed 3/21/12
Candidate begin work	0%	1 day	Mon 3/26/12	Mon 3/26/12

Task Name	% Complete	Duration	Start	Finish
Database Administrator	**90%**	**27 days**	**Mon 2/27/12**	**Tue 4/3/12**
Post position	100%	10 days	Mon 2/27/12	Fri 3/9/12
Interview candidate for DBA	100%	5 days	Mon 3/12/12	Fri 3/16/12
Hire DBA	100%	1 day	Mon 3/19/12	Mon 3/19/12
Determine IT equipment required (laptop, cell phone, lice	100%	1 day	Tue 3/20/12	Tue 3/20/12
Document requirements and request from IT department	100%	1 day	Wed 3/21/12	Wed 3/21/12
Receive IT equipment	0%	1 day	Thu 3/29/12	Thu 3/29/12
Candidate begin work	0%	1 day	Tue 4/3/12	Tue 4/3/12
Project Manager - Engineering & Operations	**85%**	**27 days**	**Fri 3/9/12**	**Mon 4/16/12**
Post position	100%	10 days	Fri 3/9/12	Thu 3/22/12
Interview candidate for PM	100%	5 days	Fri 3/23/12	Thu 3/29/12
Hire Project Manager	100%	1 day	Fri 3/30/12	Fri 3/30/12
Determine IT equipment required (laptop, cell phone, lice	100%	1 day	Mon 4/2/12	Mon 4/2/12
Document requirements and request from IT department	0%	1 day	Tue 4/3/12	Tue 4/3/12
Receive IT equipment	0%	1 day	Wed 4/11/12	Wed 4/11/12
Candidate begin work	0%	1 day	Mon 4/16/12	Mon 4/16/12
IT Application Implementation	**9%**	**576 days**	**Mon 8/22/11**	**Mon 11/4/13**
Finance (Great Plains)	**91%**	**161 days**	**Mon 8/22/11**	**Mon 4/2/12**
Design & Configure	**100%**	**15 days**	**Mon 8/22/11**	**Fri 9/9/11**
Inv, POP, SOP	100%	1 day	Mon 8/22/11	Mon 8/22/11
Fixed Assets	100%	1 day	Tue 8/23/11	Tue 8/23/11
WennSoft	100%	2 days	Wed 8/24/11	Thu 8/25/11
Payables Cheque Form	100%	1 day	Fri 8/26/11	Fri 8/26/11
Design Book	100%	2 days	Mon 8/29/11	Tue 8/30/11
Configuration	100%	8 days	Wed 8/31/11	Fri 9/9/11
Training	**100%**	**115 days**	**Mon 9/12/11**	**Fri 2/17/12**
Application Walkthrough	100%	5 days	Mon 9/12/11	Fri 9/16/11
Detailed Application Part 1	100%	5 days	Mon 10/17/11	Fri 10/21/11
Detailed Application Part 2	100%	5 days	Mon 11/7/11	Fri 11/11/11
Training Recap - prep for UAT	100%	5 days	Mon 2/13/12	Fri 2/17/12
Testing	**100%**	**40 days**	**Thu 10/27/11**	**Wed 12/21/11**
Test Strategy	**100%**	**22 days**	**Thu 10/27/11**	**Fri 11/25/11**
Define test strategy	100%	1 day	Thu 10/27/11	Thu 10/27/11
Develop test scripts	100%	5 days	Mon 11/21/11	Fri 11/25/11
Test Cycles	**100%**	**18 days**	**Mon 11/28/11**	**Wed 12/21/11**
Cycle 1	100%	3 days	Mon 11/28/11	Wed 11/30/11
Cycle 2	100%	5 days	Mon 12/12/11	Fri 12/16/11
Cycle 2	100%	3 days	Mon 12/19/11	Wed 12/21/11
Data Conversion	**74%**	**154 days**	**Tue 8/30/11**	**Fri 3/30/12**
Data Conversion - Upload Chart of Accounts	100%	1 day	Tue 8/30/11	Tue 8/30/11
Templates for data conversion	100%	1 day	Wed 9/7/11	Wed 9/7/11

Task Name	% Complete	Duration	Start	Finish
Prepare Uploads	**85%**	**115 days**	**Mon 10/10/11**	**Fri 3/16/12**
Inventory Items	100%	1 day	Mon 10/10/11	Mon 10/10/11
Master Cost	100%	1 day	Mon 10/10/11	Mon 10/10/11
Vendors	100%	1 day	Mon 10/10/11	Mon 10/10/11
Employees	40%	1 day	Mon 10/10/11	Mon 10/10/11
GL Net Changes	90%	1 day	Tue 11/8/11	Tue 11/8/11
Fixed Assets	80%	1 day	Fri 3/16/12	Fri 3/16/12
Execute Uploads	**70%**	**117 days**	**Thu 10/20/11**	**Fri 3/30/12**
Data Upload 1 - upload and review	100%	12 days	Thu 10/20/11	Fri 11/4/11
Data upload 2 - upload and review	100%	3 days	Fri 1/27/12	Tue 1/31/12
Data upload 3 - upload and review	100%	3 days	Fri 3/2/12	Tue 3/6/12
Production Environment Data Ready	0%	2 days	Thu 3/15/12	Fri 3/16/12
Data Upload 4 - Upload	30%	2 days	Thu 3/22/12	Fri 3/23/12
Data Upload 4 - Review and Sign off	5%	5 days	Mon 3/26/12	Fri 3/30/12
User acceptance Testing	**100%**	**28 days**	**Wed 2/22/12**	**Fri 3/30/12**
UAT Gas	**100%**	**28 days**	**Wed 2/22/12**	**Fri 3/30/12**
UAT kick off meeting	100%	1 day	Wed 2/22/12	Wed 2/22/12
Execute & document UAT	100%	3 days	Mon 2/27/12	Wed 2/29/12
Approval to proceed	100%	5 days	Mon 3/26/12	Fri 3/30/12
UAT Electric	**100%**	**28 days**	**Wed 2/22/12**	**Fri 3/30/12**
UAT kick off meeting	100%	1 day	Wed 2/22/12	Wed 2/22/12
Execute & document UAT	100%	3 days	Wed 3/7/12	Fri 3/9/12
Approval to proceed	100%	5 days	Mon 3/26/12	Fri 3/30/12
Implementation	**0%**	**1 day**	**Mon 4/2/12**	**Mon 4/2/12**
Deployment	0%	1 day	Mon 4/2/12	Mon 4/2/12
Work Management	**0%**	**326 days**	**Mon 4/2/12**	**Mon 7/1/13**
Equipment Management (Great Plains/Wennsoft)	**0%**	**305 days**	**Tue 5/1/12**	**Mon 7/1/13**
Equipment Management - GAS	**0%**	**239 days**	**Tue 5/1/12**	**Fri 3/29/13**
Requirements	0%	36 days	Tue 5/1/12	Tue 6/19/12
Design	0%	30 days	Wed 6/20/12	Tue 7/31/12
Configuration	0%	20 days	Wed 8/1/12	Tue 8/28/12
Develop Data Extract	0%	25 days	Wed 8/29/12	Tue 10/2/12
Map & Transformation	0%	20 days	Wed 10/3/12	Tue 10/30/12
Training	0%	10 days	Wed 10/31/12	Tue 11/13/12
Testing	0%	50 days	Wed 11/14/12	Tue 1/22/13
Data Conversion	0%	27 days	Wed 1/23/13	Thu 2/28/13
UAT	0%	20 days	Fri 3/1/13	Thu 3/28/13
Implementation	0%	1 day	Fri 3/29/13	Fri 3/29/13
Equipment Management - ELECTRIC	**0%**	**305 days**	**Tue 5/1/12**	**Mon 7/1/13**
Requirements	0%	36 days	Tue 5/1/12	Tue 6/19/12
Design	0%	30 days	Wed 6/20/12	Tue 7/31/12
Configuration	0%	20 days	Thu 11/1/12	Wed 11/28/12

Task Name	% Complete	Duration	Start	Finish
Develop Data Extract	0%	25 days	Thu 11/29/12	Wed 1/2/13
Map & Transformation	0%	20 days	Thu 1/3/13	Wed 1/30/13
Training	0%	10 days	Thu 1/31/13	Wed 2/13/13
Testing	0%	50 days	Thu 2/14/13	Wed 4/24/13
Data Conversion	0%	27 days	Thu 4/25/13	Fri 5/31/13
UAT	0%	20 days	Mon 6/3/13	Fri 6/28/13
Implementation	0%	1 day	Mon 7/1/13	Mon 7/1/13
Service Management (Great Plains/Wennsoft)	**0%**	**305 days**	**Tue 5/1/12**	**Mon 7/1/13**
Service Management - GAS	**0%**	**239 days**	**Tue 5/1/12**	**Fri 3/29/13**
Requirements	0%	36 days	Tue 5/1/12	Tue 6/19/12
Design	0%	30 days	Wed 6/20/12	Tue 7/31/12
Configuration	0%	20 days	Wed 8/1/12	Tue 8/28/12
Develop Data Extract	0%	25 days	Wed 8/29/12	Tue 10/2/12
Map & Transformation	0%	20 days	Wed 10/3/12	Tue 10/30/12
Training	0%	10 days	Wed 10/31/12	Tue 11/13/12
Testing	0%	50 days	Wed 11/14/12	Tue 1/22/13
Data Conversion	0%	27 days	Wed 1/23/13	Thu 2/28/13
UAT	0%	20 days	Fri 3/1/13	Thu 3/28/13
Implementation	0%	1 day	Fri 3/29/13	Fri 3/29/13
Service Management - ELECTRIC	**0%**	**305 days**	**Tue 5/1/12**	**Mon 7/1/13**
Requirements	0%	36 days	Tue 5/1/12	Tue 6/19/12
Design	0%	30 days	Wed 6/20/12	Tue 7/31/12
Configuration	0%	20 days	Thu 11/1/12	Wed 11/28/12
Develop Data Extract	0%	25 days	Thu 11/29/12	Wed 1/2/13
Map & Transformation	0%	20 days	Thu 1/3/13	Wed 1/30/13
Training	0%	10 days	Thu 1/31/13	Wed 2/13/13
Testing	0%	50 days	Thu 2/14/13	Wed 4/24/13
Data Conversion	0%	27 days	Thu 4/25/13	Fri 5/31/13
UAT	0%	20 days	Mon 6/3/13	Fri 6/28/13
Implementation	0%	1 day	Mon 7/1/13	Mon 7/1/13
Mobile Tech (Great Plains/Wennsoft)	**0%**	**239 days**	**Wed 8/1/12**	**Mon 7/1/13**
Mobile Tech - GAS	**0%**	**173 days**	**Wed 8/1/12**	**Fri 3/29/13**
Requirements	0%	10 days	Wed 8/1/12	Tue 8/14/12
Design	0%	10 days	Wed 8/15/12	Tue 8/28/12
Configuration	0%	45 days	Wed 8/29/12	Tue 10/30/12
Training	0%	20 days	Wed 10/31/12	Tue 11/27/12
Testing	0%	67 days	Wed 11/28/12	Thu 2/28/13
UAT	0%	20 days	Fri 3/1/13	Thu 3/28/13
Implementation	0%	1 day	Fri 3/29/13	Fri 3/29/13

Task Name	% Complete	Duration	Start	Finish
Mobile Tech - ELECTRIC	**0%**	**239 days**	**Wed 8/1/12**	**Mon 7/1/13**
Requirements	0%	10 days	Wed 8/1/12	Tue 8/14/12
Design	0%	10 days	Wed 8/15/12	Tue 8/28/12
Configuration	0%	45 days	Thu 11/1/12	Wed 1/2/13
Training	0%	30 days	Thu 1/3/13	Wed 2/13/13
Testing	0%	77 days	Thu 2/14/13	Fri 5/31/13
UAT	0%	20 days	Mon 6/3/13	Fri 6/28/13
Implementation	0%	1 day	Mon 7/1/13	Mon 7/1/13
Job Cost (Great Plains/Wennsoft)	**0%**	**174 days**	**Wed 8/1/12**	**Mon 4/1/13**
Job Cost - GAS	**0%**	**174 days**	**Wed 8/1/12**	**Mon 4/1/13**
Requirements	0%	23 days	Wed 8/1/12	Fri 8/31/12
Design	0%	20 days	Mon 9/3/12	Fri 9/28/12
Configuration	0%	23 days	Mon 10/1/12	Wed 10/31/12
Training	0%	25 days	Thu 11/1/12	Wed 12/5/12
Testing	0%	60 days	Thu 12/6/12	Wed 2/27/13
UAT	0%	22 days	Thu 2/28/13	Fri 3/29/13
Implementation	0%	1 day	Mon 4/1/13	Mon 4/1/13
Job Cost - ELECTRIC	**0%**	**174 days**	**Wed 8/1/12**	**Mon 4/1/13**
Requirements	0%	23 days	Wed 8/1/12	Fri 8/31/12
Design	0%	20 days	Mon 9/3/12	Fri 9/28/12
Configuration	0%	23 days	Mon 10/1/12	Wed 10/31/12
Training	0%	25 days	Thu 11/1/12	Wed 12/5/12
Testing	0%	60 days	Thu 12/6/12	Wed 2/27/13
UAT	0%	22 days	Thu 2/28/13	Fri 3/29/13
Implementation	0%	1 day	Mon 4/1/13	Mon 4/1/13
Work Estimating (Great Plains)	**0%**	**131 days**	**Mon 4/2/12**	**Mon 10/1/12**
Work Estimating - ELECTRIC	**0%**	**131 days**	**Mon 4/2/12**	**Mon 10/1/12**
Requirements	0%	24 days	Mon 4/2/12	Thu 5/3/12
Design	0%	20 days	Fri 5/4/12	Thu 5/31/12
Configuration	0%	21 days	Fri 6/1/12	Fri 6/29/12
Training	0%	10 days	Mon 7/2/12	Fri 7/13/12
Testing	0%	35 days	Mon 7/16/12	Fri 8/31/12
UAT	0%	20 days	Mon 9/3/12	Fri 9/28/12
Implementation	0%	1 day	Mon 10/1/12	Mon 10/1/12
EHSS	**27%**	**44 days**	**Wed 2/1/12**	**Mon 4/2/12**
Environmental Health & Safety (Sigma ISM/ESM)	**27%**	**44 days**	**Wed 2/1/12**	**Mon 4/2/12**
Requirements	100%	8 days	Wed 2/1/12	Fri 2/10/12
Design	100%	4 days	Mon 2/13/12	Thu 2/16/12
Configuration	0%	5 days	Fri 2/17/12	Thu 2/23/12
Training	0%	2 days	Fri 2/24/12	Mon 2/27/12
Testing	0%	19 days	Tue 2/28/12	Fri 3/23/12
UAT	0%	5 days	Mon 3/26/12	Fri 3/30/12
Implementation	0%	1 day	Mon 4/2/12	Mon 4/2/12

Task Name	% Complete	Duration	Start	Finish
Physical Security (AMAG)	**27%**	**44 days**	**Wed 2/1/12**	**Mon 4/2/12**
Requirements	100%	8 days	Wed 2/1/12	Fri 2/10/12
Design	100%	4 days	Mon 2/13/12	Thu 2/16/12
Configuration	0%	5 days	Fri 2/17/12	Thu 2/23/12
Training	0%	2 days	Fri 2/24/12	Mon 2/27/12
Testing	0%	19 days	Tue 2/28/12	Fri 3/23/12
UAT	0%	5 days	Mon 3/26/12	Fri 3/30/12
Implementation	0%	1 day	Mon 4/2/12	Mon 4/2/12
Engineering & Operations	**6%**	**327 days**	**Wed 2/1/12**	**Thu 5/2/13**
Energy Procurement (Gas Star)	**20%**	**219 days**	**Wed 2/1/12**	**Mon 12/3/12**
Energy Procurement - GAS	**20%**	**219 days**	**Wed 2/1/12**	**Mon 12/3/12**
Requirements	100%	43 days	Wed 2/1/12	Fri 3/30/12
Design	0%	44 days	Mon 4/2/12	Thu 5/31/12
Configuration	0%	25 days	Fri 6/1/12	Thu 7/5/12
Data Conversion	0%	40 days	Fri 7/6/12	Thu 8/30/12
Training	0%	10 days	Fri 8/31/12	Thu 9/13/12
Testing	0%	35 days	Fri 9/14/12	Thu 11/1/12
UAT	0%	21 days	Fri 11/2/12	Fri 11/30/12
Implementation	0%	1 day	Mon 12/3/12	Mon 12/3/12
Energy Procurement - ELECTRIC	**20%**	**219 days**	**Wed 2/1/12**	**Mon 12/3/12**
Requirements	100%	43 days	Wed 2/1/12	Fri 3/30/12
Design	0%	44 days	Mon 4/2/12	Thu 5/31/12
Configuration	0%	25 days	Fri 6/1/12	Thu 7/5/12
Data Conversion	0%	40 days	Fri 7/6/12	Thu 8/30/12
Training	0%	10 days	Fri 8/31/12	Thu 9/13/12
Testing	0%	35 days	Fri 9/14/12	Thu 11/1/12
UAT	0%	21 days	Fri 11/2/12	Fri 11/30/12
Implementation	0%	1 day	Mon 12/3/12	Mon 12/3/12
Control Room & Outage Management (Telvent Respon	**0%**	**263 days**	**Tue 5/1/12**	**Thu 5/2/13**
Control Room & Outage Management - GAS	**0%**	**131 days**	**Tue 5/1/12**	**Tue 10/30/12**
Requirements	0%	10 days	Tue 5/1/12	Mon 5/14/12
Design	0%	20 days	Tue 5/15/12	Mon 6/11/12
Configuration	0%	10 days	Tue 6/12/12	Mon 6/25/12
Data Conversion	0%	30 days	Tue 6/26/12	Mon 8/6/12
Training	0%	10 days	Tue 8/7/12	Mon 8/20/12
Testing	0%	30 days	Tue 8/21/12	Mon 10/1/12
UAT	0%	20 days	Tue 10/2/12	Mon 10/29/12
Implementation	0%	1 day	Tue 10/30/12	Tue 10/30/12
Control Room & Outage Management - GAS	**0%**	**131 days**	**Thu 11/1/12**	**Thu 5/2/13**
Requirements	0%	10 days	Thu 11/1/12	Wed 11/14/12
Design	0%	20 days	Thu 11/15/12	Wed 12/12/12
Configuration	0%	10 days	Thu 12/13/12	Wed 12/26/12
Data Conversion	0%	30 days	Thu 12/27/12	Wed 2/6/13
Training	0%	10 days	Thu 2/7/13	Wed 2/20/13

Task Name	% Complete	Duration	Start	Finish
Testing	0%	30 days	Thu 2/21/13	Wed 4/3/13
UAT	0%	20 days	Thu 4/4/13	Wed 5/1/13
Implementation	0%	1 day	Thu 5/2/13	Thu 5/2/13
Engineering Design & Plant (ARC FM)	**1%**	**281 days**	**Wed 2/1/12**	**Wed 2/27/13**
Engineering Design & Plant - GAS	**2%**	**131 days**	**Wed 2/1/12**	**Wed 8/1/12**
Requirements	25%	10 days	Wed 2/1/12	Tue 2/14/12
Design	0%	20 days	Wed 2/15/12	Tue 3/13/12
Configuration	0%	10 days	Wed 3/14/12	Tue 3/27/12
Data Conversion	0%	30 days	Wed 3/28/12	Tue 5/8/12
Training	0%	10 days	Wed 5/9/12	Tue 5/22/12
Testing	0%	30 days	Wed 5/23/12	Tue 7/3/12
UAT	0%	20 days	Wed 7/4/12	Tue 7/31/12
Implementation	0%	1 day	Wed 8/1/12	Wed 8/1/12
Engineering Design & Plant - ELECTRIC	**0%**	**151 days**	**Wed 8/1/12**	**Wed 2/27/13**
Requirements	0%	20 days	Wed 8/1/12	Tue 8/28/12
Design	0%	25 days	Wed 8/29/12	Tue 10/2/12
Configuration	0%	15 days	Wed 10/3/12	Tue 10/23/12
Data Conversion	0%	30 days	Wed 10/24/12	Tue 12/4/12
Training	0%	10 days	Wed 12/5/12	Tue 12/18/12
Testing	0%	30 days	Wed 12/19/12	Tue 1/29/13
UAT	0%	20 days	Wed 1/30/13	Tue 2/26/13
Implementation	0%	1 day	Wed 2/27/13	Wed 2/27/13
Engineering Control - SCADA (Telvent Oasys)	**0%**	**281 days**	**Mon 4/2/12**	**Mon 4/29/13**
Engineering Control SCADA - GAS	**0%**	**131 days**	**Mon 4/2/12**	**Mon 10/1/12**
Requirements	0%	10 days	Mon 4/2/12	Fri 4/13/12
Design	0%	20 days	Mon 4/16/12	Fri 5/11/12
Configuration	0%	10 days	Mon 5/14/12	Fri 5/25/12
Data Conversion	0%	30 days	Mon 5/28/12	Fri 7/6/12
Training	0%	10 days	Mon 7/9/12	Fri 7/20/12
Testing	0%	30 days	Mon 7/23/12	Fri 8/31/12
UAT	0%	20 days	Mon 9/3/12	Fri 9/28/12
Implementation	0%	1 day	Mon 10/1/12	Mon 10/1/12
Engineering Control SCADA - ELECTRIC	**0%**	**151 days**	**Mon 10/1/12**	**Mon 4/29/13**
Requirements	0%	15 days	Mon 10/1/12	Fri 10/19/12
Design	0%	25 days	Mon 10/22/12	Fri 11/23/12
Configuration	0%	15 days	Mon 11/26/12	Fri 12/14/12
Data Conversion	0%	30 days	Mon 12/17/12	Fri 1/25/13
Training	0%	10 days	Mon 1/28/13	Fri 2/8/13
Testing	0%	35 days	Mon 2/11/13	Fri 3/29/13
UAT	0%	20 days	Mon 4/1/13	Fri 4/26/13
Implementation	0%	1 day	Mon 4/29/13	Mon 4/29/13

Task Name	% Complete	Duration	Start	Finish
System Load Capacity - MDM (Telvent MDM)	**0%**	**281 days**	**Mon 4/2/12**	**Mon 4/29/13**
System Load Capacity MDM - GAS	**0%**	**131 days**	**Mon 4/2/12**	**Mon 10/1/12**
Requirements	0%	10 days	Mon 4/2/12	Fri 4/13/12
Design	0%	20 days	Mon 4/16/12	Fri 5/11/12
Configuration	0%	10 days	Mon 5/14/12	Fri 5/25/12
Data Conversion	0%	30 days	Mon 5/28/12	Fri 7/6/12
Training	0%	10 days	Mon 7/9/12	Fri 7/20/12
Testing	0%	30 days	Mon 7/23/12	Fri 8/31/12
UAT	0%	20 days	Mon 9/3/12	Fri 9/28/12
Implementation	0%	1 day	Mon 10/1/12	Mon 10/1/12
System Load Capacity MDM - GAS	**0%**	**151 days**	**Mon 10/1/12**	**Mon 4/29/13**
Requirements	0%	15 days	Mon 10/1/12	Fri 10/19/12
Design	0%	25 days	Mon 10/22/12	Fri 11/23/12
Configuration	0%	15 days	Mon 11/26/12	Fri 12/14/12
Data Conversion	0%	30 days	Mon 12/17/12	Fri 1/25/13
Training	0%	10 days	Mon 1/28/13	Fri 2/8/13
Testing	0%	35 days	Mon 2/11/13	Fri 3/29/13
UAT	0%	20 days	Mon 4/1/13	Fri 4/26/13
Implementation	0%	1 day	Mon 4/29/13	Mon 4/29/13
Meter to Cash	**1%**	**438 days**	**Thu 3/1/12**	**Mon 11/4/13**
Customer (CIS - Cogsdale)	**3%**	**438 days**	**Thu 3/1/12**	**Mon 11/4/13**
Customer - GAS	**3%**	**328 days**	**Thu 3/1/12**	**Mon 6/3/13**
Requirements	**25%**	**40 days**	**Thu 3/1/12**	**Wed 4/25/12**
Business process alignment	50%	20 days	Thu 3/1/12	Wed 3/28/12
Interface analysis	0%	10 days	Thu 3/29/12	Wed 4/11/12
Report analysis	0%	10 days	Thu 4/12/12	Wed 4/25/12
Design	**0%**	**26 days**	**Thu 4/26/12**	**Thu 5/31/12**
CIS	0%	10 days	Thu 4/26/12	Wed 5/9/12
Interfaces	0%	10 days	Thu 5/10/12	Wed 5/23/12
Reports	0%	6 days	Thu 5/24/12	Thu 5/31/12
Configuration	**0%**	**21 days**	**Fri 6/1/12**	**Fri 6/29/12**
CIS	0%	11 days	Fri 6/1/12	Fri 6/15/12
Environment	0%	5 days	Mon 6/18/12	Fri 6/22/12
Security	0%	5 days	Mon 6/25/12	Fri 6/29/12
Data Conversion	**0%**	**110 days**	**Mon 4/2/12**	**Fri 8/31/12**
Environment	0%	30 days	Mon 4/2/12	Fri 5/11/12
Development	0%	30 days	Mon 5/14/12	Fri 6/22/12
Automation	0%	5 days	Mon 6/25/12	Fri 6/29/12
Interfaces	0%	45 days	Mon 7/2/12	Fri 8/31/12
Training	**0%**	**10 days**	**Mon 9/3/12**	**Fri 9/14/12**
User training for testing	0%	10 days	Mon 9/3/12	Fri 9/14/12

Task Name	% Complete	Duration	Start	Finish
Testing	**0%**	**165 days**	**Mon 9/17/12**	**Fri 5/3/13**
Test Strategy	**0%**	**5 days**	**Mon 9/17/12**	**Fri 9/21/12**
Define test strategy	0%	1 day	Mon 9/17/12	Mon 9/17/12
Assign test roles & responsibilities	0%	1 day	Tue 9/18/12	Tue 9/18/12
Develop test scripts	0%	3 days	Wed 9/19/12	Fri 9/21/12
Test cycles	**0%**	**160 days**	**Mon 9/24/12**	**Fri 5/3/13**
Cycle 1	0%	25 days	Mon 9/24/12	Fri 10/26/12
Cycle 2	0%	30 days	Mon 10/29/12	Fri 12/7/12
Cycle 3	0%	50 days	Mon 12/10/12	Fri 2/15/13
Cycle 4	0%	55 days	Mon 2/18/13	Fri 5/3/13
User Acceptance Testing	**0%**	**20 days**	**Mon 5/6/13**	**Fri 5/31/13**
UAT kick off meeting	0%	1 day	Mon 5/6/13	Mon 5/6/13
Execute & document UAT	0%	18 days	Tue 5/7/13	Thu 5/30/13
Approval to proceed	0%	1 day	Fri 5/31/13	Fri 5/31/13
Implementation	**0%**	**1 day**	**Mon 6/3/13**	**Mon 6/3/13**
Deployment	0%	1 day	Mon 6/3/13	Mon 6/3/13
Customer - ELECTRIC	**3%**	**438 days**	**Thu 3/1/12**	**Mon 11/4/13**
Requirements	**25%**	**40 days**	**Thu 3/1/12**	**Wed 4/25/12**
Business process alignment	50%	20 days	Thu 3/1/12	Wed 3/28/12
Interface analysis	0%	10 days	Thu 3/29/12	Wed 4/11/12
Report analysis	0%	10 days	Thu 4/12/12	Wed 4/25/12
Design	**0%**	**26 days**	**Thu 4/26/12**	**Thu 5/31/12**
CIS	0%	10 days	Thu 4/26/12	Wed 5/9/12
Interfaces	0%	10 days	Thu 5/10/12	Wed 5/23/12
Reports	0%	6 days	Thu 5/24/12	Thu 5/31/12
Configuration	**0%**	**21 days**	**Fri 6/1/12**	**Fri 6/29/12**
CIS	0%	11 days	Fri 6/1/12	Fri 6/15/12
Environment	0%	5 days	Mon 6/18/12	Fri 6/22/12
Security	0%	5 days	Mon 6/25/12	Fri 6/29/12
Data Conversion	**0%**	**110 days**	**Mon 9/3/12**	**Fri 2/1/13**
Environment	0%	30 days	Mon 9/3/12	Fri 10/12/12
Development	0%	30 days	Mon 10/15/12	Fri 11/23/12
Automation	0%	5 days	Mon 11/26/12	Fri 11/30/12
Interfaces	0%	45 days	Mon 12/3/12	Fri 2/1/13
Training	**0%**	**10 days**	**Mon 2/4/13**	**Fri 2/15/13**
User training for testing	0%	10 days	Mon 2/4/13	Fri 2/15/13
Testing	**0%**	**165 days**	**Mon 2/18/13**	**Fri 10/4/13**
Test Strategy	**0%**	**5 days**	**Mon 2/18/13**	**Fri 2/22/13**
Define test strategy	0%	1 day	Mon 2/18/13	Mon 2/18/13
Assign test roles & responsibilities	0%	1 day	Tue 2/19/13	Tue 2/19/13
Develop test scripts	0%	3 days	Wed 2/20/13	Fri 2/22/13

Task Name	% Complete	Duration	Start	Finish
Test Cycles	**0%**	**160 days**	**Mon 2/25/13**	**Fri 10/4/13**
Cycle 1	0%	25 days	Mon 2/25/13	Fri 3/29/13
Cycle 2	0%	30 days	Mon 4/1/13	Fri 5/10/13
Cycle 3	0%	50 days	Mon 5/13/13	Fri 7/19/13
Cycle 4	0%	55 days	Mon 7/22/13	Fri 10/4/13
User Acceptance Testing	**0%**	**20 days**	**Mon 10/7/13**	**Fri 11/1/13**
UAT kick off meeting	0%	1 day	Mon 10/7/13	Mon 10/7/13
Execute & document UAT	0%	18 days	Tue 10/8/13	Thu 10/31/13
Approval to proceed	0%	1 day	Fri 11/1/13	Fri 11/1/13
Implementation	**0%**	**1 day**	**Mon 11/4/13**	**Mon 11/4/13**
Deployment	0%	1 day	Mon 11/4/13	Mon 11/4/13
IVR Self Serve (Vocantis)	**0%**	**368 days**	**Fri 6/1/12**	**Tue 10/29/13**
IVR Self Service - GAS	**0%**	**259 days**	**Fri 6/1/12**	**Wed 5/29/13**
Requirements	0%	11 days	Fri 6/1/12	Fri 6/15/12
Design	0%	10 days	Mon 6/18/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Mon 10/1/12	Fri 10/26/12
Testing	**0%**	**132 days**	**Mon 10/29/12**	**Tue 4/30/13**
Test Strategy	**0%**	**5 days**	**Mon 10/29/12**	**Fri 11/2/12**
Define test strategy	0%	1 day	Mon 10/29/12	Mon 10/29/12
Assign test roles & responsibilities	0%	1 day	Tue 10/30/12	Tue 10/30/12
Develop test scripts	0%	3 days	Wed 10/31/12	Fri 11/2/12
Test Cycles	**0%**	**127 days**	**Mon 11/5/12**	**Tue 4/30/13**
Cycle 1	0%	20 days	Mon 11/5/12	Fri 11/30/12
Cycle 2	0%	25 days	Mon 12/3/12	Fri 1/4/13
Cycle 3	0%	32 days	Mon 1/7/13	Tue 2/19/13
Cycle 4	0%	50 days	Wed 2/20/13	Tue 4/30/13
User Acceptance Testing	**0%**	**20 days**	**Wed 5/1/13**	**Tue 5/28/13**
UAT kick off meeting	0%	1 day	Wed 5/1/13	Wed 5/1/13
Execute & document UAT	0%	18 days	Thu 5/2/13	Mon 5/27/13
Approval to proceed	0%	1 day	Tue 5/28/13	Tue 5/28/13
Implementation	**0%**	**1 day**	**Wed 5/29/13**	**Wed 5/29/13**
Deployment	0%	1 day	Wed 5/29/13	Wed 5/29/13
IVR Self Service - ELECTRIC	**0%**	**368 days**	**Fri 6/1/12**	**Tue 10/29/13**
Requirements	0%	11 days	Fri 6/1/12	Fri 6/15/12
Design	0%	10 days	Mon 6/18/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Fri 3/1/13	Thu 3/28/13
Testing	**0%**	**132 days**	**Fri 3/29/13**	**Mon 9/30/13**
Test Strategy	**0%**	**5 days**	**Fri 3/29/13**	**Thu 4/4/13**
Define test strategy	0%	1 day	Fri 3/29/13	Fri 3/29/13
Assign test roles & responsibilities	0%	1 day	Mon 4/1/13	Mon 4/1/13
Develop test scripts	0%	3 days	Tue 4/2/13	Thu 4/4/13

Task Name	% Complete	Duration	Start	Finish
Test Cycles	**0%**	**127 days**	**Fri 4/5/13**	**Mon 9/30/13**
Cycle 1	0%	20 days	Fri 4/5/13	Thu 5/2/13
Cycle 2	0%	25 days	Fri 5/3/13	Thu 6/6/13
Cycle 3	0%	32 days	Fri 6/7/13	Mon 7/22/13
Cycle 4	0%	50 days	Tue 7/23/13	Mon 9/30/13
User Acceptance Testing	**0%**	**20 days**	**Tue 10/1/13**	**Mon 10/28/13**
UAT kick off meeting	0%	1 day	Tue 10/1/13	Tue 10/1/13
Execute & document UAT	0%	18 days	Wed 10/2/13	Fri 10/25/13
Approval to proceed	0%	1 day	Mon 10/28/13	Mon 10/28/13
Implementation	**0%**	**1 day**	**Tue 10/29/13**	**Tue 10/29/13**
Deployment	0%	1 day	Tue 10/29/13	Tue 10/29/13
Website Self Serve	**0%**	**368 days**	**Fri 6/1/12**	**Tue 10/29/13**
Website Self Service - GAS	**0%**	**259 days**	**Fri 6/1/12**	**Wed 5/29/13**
Requirements	0%	11 days	Fri 6/1/12	Fri 6/15/12
Design	0%	10 days	Mon 6/18/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Mon 10/1/12	Fri 10/26/12
Testing	**0%**	**132 days**	**Mon 10/29/12**	**Tue 4/30/13**
Test Strategy	**0%**	**5 days**	**Mon 10/29/12**	**Fri 11/2/12**
Define test strategy	0%	1 day	Mon 10/29/12	Mon 10/29/12
Assign test roles & responsibilities	0%	1 day	Tue 10/30/12	Tue 10/30/12
Develop test scripts	0%	3 days	Wed 10/31/12	Fri 11/2/12
Test Cycles	**0%**	**127 days**	**Mon 11/5/12**	**Tue 4/30/13**
Cycle 1	0%	20 days	Mon 11/5/12	Fri 11/30/12
Cycle 2	0%	25 days	Mon 12/3/12	Fri 1/4/13
Cycle 3	0%	32 days	Mon 1/7/13	Tue 2/19/13
Cycle 4	0%	50 days	Wed 2/20/13	Tue 4/30/13
User Acceptance Testing	**0%**	**20 days**	**Wed 5/1/13**	**Tue 5/28/13**
UAT kick off meeting	0%	1 day	Wed 5/1/13	Wed 5/1/13
Execute & document UAT	0%	18 days	Thu 5/2/13	Mon 5/27/13
Approval to proceed	0%	1 day	Tue 5/28/13	Tue 5/28/13
Implementation	**0%**	**1 day**	**Wed 5/29/13**	**Wed 5/29/13**
Deployment	0%	1 day	Wed 5/29/13	Wed 5/29/13
Website Self Service - ELECTRIC	**0%**	**368 days**	**Fri 6/1/12**	**Tue 10/29/13**
Requirements	0%	11 days	Fri 6/1/12	Fri 6/15/12
Design	0%	10 days	Mon 6/18/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Fri 3/1/13	Thu 3/28/13
Testing	**0%**	**132 days**	**Fri 3/29/13**	**Mon 9/30/13**
Test Strategy	**0%**	**5 days**	**Fri 3/29/13**	**Thu 4/4/13**
Define test strategy	0%	1 day	Fri 3/29/13	Fri 3/29/13
Assign test roles & responsibilities	0%	1 day	Mon 4/1/13	Mon 4/1/13
Develop test scripts	0%	3 days	Tue 4/2/13	Thu 4/4/13

Task Name	% Complete	Duration	Start	Finish
Test Cycles	**0%**	**127 days**	**Fri 4/5/13**	**Mon 9/30/13**
Cycle 1	0%	20 days	Fri 4/5/13	Thu 5/2/13
Cycle 2	0%	25 days	Fri 5/3/13	Thu 6/6/13
Cycle 3	0%	32 days	Fri 6/7/13	Mon 7/22/13
Cycle 4	0%	50 days	Tue 7/23/13	Mon 9/30/13
User Acceptance Testing	**0%**	**20 days**	**Tue 10/1/13**	**Mon 10/28/13**
UAT kick off meeting	0%	1 day	Tue 10/1/13	Tue 10/1/13
Execute & document UAT	0%	18 days	Wed 10/2/13	Fri 10/25/13
Approval to proceed	0%	1 day	Mon 10/28/13	Mon 10/28/13
Implementation	**0%**	**1 day**	**Tue 10/29/13**	**Tue 10/29/13**
Deployment	0%	1 day	Tue 10/29/13	Tue 10/29/13
Interval Meter Reading (Itron MVRS)	**0%**	**348 days**	**Mon 7/2/12**	**Wed 10/30/13**
Interval Meter Reading - ELECTRIC	**0%**	**348 days**	**Mon 7/2/12**	**Wed 10/30/13**
Requirements	0%	21 days	Mon 7/2/12	Mon 7/30/12
Configuration	0%	22 days	Tue 7/31/12	Wed 8/29/12
Data Conversion	0%	22 days	Thu 8/30/12	Fri 9/28/12
Training	0%	20 days	Fri 2/1/13	Thu 2/28/13
Testing	**0%**	**153 days**	**Fri 3/1/13**	**Tue 10/1/13**
Test Strategy	**0%**	**5 days**	**Fri 3/1/13**	**Thu 3/7/13**
Define test strategy	0%	1 day	Fri 3/1/13	Fri 3/1/13
Assign test roles & responsibilities	0%	1 day	Mon 3/4/13	Mon 3/4/13
Develop test scripts	0%	3 days	Tue 3/5/13	Thu 3/7/13
Test Cycles	**0%**	**148 days**	**Fri 3/8/13**	**Tue 10/1/13**
Cycle 1	0%	25 days	Fri 3/8/13	Thu 4/11/13
Cycle 2	0%	30 days	Fri 4/12/13	Thu 5/23/13
Cycle 3	0%	40 days	Fri 5/24/13	Thu 7/18/13
Cycle 4	0%	53 days	Fri 7/19/13	Tue 10/1/13
UAT	**0%**	**20 days**	**Wed 10/2/13**	**Tue 10/29/13**
UAT kick off meeting	0%	1 day	Wed 10/2/13	Wed 10/2/13
Execute & document UAT	0%	18 days	Thu 10/3/13	Mon 10/28/13
Approval to proceed	0%	1 day	Tue 10/29/13	Tue 10/29/13
Implementation	**0%**	**1 day**	**Wed 10/30/13**	**Wed 10/30/13**
Deployment	0%	1 day	Wed 10/30/13	Wed 10/30/13
Non Interval Meter Reading (Itron MV90)	**0%**	**391 days**	**Tue 5/1/12**	**Tue 10/29/13**
Non Interval Meter Reading - GAS	**0%**	**282 days**	**Tue 5/1/12**	**Wed 5/29/13**
Requirements	0%	22 days	Tue 5/1/12	Wed 5/30/12
Design	0%	22 days	Thu 5/31/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Mon 10/1/12	Fri 10/26/12
Testing	**0%**	**132 days**	**Mon 10/29/12**	**Tue 4/30/13**
Test Strategy	**0%**	**5 days**	**Mon 10/29/12**	**Fri 11/2/12**
Define test strategy	0%	1 day	Mon 10/29/12	Mon 10/29/12
Assign test roles & responsibilities	0%	1 day	Tue 10/30/12	Tue 10/30/12
Develop test scripts	0%	3 days	Wed 10/31/12	Fri 11/2/12

Task Name	% Complete	Duration	Start	Finish
Test Cycles	**0%**	**127 days**	**Mon 11/5/12**	**Tue 4/30/13**
Cycle 1	0%	20 days	Mon 11/5/12	Fri 11/30/12
Cycle 2	0%	25 days	Mon 12/3/12	Fri 1/4/13
Cycle 3	0%	32 days	Mon 1/7/13	Tue 2/19/13
Cycle 4	0%	50 days	Wed 2/20/13	Tue 4/30/13
User Acceptance Testing	**0%**	**20 days**	**Wed 5/1/13**	**Tue 5/28/13**
UAT kick off meeting	0%	1 day	Wed 5/1/13	Wed 5/1/13
Execute & document UAT	0%	18 days	Thu 5/2/13	Mon 5/27/13
Approval to proceed	0%	1 day	Tue 5/28/13	Tue 5/28/13
Implementation	**0%**	**1 day**	**Wed 5/29/13**	**Wed 5/29/13**
Deployment	0%	1 day	Wed 5/29/13	Wed 5/29/13
Non Interval Meter Reading - ELECTRIC	**0%**	**391 days**	**Tue 5/1/12**	**Tue 10/29/13**
Requirements	0%	22 days	Tue 5/1/12	Wed 5/30/12
Design	0%	22 days	Thu 5/31/12	Fri 6/29/12
Configuration	0%	22 days	Mon 7/2/12	Tue 7/31/12
Training	0%	20 days	Fri 3/1/13	Thu 3/28/13
Testing	**0%**	**132 days**	**Fri 3/29/13**	**Mon 9/30/13**
Test Strategy	**0%**	**5 days**	**Fri 3/29/13**	**Thu 4/4/13**
Define test strategy	0%	1 day	Fri 3/29/13	Fri 3/29/13
Assign test roles & responsibilities	0%	1 day	Mon 4/1/13	Mon 4/1/13
Develop test scripts	0%	3 days	Tue 4/2/13	Thu 4/4/13
Test Cycles	**0%**	**127 days**	**Fri 4/5/13**	**Mon 9/30/13**
Cycle 1	0%	20 days	Fri 4/5/13	Thu 5/2/13
Cycle 2	0%	25 days	Fri 5/3/13	Thu 6/6/13
Cycle 3	0%	32 days	Fri 6/7/13	Mon 7/22/13
Cycle 4	0%	50 days	Tue 7/23/13	Mon 9/30/13
UAT	**0%**	**20 days**	**Tue 10/1/13**	**Mon 10/28/13**
UAT kick off meeting	0%	1 day	Tue 10/1/13	Tue 10/1/13
Execute & document UAT	0%	18 days	Wed 10/2/13	Fri 10/25/13
Approval to proceed	0%	1 day	Mon 10/28/13	Mon 10/28/13
Implementation	**0%**	**1 day**	**Tue 10/29/13**	**Tue 10/29/13**
Deployment	0%	1 day	Tue 10/29/13	Tue 10/29/13
Regulatory	**54%**	**44 days**	**Wed 2/1/12**	**Mon 4/2/12**
Rates & Regulatory (E-Doc)	**54%**	**44 days**	**Wed 2/1/12**	**Mon 4/2/12**
Requirements	100%	8 days	Wed 2/1/12	Fri 2/10/12
Design	100%	4 days	Mon 2/13/12	Thu 2/16/12
Configuration	100%	5 days	Fri 2/17/12	Thu 2/23/12
Training	100%	2 days	Fri 2/24/12	Mon 2/27/12
Testing	25%	19 days	Tue 2/28/12	Fri 3/23/12
UAT	0%	5 days	Mon 3/26/12	Fri 3/30/12
Implementation	0%	1 day	Mon 4/2/12	Mon 4/2/12

Task Name	% Complete	Duration	Start	Finish
Network & Infrastructure	**77%**	**197 days**	**Tue 11/1/11**	**Wed 8/1/12**
Telecommunications	**100%**	**42 days**	**Thu 12/1/11**	**Fri 1/27/12**
High Level Design / Architecture	100%	5 days	Thu 12/1/11	Wed 12/7/11
Telecom Systems Site Survey	100%	5 days	Thu 12/8/11	Wed 12/14/11
Approval for changes	100%	5 days	Thu 12/15/11	Wed 12/21/11
Radio and Cellular System Transfers	100%	15 days	Thu 12/22/11	Wed 1/11/12
Order new Wireless Devices , air cards as required	100%	5 days	Thu 1/12/12	Wed 1/18/12
Build Telephony Systems	100%	5 days	Thu 1/19/12	Wed 1/25/12
Test Telecom System	100%	2 days	Thu 1/26/12	Fri 1/27/12
End-User Computer Configuration	**93%**	**48 days**	**Thu 12/1/11**	**Mon 2/6/12**
Develop a list of Employees and specific requirements (desktop, Lapt	100%	2 days	Thu 12/1/11	Fri 12/2/11
Develop Software/Hardware Requirements	**93%**	**48 days**	**Thu 12/1/11**	**Mon 2/6/12**
Microsoft Exchange Email Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Microsoft Terminal Services Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Citrix Client Access Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Citrix Server Licensing	100%	1 day	Thu 12/1/11	Thu 12/1/11
Anti-Virus Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Microsoft XP Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Microsoft Windows 7 Desktop Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Microsoft Office Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Microsoft Dynamics GP Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Wennsoft Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Cisco Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Net Motion VPN Licenses	100%	1 day	Thu 12/1/11	Thu 12/1/11
Procure Hardware	100%	10 days	Fri 12/2/11	Thu 12/15/11
Procure Software licenses	100%	2 days	Fri 12/2/11	Mon 12/5/11
Develop standard image(s)	100%	30 days	Tue 12/6/11	Mon 1/16/12
Test standard image(s)	100%	5 days	Tue 1/17/12	Mon 1/23/12
Standard image(s) is frozen to changes	100%	0 days	Mon 1/23/12	Mon 1/23/12
Configure Hardware with standard image	100%	5 days	Tue 1/24/12	Mon 1/30/12
Deploy configured hardware to each office	0%	5 days	Tue 1/31/12	Mon 2/6/12
WAN Assessment	**100%**	**57 days**	**Tue 11/1/11**	**Wed 1/18/12**
Define scope of assessment	100%	15 days	Tue 11/1/11	Mon 11/21/11
Collect proposals from vendors/consultants	100%	10 days	Tue 11/22/11	Mon 12/5/11
Select vendor	100%	2 days	Tue 12/6/11	Wed 12/7/11
Develop WAN Assessment detailed plan	100%	10 days	Thu 12/8/11	Wed 12/21/11
Perform Configuration Assessment on Current State WAN	100%	5 days	Thu 12/22/11	Wed 12/28/11
Perform Architecture Assessment on Current State WAN	100%	5 days	Thu 12/29/11	Wed 1/4/12
Perform Vulnerability Assessment on Current State WAN	100%	5 days	Thu 1/5/12	Wed 1/11/12
Assessment Reports are delivered	100%	0 days	Wed 1/11/12	Wed 1/11/12
Develop and action plan based on Assessment Reports	100%	5 days	Thu 1/12/12	Wed 1/18/12

Task Name	% Complete	Duration	Start	Finish
Disaster Recovery	**5%**	**20 days**	**Mon 5/7/12**	**Fri 6/1/12**
Review current DR plan	20%	5 days	Mon 5/7/12	Fri 5/11/12
Assess changes required to DR plan	0%	5 days	Mon 5/14/12	Fri 5/18/12
Revise DR plan where necessary	0%	5 days	Mon 5/21/12	Fri 5/25/12
Document changes	0%	5 days	Mon 5/28/12	Fri 6/1/12
Deployment Strategy	**69%**	**173 days**	**Mon 12/5/11**	**Wed 8/1/12**
Site Survey - review of telecom / network / systems	100%	4 days	Mon 12/5/11	Thu 12/8/11
Receive list of employees to locations from NG HR and Facilities	100%	5 days	Fri 12/9/11	Thu 12/15/11
Build Liberty Employee list and phone list , computers, hardware	100%	5 days	Fri 12/16/11	Thu 12/22/11
Office floor plans - receive update requirements From Liberty Facility	70%	15 days	Mon 3/12/12	Fri 3/30/12
Design Telecom and Data Room clean up / repair / remodel	100%	35 days	Mon 2/13/12	Fri 3/30/12
Design of LAN office network (IP Segments)	100%	35 days	Mon 2/13/12	Fri 3/30/12
Design Route / Dialing Plans for phone systems	80%	35 days	Mon 2/13/12	Fri 3/30/12
Develop Detailed Cutover Plan	80%	20 days	Mon 3/5/12	Fri 3/30/12
Order Century circuit drops - (requires pre-close work)	100%	2 days	Mon 4/2/12	Tue 4/3/12
Purchase of network equipment , computers , systems	100%	5 days	Mon 4/2/12	Fri 4/6/12
Provision of circuits , DSL , T1 , fiber, analog, MPLS	100%	6 days	Mon 4/2/12	Mon 4/9/12
Order Cabling and system racks , patch panels	100%	6 days	Mon 4/2/12	Mon 4/9/12
Site Deployments (Manchester, Nashua)	**12%**	**22 days**	**Tue 5/1/12**	**Wed 5/30/12**
Mounting of routers, switches, firewalls, others	0%	3 days	Tue 5/1/12	Thu 5/3/12
Configuration of network and telecom systems	0%	3 days	Fri 5/4/12	Tue 5/8/12
Format and reload of computers with Liberty Image	20%	3 days	Wed 5/9/12	Fri 5/11/12
Local AD , DHCP, file , Print, User Profiles, access controls	0%	2 days	Mon 5/14/12	Tue 5/15/12
Active Directory Configuration , OU grouping distribution and Secu	70%	3 days	Wed 5/16/12	Fri 5/18/12
Setup Distributed File System shares	0%	2 days	Mon 5/21/12	Tue 5/22/12
Setup Backup polices and procedures	0%	1 day	Wed 5/23/12	Wed 5/23/12
Testing of network and telecom systems , Security , Capacity , I	0%	5 days	Thu 5/24/12	Wed 5/30/12
Site Deployments (Tilton, Concord)	**10%**	**22 days**	**Fri 6/1/12**	**Mon 7/2/12**
Mounting of routers, switches, firewalls, others	0%	3 days	Fri 6/1/12	Tue 6/5/12
Configuration of network and telecom systems	0%	3 days	Wed 6/6/12	Fri 6/8/12
Format and reload of computers with Liberty Image	0%	3 days	Mon 6/11/12	Wed 6/13/12
Local AD , DHCP, file , Print, User Profiles, access controls	0%	2 days	Thu 6/14/12	Fri 6/15/12
Active Directory Configuration , OU grouping distribution and Secu	70%	3 days	Mon 6/18/12	Wed 6/20/12
Setup Distributed File System shares	0%	2 days	Thu 6/21/12	Fri 6/22/12
Setup Backup polices and procedures	0%	1 day	Mon 6/25/12	Mon 6/25/12
Testing of network and telecom systems , Security , Capacity , I	0%	5 days	Tue 6/26/12	Mon 7/2/12

Task Name	% Complete	Duration	Start	Finish
Site Deployments (Salem, Lebanon, Charlestown)	**10%**	**22 days**	**Tue 7/3/12**	**Wed 8/1/12**
Mounting of routers, switches, firewalls, others	0%	3 days	Tue 7/3/12	Thu 7/5/12
Configuration of network and telecom systems	0%	3 days	Fri 7/6/12	Tue 7/10/12
Format and reload of computers with Liberty Image	0%	3 days	Wed 7/11/12	Fri 7/13/12
Local AD , DHCP, file , Print, User Profiles, access controls	0%	2 days	Mon 7/16/12	Tue 7/17/12
Active Directory Configuration , OU grouping distribution and Secu	70%	3 days	Wed 7/18/12	Fri 7/20/12
Setup Distributed File System shares	0%	2 days	Mon 7/23/12	Tue 7/24/12
Setup Backup polices and procedures	0%	1 day	Wed 7/25/12	Wed 7/25/12
Testing of network and telecom systems , Security , Capacity , I	0%	5 days	Thu 7/26/12	Wed 8/1/12

8. Conclusion

Through the careful management of the migration process by the Transition Management Office and the collaborative efforts of the IT teams, the IT Migration Plan described above and specifically outlined through the appendices will allow the successful migration of data from National Grid to Liberty seamlessly with minimal customer interruption.

It is the intent to update this Migration Plan by August 1st to account for detailed activities resulting from planning sessions to be held for all applications.

APPENDIX – A

IT Application Planning Templates

IT Planning Template – Meter to Cash

LU IT-Day N Planning Template-Meter to Cash

ID	Task Name	Duration
1	**IT - Meter to Cash - HIGHLY CONFIDENTIAL**	**381 days**
2	**Project Management**	**381 days**
3	Project Management	330 days
4	**Resources**	**86 days**
5	Assemble project team	1 day
6	Define roles and responsibilities	1 day
7	Review roles and responsibilities with team members	3 days
8	**Meter to Cash Implementation**	**381 days**
9	**CIS and Interfaces**	**310 days**
10	**Initiation**	**30 days**
11	Preparation, Scope and Schedule review	4 days
12	Kick off meeting	0.5 days
13	Business Application Training (CIS - Cogsdale)	10 days
14	**Scoping Strategy & Workshops**	**10 days**
15	**Business Process Alignment Sessions**	**10 days**
16	Customer Information	10 days
17	Premise	10 days
18	Service Management	10 days
19	Meter Management	10 days
20	Meter Reading	10 days
21	Field Work	10 days
22	Financial	10 days
23	Billing	10 days
24	Cash	10 days
25	Credit and Collections	10 days
26	Workflow	10 days
27	Interval Billing	10 days
28	Rates	10 days
29	Other	10 days
30	Web Self Service	10 days
31	Security	10 days
32	Reports	10 days
33	**Interfaces**	**26 days**
34	Strategy and workshops	5 days
35	Wennsoft	10 days
36	Non Interval meter Reading - ITRON	10 days
37	Interval meter data - MV90	10 days
38	Meter Data Management	10 days
39	General Ledger	10 days
40	AR/AP	10 days
41	Payments	10 days
42	Credit, Collection Interfaces (Collection Agency,Dialer)	10 days
43	Bill Print	10 days
44	IVR	10 days
45	GIS	10 days
46	Web Self Service	10 days
47	IT Infrastructure	0 days
48	Hardware acquired and installed	0 days
49	Install Demo Great Plains Environment	0 days
50	**Initiation Report and Analysis Planning**	**14 days**
51	Produce Initiation Report	10 days
52	Review Initiation Report	2 days
53	Sign off on Initiation Report	1 day
54	Prepare for Analysis Phase	1 day
55	Approval to begin Analysis Activities	0 days
56	**Analysis**	**68 days**
57	**Application Functionality**	**58 days**
58	**CIS Overview**	**10 days**
59	Customer Information	10 days
60	Premise	10 days
61	Service Management	10 days
62	Meter Management	10 days
63	Meter Reading	10 days
64	Field Work	10 days
65	Financial	10 days
66	Billing	10 days
67	Cash	10 days

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LU IT-Day N Planning Template-Meter to Cash

ID	Task Name	Duration
68	Credit and Collections	10 days
69	Workflow	10 days
70	Interval Billing	10 days
71	Rates	10 days
72	Other	10 days
73	Security	10 days
74	**Reports**	**21 days**
75	Report Specifications Workshops	10 days
76	Report specification document	5 days
77	Review Report specification document	5 days
78	Sign off on report specifications document	1 day
79	**Interfaces**	**38 days**
80	Strategy and workshops	3 days
81	Wennsoft	10 days
82	Non Interval meter Reading - ITRON	10 days
83	Interval meter data - MV90	10 days
84	Meter Data Management	10 days
85	General Ledger	10 days
86	Payments	10 days
87	Credit, Collection Interfaces (Collection Agency,Dialer)	10 days
88	Bill Print	10 days
89	IVR(See IVR TeleService Plan)	10 days
90	GIS	10 days
91	Web Self Service(see Web Project plan)	10 days
92	Reports	10 days
93	**Analysis Report**	**17 days**
94	Produce Analysis Report	12 days
95	Produce Analysis (Interface Requirements) document	12 days
96	Review Analysis Report	2 days
97	Revise Analysis Report	2 days
98	Sign off Analysis Report	0 days
99	**Data Conversion**	**16 days**
100	Develop Conversion Strategy	5 days
101	Confirm and Finalize Conversion Strategy	2 days
102	**Data Conversion Mapping Sessions**	**16 days**
103	**CIS**	**16 days**
104	Source Extract	15 days
105	Sign off Design and Cross reference mapping	15 days
106	Define Internal Controls(Record Count etc)	15 days
107	Define 'batch' schedule	3 days
108	**Configure**	**97 days**
109	**Application Functionality**	**32 days**
110	**CIS Configuration**	**6 days**
111	**Training and Environment Setup**	**6 days**
112	Rates Configuration	5 days
113	Field Activity Configuration	5 days
114	Credit and Collection Configuration	5 days
115	Customer Class configuration, Premise, Service	5 days
116	Billing Configuration	5 days
117	Meter Configuration	5 days
118	Other	5 days
119	Interface	5 days
120	Document Configuration set up	5 days
121	Great Plains Configuration	1 day
122	Modifications	30 days
123	Reports - Development	20 days
124	**Security**	**6 days**
125	Define security set up	5 days
126	**CIS Data Conversion**	**97 days**
127	**Environment Setup**	**43 days**
128	IT Hardware setup	0 days
129	Install Great Plain Cogsdale	0 days
130	Source system	1 day
131	Configure CIS	1 day
132	**Development**	**26 days**
133	Data Extraction routines	25 days
134	Import File Layout	25 days

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ID	Task Name	Duration
135	Internal controls(Record counts)	25 days
136	Business Controls	25 days
137	**Automation**	**4 days**
138	**Develop of Automation Schedule**	**4 days**
139	Setup	4 days
140	**Interfaces**	**23 days**
141	Code Development	23 days
142	Code delivery	0 days
143	**Interfaces(to be separated out by interface)**	**23 days**
144	Develop External interfaces and systems	23 days
145	Develop Internal interfaces	23 days
146	Develop middleware	23 days
147	Deliver Code	0 days
148	**Quality Assurance**	**228 days**
149	**Test Strategy**	**6 days**
150	Define Test Strategy	3 days
151	Review Test Strategy	2 days
152	Sign off on Test Strategy	0 days
153	Set up Test Management tool	5 days
154	Develop Testing/Scenario Scripts	22 days
155	**Set up CIS Test Environment**	**43 days**
156	IT set up hardware and application	0 days
157	Enter Configuration CIS	1 day
158	Add users and appropriate security	1 day
159	Set up other system test environments ex Bill Print (TBD)	0 days
160	**System Testing (Cycle 1)**	**28 days**
161	**Test Plan**	**8 days**
162	Define Test Scope	3 days
163	Develop Testing/Scenario Scripts	2 days
164	Set up Test Management tool	3 days
165	Sign off on Test Plan	1 day
166	**Test Environment**	**6 days**
167	Test Environment Prep	5 days
168	**Test Execution**	**20 days**
169	Set up data (use converted data)	1 day
170	Execute Tests	20 days
171	Test Execution Reporting	20 days
172	**System Testing (Cycle 2) with converted data**	**24 days**
173	**Test Plan**	**6 days**
174	Define Test Scope	2 days
175	Develop Testing/Scenario Scripts	2 days
176	Set up Test Management tool	2 days
177	Sign off on Test Plan	1 day
178	**Test Environment**	**3 days**
179	Test Environment Prep	3 days
180	Hand off from conversion team - conversion delivery	0 days
181	**Test Execution**	**19 days**
182	Set up data (use converted data)	1 day
183	Execute Tests	19 days
184	Test Execution Reporting	19 days
185	**Interface testing(to be broken down by interface)**	**28 days**
186	**Test Plan**	**8 days**
187	Define Test Scope	3 days
188	Develop Testing/Scenario Scripts	2 days
189	Set up Test Management tool	3 days
190	Sign off on Test Plan	1 day
191	**Test Environment**	**6 days**
192	Test Environment Prep	5 days
193	Bill Print	0 days
194	MVRS	0 days
195	**Test Execution**	**20 days**
196	Set up data (use converted data)	1 day
197	Execute Tests	20 days
198	Test Execution Reporting	20 days
199	**Interface testing (Cycle 2) with converted data**	**24 days**
200	**Test Plan**	**6 days**

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ID	Task Name	Duration
201	Define Test Scope	2 days
202	Develop Testing/Scenario Scripts	2 days
203	Set up Test Management tool	2 days
204	Sign off on Test Plan	1 day
205	**Test Environment**	**3 days**
206	Test Environment Prep	3 days
207	Hand off from conversion team - conversion delivery	0 days
208	**Test Execution**	**18 days**
209	Set up data (use converted data)	1 day
210	Execute Tests	19 days
211	Test Execution Reporting	19 days
212	**System Integration Testing 1(end to end on converted data)**	**60 days**
213	**Test Plan**	**8 days**
214	Define Test Scope	2 days
215	Develop Testing/Scenario Scripts	3 days
216	Set up Test Management tool	3 days
217	Sign off on Test Plan	0 days
218	**Test Environment**	**4 days**
219	Test Environment Prep	4 days
220	Hand off from conversion team - conversion delivery	0 days
221	**Test Execution**	**32 days**
222	Set up data (use converted data)	1 day
223	Execute Tests(include business process testing)	32 days
224	Test Execution Reporting	32 days
225	**System Integration Testing 2(end to end on converted data) with Code Freeze in p**	**50 days**
226	**Test Plan**	**8 days**
227	Define Test Scope	2 days
228	Develop Testing/Scenario Scripts	3 days
229	Set up Test Management tool	3 days
230	Sign off on Test Plan	0 days
231	**Test Environment**	**3 days**
232	Test Environment Prep	3 days
233	Hand off from conversion team - conversion delivery	0 days
234	**Test Execution**	**38 days**
235	Set up data (use converted data)	1 day
236	Execute Tests(include business process testing)	36 days
237	Test Execution Reporting	36 days
238	**User Acceptance Testing**	**37 days**
239	Identify user group	2 days
240	**Test Plan**	**12 days**
241	Define Test Scope	5 days
242	Develop Testing/Scenario Scripts	4 days
243	Set up Test Management tool	4 days
244	Sign off on Test Plan	1 day
245	Test Environment Prep	1 day
246	**Test Execution**	**16 days**
247	Set up data (use converted data)	2 days
248	Execute Tests(include business process testing)	12 days
249	Test Execution Reporting	12 days
250	User Acceptance sign off	1 day
251	**Performance testing**	**38 days**
252	**Test Plan**	**16 days**
253	Define Test Scope	5 days
254	Develop Testing/Scenario Scripts	5 days
255	Set up Test Management tool	5 days
256	Sign off on Test Plan	1 day
257	Test Environment Prep	1 day
258	**Test Execution**	**18 days**
259	Set up data (use converted data)	3 days
260	Execute Tests(include business process testing)	10 days
261	Test Execution Reporting	15 days
262	Business and IT Acceptance sign off	1 day
263	**Defect Management**	**171 days**
264	Log Defects	171 days
265	Assign defects to appropriate party	171 days
266	Test Defect fix	121 days

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ID	Task Name	Duration
267	**Defect reporting**	171 days
268	Document open issues and workarounds	171 days
269	Sign off open issues and workaround list	1 day
270	CODE FREEZE OF ALL SYSTEMS	0 days
271	**Data Conversion**	**162 days**
272	**Test Conversion (subset)**	**22 days**
273	Pull Source data	5 days
274	Setup (New Config, Clear tables, etc)	1 day
275	Extract Execution	3 days
276	Reconciliation and Log Review	12 days
277	Status Report	1 day
278	**Test Conversion 2 (fullset)**	**22 days**
279	Pull Source data	5 days
280	Setup (New Config, Clear tables, etc)	1 day
281	Extract Execution	3 days
282	Reconciliation and Log Review	12 days
283	Status Report	1 day
284	**Test Conversion 3 (fullset)**	**38 days**
285	Pull Source data	5 days
286	Setup (New Config, Clear tables, etc)	1 day
287	Extract Execution	3 days
288	Reconciliation and Log Review	28 days
289	Status Report	1 day
290	**Test Conversion 4 (fullset, Code freeze in place)**	**42 days**
291	Pull Source data	2 days
292	Setup (New Config, Clear tables, etc)	1 day
293	Extract Execution	3 days
294	Reconciliation and Log Review	35 days
295	Status Report	1 day
296	**Conversion Data Validation/QA**	**146 days**
297	Planning	5 days
298	Training	3 days
299	**Execution**	**130 days**
300	Validation by the test team	130 days
301	Data Clean Management	110 days
302	**Dress Rehearsal**	**132 days**
303	Develop cutover task list	132 days
304	**Dress Rehearsal 1**	**21 days**
305	Planning	5 days
306	Execution	3 days
307	Post Review	1 day
308	Update documentation as required	2 days
309	**Dress Rehearsal 2**	**27 days**
310	Planning	3 days
311	Execution	5 days
312	Post Review	1 day
313	Update documentation as required	2 days
314	**Implementation**	**308 days**
315	**Cutover weekend**	**80 days**
316	Execute cutover activities	22 days
317	Legacy Environment Shut Down	1 day
318	**End Business Systems Processing**	**1 day**
319	Receive Cash Remittance	1 day
320	Post bills	1 day
321	Transmit legacy bills to Bill Print Provider	1 day
322	To be Determined	1 day
323	**Perform last nightly processing/reporting**	**1 day**
324	Turn Legacy CIS to Read only Access	1 day
325	Commence nightly/month end processing jobs	1 day
326	**Backup**	**1 day**
327	Backup Banner	1 day
328	Back up other servers To be determined	1 day
329	**Verify Backups**	**1 day**
330	Verify Banner backup	1 day
331	Back up other systems To be determined	1 day
332	**Production Environment Prep**	**80 days**

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ID	Task Name	Duration
333	**Systems Conversion**	**80 days**
334	**Banner to Cogsdale Conversion**	**78 days**
335	IT set up hardware and apply application	0 days
336	Prep Great Plains(Cogsdale)	1 day
337	Apply last pristine configuration	1 day
338	Execute conversion	2 days
339	GIS Conversion	1 day
340	MV90 ITRON Conversion	1 day
341	TBD	1 day
342	**System Configuration**	**1 day**
343	Configure middleware live partner endpoints	1 day
344	Apply Cogsdale Security for end users	1 day
345	Configure Business Objects server	1 day
346	**Promote systems**	**1 day**
347	Promote Bill Print	1 day
348	Promote IVR	1 day
349	Promote business objects code	1 day
350	Promote Cogsdale code	1 day
351	**Verify conversion**	**1 day**
352	Restore Cogsdale Converted System to Test Environment	1 day
353	Smoke Test Cogsdale Test Environment	1 day
354	Verify configuration	1 day
355	Verify GL Conversion	1 day
356	Verify GIS Conversion	1 day
357	Check Point of Go Live Conversion	1 day
358	Back up Cogsdale	1 day
359	Verify Bill Print provider	1 day
360	Verify Bank	1 day
361	Verify IVR	1 day
362	Verify Business Objects	1 day
363	**Verify middleware config**	**1 day**
364	Smoke test middleware	1 day
365	Check Point of Go Live - Interface Partners	1 day
366	Check Point of Go Live - Middleware and Integration	1 day
367	**Business Readiness**	**308 days**
368	**Change Impact Analysis**	**164 days**
369	Develop Inventory of all Change Impacts for all business groups	156 days
370	Conduct task analysis for each end user group	156 days
371	Communicate Impacts to Stakeholders & Target Groups	1 day
372	Obtain Stakeholder sign off	0 days
373	**Business Process design**	**74 days**
374	Design and Document processes and business rules	74 days
375	Obtain stakeholder sign off for business rules and process changes	1 day
376	**End user communication**	**87 days**
377	**Liberty End user communications**	**87 days**
378	Issue communications re system overview, lexicon, go live plan/schedule	67 days
379	Issue targeted process/user group specific communications -bi-weekly	62 days
380	**End user Training**	**238 days**
381	Develop training strategy	5 days
382	Obtain stakeholder sign off	1 day
383	**Training**	**238 days**
384	Create Training environment	0 days
385	**Develop Training Material**	**43 days**
386	Create Training Development Schedule	3 days
387	Legacy System	10 days
388	Cogsdale	20 days
389	**Deliver Training Material**	**78 days**
390	Prepare Training Environment	5 days
391	Create training delivery schedule	5 days
392	Training schedule approval by stakeholders	0 days
393	Deliver Legacy System Training	10 days
394	Deliver New CIS Training	37 days
395	**Business Recource Planning**	**3 days**
396	Forecast go- live impacts of conversion and post conversion tasks	3 days
397	**Incident and Issue management - Post go live**	**114 days**
398	Develop Issue management strategy	10 days

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ID	Task Name	Duration
399	Develop pre/post go live IT and application support staff requirements	10 days
400	Implement Go live staffing plan	114 days
401	Manage Issues	0 days
402	**Go Live and Readiness Tracking**	**216 days**
403	Develop draft readiness and metrics and performance assessment targets	10 days
404	Negotiate final readiness metrics and performance assessment targets with ke	10 days
405	Present final readiness assessment plan to stakeholders and sponsors for sig	1 day
406	Hold readiness meetings with stakeholders	196 days
407	Present Readiness status for Go-No Go decision	1 day
408	**Metering Software**	**223 days**
409	**Non Interval Meter Reading (MVRS)**	**222 days**
410	**Day 1**	**3 days**
411	**Analysis**	**3 days**
412	**Review and Assess current MVRS infrastructure**	**3 days**
413	Servers	3 days
414	Handhelds	3 days
415	Docking stations	3 days
416	**Configure**	**3 days**
417	Acquire Licenses	3 days
418	**Day 270**	**212 days**
419	**Analysis**	**2 days**
420	Part of CIS interface analysis sessions	2 days
421	File aggregator	1 day
422	**Configure**	**6 days**
423	LU aggregator for files	5 days
424	**Quality Assurance**	**197 days**
425	**Test Environment**	**0 days**
426	Set up MVRS test server	0 days
427	Handhelds	0 days
428	**Test Execution and Planning (See CIS for Quality Assurance on Interface**	**133 days**
429	Interface Testing	22 days
430	Systems Integration Testing	91 days
431	**Implementation**	**77 days**
432	Set up Production server	0 days
433	**Production prep**	**1 day**
434	Update middleware integration points	1 day
435	aggregator program deployed to production	1 day
436	**Production Verify**	**1 day**
437	test file transfer	1 day
438	**Training**	**12 days**
439	Develop Training strategy	1 day
440	Develop training	3 days
441	Deliver Training	3 days
442	**Interval Meter Reading (MV90)**	**223 days**
443	**Day 1**	**3 days**
444	**Analysis**	**3 days**
445	Review Technical, Hardware and Network Requirements	3 days
446	**Configure**	**3 days**
447	Acquire Licenses	3 days
448	**Day 270**	**180 days**
449	**Analysis**	**18 days**
450	Data Conversion Analysis Workshops	13 days
451	Develop Requirements Document	2 days
452	Review Requirements Document	3 days
453	Sign off Requirements desktop	1 day
454	**Configure**	**68 days**
455	IT Infrastructure	0 days
456	Environment Setup	3 days
457	Remote configuration setup	20 days
458	Onsite configuration setup	20 days
459	**Quality Assurance**	**180 days**
460	**Test Environment**	**68 days**
461	Set up MV90 test server	0 days
462	Configuration for test specifically	1 day
463	**Test Execution and Planning (See CIS for Quality Assurance on Interface**	**102 days**
464	Interface Testing	14 days

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ID	Task Name	Duration
465	Systems Integration Testing	91 days
466	**Implementation**	**66 days**
467	**Production prep**	**63 days**
468	IT setup server and application	0 days
469	Configure	2 days
470	**Production Verify**	**1 day**
471	Smoke test	1 day
472	Ensure schedules have been set up	1 day
473	**End User Training**	**12 days**
474	Develop Training strategy	1 day
475	Develop training	3 days
476	Deliver Training	3 days
477	**Automated Meter Read(American Trace System)**	**222 days**
478	**Day 1**	**3 days**
479	**Analysis**	**3 days**
480	Review and Assess infrastructure	3 days
481	**Configure**	**3 days**
482	Acquire Licenses	3 days
483	**Day 270**	**212 days**
484	**Analysis**	**2 days**
485	Part of CIS interface analysis sessions	2 days
486	File aggregator	1 day
487	**Configure**	**1 day**
488	Port program to transform file to MVRS	1 day
489	**Quality Assurance**	**183 days**
490	**Test Environment**	**0 days**
491	Set up test environment	0 days
492	**Test Execution and Planning (See CIS for Quality Assurance on Interface**	**133 days**
493	Interface Testing	22 days
494	Systems Integration Testing	91 days
495	**Implementation**	**70 days**
501	**IVR (Tele Self Service) Implementation**	**348 days**
502	**Day 1**	**127 days**
503	**Analysis**	**6 days**
504	Review script update requirements	1 day
505	Develop requirements document	2 days
506	Sign off on requirements document	2 days
507	**Configure**	**108 days**
508	Obtain 1800	1 day
509	Link to NG IVR	1 day
510	Update NG scripts on IVR	1 day
511	**Quality Assurance**	**14 days**
512	Set up test environment	0 days
513	Define Test Scope	1 day
514	Sign off on Test Scope	1 day
515	Execute Tests	3 days
516	Correct defects	3 days
517	User Acceptance Sign off	1 day
518	**Implement**	**1 day**
519	**Deploy to Production**	**0 days**
520	Link 1800 to IVR	0 days
521	Update NG scripts on IVR	0 days
522	**Verify Production**	**1 day**
523	Smoke test IVR	1 day
524	**Day 270**	**263 days**
525	**Analysis**	**36 days**
526	**Phase 1 - Voice Communications Systems Analysis and Ordering**	**28 days**
527	**Complete Call Flow Analysis**	**23 days**
528	Call Flow Design Workshops	5 days
529	Develop Call Centre Call Flow Diagram	8 days
530	Prompt scripts and prompt recording	2 days
531	**Feature and Function Analysis**	**8 days**
532	Customer Care and Billing	2 days
533	Meter Reading	1 day
534	Outage Messaging	1 day
535	Outbound Notifications	1 day

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ID	Task Name	Duration
536	Payments	1 day
537	**Requirements Specifications Document**	**8 days**
538	Develop requirements document	0 days
539	Review Requirements document	4 days
540	Revise Requirements document	1 day
541	Sign off on Requirements document	1 day
542	**Inventory and determine Trunk requirements**	**16 days**
543	Trunk Planning and Installation Session	1 day
544	Analog lines, Analog DID lines, Ground start lines, T1 lines	1 day
545	Physical location of wiring and call flow for each trunk line	1 day
546	Order new trunk lines	1 day
547	Determine Network Assessment Requirements	2 days
548	Determine Emergency Services Call Handling Requirements	1 day
549	**Phase 2 - Environment and Infractruoture Analysis and Upgrade**	**28 days**
550	Design LAN topology map	5 days
551	Design WAN topology map	5 days
552	Order servers	1 day
553	**Review Vendor specification requirements**	**11 days**
554	Review LAN/WAN requirements	2 days
555	Review server requirements	2 days
556	Review administration requirements	2 days
557	Review racking and cabling requirements	1 day
558	Review recommendations for Uninterruptible Power Source	1 day
559	Review ventilation and power requirements	1 day
560	**Configuration**	**41 days**
561	Configure Telephone system's server's virtual trunk	1 day
562	Install IVR software on the server	1 day
563	Configure call flows?	4 days
564	**Configure Telephone system**	**1 day**
565	Configure Trunking	1 day
566	**Quality Assurance**	**146 days**
567	**Test Strategy**	**6 days**
568	Define Test Strategy	2 days
569	Review Test Strategy	2 days
570	Sign off on Test Strategy	1 day
571	Set up Test Management tool	1 day
572	**Set up test environment**	**103 days**
573	IT setup hardware and software	0 days
574	Configure test environment	4 days
575	Add users to system	1 day
576	**Interface Testing**	**33 days**
577	**Test Plan**	**10 days**
578	Define Test Scope	2 days
579	Develop Testing/Scenario Scripts	5 days
580	Set up Test Management tool	1 day
581	Sign off on Test Plan	1 day
582	**Test Execution**	**21 days**
583	Data Selection	5 days
584	**Test Execution**	**20 days**
585	**Test and verify all call flows work as desired**	**20 days**
586	Test Music on Hold	1 day
587	Test Headset support on Analog/IP Phones	2 days
588	Test Emergency Handling (Out each and every analog and T1 t	1 day
589	Test IP phone DHCP settings and configuration	2 days
590	Test VLAN Issues	2 days
591	Test Failover scenarios (IP Phones etc)	2 days
592	Test Integration to CIS	10 days
593	Test Cycle Reporting	21 days
594	**User Acceptance Testing(Integrated Testing)**	**26 days**
595	**Test Plan**	**8 days**
596	Define Test Scope	2 days
597	Develop Testing/Scenario Scripts	5 days
598	Set up Test Management tool	5 days
599	Sign off on Test Plan	1 day
600	**Test Execution**	**17 days**
601	Data Selection	14 days

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ID	Task Name	Duration
602	Test Execution	14 days
603	Test Cycle Reporting	14 days
604	User Acceptance Sign off	1 day
605	**Performance Testing**	**12 days**
606	**Test Plan**	**8 days**
607	Define Test Scope	2 days
608	Develop Testing/Scenario Scripts	2 days
609	Set up Test Management tool	2 days
610	Sign off on Test Plan	1 day
611	**Test Execution**	**6 days**
612	Data Selection	5 days
613	Test Execution	5 days
614	Test Cycle Reporting	5 days
615	IT Sign off	1 day
616	**Defect Management**	**40 days**
617	Log Defects	40 days
618	Assign defects to appropriate party	40 days
619	Test Defect fix	40 days
620	Defect reporting	40 days
621	Document open issues and workarounds	1 day
622	**Implementation**	**86 days**
623	**Training**	**22 days**
624	Develop Training	5 days
625	**Deliver Training**	**12 days**
626	Schedule training sessions	1 day
627	Delivery training to System Administrators	1 day
628	Deliver Operator training	1 day
629	Deliver Workgroup supervisors and agents training	1 day
630	Deliver Contact Centre supervisors and agents are trained	1 day
631	Train end users	1 day
632	**Cutover**	**76 days**
633	Develop cutover activity list	3 days
634	Complete Cutover Review Checklist	2 days
635	**Production Preparation**	**64 days**
636	Install software on production server	0 days
637	Configure IVR software	5 days
638	Link 1800 number to IVR or telephone system TBD	1 day
639	Apply security	1 day
640	Set up link to CIS	1 day
641	Set up pay pal gateway and payment handling	1 day
642	**Production Verify**	**1 day**
643	Perform smoke tests	1 day
644	**Cutover and Post Go live Support**	**62 days**
645	Identify cutover resources for installation and ' X days post log live'	3 days
646	Deploy resources	23 days
647	**Website Implementation**	**258 days**
648	**Day 1**	**43 days**
649	**Analysis**	**8 days**
650	Review NG web content	7 days
651	Identify mandatory Day 1 forms and content(Regulatory, Payment Options)	2 days
652	Create requirements document	3 days
653	Review requirements document	2 days
654	Sign off on requirements	1 day
655	**Design and Configure**	**20 days**
656	Update Liberty Utility main site with new link	1 day
657	Set up web frame for NG self service options links	3 days
658	Create web pages with content	20 days
659	Rebrand PDFs to reference Liberty Utilities	20 days
660	Source images where necessary	20 days
661	**Quality Assurance**	**37 days**
662	**User Acceptance Testing(Integrated Testing)**	**37 days**
663	**Test Plan**	**7 days**
664	Define Test Scope	3 days
665	Develop Testing/Scenario Scripts	3 days
666	Set up Test Management tool	3 days
667	Sign off on Test Plan	1 day

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ID	Task Name	Duration
668	**Test Environment**	**26 days**
669	IT set up test environment	0 days
670	Update with new content and pages	1 day
671	**Test Execution**	**11 days**
672	Test Execution	9 days
673	Test Cycle Reporting	9 days
674	User Acceptance Sign off	1 day
675	**Implementation**	**28 days**
676	**Promote systems**	**0 days**
677	Promote Website	0 days
678	**Verify promotion**	**0 days**
679	Smoke Test the new website	0 days
680	Check Point of Go Live Conversion	0 days
681	**Business Readiness**	**23 days**
682	**End user Training**	**23 days**
683	Develop training strategy	1 day
684	Obtain stakeholder sign off	1 day
685	**Training**	**10 days**
686	Create Training environment (use TEST)	0 days
687	Design and Develop Training	1 day
688	Deliver Training Material	1 day
689	**Day 270**	**206 days**
690	**Analysis**	**12 days**
691	Review self service options	5 days
692	Develop requirements document	4 days
693	Review Requirements document	2 days
694	Sign off requirements document	1 day
695	**Design and Configure**	**30 days**
696	Architecture and Layout design	30 days
697	Integration to CIS test	30 days
698	New web pages to be set up for self service options	30 days
699	Configuration of the options	30 days
700	**Quality Assurance**	**167 days**
701	Define Test Strategy	3 days
702	Sign off on Test Strategy	1 day
703	**Set up WEB Test Environment**	**2 days**
704	Integrate to CIS TEST	2 days
705	Add users and appropriate security	2 days
706	Add payment party	2 days
707	**Test Cycle**	**167 days**
708	**Test Scope**	**12 days**
709	Define test scope (include code modifications)	5 days
710	Build Scripts	4 days
711	Sign on test scope	1 day
712	**Test Execution and Planning (See CIS for Quality Assurance on Interface**	**137 days**
713	Interface Testing	22 days
714	Systems Integration Testing	91 days
715	UAT testing	12 days
716	**Performance testing**	**20 days**
717	Define test scope (include code modifications)	3 days
718	Set up data	3 days
719	Execute Tests	10 days
720	Test Execution Reporting	10 days
721	**Defect Management**	**137 days**
722	Log Defects	137 days
723	Assign defects to appropriate party	137 days
724	Test Defect fix	87 days
725	Defect reporting	137 days
726	Document open issues and workarounds	137 days
727	**Implementation**	**180 days**
728	**Cutover**	**41 days**
729	Create cutover checklist	2 days
730	Execute cutover checklist	7 days
731	Legacy Environment Shut Down	1 day
732	**Backup**	**1 day**
733	Backup the original site	1 day

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LU IT-Day N Planning Template-Meter to Cash

ID	Task Name	Duration
734	**Verify Backups**	**1 day**
735	Verify backup	1 day
736	**Promote systems**	**1 day**
737	Promote Website	1 day
738	Set up CIS connection	1 day
739	Set up payment party	1 day
740	**Verify promotion**	**1 day**
741	Smoke Test the new website	1 day
742	Check Point of Go Live Conversion	1 day
743	Check Point of Go Live - Middleware and integration	1 day
744	**Promote middleware**	**1 day**
745	Change necessary configuration for CIS change	1 day
746	**Promote middleware**	**1 day**
747	Change necessary configuration for CIS change	1 day
748	**Business Readiness**	**180 days**
749	**Change Impact Analysis**	**124 days**
750	Develop inventory of all Change Impacts for all business groups	70 days
751	Communicate Impacts to Stakeholders & Target Groups	1 day
752	**Business Process design**	**4 days**
753	Design and Document processes and business rules	3 days
754	Obtain stakeholder sign off for business rules and process changes	1 day
755	**End user Training**	**100 days**
756	Develop training strategy	2 days
757	Obtain stakeholder sign off	1 day
758	**Training**	**87 days**
759	Create Training environment (use test environment)	0 days
760	Design Training	1 day
761	Develop Training Material	3 days
762	Deliver Training Material	2 days
763	**Incident and issue management - Post go live**	**38 days**
764	Develop issue management strategy	1 day
765	Develop pre/post go live IT and application support staff requirement	1 day
766	Implement Go live staffing plan	18 days

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IT Planning Template – Engineering & Operations

LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
1	**IT - Engineering and Operations - HIGHLY CONFIDENTIAL**	**362 days**
2	**Project Management**	**330 days**
3	Project Management	330 days
4	**Engineering and Operations**	**321 days**
5	**Engineering Design and Plant Equipment Planning Systems (ArcFM and Designer)**	**214 days**
6	**Initiation**	**2.25 days**
7	Kick off meeting	0.25 days
8	Core Team Training	2 days
9	**Analysis**	**28 days**
10	**Business Process Mapping**	**12 days**
11	Review Current Business Processes Meetings	3 days
12	Designer/Workflow Manager Functional Review	1 day
13	Develop System Implementation Design Document	2 days
14	Review System Implementation Design Document	5 days
15	Finalize System Implementation Design Document	1 day
16	Sign off on System Implementation Design Document	0 days
17	**Great Plains Integration Functional Requirements Definition**	**12 days**
18	GP Integration Requirement Sessions	2 days
19	Develop GP Integration Functional Requirements Document	4 days
20	Review GP Integration Functional Requirements Document	5 days
21	Revise GP Integration Functional Requirements Document	1 day
22	Approve GP Integration Functional Requirements Document	0 days
23	**Develop Design Symbology and Worksketch Templates**	**4 days**
24	Develop Design Symbol Test	2 days
25	Develop Work Sketch Templates	2 days
26	Sign off Design	0 days
27	**Configure**	**47.5 days**
28	**Develop Asset Integration into Financial Systems(Great Plains)**	**10 days**
29	**Component Specification**	**10 days**
30	Draft	4 days
31	Review	5 days
32	Revise	1 day
33	Sign off	0 days
34	**Integration Development**	**24.5 days**
35	Initial Development	15 days
36	**Prototype Review**	**2.5 days**
37	WebEx Review	0.5 days
38	Code Review	2 days
39	Final Development	7 days
40	Documentation	3 days
41	Test Plans	2 days
42	Packaging	1 day
43	**Configure Plant Equipment Planning System (Core ArcFM)**	**5 days**
44	Document Configuration	5 days
45	**Configure Engineering Design System (Core Designer)**	**4 days**
46	Document Configuration	4 days
47	**Compatible Unit Library**	**10 days**
48	Provide Utility CU Library	2 days
49	Initial CD Development in Workflow Manager	4 days
50	CU Workshop	2 days
51	Configure Extended Data Manager in Designer	2 days
52	**Quality Assurance**	**17 days**
53	**Test Strategy**	**7 days**
54	Define Test Strategy	5 days
55	Review Test Strategy	2 days
56	Sign off on Test Strategy	0 days
57	Set up Test Management tool	1 day
58	**Set up test environment**	**2.5 days**
59	Configure test environment	2 days
60	Add users to system	0.5 days
61	**Test Cycle**	**10 days**
62	**System Testing**	**10 days**
63	**Test Plan**	**5 days**
64	Define Test Scope	5 days
65	Develop Testing/Scenario Scripts	5 days
66	Set up Test Management tool	5 days
67	Sign off on Test Plan	0 days
68	Test Environment Prep	1 day
69	**Test Execution**	**10 days**
70	Data Selection	2 days
71	Test Execution	10 days
72	Test Cycle Reporting	10 days
73	**Defect Management**	**10 days**
74	Log Defects	10 days
75	Assign defects to appropriate party	10 days

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LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
76	Test Defect fix	10 days
77	Defect reporting	10 days
78	Document open issues and workarounds	10 days
79	**Implementation**	**119.25 days**
80	**Operational readiness - cutover weekend plan**	**42 days**
81	Develop cutover activity list	5 days
82	Execute cutover activity list(items to be documented)	3 days
83	**Production set up**	**42 days**
84	Configure server	1 day
85	Deploy ArcFM solution	1 day
86	Update configuration	0.5 days
87	Verify ArcFM Solution Installation	0.5 days
88	**Production Verify**	**1 day**
89	Perform smoke test	1 day
90	**End User Training**	**50.25 days**
91	Develop training strategy	1 day
92	Obtain stakeholder sign off on strategy	1 day
93	**Training**	**50.25 days**
94	Create Training environment	1 day
95	Design Training	1 day
96	**Develop training**	**2 days**
97	Working with ArcFM	2 days
98	Working with Designer	2 days
99	**Deliver Training**	**9 days**
100	Working with ArcFM	5 days
101	Working with Designer	4 days
102	Onsite Designer Support	20 days
103	**Geospatial (GIS) Systems (ArcFM Viewer for ArcGIS Engine)**	**239 days**
104	**Initiation**	**1 day**
105	ArcFM Viewer Core Team Training	1 day
106	**Analysis**	**18.25 days**
107	**Configuration**	**9 days**
108	Review Viewer and Extension Configuration Items	1 day
109	**Redlining & Inspections Configuration Document**	**8 days**
110	Develop Redlining & Inspections Configuration Document	2 days
111	Review and Comment on Redlining & Inspections Configuration Document	5 days
112	Revise the Redlining & Inspections Configuration Document	1 day
113	Approve Redlining & Inspections Configuration Document	0 days
114	**Configure**	**9.25 days**
115	**Configure ArcFM Viewer**	**5.75 days**
116	**Configure ArcFM Viewer Core Tools**	**1 day**
117	Configure ArcFM Viewer for ArcGIS Tools	1 day
118	Document Configuration	1 day
119	**Create and Configure Backdrop Geodatabase**	**3 days**
120	Create ArcFM for ArcGIS Engine Backdrop Geodatabase Schema	2 days
121	Generate Backdrop Geodatabase	0.25 days
122	Configure Backdrop Geodatabase	0.5 days
123	Document Configuration	1 day
124	**Create and Configure Login Database**	**1 day**
125	Populate 'MM' Tables	0.5 days
126	Create the 'Mobile ArcFM Sketch Layers' Stored Display	0.5 days
127	Create and Assign Registry Settings	1 day
128	**Redliner & Inspector Extension Configuration**	**0.5 days**
129	Configure Session Manager	0.5 days
130	Document configuration	0.5 days
131	**Geodatabase Replication Configuration**	**3 days**
132	Configuration	3 days
133	Document configuration	3 days
134	**Quality Assurance**	**68.25 days**
135	**Define Test Strategy and Plan**	**4 days**
136	Define Test Strategy	3 days
137	Set up Test Management tool	1 day
138	Sign off on Test Strategy	0 days
139	**Set up test environment**	**45.5 days**
140	IT set up server	0 days
141	Configure test environment	2 days
142	Add users to system	0.5 days
143	**Test Cycles**	**28 days**
144	**System Testing**	**15 days**
145	**Test Plan**	**9 days**
146	Define Test Scope	4 days
147	Develop Testing/Scenario Scripts	5 days
148	Set up Test Management tool	5 days
149	Sign off on Test Plan	1 day
150	Test Environment Prep	1 day

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LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
151	**Test Execution**	**10 days**
152	Data Selection	2 days
153	Test Execution	10 days
154	Test Cycle Reporting	10 days
155	**SITE Acceptance Test (SAT)**	**28 days**
156	**Test Plan**	**15 days**
157	Define Test Scope	4 days
158	Develop Testing/Scenario Scripts	5 days
159	Set up Test Management tool	5 days
160	Sign off on Test Plan	1 day
161	Test Environment Prep	1 day
162	**Test Execution**	**9 days**
163	Data Selection	2 days
164	Test Execution	5 days
165	Test Cycle Reporting	5 days
166	Site Acceptance Sign off	0 days
167	**Defect Management**	**22 days**
168	Log Defects	22 days
169	Assign defects to appropriate party	22 days
170	Test Defect fix	10 days
171	Defect reporting	22 days
172	Document open issues and workarounds	22 days
173	**Implementation**	**127 days**
174	**Operational readiness - cutover weekend plan**	**40 days**
175	Develop cutover activity list	1 day
176	Execute cutover activity list(items to be documented)	3 days
177	**Production set up (Installation and Configuration)**	**2 days**
178	Install & Configure Geodatabase Replication Onsite	2 days
179	Install & Configure ArcFM Viewer and Extensions	1 day
180	Perform smoke test	1 day
181	**End User Training**	**50 days**
182	Develop training strategy	5 days
183	Obtain stakeholder sign off on strategy	0 days
184	**Training**	**37 days**
185	Design Training	3 days
186	**Develop training**	**1 day**
187	ArcFM Viewer User Training	1 day
188	**Deliver Training**	**1 day**
189	ArcFM Viewer User Training	1 day
190	Rollout Support	20 days
191	**GIS Data Conversion**	**223 days**
192	**Analysis**	**19 days**
193	**Data Conversion Specification**	**19 days**
194	Prepare for Migration Spec Workshop	1 day
195	Migration Spec Workshop	3 days
196	**Complete Migration Spec**	**18 days**
197	Complete Migration Spec	4 days
198	Joint Migration Spec Review	10 days
199	Adjust Migration Spec	2 days
200	Sign off on Migration Spec	0 days
201	**Develop and Configure**	**54.25 days**
202	Develop and Test Conversion Routines	8 days
203	Develop reconciliation reports	8 days
204	**Set up conversion environment**	**21.25 days**
205	IT set up Conversion environment	0 days
206	Configure conversion environment (source system)	5 days
207	Configure conversion environment(target system)	5 days
208	Add users to system	1 day
209	**Quality Assurance**	**139 days**
210	**Define Test Strategy**	**6 days**
211	Define Test Strategy	4 days
212	Sign off on test strategy	0 days
213	**Set up test environment**	**2.5 days**
214	Configure test environment	2 days
215	Add users to system	0.5 days
216	**Execute Conversion**	**105 days**
217	**Conduct System Pilot**	**27 days**
218	System Pilot Conversion	4 days
219	Configure System Pilot	1 day
220	Identify Conversion Anomolies	2 days
221	Prepare QA Report	2 days
222	Joint Review System Pilot	15 days
223	Adjust Conversion Routines	3 days
224	**Full System Conversion 1**	**32 days**
225	Prep target environment	2 days

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LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
226	Convert Full System	6 days
227	Configure Full System	2 days
228	Identify Conversion Anomalies	2 days
229	Prepare QA Report	2 days
230	Review	15 days
231	Adjust Conversion Routines	3 days
232	**Full System Conversion 2**	**29 days**
233	Prep target environment	2 days
234	Convert Full System	6 days
235	Configure Full System	2 days
236	Identify Conversion Anomalies	2 days
237	Prepare QA Report	2 days
238	Data Review-QA	15 days
239	**Conversion Data Validation/QA**	**105 days**
240	Planning	5 days
241	Training	5 days
242	Reporting	82 days
243	Defect Management	82 days
244	Data Clean Management	85 days
245	Conversion data sign off	0 days
246	**User Acceptance Testing (UAT)**	**28 days**
247	**Test Plan**	**12 days**
248	Define Test Scope	5 days
249	Develop Testing/Scenario Scripts	5 days
250	Set up Test Management tool	5 days
251	Sign off on Test Plan	0 days
252	**Test Execution**	**16 days**
253	Data Selection	1 day
254	Test Execution	15 days
255	Test Cycle Reporting	10 days
256	User Acceptance Sign off	0 days
257	**SITE Acceptance Test (SAT)**	**54 days**
258	Prep Test Environment	1 day
259	**Test Plan**	**12 days**
260	Define Test Scope	5 days
261	Develop Testing/Scenario Scripts	5 days
262	Set up Test Management tool	5 days
263	Sign off on Test Plan	0 days
264	**Test Execution**	**39 days**
265	Data Selection	1 day
266	Test Execution	5 days
267	Site Acceptance Sign off	0 days
268	**Defect Management**	**34 days**
269	Log Defects	32 days
270	Assign defects to appropriate party	32 days
271	Test Defect fix	20 days
272	Defect reporting	32 days
273	Document open issues and workarounds	32 days
274	**Implement**	**88 days**
275	End business systems processing in legacy system	1 day
276	Develop cutover activity list	5 days
277	Execute cutover activity list(Items to be documented)	3 days
278	**Production Prep**	**86 days**
279	IT set up hardware and infrastructure	0 days
280	Execute conversion	2 days
281	**Production Verify**	**2 days**
282	Allow users into system	1 day
283	Validation data	1 day
284	**Control Room and Outage Management**	**289 days**
285	**Outage Management System /Dispatch**	**127 days**
286	**Analysis**	**5 days**
287	Develop business process	3 days
288	Sign off on Business Process	2 days
289	**Implementation**	**117 days**
290	**End User Training**	**117 days**
291	Develop training strategy	2 days
292	Obtain stakeholder sign off on strategy	1 day
293	**Training**	**110 days**
294	**Part 1 - SCADA**	**17 days**
295	Design Training	3 days
296	Develop training	2 days
297	Deliver Training	9 days
298	**Part 2 - Dispatch System(Wennsoft)**	**82 days**
299	Design Training	3 days
300	Develop training	2 days
301	Deliver Training	2 days

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LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
302	**GAS CONTROL - SCADA (Wonderware)**	**238 days**
303	**SCADA**	**238 days**
304	**Analysis**	**64 days**
305	**Gas control specs**	**64 days**
306	Determine screen shots for SCADA	42 days
307	Document gate station information required in SCADA	42 days
308	Document feeder station information required in SCADA	42 days
309	Document gas storage information required in SCADA	42 days
310	Document output (formulas, diagrams, etc.) required in SCADA	42 days
311	Document field instrumentation - I/O definition	1 day
312	Develop scope of supply document	0 days
313	Review requirements document	5 days
314	Sign off on scope of supply document with vendor	1 day
315	**SCADA Vendor Interface Review (AS-IS)**	**1 day**
316	SCADA Package definition	1 day
317	Field Devices Definition	1 day
318	Database	1 day
319	Design Network Server Infrastructure	1 day
320	**Configure**	**53 days**
321	Server Configuration	1 day
322	**SCADA configuration**	**12 days**
323	Review NG Configuration	2 days
324	Configure master SCADA configuration	2 days
325	Configure SCADA Tag Information	2 days
326	Configure HMIs	2 days
327	Configure WEB Scada	2 days
328	Document Configuration	2 days
329	**Port Configuration**	**38 days**
330	Vendor port NG SCADA configuration	21 days
331	Build operator stations	10 days
332	**Quality Assurance**	**132 days**
333	**Test Environment**	**55 days**
334	IT Build test environment	0 days
335	Add users	1 day
336	**System Integration Testing 1 (including Field?)**	**65 days**
337	**Test Plan**	**16 days**
338	Define Test Scope	5 days
339	Develop Testing/Scenario Scripts	10 days
340	Set up Test Management tool	10 days
341	Sign off on Test Plan	3 days
342	Test Environment Prep	4 days
343	**Test Execution**	**40 days**
344	Data Selection	2 days
345	**Test Execution**	**38 days**
346	Review of installed hardware and software(software versions, modules loaded, licens	30 days
347	Connection to all available networked devices	30 days
348	Test Server Configuration	30 days
349	Test Server Operation Fail over	30 days
350	Test Communications with Field Devices	30 days
351	Test SCADA HMIs	30 days
352	Test Web Interfaces	30 days
353	Test Alarming/Call Out	30 days
354	Test Polling Interface	30 days
355	Other tests	30 days
356	System Performance	7 days
357	Test Cycle Reporting	38 days
358	**User Acceptance Testing (UAT)/(Site Acceptance Test)**	**30 days**
359	**Test Plan**	**11 days**
360	Define Test Scope	5 days
361	Develop Testing/Scenario Scripts	5 days
362	Set up Test Management tool	5 days
363	Sign off on Test Plan	1 day
364	Test Environment Prep	2 days
365	**Test Execution**	**13 days**
366	Data Selection	1 day
367	**Test Execution**	**13 days**
368	System SCADA Functions	10 days
369	Other tests	10 days
370	Test Cycle Reporting	10 days
371	User Acceptance Sign off	0 days
372	**Defect Management**	**69 days**
373	Log Defects	60 days
374	Assign defects to appropriate party	60 days
375	Test Defect fix	30 days
376	Defect reporting	60 days
377	Document open issues and workarounds	65 days

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LU IT-Day N Planning Template-Engineering and Operations

ID	Task Name	Duration
378	**Implement**	**87 days**
379	**Training**	**35 days**
380	Develop Training	20 days
381	Deliver Training	10 days
382	**Business Readiness**	**50 days**
383	**Cutover**	**73 days**
384	Develop cutover activity list	51 days
385	Execute cutover activity	2 days
386	**Production preparation**	**48 days**
387	IT acquire and configure server	0 days
388	Build production system	1 day
389	Establish connectivity to polling server to RTU's	1 day
390	**Production Verify**	**1 day**
391	Smoke test	1 day
392	**Post Go Live Support**	**49 days**
393	Define post go live support resources	1 day
394	Deploy post go Live support resources	17 days

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IT Planning Template – ERP, Work order& Dispatch

LU IT-Day N Planning Template-ERP, Work Orders and Dispatch

ID	Task Name	Duration
1	**ERP, Work Orders and Dispatch - HIGHLY CONFIDENTIAL**	**207 days**
2	**Planning & Scoping Phase**	**26 days**
3	**Planning & Scoping Meetings**	**24 days**
4	IT Planning Meetings	6 days
5	Legacy System Mapping	3 days
6	Planning	1 day
7	Data Conversion Planning	5 days
8	Financial Planning	3 days
9	Operations Planning	4 days
10	Charter Preparation	2 days
11	**Sign Off**	**1 day**
12	Project Charter	1 day
13	**Design & Configuration Phase**	**86 days**
14	**Technology**	**6 days**
15	SQL & Application Installation	3 days
16	Documentation	2 days
17	**Design & Configuration**	**86 days**
18	Financials & Distribution	5 days
19	Job Cost	10 days
20	Service Management	10 days
21	Equipment Management	10 days
22	WorkPlace Requisition Management	10 days
23	Review	5 days
24	Data Conversion	15 days
25	**Sign Off**	**0 days**
26	Design & Configuration Phase Sign Off	0 days
27	**Training & Testing Phase**	**118 days**
28	**Training**	**76 days**
29	Overview & Security	4 days
30	Job Cost Cards	5 days
31	Receivables Management	4 days
32	Payables Management	4 days
33	General Ledger	4 days
34	Bank Reconciliation	4 days
35	Sales Order Processing	4 days
36	Inventory	4 days
37	WorkPlace Requisition Management	4 days
38	Purchase Order Processing	4 days
39	TimeTrack	4 days
40	Job Cost & FAAC	5 days
41	Fixed Assets	5 days
42	Service Management	5 days
43	Equipment Management	5 days
44	MobileTEC	5 days
45	Data Conversion Testing	5 days
46	**Testing**	**41 days**
47	Test Planning	5 days
48	Testing (Liberty Utilities Team)	41 days
49	Testing Support	10 days
50	**Sign Off**	**0 days**
51	Training & Testing Phase Sign Off	0 days
52	**Deployment**	**32 days**
53	**Deployment Readiness**	**16 days**
54	Go-Live Planning	5 days
55	Data Conversion "Pick Up"	5 days
56	Deployment Readiness Support	5 days
57	**Go-live Support**	**10 days**
58	Onsite Support	10 days
59	Project Management (project wide)	20 days

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APPENDIX - B

Test Control Sheet

Test	Test Series / Type	Assigned To	Iteration	Status	Tester	Completed Date	Pass / Fail	Fail Severity	Issue	Details/config change	Detail Test Documents Link	Script Modified During testing
	General Ledger	Blank										
1	Create General ledger Accounts (Cards) Posting Accounts	Jennifer A	1	Not Started					For corporate only			
2	Create General Ledger Batch: Setup single use Setup recurring use Process Transactions: Enter standard journal entries Enter reversing journal entries Enter correcting journal entries Copy a journal entry Print batch edit report and validate posting entries Post batch(s) Verify postings using inquiries	Linda, Paul, Joe	5	Completed	Linda, Paul, Joe, Jim	2/27/2012, 3/9/2012	Pass		Failed Feb 27, Nolan IC module incorrectly generating IC transactions. Steve A deleted template and reimported. Tested Mar 9, IC module is correctly working			
3	Create a Quick Journal Template ID Print edit report and validate posting entries Process the Quick Journal	Linda, Paul, Joe Linda, Paul, Joe	2 2	Completed	Joe, Jim, Linda Joe, Jim, Linda	27/02/2012 27/02/2012	Pass Pass					
4	Create a SmartList	Linda, Paul, Joe	5	Completed	Joe, Jim, Paul	27/02/2012	Pass					
5	Export & Import Budgets • Multiple Fiscal Years • Departmental Budgets	Linda, Paul, Joe	1	Completed	Paul	27/02/2012	Pass					
6	Enter Budget Transactions	Linda, Paul, Joe	5	Not Started					For corporate only			
	Payables	Blank										
7	Create new vendors (Cards)	Rich F	5	Completed	Rich/Phyllis	02/03/2012	Pass					
8	Assign vendors to a class	Rich F	All	Completed	Rich/Phyllis	05/03/2012	Pass					
9	Create Payables Batch: • Setup single use • Enter Invoices • Enter Credit notes • Update GL distribution • Verify or assign payment terms • Fixed Assets Print batch edit report Post Batch	Paul, Joe, Linda	15	Completed	Joe	29/02/2012	Pass					
10	Create Payables Batch: • Setup single use • Enter Invoices • Enter Credit notes • Update GL distribution • Verify or assign payment terms Assign to Jobs Print batch edit report Post Batch	Paul, Joe, Linda	5	Completed	Paul, Joe, Jim	07/03/2012	Pass					
11	Print Historical Aged Trial Balance report >Payables>Reports>Trial Balance Review and verify reconciliation to GL >Financial>Routines>Reconcile To GL For a specific vendor For a specific date	Paul, Joe, Linda	3	Completed	Paul, Joe, Jim	29/02/2012	Pass		Reconciliation did not balance, due to setup of GL acct. Should not be setup as allow GL entry.			

12	Cheque Printing / Processing: Create Cheques Batch (Select what to pay) >Purchasing>Select Cheques Cheque selection based on terms Cheque selection based on range of vendors Print Cheques - All Chequebooks Verify cheque layout and alignment for cheques on actual printer to be used Reprint Cheques - All Chequebooks Post Cheques Batch	Paul, Joe, Linda	4	Completed	Joe	09/03/2012	Pass					
13	Void Transactions: • For an Open Transactions >Payables>Void Open Payables Txn> • For an Historical Transactions >Payables>Void Open Payables Txn> • Validate GL distribution	Paul, Joe, Linda	5	Completed	Paul	3/812	Pass					
14	Test Transactions Inquiry by Vendor after each batch posted.	Paul, Joe, Linda	All	Completed	Paul	09/03/2012	Fail	L	1099 Details does not show in 1099			
15	Print Payables Historical Aged Trial Balance after all batches are posted. Reconcile with AP Control Account	Paul, Joe, Linda	3	Completed	Paul, Joe, Jim	29/02/2012	Pass		same as script #11			
	Receivables	Blank										
16	Create new customers	Paul, Joe, Linda	5	Not Started					For corporate only			
17	Assign customers to active class	Paul, Joe, Linda, Rich F	All	Not Started					For corporate only			
18	Process Cash Receipts: Create a batch Apply Enter cash receipts Update GL distribution Print batch edit report and verify postings Post batch	Paul, Joe, Linda	10	Completed	Joe	09/03/2012	Pass					
19	Print Historical Aged Trial Balance report Review and verify reconciliation to GL	Paul, Joe, Linda	3	Completed	Joe	09/03/2012	Pass					
20	Voiding Cash Receipts Verify GL distribution	Paul, Joe, Linda	5	Completed	Joe	09/03/2012	Pass					
21	Create a SmartList	Paul, Joe, Linda	3	Completed	Joe	09/03/2012	Pass					
	Sales order processing (Misc Billing)	Blank										
22	Create Sales Batch (for Misc Billing): Setup single use Enter Item line information Verify tax calculations Update GL distribution Verify or assign payment terms Print batch edit report Post batch	Paul, Joe, Linda	5	Completed	Paul, Joe, Jim	2/29/12, 3/9/12	Pass					
23	Print invoices and verify layout	Paul, Joe, Linda	All	Completed	Paul, Joe, Jim	2/29/12, 3/9/12	Pass					
24	Create a SmartList	Paul, Joe, Linda	3	Completed	Joe	09/03/2012	Pass					
		Blank										
25	Create SOP Quote Assign to batch Assign each document line items to a Job & cost code	Chris B, Rich M Chris B, Rich M	6 6	Completed	Rich, Chris	3/6/2012, 3/8/12	Pass					
26	Transfer to an order Assign to batch Assign each document line items to a Job & cost code If Engineering changes date MUST update SOP Order	Chris B, Rich M	6	Completed	Rich, Chris	06/03/2012	Pass					

27	For back orders create Purchase Orders (SOP to POP)	Rich F	6	Completed	Rich	06/03/2012	Pass					
28a	Transfer Order to Invoice (post to Job)	Rich F	6	Completed	Rich	07/03/2012	Pass					
28b	Print pick ticket	Rich F	6									
	Allocate order	Rich F	6									
	Print batch edit report and verify postings											
	Post Invoice batch	Rich F	6									
	Validate inventory depletion	Rich F	All									
	Validate posted job cost transaction	Chris B, Rich M	All									
	Sales order processing	Blank										
29a	Create Sales Batch (for Over the Counter Inventory):	Rich F	6						To verify with Rich			
	Invoice (Type)											
	Issues (+)											
	Receipts (-)											
29b	Print batch edit report and verify postings	Rich F	All									
	Post Invoice batch	Rich F	All									
	Validate inventory depletion	Rich F	All									
	Validate posted job cost transaction (If applicable)	Chris B, Rich M	All									
30	Create a SmartList	All	3	Not Started					Not on testing agenda?			
	purchase order processing (Inventory)	Blank										
31	Run Historical Stock Status report and reconcile to Inventory Control Account	Rich F	3						To verify with Rich			
	(Inventory → Reports → Activity → Historical Stock Status)											
	Before ANY inventory transactions are made.											
32	Enter Purchase Orders (try to use real examples)	Rich F	8 Gas	Completed	Rich	07/03/2012	Pass					
	• Standard		8 Electric									
	• Blanket											
	• PO Generator (Mins/Maxs)											
	Save/Commit											
	Assign to Jobs	Rich F	4 Gas, 4 Electric									
33	Print Purchase Orders and verify layout	Rich F	All	Completed	Rich	2/27/2012, 3/7/12	Pass					
34a,b	Create Purchasing Batches (Receiving Batch)	Rich F	5 each	Completed	Rich	07/03/2012	Fail	L	Steve A to add password protection			
	Enter Receiving Transactions	Rich F	All									
	Shipment Type											
	Partial and fully received											
	Print batch edit report	Rich F	All									
	Post batch	Rich F	All									
35	Run Historical Stock Status report and reconcile to Inventory Control Account	Rich F	3	Completed	Rich/Joe	29/02/2012	Pass		sames as #45			
	(Inventory → Reports → Activity → Historical Stock Status)											
	AFTER inventory transactions are made.											
36a,b	Enter Invoice Match Transactions	Paul, Joe	All						To verify with Paul			
	• Fully Invoiced								need scripts/backup			
	• Partially Invoiced											
37	Create Smartlists	Paul, Joe, Rich F	3 each						To verify with Paul			
	purchase order processing (Services)	Blank										
38	Enter Purchase Orders (try to use real examples)	Rich F	8 Gas	Completed	Rich	08/03/2012	Pass					
	• Standard		8 Electric									
	• Blanket											
	Save/Commit											
	Assign to Jobs	Rich F	4 Gas, 4 Electric									
39	Print Purchase Orders and verify layout	Rich F	All	Completed	Rich	08/03/2012	Pass					
40a,b	Create Purchasing Batches (Receiving Batch)	Rich F	5 each						To verify with Rich			
	Enter Receiving Transactions	Rich F	All									
	Shipment Type											
	Partial and fully received											
	Print batch edit report	Rich F	All									
	Post batch	Rich F	All									
41a,b	Enter Invoice Match Transactions	Paul, Joe	All						To verify with Paul			
	• Fully Invoiced								need scripts/backup			
	• Partially Invoiced											
42	Create Smartlists	Paul, Joe, Rich F	3 each						To verify with Paul			

	Inventory control	**Blank**										
43	Add Inventory Item Various Item Classes	Rich F	5	Completed	Rich	27/02/2012						
44	Create Inventory Batch Enter Inventory Transactions - Adjustment & Variances Positive & Negative Print Batch Edit Report Post Inventory Batches	Rich F Rich F Rich F Rich F	1 5 All All	Completed	Rich	29/02/2012						
45	Run Historical Stock Status report and reconcile to Inventory Control Account *(Inventory → Reports → Activity → Historical Stock Status)* POST Inventory Transactions	Rich F	3	Completed	Rich / Joe	29/02/2012						
46	Create Stock Count	Rich F	2	Completed	Rich	08/03/2012						
47	Enter Stock Counts	Rich F	2	Completed	Rich	08/03/2012						
48	Process Stock Counts	Paul, Joe	2	Completed	Rich	08/03/2012						
49	Create Smartlists	Rich F	3						To verify with Rich			
50	In-Transit Transfer via Truck • Ship Verify stock moved to Truck location	Rich F Rich F	5 All						To verify with Rich			
51	Enter Receiving • In-Transit Inventory (Type) Post batch Verify stock moved from Truck to new warehouse location	Rich F Rich F Rich F	All All All						To verify with Rich			
	Bank Rec	**Blank**										
52a,b	Enter Bank Transactions >Financial>Transactions>Bank Transactions Enter transactions *(increase adj., and decrease adj.* Void transactions >Financial>Transactions>Bank Transactions	Joe	10						Not Applicable, to be done via Financial-transactions-general			
53a, b	Enter Bank Deposit Transactions Enter/Edit cash receipt entries available for deposits Void	Joe	5						Not Applicable, to be done via Financial-transactions-general			
54	Tick a range of Cheques Enter a transaction to force a balance Confirm GL in balance with Bank Reconciliation								Not Applicable using Encore reconciler			
55	Reconcile Bank Statement Enter Adjustments - Service Charge & Interest	Joe	1	In Progress					To follow with Joe			
56	Search Bank Reconciliation Inquiry Screens Cheque register Chequebook balance	Joe	3	In Progress					To follow with Joe			
57	Create Banking Smartlists	Joe	3	In Progress					To follow with Joe			
	Fixed Assets	**Blank**										
58	Payables Management Interface Enter asset in payables (test 9) Ensure the distribution line matches an account in the Fixed Asset Purchasing Post Accounts setup window Add asset Add to the book	Geraldine	3						To verify with Geraldine, need backup			
59	Retire an asset	Geraldine	3	Not Started								
60	Use the Asset Inquiry - General window to view information about an asset	Geraldine	5	Completed	Geraldine	29/02/2012	Pass					
61	View an Asset Inquire Purchase	Geraldine	3						To verify with Geraldine			
62	Depreciate multiple assets	Geraldine	All	Completed	Geraldine	29/02/2012	Pass					
63	Use the Fixed Assets General Ledger Posting window to specify the records to be included in a batch of journal entries and then transferred to the GL (Run	Geraldine	3						To verify with Geraldine			
64	Print and Post the Fixed Asset Batch in General Ledger batches	Geraldine	All	Completed	Geraldine	29/02/2012	Pass					
	Job cost	**Blank**										
65	Create Jobs: Manual Copy from Template All scenarios All divisions Add Cost Codes Add Estimates	Chris B, Rich M	10 Gas 10 Electric	Completed	Rich M, Chris	2/27/12, 3/7/12	Pass					
66	Enter Invoices Check/change the taxes Check/change the total invoice Add in a description Verify Invoice layout	Linda, Joe, Paul	5	Completed	Paul	29/02/2012	Pass					
67	Post Invoice Batch in GP Verify GL accounts Breakout revenue accounts if needed	Linda, Joe, Paul	All	Completed	Paul	29/02/2012	Pass					
68	Close Jobs (Ensure 5 are capital jobs)	Linda, Joe, Paul	10	Completed	Geraldine	09/03/2012	Pass					
69	Run the FAAC • Ensure Assets created = Job Totals • Add GIS # onto Asset Card	Geraldine	5	Completed	Geraldine	2/29/12, 3/9/12	Pass		Feb Faac did not work, Mar: Tested 3 jobs, 1 job worked, others did not due to 1) job was not capital, 2) major item had qty zero			
70	Run reports	All	5									
	Time track	**Blank**										
71	Time Card Entry Multiple Employees All Paycodes Enter Asset Time for all assets All transaction types	Linda, Joe, Paul	10 batches	Completed	Diane	2/29/12,3/7/2012	Pass					
72	Commit Time Card Confirm output report accuracy	Linda, Joe, Paul	All	Completed	Diane	2/29/12,3/7/2012	Pass					
73	WennSoft Payroll Posting Confirm GL Distribution Confirm cost allocation to Jobs WennSoft Financial Posting	Linda, Joe, Paul	All	Completed	Diane	2/29/12,3/7/2012	Fail	L	Security Access - could not print edit list batch, before posting the job - Steve A to fix			
74a, b	Reports & Inquires	Linda, Joe, Paul	3	Completed	Diane	2/29/12,3/7/2012	Pass					
	GL Integrations	**Blank**										
75	Integration Manager Import Customer Refunds Print detailed integration logs validating: Number of transactions imported Number of transactions that failed to import Control totals Payables Batch Print batch edit list Compare totals to NG System export (count and dollar) Batch Posting Post batch Confirm batch successfully posted Print GL batch posting journal	Steve Antolos Linda Linda	10 Uploads All All						To confirm with Steve A			
76	Reports & Inquires Print detailed trial balance for accounts effected by the integration Produce SmartLists for verification	Linda	All									
77a, b	Import - Job Creation • Verify accuracy of cost codes • Verify accuracy of estimates	Chris B, Rich M, Joe, Paul	All									
78	SOP Bill of Materials from Imported Job • Verify accuracy	Chris B, Rich M, Joe, Paul	All									

APPENDIX - C

Test Script Sample

Liberty Utilities
GP2010 Installation
Test Plan

Sample Test Script

Area: Job Cost
Assertion(s): Functionality
Test Ref # 65

Purpose: To test the creation of Jobs
Test plan approved by:
Test Performed by: CPBroullard
Assigned GP Role: JT
Test Performed date: 10/8/12
Test Iterations: 10

Test Inputs: Job creation of 20 Jobs, 10 Gas and 10 Electric, minimum of 5 Capital for both Gas & Electric

Test Procedure & expected result.

1 Log in as user that does have the ability to see WennSoft Job Cost Cards
2 Enter Job Template
3 Copy to new Job Number with company p efix
4 Enter Job Description
5 Enter Project Number
6 Enter Division
7 Select Customer ID & Location
8 Enter Additional Job Information in Extender window
9 Verify Cost Codes are complete, make any changes
10 Enter Estimate on Cost Codes

Pass / Fail

Test Iteration	1	2	3	4	5	6	7	8	9	10	Pass / Fail	Issue	Expected result
1	✓												
2				✓	✓	✓		✓	✓	✓			
3	✓				✓	✓		✓	✓	✓			
4		✓		✓	✓	✓		✓	✓	✓			
5	✓	✓			✓	✓		✓	✓	✓			
6	✓	✓			✓				✓				
7	✓	✓		✓					✓	✓			
8	✓		✓		✓				✓	✓			
9	✓	✓	✓	✓	✓		✓		✓	✓			
10		✓			✓		✓			✓			

① Lack of Expense Cost Codes
② Lack of Water Heater Cost Codes

Test Tracking
Overall Test Conclusion

Test Iteration	1	2	3	4	5	6	7	8	9	10	Pass / Fail	Issue	Expected result
Reviewed by:													
Date:	3/8/12	✓	✓				✓						
		✓	✓	✓			✓						
Approved by:			✓	✓			✓						
Date:			✓	✓		✓	✓	✓		✓			
			✓		✓	✓	✓	✓					
		✓		✓		✓	✓	✓					
						✓		✓			F	① ②	

APPENDIX - D

Project Change Request Form

Project Change Request Form

Project Name: *<Project Name>*
Project Manager: *<Name>*
Change Requested by: *<Name, Title>*
Contact Information: *<Email address, telephone #>*
Change Request date: *<MM/DD/YYYY>*

Change Request Details and Change Impact:

Description of Change:

Reason for Change/Justification: *<State why this change must be made>*

Requested Implementation Date: *<MM/DD/YYYY>* Critical Change? Y ☐ N ☐

Scope Impact:
Expand ☐ Reduce ☐ Clarify ☐ None ☐

Comments: *<Will the change increase or decrease the scope/work of the project as defined in the Project Charter? Which project deliverable is impacted by the change and how?*

Schedule Impact:
Lengthen ☐ Shorten ☐ None ☐
Comments: *<Is there enough lead-time to incorporate this change? How will it affect the current schedule?>*

Resources Impact:
Increase ☐ Decrease ☐ None ☐
Comments: *<Will additional resources need to be added to the project to implement this change? What type of resources, i.e./ Technical IT, Financial (accountants), SME's, other? How many?>*

Budget:
Increase ☐ Decrease ☐ None ☐
Comments: *<Will the change adversely or positively impact the CAPEX allocated for this project and subsequent operating costs?*

Approver Information:

Approver Name:	*<Name>*
Role	*<Role>*
Approver Name	*<Name>*
Role	<Role>
Approver Name	*<Name>*
Role	<Role>
Deliverable Name	<Item affected by change>
Recommended Action	Approve ☐ Reject ☐
Approver Comments	*<Comments>*
Change Request #	

Approver Signature:_____ Date:_____

Approver Signature:_____ Date:_____

Approver Signature:_____ Date:_____

Project Manager Information:

<Name>

Signature:_____ Date:_____

APPENDIX - E

Governance Report

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Liberty Utilities

Granite State and Energy North Governance Update

For the Week of March 5 to March 9, 2012

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Overall Project Update – Functional Area

Project	Overall Update	Status
Customer Service	Project is tracking to success	
Energy Procurement	Project is tracking to success	
EHS&S	Project is tracking to success	
Finance	Project is tracking to success	
Human Resources	The issue regarding benefits has been resolved, but still work to be done – TSA is in place for Day 1	
Information Technology (National Grid)	Project is tracking to success – no major obstacles at this time	
Information Technology (Liberty Energy)	Project is tracking to success	
Operations	Project is tracking to success	
Regulatory	Project is tracking to success	

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Great Plains Application Project Update

Project	Overall Update	Status
Dynamics Great Plains	Project is tracking to success	

Project Update

- All forms completed and approved
- Perform end user unit testing (Mar 7,8,9) for Electric (Finance, Operations, Procurement, IT)
- Created data upload plan (round 4)
- Continue to develop the automation of overhead allocations (administration, transportation and stores) to capital jobs

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Information Technology Project Update (National Grid)

- ***National Grid***
  - Concluded the processing of application access feedback from Liberty business staff and National Grid business owners. All feedback was consolidated and will be sent out to transferring employees and business owners next week. A formal process to capture any requests prior to Day-1 close has been put in place.
  - Held a Network & Telecommunications meeting with Liberty to review current activities and to recast Liberty Network staging and cutover dates.
  - Held a TSA review meeting between National Grid and Liberty IS teams. Primary and secondary contacts were confirmed. Language for support of the GAS SCADA systems will be added to the IS TSA and sent to Legal.
  - Held internal National Grid IT meeting with named leads for the TSAs. Ownership of services and process for charging of services were discussed and confirmed. Leads are to fill out template provided and return to the project team within a week.
  - Provided a detailed status update to the National Grid IS Leadership Team.
  - Awaiting feedback from Customer Accounting on designs and samples in support of the recent set of requirements.
  - Held National Grid Payroll discussion as it relates to the National Grid General Ledger.
  - Participated in Telvent Kickoff Meeting.
  - Participated in series of pre-meetings for upcoming Customer Workshop.
  - Drafted High Level Financial Processes Transition Flows and have begun to share with National Grid business for feedback.
  - Agreed to specifics for next test of Financial Data Extracts.
  - Met with WIPro Integration Services team on secure file transfers and adjusted their scope to reduce costs. Project team will handle all one-time transfers, WIPro Integration Services team will implement solutions for all on-going transfers.

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Information Technology Project Update (Liberty Utilities)

- ***Liberty Utilities***
  - Meeting with National Grid IT , updated project status , review remaining tasks prior to close
  - Discussion on National Grid to Liberty Utilities data transfers for SharePoint, files, and email
  - Telvent Meeting for project kick off
  - Liberty SharePoint server , IMS Server , In configuration stage
  - Meetings with Copier/printer vendors for New Hampshire offices
  - Adjusted Day N dates for network transition , May 7 to June 23 cutovers

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Status Updates by Functional Area

- ***Energy Procurement***
  - Attended the Supplier/Broker Training conference call with Hicksville for Granite State
  - Gastar contract finalization work
  - Follow-up with National Grid on new meter agreement
  - Attended Cogsdale training seminar to see interface issues with billing and customer choice programs
  - GSE access to RFP issue resolved, we are not allowed to see it this round but will be involved in the next RFP round
  - Procurement team will be involved in Telvent scoping sessions slated to start 3rd week of March in MDS (Pulse replacement), gas control

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Status Updates by Functional Area

- ***Regulatory***
  - JOINT Master Regulatory Requirements Workbook ("MRRW") r.3 completed 3/9 (to include TSA's)
    - Kit rollout scheduled for 3/19th National Grid and Liberty Utility Business Leads
      - MRRW
      - Instructions to Business Unit Leads
    - Sign-Off from both National Grid and Liberty Utilities Functional Leads as to accuracy roles/responsibilities/ contact/ regulatory information, etc.
  - Centralized Repository:
    - Centralized Repository for Compliance Filing Management System: Tom Birmingham, following up with Celia Obrien, for electronic copies of all required reports, to be "dropped" into above folders.
  - Staffing:
    - Interview and Selection of Compliance Administrator Position - Awaiting Offer and Acceptance

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Status Updates by Functional Area

- ***Finance***
  - Completed second week of testing with BDO and Liberty.
  - Meeting on accounting for DSM activities with Eric Stanley and National Grid 'sBrian Pelletier
  - Meeting with National Grid on cash settlement of CSS, CRiS and Daily cash. This is not resolved. Another meeting is scheduled for next week
  - Investigated the possibility of using hand held devices for entering time. We are still looking for an efficient way to handle union time sheets.
  - Met with National Grid regarding data downloads/data refresh and verification of totals. Responsibility is moving from BDO to Liberty Canada.
  - Discussed pre-capitalization of transformers and the process pit falls. Liberty East will pre-capitalize transformers.
  - Provided list of burdens requirements to Jennifer Agris for discussion

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Status Updates by Functional Area

- ***Procurement***
  - TSA Review sessions were held with the National Grid Fleet and Procurement areas. Fleet needs post Day One are expected to be minor, TSA will be in effect for potential repairs to vehicles with specialized equipment. It is not expected for the TSA to go beyond October 1 2012. Expectations for Procurement TSA were discussed. For sourcing events in progress, national Grid will see those through, for any new sourcing events, Liberty will assume responsibility of them.
  - 3rd Party Contracts : I spoke with Shannon Coleman on some third party contracts for review. Legal seems to be in a better position in reviewing these as a resource has come aboard to help.
  - Gas Leak Survey bids received for NH. National Grid procurement is evaluating and making a recommendation for the NH area.
  - Electrical materials bid- Meeting held last week on Electrical supplies bid. This will be put out this week to potential suppliers.
  - Inventory process post Day One was discussed with NH Gas Construction team on March 2. Proposal for process to be built this next week.
  - Issues:
    - Property records indicate $871,000 balance of Gas Meters in National Grid's Massachusetts Wilmington location. This number is very high- we estimate approximately $50-$75K balance of meters physically at Wilmington.
    - Third Party Contracts are still being obtained and reviewed.

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Status Update by Functional Area

- ***Customer Service***
  - Website feedback from Customer Care NH has been provided to Pilot PMR.
  - Collections awaiting Day 1 confirmation so the O/B call vendor can record and test collections scripts (2 weeks needed). Minor revisions made to the existing scripts. Copies are available upon request.
  - Customer Care NH staff participated in the first of three weeks of Cogsdale overview and business process review sessions in Oakville with representatives from Cogsdale and ATMOS.
  - Participated in an overview meeting for the GasStar system. More information is needed on how GasStar will integrate or be impacted by Cogsdale and other Liberty systems.
  - TSA review meeting scheduled week of 3/12.
- ***Meter (Load) Data Services:***
  - LDS Group contributed to the development of the site agreement, part of the interconnection agreement with Legal, Energy Procurement and National Grid
  - Kelly Goodwin observed National Grid MDS personnel performing daily functions in Syracuse W/E 02/25
    - Electric Interval Operation
    - Electric Non-Interval Operations
  - Held a meeting with National Grid gas operations people to review the Gas meter to Cash process flow from an MDS perspective W/E 02/25
  - Continue to document National Grid MDS electric and National Grid Gas Operations process flows
  - Kelly Goodwin participating in Cogsdale sessions representing metering and meter data services

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Status Update by Functional Area

- ***Marketing and Communications:***
  - Day 1 Communications plans are in place. There will be some revisions to the documents pending final resolution of brand messaging changes by Pilot PMR and sign off by Liberty.
  - Day 1 Change Management Team meetings continue. Due dates for specific items will be adjusted pending updates to the NHPUC approval process.
- ***Sales and Marketing:***
  - Developing standard gas sales activity and lead tracking reports to leverage going forward.
  - Business case submitted to support recruiting for Sales Manager position
  - TSA review meeting completed
- ***Energy Efficiency Programs:***
  - Submitted 2012 gas program budget proposal revisions to the NH PUC.
  - Finalized C&I gas large customer event schedule (dates - 4/2 & 4/5); distributing invitations to customers.
  - Resolving InDemand program issues (program savings calculations, missing program apps for properly allocating activities).
  - Continued with EE analyst interviews and phone screening
  - On-going C&I gas marketing activities - 60+ new project leads created over past two weeks.
  - TSA review meeting completed
  - NH Staff participated in the NH Home Show in Manchester, NH from March 2-4, to showcase our EE programs.

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Status Updates by Functional Area

- ***Environment, Health, Safety and Security (EHSS)***
  - **Environmental**
    - Attended prep meeting for Liberty Hill SIR site. Meeting with state in Concord March 12th;
    - Attended NH State NHDES refresher training.
  - **Health and Safety**
    - No new updates this week
  - **Security/Facilities**
    - Toured Salem, Nashua and Manchester facilities with C-Cure vendor, C-Cure 9000 a possible AMAG replacement;
    - Conference call held with project managers for temporary site and for building renovations;
    - Lease for temporary space is agreed to by Landlord and Liberty and should be signed shortly;
    - Furniture is being ordered for temporary space

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Status Updates by Functional Area

- ***Human Resources***
  - **Staffing**
    - Filled 1 gas and electric controller position in Operations department. Candidate to begin work 3/26/12. Extended offers for gas/electric controller, load forecast analyst, and gas supply planner positions
  - **Benefits**
    - 401k make-up sessions completed. Employee elections to be returned by 3/16/12. Presented benefit plans to CEO. Met with USW and IBEW leadership to present benefit plans. All issues resolved with USW. Follow-up meeting with IBEW scheduled for next week; preparing material for Open Enrolment meetings to be scheduled week of 3/19.
  - **Pension**
    - No new updates this week
  - **Payroll**
    - Reached agreement with USW to change payroll pay date from Thursday to Friday. Pending final meeting with IBEW, anticipate agreement with this change as well.
  - **Training**
    - Annual Expert Training (AET) for NH employees scheduled and in progress in Millbury, MA. Received training records from Learning & Development for all NH employees; currently being reviewed by Technical Trainers.

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Status Updates by Functional Area

- ***Operations***
  - Meter Shop (Electric)
    - No further tasks required for day 1 – team is ready
  - Substation Maintenance
    - No further tasks required for day 1 – team is ready
  - Vegetation Management
    - No further tasks required for day 1 – team is ready
  - Damage Prevention (Electric)
    - No further tasks required for day 1 – team is ready
  - Compliance, Quality & Emergency Planning
    - No further tasks required for Compliance for day 1 – team is ready
    - No further tasks required for Quality for day 1 – team is ready
    - No further tasks required for Emergency Planning for day 1 – team is ready
  - IR Testing
    - No further tasks required for day 1 – team is ready
  - Rubber Goods Testing
    - No further tasks required for day 1 – team is ready

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Liberty Utilities

Status Updates by Functional Area

- ***Operations (con't)***
  - Engineering
    - User Acceptance testing for electrical material, work processing, and financial processing was completed on 3/7, 8, 9.
  - Gas & Electric Control and Dispatch
    - No further tasks required for day 1 – team is ready
  - Damage Prevention (Gas)
    - No further tasks required for day 1 – team is ready
  - Meter Shop (Gas)
    - No further tasks required for day 1 – team is ready

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Liberty Utilities

Issue and Risks

- ***Energy Procurement*** – Meter Data Services
  - Demarcation lines are being addressed – where does Liberty Utilities start to own and where does NEP ownership end
- ***Energy Procurement*** – New meter domain
  - Design creates un-metered load value which may result in significant incremental costs to GSECo once the new meter domain is implemented
  - Update - Reached basic agreement with NEP, that NEP will continue as Host meter participant. National Grid legal is working on metering agreement which should be completed by mid-March.

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APPENDIX - F

Application Inventory

NG Application Domain	Liberty Day 2-N Project Plan	Liberty Day 2-N Implementation	Application Name	Also Known As (AKA)	Description
Shared Services	Day 1	Accounts Payable	ACIS	Automated Contractor Invoicing System	Automated invoicing for Alliance Contractors based on tracking of completed contractor units (negotiated units of work)
Shared Services	Day 1	Accounts Payable	Apimg	Document Imaging / Microfilm	AP Invoices are sent to Records Center, where they are scanned and an image file (.TIF) created. A monthly Oracle extract is used to create metadata, which is imported into the Oracle database that supports the application. The invoice image is linked to the metadata. An MS-ACCESS application was built internally to act as the 'Front-End' for accessing the data and providing a means to open the linked image file.
Shared Services	Day 1	Accounts Payable	Oracle Financials - Accounts Payable	Oracle Supply Chain	Oracle Financials Accounts Payable module.
Shared Services	Day 1	Accounts Payable	Oracle Financials - Order Management	Oracle Supply Chain	Oracle Financials Order Management module.
Shared Services	Day 1	Accounts Payable	Peoplesoft - Accounts Payable		Accounts Payable, Expense Reporting and Procurement Card - included in Peoplesoft Financials Supply Chain 8.4
Shared Services	Day 1	Accounts Payable	Peoplesoft - Order Management		Order Management used to support the investment recovery process
Shared Services	Day 1	Accounts Payable	Peoplesoft - Purchasing		Purchasing, eProcurement - these are included in Peoplesoft Financials Supply Chain 8.9
Shared Services	Day 1	Accounts Payable	XignAccess		
Shared Services	Day 1	Accounts Payable	Xign-Einvoice	XigneInvoicing Solution	This is an Order-to-Pay solution externally-hosted by JPMorgan/Xign that provides automation of order delivery, invoice processing and payment through ACH by integrating with existing Oracle ERP system. 3-way match will occur.
Shared Services	Day 1	Environmental, Health & Safety	Dolphin	Dolphin MSDS	Material Safety Data Sheets (MSDS) Hotline/Online. OSHA requires manufacturers of hazardous chemical products to provide safety and health information on their products through the use of Material Safety Data Sheets.
Shared Services	Day 1	Finance	Oracle		

Shared Services	Day 1	Finance	Oracle Financials - G/L	Oracle Financial System Software-GL	Oracle Financials modules for include: General Ledger,
Shared Services	Day 1	Finance	Oracle Financials - Projects	Oracle Financial System Software	Oracle Financials modules which include: Projects
Shared Services	Day 1	Finance	Oracle Financials Access Request	Oracle Request for Access	Oracle Request for Access
Shared Services	Day 1	Finance	Oracle Financials Application Suite	Oracle Financials and Supply Chain	ERP Supply Chain and Financials packaged solution.
Shared Services	Day 1	Finance	Peoplesoft - Accounts Receivable/Billing		Peoplesoft Financials is a term uses to encompass all financial-related components (sub-systems) of the Peoplesoft application, including general ledger, PS Budgeting, accounts receivable, etc.
Shared Services	Day 1	Finance	Peoplesoft - Budgeting		Peoplesoft Financials is a term uses to encompass all financial-related components (sub-systems) of the Peoplesoft application, including general ledger, PS Budgeting, accounts receivable, etc.
Shared Services	Day 1	Finance	Peoplesoft - General Ledger	PeopleSoft GL	Peoplesoft Financials is a term uses to encompass all financial-related components (sub-systems) of the Peoplesoft application, including general ledger, PS Budgeting, accounts receivable, etc.
Shared Services	Day 1	Finance	Peoplesoft Application Suite		Application suite for PeopleSoft ERP package.
Shared Services	Day 1	Finance	Pillar	Pillar Corporate Direct Budget Input System	Corporate direct budget input system
Shared Services	Day 1	Finance	Power Plant - Fixed Assets - Asset Management	PowerPlant - Fixed Assets	PowerPlant fixed assets system - Asset Management module
Shared Services	Day 1	Finance	Power Plant - Fixed Assets - Cost Repository	PowerPlant - Fixed Assets	PowerPlant fixed assets system - Cost Repository module
Shared Services	Day 1	Finance	Power Plant - Fixed Assets - Project Management	PowerPlant - Fixed Assets	PowerPlant fixed assets system - Project Management module

Shared Services	Day 1	Finance	Power Tax	PowerPlant - Power Tax	PowerTax cases were implemented in production on 9/2009. Power plant system used to calculate various costs in the tax returns. Walks through assets , and closed work orders
Shared Services	Day 1	Finance	Powerplant - Plant Accounting		Plant Accounting uses PowerPlant to manage project cost accounting and the financial life cycle of all NG USA's assets. There is a key interface between PowerPlant and Storms, where PowerPlant provides new Work Order numbers.
Shared Services	Day 1	Finance	Powerplant - Powertax		Tax depreciation and deferred tax system for the utility industry. Deferred taxes are maintained for deferral accounting and FAS109 liability accounting. PowerTax processes tax depreciation, book tax basis reconciliation, and deferred income taxes.
Shared Services	Day 1	Finance	Powerplant - Property Tax		Used to calculate Real Estate property tax and verify incoming real estate tax bills. Will also replace PTARS to support NY's Property Tax Challenge program.
Shared Services	Day 1	Finance	Powerplant Application Suite		It is a financial system and used for Accounting & Tax Calculations. Capital Asset Tracking system.
Shared Services	Day 1	Finance	Powerplant-Ks	PowerPlant - Fixed Assets	KSE instance of Powerplant application Suite
Shared Services	Day 1	Finance	Powerplant-Ng		The legacy NG-US instance of Powerplant application suite
Shared Services	Day 1	Finance	PowerTax		part of the powerplant suite , additional module for federal tax returns -
Shared Services	Day 1	Finance	Property Tax	PowerPlant Property Tax	Provides functionality to manage KSE property tax renditions, allocations and bills.
Shared Services	Day 1	Finance	STS	STS Corporate	Sales and use tax determination system
Shared Services	Day 1	Finance	Vertex Sale Tax Q Series		This software is used in conjunction with PeopleSoft Misc Billing application to calculate sales tax on the invoices we produce.
Shared Services	Day 1	HR & Payroll	Annual Salary And Bonus Review	GPCS	Supports the annual salary and bonus review process by providing managers with facility to enter performance ratings, salary and bonus recommendations as part of the annual

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					review.
Shared Services	Day 1	HR & Payroll	Benefits Admin [KeySpan]	PeopleSoft - Benefits Admin	PeopleSoft Package for Benefits
Shared Services	Day 1	HR & Payroll	Benefits Admin [NGUS]	PeopleSoft - Benefits Admin	PeopleSoft Package for Benefits
Shared Services	Day 1	HR & Payroll	BONY / Retiree Payment	BONY/Retiree Payroll	Bank of NY is an external vendor responsible for retiree payroll pension for legacy Keyspan. System of record for the most up-to-date retiree info, such as addresses (home and mailing), payout data and deduction info. Receives information from Watson Wyatt (Pension Administrator) and Keyspan PS HR. Has multiple Interfaces with Keyspan PeopleSoft HR system.
Shared Services	Day 1	HR & Payroll	Candidate Gateway [KeySpan]	PeopleSoft - eRecruiting	PeopleSoft Package Candidate Gateway
Shared Services	Day 1	HR & Payroll	Criterion		Affirmative Action Plan - Employee level data is sent to this application via an interface from PS so I'm not sure that it needs to be included in the business criticality assessment. Ensuring that the interface from PS accommodates any changes or new data would need to be estimated with all other PS interfaces if the application is used in the new company.
Shared Services	Day 1	HR & Payroll	Erecruiting	PeopleSoft - eRecruiting	PeopleSoft Package eRecruiting
Shared Services	Day 1	HR & Payroll	Hr Admin [KeySpan]	PeopleSoft - HR Admin	PeopleSoft Package HR Admin
Shared Services	Day 1	HR & Payroll	Hr Admin [NGUS]	PeopleSoft - HR Admin	PeopleSoft Package HR Admin
Shared Services	Day 1	HR & Payroll	HR1FORM	Manage resourcing	This is an internal application for National Grid

Shared Services	Day 1	HR & Payroll	Manager Selfservice	PeopleSoft - Manager SelfService	PeopleSoft Package Manager SelfService
Shared Services	Day 1	HR & Payroll	Mercer Benefit Administration	Mercer Benefit Administration	Externally hosted system provided by Mercer. Responsible for Administration of medical, dental, FSA, legal, and other flexible benefits, including 3rd party vendors interfaces. Self-service tools provides employee with ability to enroll / change enrollment during enrollment period. Has interfaces to and from both PeopleSoft HR systems (eligibility data to Mercer, payroll deductions from Mercer). Interfaces are supported by DhalbirDhaliwal group.
Shared Services	Day 1	HR & Payroll	Payroll [KeySpan]	PeopleSoft - Payroll	PeopleSoft Package Payroll
Shared Services	Day 1	HR & Payroll	Payroll [NGUS]	PeopleSoft - Payroll	PeopleSoft Package Payroll
Shared Services	Day 1	HR & Payroll	Peoplesoft	PeopleSoft HR	Core HR system used for Ex Keyspan staff. Application that performs payroll processing; training Module tracks Safety&Tech courses required by specific job codes as well as tracks courses taken and courses required; HR/Benefits Admin , Payroll and Employee self-service; eProfile, eBenefits, ePayroll, eRecruit and eDevelopment.
Shared Services	Day 1	HR & Payroll	PeoplesoftHr Ng		Core HR, Benefits, Payroll system used by Legacy National Grid US staff. Application that performs payroll processing. Training Module tracks Safety & Tech courses required by specific job codes as well as tracks courses taken and courses required.
Shared Services	Day 1	HR & Payroll	Performance 4 Growth	P4G	P4G supports the performance for growth process within National grid which enables all employees to record and manage their objectives and performance online.
Shared Services	Day 1	HR & Payroll	Planned Salaries	PeopleSoft - Planned Salaries	PeopleSoft Package Planned Salaries

Shared Services	Day 1	HR & Payroll	Plateau Learning Management System	Plateau LMS	Externally Hosted System, provided by Plateau Inc., provides Professional Development and Technical Development group with ability to administer training. Self-Service tool provides employees an ability to register for the sources, as well as gives an opportunity for managers of others to review their subordinates training progress. Used for eLearning content streaming within US. Has Interfaces from both US PeopleSoft HR systems (employee data and organizational hierarchy).
Shared Services	Day 1	HR & Payroll	Salary Planning	Global Performance and Compensation System (GPCS)	Application used during the annual salary planning process. Used to determine merits, promotions and bonus amounts for ICP& non ICP personnel. Compensation Statements are also generated from the system. This app interfaces with PeopleSoft HR/Payroll.
Shared Services	Day 1	HR & Payroll	Smarti	SmartTime	Rule based process that converts Time Entry into Pay Details based on employee information and union contract agreements. Currently system handles 22 union contracts along with management rules for 32 companies.
Shared Services	Day 1	HR & Payroll	T.Rowe Price / PenAdmin Support	Pension Administrator - T.Rowe Price	External Service provider responsible for NG US employees' Pension Administration. Interfaces with legacy NG US PeopleSoft HR system.
Shared Services	Day 1	HR & Payroll	Tes	Time Entry System	System used by employees to record their time. Time Entry interfaces with the PeopleSoft HR System to provide hours for payroll processing. Time for certain groups-STORMS and IT personnel-are provided to Time Entry via the STORMS and Planview interfaces.
Shared Services	Day 1	HR & Payroll	Training Admin [Keyspan]	PeopleSoft - Training Admin	PeopleSoft Package Training Admin
Shared Services	Day 1	HR & Payroll	Training Admin [NGUS]	PeopleSoft - Training Admin	PeopleSoft Package Training Admin
Shared Services	Day 1	HR & Payroll	Turningpoint 2008		Application used to conduct interactive classroom session, utilizing Audience Response System (ARS).

Shared Services	Day 1	HR & Payroll	Turningpoint Anywhere		Application used to conduct interactive classroom session, utilizing Audience Response System (ARS).
Shared Services	Day 1	HR & Payroll	Vactrack	Vacation Tracking system	Application utilized to record Employee Data, Daily Attendance, Payroll History, Reference Data Maintenance, Business Rules Update and Reporting
Shared Services	Day 1	HR & Payroll	Vanguard	401(K) Administration	External Service Provider responsible for 401(K) Administration. Self-service tools allow employees to change deduction percentage, fund allocations, as well as set up / update loans against 401(k) funds. Interfaces (inbound / outbound) with PeopleSoft HR systems. Inbound - demographic changes, eligibility, deduction info, compensation base. Outbound - deductions/loans changes.
Shared Services	Day 1	HR & Payroll	Variable Comp	PeopleSoft - Variable Comp	PeopleSoft Package Variable Comp
Shared Services	Day 1	HR & Payroll	Welder Qualifier	Welder Qualifier	Client Build / Owned Application to support mandated gas qualification program for Welding Qualification. L&D Contact - Allison Brems.
Shared Services	Day 1	Inventory	Mobile Materials Assistant	MMA	Used for replenishing crew barns as well as printing labels includes RF devices - integrated with PeoplesoftI.M. This is a People Soft System link
Shared Services	Day 1	Inventory	Msca	Mobile Supply Chain Application	Oracle Financials Mobile Supply Chain Application (MSCA) module. Allows for remote receiving of inventory to warehouse, similar to MMA but this is an actual Oracle product
Shared Services	Day 1	Inventory	Oracle Financials - Inventory	Oracle Supply Chain	Oracle Supply Chain Inventory module.
Shared Services	Day 1	Inventory	Peoplesoft - Epm		This is the ERP Data Whse that receives data from Peoplesoft, PowerPlant and Storms. Using Business Objects, the business can run various reports from this data warehouse.

Shared Services	Day 1	Inventory	Peoplesoft - Inventory Managemt		Peoplesoft Supply Chain is a term uses to encompass all supply-chain related components (sub-systems) of the Peoplesoft application, including inventory mgmt, purchasing, order mgmt, etc.
Shared Services	Day 1	Inventory	Sma	Stock Material Authorization	Stock Material Authorization for purchasing dept, General Store items moved to store rooms, requests come from field
Shared Services	Day 1	Procurement	Oracle Financials - Enporion	EnporioniProcurement	Provides ability to shop or punchout from Enporion marketplace outside of KeySpan's system via Oracle iProcurement (front-end) and to send approved orders to Vendors and receive acceptance of orders via Enporion marketplace.
Shared Services	Day 1	Procurement	Oracle Financials - Purchasing	Oracle Supply Chain	Oracle Financials Purchasing module.
Shared Services	Day 1	Procurement	Oracle Financials - Web Iprocurement	Oracle Supply Chain	Oracle Financials iProcurement module.
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Cascade		Asset Management & Maintenance Management system for Electric Substation, HVDC, Relay & Telecomm Assets
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Corrosion	Bass Trigon / PCS (Pipeline Compliance System)	Bass Trigon / PCS (Pipeline Compliance System) Database used in the Central division to track data regarding test sections and record test results. Links to the geographic area in GIS via the test section number.
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Curb Valve Data Extract	Local Law 30 Regulator inspections	Used to extract LL30 locations
Asset Management	Work Management	Service Mgmt / Equip Mgmt	FALLS [NGUS]	Lightning Tracking System, LTrax, Fault Analysis and Lightning Location System	An application that displays real-time and historical lightning data. FALLS is the replacement for LTrax.
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Feeder Hardening	inspection and maintenance	Asset reliability project, inspections and maintenance, has a storms work request against it.
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Anywhere	Fleet Management System For Company Fleet	Provides tracking of all work that is performed on the Companies' Fleet vehicles, Work Orders and Charges..

Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Clearing Account Management		Used by the fleet personnel to adjust the monthly charges for a company across the board for Transportation Pricing
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Delivery And In-Service Form		Used to inform Fleet Management that a vehicle have been delivered or put in service in the field. Vehicle information is validated; stored, emailed, then manually added to Fleetfocus
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Fuel And Trip Permits		Used by the fleet personnel to request additional state permits from a permitting agency for vehicles to use to cross-state boundaries (e.g. during storms.)
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Garage Reports		Used by the fleet personnel to report on work order, road call, inspection and other garage metric information. The users can enter a number of selection fields, and then run one of the canned reports. These are easily exported to MS Excel for further customization
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Management Suite		Used by the fleet personnel for Work and Vehicle management activities
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Surplus Equipment		Used to inform Fleet Management that a vehicle has been pulled from service to be retired/sold. Vehicle information is validated; stored, emailed, hen manually added to Fleet focus
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet User Reports		Used by the field to report on vehicle, damage, monthly charges and other information. The users can enter a number of selection fields, and then run one of the canned reports. These are easily exported to MS Excel for further customization
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Vehicle Re-Assignment		Used to inform Fleet Management that a vehicle that has been assigned to a different person, dept or company. Vehicle information is validated; stored, emailed, hen manually added to Fleetfocus
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Web Link To Caterpillar Inc. Sis		Used by the fleet personnel to review maintenance information from Caterpiller
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Web Link To Freightliner		Used by the fleet personnel to review maintenance information from Freightliner

Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleet Web Link To Mitchell On Demand		Used by the fleet personnel to review maintenance information from Mitchell
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Fleetfocus	Fleet Upstate or Legacy National Grid Fleet	System to capture and analyze all costs associated with owning and operating a fleet of vehicles, including equipment tracking, work order processing, preventive maintenance scheduling, parts and fuel inventory, and vehicle component warranty costs.
Shared Services	Work Management	Service Mgmt / Equip Mgmt	Maximo-Facilties	Maximo Facilities System	Work Management system for Facilities in NY, LI, and NE.
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Pipe Replacement Tool		Analysis program used to identify main segments for replacement
Asset Management	Work Management	Service Mgmt / Equip Mgmt	Relief Valve Inspections		Extract used to identify services with external relief valves for inspection
Asset Management	Work Management	Equipment Mgmt	Joint Pole Proposal	JPP	Tracks billing and other information on jointly owned (NG and Tel Co) poles in Legacy Grid (upstate New York and New England).
Meter Data Management	Work Management	Equipment Mgmt	Meter Statistics-Ne	MSS	This system keeps track of all information related to meter testing. This includes removal information and meter test results to determine accuracy percentages.
Meter Data Management	Work Management	Equipment Mgmt	MITS	Meter Inventory Tracking System, EMIT, GSHOP	To inventory and track electric and gas meters. This system interfaces to PowerPlant, CSS&PFT.
Meter Data Management	Work Management	Equipment Mgmt	Mss	MSS	The Meter Statistics System was developed in house to track NE meter testing. This application tracks meter removal and test data to determine accuracy percentages. The meter testing standards are determined by the Department of Telecommunications and Energy (in Massachusetts) and the Public Utilities Commission (in New Hampshire).
Meter Data Management	Work Management	Equipment Mgmt	Pft	Pick for Test; Advent	Meter selection system that supports regulatory mandated yearly meter testing requirements. This system picks meters to be tested in the field and creates a download file to be sent to CSS System for field order generation.
Meter Data Management	Work Management	Equipment Mgmt	Snap [US]	Sonic Nozzle Analytical Prover	Testing software and Test boards for large & residential gas meters

Asset Management	Work Management	Equipment Mgmt	Spipe	Service Pipe System	This system is the repository for Service Pipe information in the company. Data in this system can be edited via an Oracle Forms application. The data can be accessed in view-only mode from Oracle Forms, FMS Reports and SPIPE Host Inquiry (FDC).
Asset Management	Work Management	Job Cost / Service Mgmt	Engineering Outsourcing Database		Tracking of the design job performed by construction contractors.
Asset Management	Work Management	Job Cost	Gc-Ne	Government Construction System (NE)	This application is a high-level database of large government construction projects in the NE area.
Work Management	Work Management	Job Cost	Primavera [NGUS]		Project Management for Capital Projects Part of Edis
Work Management	Work Management	Mobile Tech	Mdsi-Ne	MDSI-NE/Field Data Capture System (FDC) MDSI New England	Field Data Capture System (FDC) used by NE gas crews. Prioritizes and Dispatches job to mobile devices via Verizon's CDMA communications network. There is an office component (WinDisp) and a field component (MobilePenAppl).
Asset Management	Work Management	Work Estimating	Pet	Project Estimating Tool	Project Estimation for Capital Projects. Project Engineers are able to build out material, labor, and overhead project cost estimates. interfaces with Primavera to load project resources Part of EDIS
Work Management	Work Management	Service Mgmt	Cwq	Common Work Queue	A common portal to manage and dispatch gas distribution and Gas service work across NY, LI, NE, in addition NE uses it for leak management , and NY & NE use it to manage and dispatch Credit & collections work
Work Management	Work Management	Service Mgmt	Digsafe	DigSafe-NE System	This system is the repository of DigSafe tickets (One-call) for the NE area (gas only).

Work Management	Work Management	Service Mgmt	Ischeduler	iScheduler - Core iScheduler	Schedule Work Requests. iContract is a simplified application for contractors to schedule their work via internet It adheres to the constraints of an individual utility company for what is economical while optimizing customer service and resource management objectives. iScheduler employs state of the art constraints based on scheduling techniques to automatically generate an optimal schedule. The Schedule created respects operational constraints and practicalities, and measures of performance, such as cost, to enable a utility to achieve goals such as Meeting service level agreements, improving resource utilization, reducing travel time, raising customer satisfaction levels. With Scheduler, the user allocates the work to crews that have the appropriate skill to the job. Skills are matched to jobs to give the best possible use of resources. Crew information such as availability, skills, performance factors and geographical preferences are extracted from the Work Management System.
Work Management	Work Management	Service Mgmt	Maximo-Ne	Maximo NE Field Work Management	Work Management system for New England Gas.
Work Management	Work Management	Service Mgmt	Storms	Storms - Core Storms	Track customer orders and projects, report on statuses, PSC reporting, performance reporting, ESCO's, GSO's, Pal's, Meter Orders and miscellaneous orders. Includes both capital and maintenance (limited capability) work for Electric and Gas.
Work Management	Work Management	sms	Resource On Demand	ROD	Resource on Demand is a crew logistics software program. RoD tracks crews at a macro level to aid in summarizing crew counts by restoration area and crew contingent. crew counts are in turn used to lodge and feed crew members.
Shared Services	Work Management	sms	Riskmaster		A system to track the claims made by external entities against the company and to track claims by the company against external entities (damage to company property).

Work Management	Work Management	sms	SEAL		Maintains employee information regarding storm emergency assignments - provide additional personnel to deal with storm related incidents & facilitating restoration subsequent to storm damage
Work Management	Work Management	sms	TrackstarAVLS	AVLS	AVLS stands for Automated Vehicle Locator System. AVLS receives GPS coordinates from the field vehicles and feeds this information back into the office application for viewing and reporting. It is also the mechanism used to transmit Code Blue safety alerts to SOD and is a critical item to the core safely standards of the business.
Work Management	Work Management	sms	UG Inspection		Inspection of UG assets in NE, mainly Manholes
Work Management	Work Management	Service Mgmt / Equip Mgmt	AIMMS	Asset Information & Maintenance Management System (MAXIMO)	An application that provides functionality to manage planned and unplanned maintenance work on equipment in substations, on Relay and Telecommunications equipment and in the HVDC installations.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Arcos	Automated Roster Callout System	Roster Callout system (ASP Solution) used in Dispatch to callout crews.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Computapole	T&D Pole Maintenance	Inspection Management system used to manage asset inspections. Also manages Elevated Testing results for various regulatory bodies.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Forestry IVR		An interactive voice response application that provides a vehicle for forestry work crews to provide work locations and other associated information in an automated fashion.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Iid	Interruption, Incident & Damage Tracking System	Tracks the resolution of interruptions, incidents, and damage to our assets by 3rd parties. This can be either electric or gas. Currently this system serves the NY (Niagara Mohawk) Service territory.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Jpp/Eon Tracking System		Tracking system for Joint Pole Proposal (JPP NY) and Exchange of Notice (EON-NE) contracts between National Grid and Telco's in National Grid franchise. Interfaces with STORMS for Work Requests that have JPP/EON activities.
Work Management	Work Management	Service Mgmt / Equip Mgmt	Lms-Ne	Leak Management System - NE	This is the repository of all leak records in NE.

Work Management	Work Management	Service Mgmt / Equip Mgmt	Srvy	Gas Survey System	Tracking and inquiring all leak surveys performed with the ability to update add, modify
Shared Services	Work Management		Xrt	Treasury Work Station	Manages the Corporations cash and cash bank accounts and submit treasury related transactions to our banking partners.
Shared Services	EHS&S	Environmental, Health & Safety	E-Cap		
Shared Services	EHS&S	Environmental, Health & Safety	EMIS		
Shared Services	EHS&S	Environmental, Health & Safety	Incident Management System	IMS	US SHEs system for recording and managing safety incidents as well as recording details of safety visits etc.
Shared Services	EHS&S	Environmental, Health & Safety	Wems	Waste Environmental Management Database System	Client/Server and web based system used for tracking and managing environmental waste.
Shared Services	EHS&S	Physical Security	Amag	AMAG	Facility Intrusion Detection (Enterprise Wide), Facility Access Control (Enterprise Wide)
System Operation - Commercial	Energy Management	GasStar	Bms [KeySpan]	Broker Management System	This is a transportation management system that handles all communications and interactions between National Grid and New England gas marketers (brokers). BMS provides functionality necessary to support the conditions of the current operating tariffs and is updated periodically to stay in compliance as regulations change. Keeps track of all marketer related transactions including customer information, broker nominations, billing and receivables.
System Operation - Commercial	Energy Management	GasStar	Cmcs	Company Managed Contract Services	This system keeps track of all information related to the release of pipeline contracts to gas marketers including capacity allocation, contract information and billing.

System Operation - Commercial	Energy Management	GasStar	Ebb	Electronic Bulletin Board/Gas Transportation System	Electronic Bulletin Board/Gas Transportation System - Internet application managing all gas supplies for LI and NY and RI city gate deliveries. Includes KeySpan gas supply, KeySpan and LIPA generation. Additionally provides two way communications between KeySpan and suppliers for the Natural Choice program. Functions include deliver requirements, nomination and confirmation reconciliation and SCADA interface of deliveries.
CIS	Energy Management	GasStar	Energy Markets Web	Esco Web	Part of CIS (NY) - Tech Management. Energy Suppliers can perform a variety of retail access functions: enrollments and drops, requesting usage history, viewing and downloading reports and billing maintenance.
System Operation - Gas	Energy Management	GasStar	Gtbb	Gas Transportation Bulletin Board	Gas supplier nominations, confirmation and reconciliation of deliveries, including under-delivery and under-nomination.
System Operation - Electric	Energy Management	GasStar	Isis Reports		An application that automates a compilation of monthly spreadsheet data for energy purchase transaction files obtained from ISO-NE
System Operation - Commercial	Energy Management	GasStar	ISO Settlement Information Systems	ISIS	Transfers and decompresses files from ISO-NE and stores them on a National Grid server where they are available to several internal National Grid operating departments for their analytical and reporting needs.
System Operation - Commercial	Energy Management	GasStar	Nucleus	Allegro	
System Operation - Commercial	Energy Management	GasStar	Pipeline Nominations		Internally developed application for tracking daily pipeline nominations (MS Excel).
System Operation - Commercial	Energy Management	GasStar	Supply Planning Excel Spreadsheets		Excel Spreadsheet models for: Supply Planning's Monthly GAC filings; Computing the city gate delivered price of gas; deal summary model; financial statements; pricing memos from KeySpan's gas suppliers(NEGM'sANE pricing) ; forecast models; oil & gas futures prices; Retail Marketer Model; Monthly Dispatch Strategy "Monthly set-up"; Daily Dispatch Strategy "Natset"; Storage Inventory & Ratchet Model

System Operation - Electric	Energy Management	GasStar	Transp	Transportation System	Manages transportation accounts
CIS	Energy Management	GasStar	Tws	Transportation Work System	Front end system that permits access to limited number of personnel to update marketer / customer relationships. Interfaces with CRIS.
System Operation - Electric	Energy Management	Meter Data Mgmt	Pulse	Process Underlying Settlement	Supplier load estimation and reporting, balancing and ISO settlement calculations, ICAP Support for NE. The system also supports NY ICAP processes
Asset Management / MDM Solution	Energy Management	Meter Data Mgmt	RAPR	Remote Access Pulse Recorder	An application used to calculate and retain electrical ratings of transmission circuits under different environmental conditions
System Operation - Electric	Energy Management	Meter Data Mgmt	Wholesale Settlement Application	WSA	Wholesale Settlement Application (WSA) is a vendor supplied application used by the Meter Data Services department. WSA is currently a PC based Oracle 10g application designed to handle the New England wholesale settlement process.)
System Operation - Commercial	Energy Management		Gisb/Naesb		Product allows us to exchange customer transactions with energy suppliers over the internet. As of 4/3/06, protocol is used for NY and MA choice transactions.
System Operation - Commercial	Energy Management		MBS [KeySpan]	Marketer Billing System	Provides capability for billing marketers which provide gas commodity to Keyspan Energy customers.
CIS	Engineering & Operations	Control Room & Outage Management	21Century	21st CENTURY - UCS (Universal Communications System)	System used for 'augmenting' our in-house customer storm outage requests and allows for the ability of Customer Callbacks for Power ETR - estimated time of restoration
Work Management	Engineering & Operations	Control Room & Outage Management	Event Based Resource Management Tool		Will be used to coordinate resource requirements on large scale emergency response
System Operation - Electric	Engineering & Operations	Control Room & Outage Management	Omsweb	OMSWeb	Web based home for PowerOn Admin Support and enhanced applications (ex: Critical Customer; Life Support, ETR).
System Operation - Electric	Engineering & Operations	Control Room & Outage Management	Pord	PowerOn Remote Dispatch	PowerOn Remote Dispatch is a web based outage tool used in barns when supporting decentralized storm.
System Operation - Electric	Engineering & Operations	Control Room & Outage Management	Portis	PowerOn Real Time Information System	PowerOn Real Time Information System is a web based application that provides real-time reporting of Outage Information 7x24x365.

System Operation - Electric	Engineering & Operations	Control Room & Outage Management	Poweron Application Suite	PowerOn Application Suite - Core PowerOn Application Suite	PowerOn is an Outage Management System used by Dispatch and Regional Control to manage Customer Outages. Thick client used to manage outages in control rooms.
CIS	Engineering & Operations	Control Room & Outage Management	Storm Central Web	Storm Central	Web based system that provides customer self-service for power outages. Functionality includes reporting an outage, determining if a customer's power is out, and current outage information across the territory.
Work Management	Engineering & Operations	Control Room & Outage Management	Storm Damage Assessment	SDA	A survey for storm related damage can be requested and initiated at any time where significant damage to our facilities is known or assumed to have occurred. This system is used to help manage the assessment process.
GIS	Engineering & Operations	Engineering Design & Plant	Analysis Models	Analysis Models (Water Intrusion/Active Leak; Synergee/GIS Analysis)	Analysis uses data from IID and Synergee to provide a visual map of water intrusions, active leaks as well as pressure information from Synergee (ESRI\DB) / GIS Analysis
GIS	Engineering & Operations	Engineering Design & Plant	Arcfm	ArcFM - NE GIS Mapping System	ESRI GIS based map editing/viewing system used in NE.
GIS	Engineering & Operations	Engineering Design & Plant	Asset Management Spatial Analysis	ArcGIS, ArcSDE, ESRI, Environmental	ESRI Arc Suite of GIS products with data exported from Smallworld GIS to support Asset Management Analysis and Reporting. Also, used by Environmental Department.
Asset Management	Engineering & Operations	Engineering Design & Plant	Autocad [KeySpan]	AutoCad	CAD / CAE system used by designers and engineers to create, view, and manage drawings.
Asset Management	Engineering & Operations	Engineering Design & Plant	Autocad [NGUS]		A computer aided design software package
Meter Data Management	Engineering & Operations	Engineering Design & Plant	Checkmeter	Check Meter	Wholesale load data validation and load data management

GIS	Engineering & Operations	Engineering Design & Plant	Construction Orders	Construction Sketch	Allows viewing and printing of construction sketches produced from GIS Designs.
GIS	Engineering & Operations	Engineering Design & Plant	Corridor Manager	CM	A commercially available geospatial application that is built on GE Smallworld core technology. Its primary focus is to support the management of transmission rights-of-way and property corridors.
Elec Network Analysis	Engineering & Operations	Engineering Design & Plant	Cymdist	Primary Distribution Analysis Software	Primary distribution analysis software used for voltage, short circuit, load forecasting, load balancing, contingency planning, and capital program justification.
Elec Network Analysis	Engineering & Operations	Engineering Design & Plant	Cyme	Cymdist	Application to perform various electrical analysis studies on feeders. Facility data is supplied from an on-demand interface with GIS, along with load information.
GIS	Engineering & Operations	Engineering Design & Plant	Distribution GIS	GIS, Smallworld	Applications built on Smallworld GIS product to support Distribution Facility Management, Graphical design and mapping: STORMS Interface for estimating, ACES (Automated Construction Engineering), Map Products, Gas Corrosion Gas Valve Zone Management.
System Operation - Commercial	Engineering & Operations	Engineering Design & Plant	ERS	ERS Energy Resource System, ERS2000	ERS is used for data management and analysis of gas and electric load data. Data contained in ERS includes: System data including Generation (NM, NUG/UG's), Bulk Power through distribution including feeders, Inter-connecting tie points, Municipalities, and Large Commercial/Industrial customers. ERS is also used in billing customers through the Customer Service System.
Elec Network Analysis	Engineering & Operations	Engineering Design & Plant	Feedpro/Supplypro/Feeder-Health		Allow the entry of metered readings, project peak demand into the future. Feeder health matches interruption information against loading to weight relative 'health'
Asset Management	Engineering & Operations	Engineering Design & Plant	Field Sketch Library		Repository of scanned images of as-built drawings
GIS	Engineering & Operations	Engineering Design & Plant	FmMapviewer Lite	FDC Maps (NE)	Lightweight field map view and query application used primarily in NE by the mobile workforce (FDC crews, field supervisors, marketing, engineers, etc.).
GIS	Engineering & Operations	Engineering Design & Plant	FME	Feature Manipulation Engine	Export Electric and Gas objects from Smallworld and load into ArcSDE for Asset Management Analysis and other uses.

Asset Management	Engineering & Operations	Engineering Design & Plant	Fortis-Ne	Scanned Records, Fortis Imaging System for NE & LI	This application is the repository of scanned asset records for the entire NE & LI territory. This data is available to all clients via a web interface.
Work Management	Engineering & Operations	Engineering Design & Plant	Fsd	Field Smart Design	Provides the ability for Work Order design from workstation or handheld device in field to feed Maximo.
GIS	Engineering & Operations	Engineering Design & Plant	Geo-Analysis Tools		Various ESRI and Map Info projects used for facility and data analysis
GIS	Engineering & Operations	Engineering Design & Plant	Gis Aerial Images	GIS Photos	Aerial Photos of NY (NYS Clearinghouse website… http://www.nysgis.state.ny.us/) and NE service territories
GIS	Engineering & Operations	Engineering Design & Plant	GSA [KeySpan]	Gas Sales Application	Used to identify the distance of new customer from the main
GIS	Engineering & Operations	Engineering Design & Plant	IDS-DVD'S	GIS Field DVD's	Provides read-only GIS data on DVD for use in mobile units. Smallworld data is sent to the vendor who converts it to another format and copies onto Cd's/DVD's.
Work Management	Engineering & Operations	Engineering Design & Plant	Mapframe		Provides two primary functions for the field workers through the Mwork application. First, it provides street level routing for the meter services workers. Second, Mapframe provides asset (GIS) and facilities data to the operations workers and supervisors
Asset Management	Engineering & Operations	Engineering Design & Plant	Microstation / Virtual Print Room	CADD, Engineering Drawings	Computer Aided Drafting and Design software for design of Substations, Regulator Stations, large gas meter installations, transmission, etc. Also the printing function to send schematic .tif images to be printed and folded on the Oce Printers in SOC D1
Elec Network Analysis	Engineering & Operations	Engineering Design & Plant	PSS/E	Power System Simulator for Engineering	Power flow modeling for transmission networks
System Operation - Commercial	Engineering & Operations	Engineering Design & Plant	Retail Price Generation System	RPGS, Price Transmission System, PTS, Electric Price Generation System, EPGS	Calculation of hourly prices
Gas Network Analysis	Engineering & Operations	Engineering Design & Plant	Stoner-Ne	Stoner Gas Workstation - NE (Synergee)	Models and analyzes networks of pipes, regulators, valves and compressors.

Gas Network Analysis	Engineering & Operations	Engineering Design & Plant	Synergee (Stoner or Advantica) [NG US]		SynerGEE-Gas models and analyzes closed conduit networks of pipes, regulators, valves, compressors, storage fields and production wells. SynerGEE serves as a general purpose-modeling tool for piping networks.
Gas Network Analysis	Engineering & Operations	Engineering Design & Plant	Synergee Customer Module (Cmm)		Software used in conjunction with Synergee. Customer load data is provided from CICS/CRIS and then used to produce Synergee models.
GIS	Engineering & Operations	Engineering Design & Plant	Transmission Linear Vision		Aerial images and software to view the images of transmission and sub-Transmission lines. Used to determine if there are any issues with the lines (www.linearvision.com) This is a user supported application and should be removed from the list.
GIS	Engineering & Operations	Engineering Design & Plant	Under Ground Facility Indexing Applications (To Support Ug Locating)	Underground facility indexing	This is an application built in ESRI (using ESRI Model Builder) that will pull data out of the SDE tables and generate shape files for Dig Safely (NY), Dig Safe (NE), and Premier Locating Company to facilitate Locate Ticket screening and processing. A contractor is building the model, but we (Scott, Jeff, or me) will need to maintain it going forward.
Meter Data Management	Engineering & Operations	Engineering Design & Plant	WECO		High-end testing software for large electric meters
System Operation - Electric	Engineering & Operations	Energy Control - SCADA	Ems		Energy Management System
System Operation - Electric	Engineering & Operations	Energy Control - SCADA	Ems Ne - Abb Spider	ABB Spider	ABB SPIDER System. It is a real-time system that provides power system monitoring, remote switching, tagging and contingency analysis capability.
System Operation - Gas	Engineering & Operations	Energy Control - SCADA	Gas Control-Sop	Gas Control-SOP	The application is used to electronically record, distribute and track all SOP's for the New York City (NYC), Long Island (LI) and New England (NE) territory. Users will create SOP records and the operating areas will be able to review/ approve the records within the application

System Operation - Electric	Engineering & Operations	Energy Control - SCADA	IDS [NGUS]	IDS - Core IDS	Application captures and tracks Distribution Interruptions, Transmission events and Local Disturbances, in near real time automatically informs MA DTE about significant outages.
Asset Management	Engineering & Operations	Energy Control - SCADA	Se And Ocean State Capacitor Database		Database of Capacitor settings and inspections
System Operation - Electric	Engineering & Operations	Energy Control - SCADA	Sir	System Interruption Reporting	Mainframe based system used to collect and report Service Interruptions to the Regulatory Agencies
System Operation - Electric	Engineering & Operations	Energy Control - SCADA	Transmission Loss Analysis	TLA	Calculates hourly transmission losses
System Operation - Gas	Engineering & Operations	Energy Control - SCADA	Us Gms	US GMS	The US GMS provides supervisory control and data acquisition (SCADA) for the US gas distribution system, used by Gas Control of Long Island, New England, New York, and Syracuse.(Includes GDO, OASyS, and Reportweb)
Meter Data Management	Engineering & Operations	Meter Data Mgmt	Epo Real Time Transfer	EPO Transfer	Background process on Windows server scheduled to run every two hours to read an LS file created by MV90 with meter reading data, reformats header 4 of the data file, and copies the new file to the outbound Slinger folder where EPO Slinger will read and FTP to Schnieder Electric EPO data site.
System Operation - Commercial	Engineering & Operations	Meter Data Mgmt	Epo Tracking		A small system used to manage/track EPO users of NE data and the associated billing of the service.
Meter Data Management	Engineering & Operations	Meter Data Mgmt	Internet Based Communication System	IBCS / 5 Minute Data Transfer / NE Winter LRP	2-Way Communications between ISO New England and the Customer -- Scheduled process that runs in the background on a windows server that reads data from MV90, reformats and aggregates the data and then uses EDI process to forward transformed edi to the NE ISO.
System Operation - Electric	Engineering & Operations	Meter Data Mgmt	Iso Retail		Transmission owner load collection, calculation, and ISO reporting
System Operation - Electric	Engineering & Operations	Meter Data Mgmt	Load Response Program	LRP	Retail load response program for customer load reduction during critical periods of time. This is a menu option from the PC PULSE Application.

CIS	Meter To Cash	Customer	Account Initiation Customer Validation	AI Credit Validation	Internal web based system that enables Contact Center Reps to validate customers via Experian using an address and either date of birth or driver's license.
CIS	Meter To Cash	Customer	Ace		On line address standardization used by Onyx
CIS	Meter To Cash	Customer	Ciac	Contributions in Aid of Construction	Calculates cost distribution of electric service.
CIS	Meter To Cash	Customer	Cisdocs	CISDOCS Archive	CISDOCS is an in-house system to provide NE-Customer Service the ability to view the customers' documents such as Bills, Fiche, Notations, and Summary Bills. Currently NE-Customer Service uses a vendor, Anacomp, product called TascCold to view the Customers' Bills, Fiche, Notations, and Summary Bills. CISDOCS is a replacement system for TascCold system as it is no longer supported by the vendor.
CIS	Meter To Cash	Customer	Code-1		Address validation & correction software packages which provides validation, correction and standardization of customer address data produced out of CSS. It is also CASS-certified by the USPS.
CIS	Meter To Cash	Customer	Crdem	Cash Receipts Data Entry Manager	The Data Entry VB Application provides the capability to data enter cash batches for Teller Cash, HSP, Boston Housing Authority, Boston University, Fuel Assistance, Salvation Army and Welfare cash.

CIS	Meter To Cash	Customer	Crisiii	Customer Related Information System	Customer Related Information System - Core system used to manage customers' (residential, commercial, industrial) financial, service and contact experience, including accounts, billing, payment, and credit and collections transactions (including all revenue reporting), and field service orders, as well as customer participation in regulated (low income, special needs, etc.) programs/services, customer and marketer participation in retail choice , as well as company discretionary and marketing programs/initiatives for gas only customers in three regulatory and 6 franchise areas of new York (Brooklyn, Queens, and Staten Island), Massachusetts (Boston Gas, Colonial Cape, Colonial Lowell and Essex Gas franchises), and Energy north (new Hampshire) franchise. Keeps track of all customer attributes, including service orders, cash, credit, billing, and meter reading.
CIS	Meter To Cash	Customer	Css Suite	Customer Service System	Customer Service System - Core system used to manage customers' (residential, commercial, industrial) financial, service and contact experience, including accounts, billing, payment, and credit and collections transactions (including all revenue reporting), field service order initiation, as well as customer participation in regulated (low income, special needs, etc.) programs/services, customer and marketer participation in retail choice, and company discretionary and marketing programs/initiatives for gas only, electric only, and combined service customers in (four regulatory and five franchise/tariff areas) the Niagara Mohawk franchise area, and electric only customers in the Granite State (New Hampshire), Narragansett (Rhode Island), Massachusetts Electric, and Nantucket franchise areas. CSS also manages all street lighting and outdoor lighting accounts. NY and NE electric Customer Service System. Integrated Service orders, billing, collections,

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					financials for residential, commercial, industrial, street lights/outdoor lighting. Major interfaces include MWork, GIS, and ERP.
CIS	Meter To Cash	Customer	Dialogue		Bill and letter composition tool.
Shared Services	Meter To Cash	Customer	Dsm	Demand Side Management	DSM allows management of MA, NH and RI State regulated energy efficiency programs, tracking program implementation workflow, construction tracking, recycling vendors and client/vendor payments through Peoplesoft. Support for regulatory reporting.
CIS	Meter To Cash	Customer	E-Correspondence	Accent Capture	This system captures all customer correspondence received by the company and attaches it to the customer's account, to be viewed via the Customer Contact dialog.
CIS	Meter To Cash	Customer	Equality	Witness eQuality	The Witness eQuality application is used by Customer Service and Collections to record and monitor Customer Service Representative phone transactions with customers. (audio & video of screen navigation)
CIS	Meter To Cash	Customer	Experian		Credit agency used on online system to identify a customer by social security number and name

GIS	Meter To Cash	Customer	Gcdb	Gas Customer Database	Database that is updated with customer data as reported from CSS. Allows users to identify the number of customers and their data in an emergency. Impacted areas can be determined either by using an interface to GIS or manually.
CIS	Meter To Cash	Customer	Iavenue - Client	CRM, iAvenue NE	This is a CRM application for supporting Account Managers dealing with our Large commercial and Industrial customers in NE
CIS	Meter To Cash	Customer	IC Verify		The IC Verify application allows company personnel to process credit card authorizations for equipment or service purchases that any of our customers may want to make.
CIS	Meter To Cash	Customer	Iex		Captures historical call volume information from various systems and enables the contact center to develop call volume forecasts and associated schedules to meet demand and maintain service level objectives
Shared Services	Meter To Cash	Customer	Legal Recovery System		A monthly dump of customer data from CRISS III is loaded into the Legal Recovery System. The Collections NY/NE area searches through these customers finding prime candidates to issue a demand letter and final a sue letter if the customer does not settle their outstanding bill. Demand/Collection letters and Sue Letters are generated by the legal department using this system. Customers that are sued are tracked through the system.
CIS	Meter To Cash	Customer	Mailstream Plus [Keyspan]		Perform PAVE processing on addresses for CAS and CRIS (postal discounting)
CIS	Meter To Cash	Customer	Mailstream Plus [NGUS]		Mail preparation software package that sorts mailing lists according to USPS standards for every class and type of mail to facilitate prompt and accurate delivery while attaining the highest postal discounts from the USPS.
System Operation - Gas	Meter To Cash	Customer	MercomAudiolog System	MercomAudiolog System	NY, NE, LI - VTELCO Recording System Proprietary Software - Vendor Supported

Work Management	Meter To Cash	Customer	MWork (FFE)	MWork (FFE) - Core MWork (FFE)	Delivers orders (work) to the field workers. Enables wireless transfer of work from a number of host systems to the field worker in virtual real time. It also allows the completion information to be transferred back to the host system. There is an office component (Mwork office) and a field component (Mwork field).
CIS	Meter To Cash	Customer	Onyx	Onyx Sales Force Automation	ONYX is a Customer Relationship Management (CRM) application built on Microsoft Windows and Web application technologies. Onyx Corporation (Now Consona) is the developer of this software. Onyx is a CRM software package used by Gas Sales & Marketing in support of Marketing and Sales GAS efforts throughout the Company's service territories. Onyx is used to support the selling cycle beginning with the recording of marketing efforts to the creation of sales opportunities & scheduling of sales rep and or plumber appointments, as well as tracking and managing leads through the sales closing process leading to the eventual adding of the new or increased gas load.
CIS	Meter To Cash	Customer	Payment Agent Maintenance Application		Windows based application for maintaining locations where customers can pay their bills. Also, batch application for ingesting weekly Western Union updates.
Shared Services	Meter To Cash	Customer	R&S	Revenue & Statistics	Provides a number of functions including: bill check capabilities for most accounts (recalculates the bill), provides revenue and tax reports, creates entries for the general ledger and journal voucher system.
CIS	Meter To Cash	Customer	Remedy - Customer Relations	Kexec - Executive Inquiries	Record customer correspondence to Keyspan executives and track work related to the correspondence. Used by customer relations group. Includes executive inquiries, Gas inquiries and complaints and Large Electric customer complaints.
CIS	Meter To Cash	Customer	Revenue Protection Case Load Tracking	Revenue Assurance	Track reported diversions including amount of electricity diverted, the dollar amount recovered and the monetary rewards made to employees.

Shared Services	Meter To Cash	Customer	Special_Ledgers	Special Ledgers	Maintains account information (payable and receivable) on accounts which cannot be billed properly in CRIS II. This is special accounts that cannot be handled by CHRIS alone
CIS	Meter To Cash	Customer	Summary Billing	Summary Billing	Manage the accounts with services in more than one locations
CIS	Meter To Cash	Customer	Tcr	Dual Entry of Rates	Provides the ability to enter new rate structures on-line for certain rate classifications (usually those which change monthly)
CIS	Meter To Cash	Customer	Trillium		Address standardization and integration of data across multiple sources. Integrated with Microstrategy warehouses
CIS	Meter To Cash	Customer	Verimove		Perform Move update processing on addresses for CAS and CRIS (mail forwarding)
Meter Data Management	Meter To Cash	Interval Meter Reading	Epo	EPO Energy Profiler Online	Interval data accessible via web interface. A hosted application. Used by NY customers to get access to daily unedited data. Used by NE internal and external customers to get access to edited data.
Meter Data Management	Meter To Cash	Interval Meter Reading	Mds Web	EDS Web, MDS Intranet	Web site to communicate issues with meter reads that the Meter Data Services Group is responsible for. This is used internally.
Meter Data Management	Meter To Cash	Interval Meter Reading	Metretek [NGUS]		Gathers customer usage data on a daily basis by reading meter electronically. Supports gas customer transportation.
Meter Data Management	Meter To Cash	Interval Meter Reading	Metretek- NE [KeySpan]	Metretek (NE) Meter Reading, DC2000	This system keeps track of all information related to daily metered customers with Metretek devices installed, in NE.
Meter Data Management	Meter To Cash	Interval Meter Reading	Mv90	Itron MV90	Interval meter data collection system. Validation, Editing, and Estimating (VEE) for wholesale and retail interval data. Client supported application.
CIS	Meter To Cash	IVR	Avaya - Ir	(Avaya) Interactive Voice Response	Provides customers with self-service options and collects account specific information prior to transferring to a Customer Service Rep

CIS	Meter To Cash	IVR	CSS IVR	VRU	CSS IVR--Interactive Voice Response used in upstate New York and New England by customers in CSS. Customers enter the IVR and can perform certain real time self-serve transactions against the CSS: obtain information such as balance due, next meter reading
CIS	Meter To Cash	IVR	Verint Web Review System		Record Gas Ops and Customer Field Support dispatchers, radio lines in MetroTech, fire lines, police lines, call center agents in MetroTech and Waltham, marketing and KHES agents in MetroTech.
CIS	Meter To Cash	ivr/website	Bms [NGUS]	Broadcast Message System	Web based application that provides additional outage information to CSS and IVR for planned and large scale outages.
Meter Data Management	Meter To Cash	Non Interval Meter Reading	Arcs	Automated Route Control System	Part of CIS(NY) - Billings. ARCS manages meter-reading routes and change meter read sequences within a route. and collects read time information from meter readers devices to accomplish this. This system interfaces directly with CSS to control all the meter routes
Meter Data Management	Meter To Cash	Non Interval Meter Reading	Itron	ITRON Meter Reading System - ITRON PP4	Itron Meter reading system - ITRON PP4 is the most recent version of ITRON meter reading system. which controls the upload and download of meter reading information to and from the CSS system for billing.
Meter Data Management	Meter To Cash	Non Interval Meter Reading	Mvrs-Ne	Multi Vendor Reading System-NYNE	MV-RS-NEis a meter reading field collection system used to support the obtaining of gas meter readings in the legacy Keyspan territories in MA and NH. The readings are used for billing, customer support and other purposes. The system supports normal (cycle) reading and reading for soft locks/unlocks (ons and offs). Cycle reads obtained and returned to CRIS throughout the meter reading window. Soft lock/unlock reads are generally obtained and returned within 2 days.
CIS	Meter To Cash	Website	Siebel KED	National Grid E-Customer Self Service	Allow National Grid (Former KeySpan) customers to perform various self-account services online on the web (eService).

CIS	Meter To Cash	Website	Your Account Web	Your Account	Web based system that provides customer self-service for their accounts. Functionality includes bill payment, bill viewing, contact maintenance, start and stop service, and account and usage viewing.
Data Warehouse & Reporting	N/A	N/A	Business Objects		Data Warehouse serving the vast majority of reporting needs for Granite State
Asset Management	N/A	N/A	Fade	Field Accounting Data Entry	Application utilized to report Project Status', Equipment Usages, Rental Validations, Work Order Summaries, Blanket PO's as well as Long Term Disability Listings
Gas Network Analysis	N/A	N/A	FERC 720		FERC 720 provided gas transportation estimated vs. actual usage statistics on a publicly accessible website. This satisfies a regulatory requirement.
Data Warehouse & Reporting	N/A	N/A	Microstrategy		Data Warehouse serving the vast majority of reporting needs for Energy North
System Operation - Commercial	N/A	N/A	Pipeline Bulletin Boards		Tetco Link; Transco 1 Line; Dominion E-SCRIPT, Tennessee Passkey; Texas Gas GasQuest; Iroquois Online; Hattiesburg StarWeb
Shared Services	N/A	N/A	Strohl	STROHL Software	Vendor Package for managing disaster recovery and business continuation planning , now LPRPS a Sunguard System
Shared Services	Regulatory	Rates & Regulatory	CFMS		
Knowledge Mgmt& Collaboration	Regulatory	Rates & Regulatory	Dream	Dream	DREAM is a web based Docket Management system allowing the preparation, management and storage of regulatory filings for utilities. The application and database run on servers hosted outside the KeySpan/National Grid firewalls.
CIS	Regulatory	Rates & Regulatory	Gasrates NE	Gas Rates New England	This application collects gas rates and displays them by rate and date.

System Operation - Commercial	Regulatory	Rates & Regulatory	Tfms	Tariff Filing Management System	Tariff filing mgmt system used for filing FERC tariff's for NE Gas (KLNG)
Knowledge Mgmt& Collaboration	TBD	KM & C	Acdsee		Application used by claims investigators to organize their digital content
Knowledge Mgmt& Collaboration	TBD	KM & C	Documentum	Content Management System	Document and content management product providing services to over 16 National Grid applications. Part of EDIS
Knowledge Mgmt& Collaboration	TBD	KM & C	Versatile (Recmgmt)	Versatile	Client server application for the management and of hard copy documents
Shared Services	TBD	Legal	Legal EbillingAp Interface	LEAP Interface	This application is an interface between LEX and New England AP. It receives data from LEX processed through ETL, and produces an ASCII text output file which is processed into AP. It also produces summary reporting for all New England as well as Keyspan legal invoices.
Shared Services	TBD	Legal	Legal Exchange	LEX, Legal Exchange	This is a vendor hosted solution, which Legal Services arranged, that captures law firm invoices and tracks them through to payment. An Interface has been developed in ASP.NET between this application and the PeopleSoft Accounts Payable application.
Shared Services	TBD	Risk Mgmt	Rcts	Risk Control Tracking System	Client managed application for SOX controls monitoring and certification.
Meter Data Management			Alarm		Load sample design and retail load data management
Meter Data Management			Analyze-It		Sample design and analysis tool. Class load shapes development is used in production.
Meter Data Management			Lookup		Retail billing support