

ICE Contractor 1

Integrus requested its Contractor Sourcing Firm's services to provide program management deliverable support for the ICE 2016 Program. The scope of activities related to the ICE Program includes but is not limited to:

- Oversight and guidance to all projects/initiatives incorporated into the Program
  - o System Requirements
  - o Functional Designs
  - o Technical Architecture Designs
  - o Sensitive Data Security Data Conversion Designs
  - o Report Catalog
  - o Environment Designs
  - o Implementing standard business processes and enhancements for all 6 utilities for the Customer Relations business areas
  - o Change Management Plans
  - o Learning & Performance Support Plans
  - o System and UAT Testing
  - o Stabilization periods for each project

The Contractor Sourcing Firm will provide program management deliverables, for each phase, necessary for the success of the program that may include but are not limited to:

- Sponsor, Stakeholder and Steering Committee Communication
- Program timeline and interdependencies
- Program level status tracking and reporting
- Guidance and oversight to all projects within the Program
- Facilitation, tracking and reporting of issues, integration points, dependencies, schedules and progress across all initiatives in the Program
- Resource Management
- Risk Management (Risk Register, Risk Response Plan)
- Issue/Pail Management
- Change Management – coordinated with various Change Management teams
- Organizational Readiness plans
- Cost Management
- Program Closeout

ICE Contractor 2

Integrus requested its Contractor Sourcing Firm's services to provide project management deliverable support for the ICE 2016 Customer Relations' Organizational Readiness effort. The Organizational Readiness effort for Customer Relations will include but is not limited to the work streams listed below.

- Organizational design changes
- Internal call center changes
- Vendor call center changes – including planning for contract changes
- Collection of metrics to monitor value, stabilization and readiness for the ICE program
- Planning for the coordination of all training and online documentation changes that will impact Customer Relations
- Ensuring that Customer Relations is ready for changes that result from system modifications to interfaces, reporting and any other applications used by Customer Relations in their day-to-day operations
- Planning for resources from Customer Relations who will support ICE 2016 testing efforts
- Planning for the three implementations scheduled for 2015

Relations will include but is not limited to:

- Identify and analyze security functionality, business requirements, and appropriate levels of access within the application in accordance with Compliance, SOX and Internal Audit requirements within the applications.
- Document Open-cIS functional, technical, operational, and governance security items related to the application.
- Create Open-cIS Segregation of Duties matrix.
- Review existing Pegasys roles and add user assignments for MERC, MGU, and WPS internal and external users.
- Assist with mapping of job functions to security functions within the application.
- Analyze, review and make recommendations for SharePoint security structure including levels of access in relation to roles.
- Test the security design

The Contractor Sourcing Firm will provide project management deliverables necessary for the success of the project that may include but are not limited to:

- Project Charter, Schedule and Cash Flow Development / Refinement
- Staffing Plan, Responsibility Matrix, Org Chart
- Sponsor, Stakeholder and Steering Committee Communication Plan
- Risk Register, Risk Response Plan
- Status Tracking and Reporting Required by ICE Program
- Status Tracking and Reporting for projects
- Facilitation, Tracking and Reporting of Tasks, Issues, Costs, Deliverables, Integration Points and Progress
- Scope Management
- Resource Management
- Risk Management
- Issue/Pail Management
- Change Management
- Cost Management
- Project Closeout

**ICE Contractor 3**

Integrus requested its Contractor Sourcing Firm's services to provide project management deliverable support for the ICE 2016 Multi-Department Organizational Readiness effort. The Organizational Readiness effort covers these business areas; ITS, Finance and Accounting, Regulatory Affairs, and Field Operations for all six utilities. The scope of activities related to Organizational Readiness for each of these groups includes but is not limited to:

- Facilitation of gap analysis
- Building actionable organizational readiness plans to be executed in 2014 and 2015
- Organizational design changes
- Vendor changes as they relate to non-customer relations – including planning for contract changes
- Collection of metrics to monitor value, stabilization and readiness for the ICE program
- Planning for the coordination of all training and online documentation changes
- Ensuring readiness for changes that result from system modifications to interfaces, reporting and any other applications by the ICE program
- Planning for resources who will support ICE data conversion efforts
- Planning for resources who will support ICE testing efforts
- Planning for the three implementations scheduled for 2015

The Contractor Sourcing Firm will provide project management deliverables necessary for the success of the project that may include but are not limited to:

- Project Charter, Schedule and Cash Flow Development / Refinement
- Staffing Plan, Responsibility Matrix, Org Chart
- Sponsor, Stakeholder and Steering Committee Communication Plan – Initial 2013 draft
- Risk Register, Risk Response Plan – Initial 2013 draft
- Status Tracking and Reporting Required by ICE Program
- Status Tracking and Reporting for projects
- Facilitation, Tracking and Reporting of Tasks, Issues, Costs, Deliverables, Integration Points and Progress
- Scope Management
- Resource Management
- Risk Management
- Issue/Pail Management
- Change Management
- Cost Management
- Project Closeout

**ICE Contractor 4**

Originally on the Ice Program ..... Project Lead/Coordinator to manage the ICE Interface Projects and Technology Upgrade Projects that have dependencies to the ICE Project. This position will be coordinating resources, deliverables, risks, and issues to ensure all Interface projects stay on track for the ICE Project implementation in 2015.

**ICE Contractor 5**

Provide project management deliverables necessary for the success of the project that may include but are not limited to:

- Project Charter, Schedule and Cash Flow Development / Refinement
- Staffing Plan, Responsibility Matrix, Org Chart
- Sponsor, Stakeholder and Steering Committee Communication Plan – Initial 2013 draft
- Risk Register, Risk Response Plan – Initial 2013 draft
- Status Tracking and Reporting Required by ICE Program
- Status Tracking and Reporting for projects
- Facilitation, Tracking and Reporting of Tasks, Issues, Costs, Deliverables, Integration Points and Progress
- Scope Management
- Resource Management
- Risk Management
- Issue/Pail Management
- Change Management
- Cost Management
- Project Closeout

**ICE Contractor 6**

ICE Project Controls – schedule and cost analysis & reporting. Issue and Risk tracking, analysis & reporting.

ICC Docket No. 14-0xxx  
AG 1.62 Attach 01c

Information Technology						
Total ICE Non Labor - ITS						
921000	M301	A53	762			
921000	M301	A53	762			
903000	M509	A53	762			
903000	M509	A59				
903000	M509	A63	762			
903000	M511	A63	762			
903000	M540	A63	762			

  

Total IBS		PGL	NSG	Total IBS		PGL	NSG	Total IBS		PGL	NSG
2012		1100	1200	2015		1100	1200	2012-2015		1100	1200
-	-	-	-	1,615,285	1,208,233	229,370		(1,615,285)	1,208,233	229,370	
2,297,016	1,926,278	370,738		11,175	9,387	1,788		2,285,841	(1,916,891)	(368,950)	
3,483,639	2,921,608	562,031		3,187,340	2,677,419	509,921		296,299	(244,189)	(52,110)	
				24,576	20,644			(24,576)	20,644		
				226,276	190,072			(226,276)	190,072		
771,856	292,534	56,346		5,293,005	2,904,727	383,367		(4,521,149)	2,612,193	327,021	
6,552,512	5,140,420	989,115		10,357,658	7,010,482	1,124,446		(3,805,146)	1,870,062	135,331	

2014/2015 Budget - Allocation Percentages

HC	Home Cen	Proc 1	Proc 1 Description	Allocations Methodology	1100	1200	1700	2000	3000	3020	3500	4000	4500	9000	9999	Total
A53	IT Infrastru	M301	Mainframe	Application - Database/C-First Mix	74.8	14.2	0.00	0.00	10.1	0.00	0.9	0.00	0.00	0.00	0.00	100.0
A53	IT Infrastru	M509	Maintain PGL, NSG Cfirst App	# of Customers PGL, NSG	84.0	16.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A59	IT CVS Dev	M509	Maintain PGL, NSG Cfirst App	# of Customers PGL, NSG	84.0	16.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A63	IT Cust Rel	M509	Maintain PGL, NSG Cfirst App	# of Customers PGL, NSG	84.0	16.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A63	IT Cust Rel	M511	Maint PGL NSG Oth Cust Sys A	# of Customers PGL, NSG	84.0	16.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A63	IT Cust Rel	M540	TEG Cust Experience - ICE	# of Customers	38.0	7.2	0.00	0.00	34.9	0.00	2.4	7.6	9.8	0.00	0.00	100.0

2012 Actual - Allocation Percentages

HC	Home Cen	Proc 1	Proc 1 Description	Allocations Methodology	1100	1200	1700	2000	3000	3020	3500	4000	4500	9000	9999	Total
A53	IT Infrastru	M509	Maintain PGL, NSG Cfirst App	# of Customers PGL, NSG	83.9	16.1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A59	IT CVS Dev	M509	Maintain PGL, NSG Cfirst App	# of Customers PGL, NSG	83.9	16.1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.0
A63	IT Cust Rel	M540	TEG Cust Experience - ICE	# of Customers	37.9	7.3	0.00	0.00	35.0	0.00	2.4	7.7	9.8	0.00	0.00	100.0

Billing BU IBS PGL				Billing BU IBS NSG			
RT Category	non labor			RT Category	non labor		
Home	A63			Home	A63	Non Labor A63 Increase	
Row Labels	2012	2015	2012 -2015	Row Labels	2012	2015	2012 -2015
903000	292,534	3,115,541	2,823,007	903000	56,346	383,367	327,022
M509		20,644	20,644	M509			-
M511		190,072	190,072	M511			-
M540	292,534	2,904,824	2,612,291	M540	56,346	383,367	327,022

  

Functional Ar Information Technology				Functional Ar Information Technology			
FERC	903000			FERC	903000		
Home	A59	A59 cfirst Centric - decrease		Home	A59	A59 cfirst Centric - decrease	
Sum of Sum 1Column Labels				Sum of Sum 1Column Labels			
Row Labels	2012	2015	2012 -2015	Row Labels	2012	2015	2012 -2015
M509	2,921,608	2,677,419	(244,189)	M509	562,031	509,921	(52,109)

  

Functional Ar Information Technology				Functional Ar Information Technology			
Home	A53	Mainframe		Home	A53	Mainframe	
Row Labels	2012	2015	2012 -2015	Row Labels	2012	2015	2012 -2015
903000/M509	1,926,278	9,388	(1,916,891)	903000/M509	370,738	1,788	(368,950)
921000/M301	-	1,208,233	1,208,233	921000/M301	0	229,370	229,370
Functional Ar Information Technology			1,670,180	Functional Ar Information Technology			135,332

**ICC Docket No. 14-0224**  
**North Shore Gas Company's Response to**  
**Attorney General Data Requests AG 1.01 – 1.55**  
**Dated: March 19, 2014**

**REQUEST NO. AG 1.54:**

Referring to NS Exhibit 13.0, page 9, lines 185-187 and 189-190, please provide all documentation and work papers supporting the costs related to the ICE project.

**RESPONSE:**

Please see AG 1.62 Attach 01 for documentation that supports the non labor O&M costs related to the ICE project. Below is a summary of AG 1.62 Attach 01.

<b>NS – Non Labor ICE</b>	<b>2012</b>	<b>2015</b>	<b>2012 - 2015</b>
Customer Relations	\$0	\$262,400	\$262,400
Project Services	\$0	\$117,633	\$117,633
Information Technology	\$989,115	\$1,124,447	\$135,332
<b>Total Non Labor ICE</b>	<b>\$989,115</b>	<b>\$1,504,480</b>	<b>\$515,365</b>