

## Green Mountain Power

### IT Department Capital Planning Framework

The objective of the Information Technology (“IT”) capital planning process is to create both a roadmap for the deployment of technology-based solutions that serve and benefit the Company’s customers, and to address and respond to the technical needs of the Company’s internal business and operational units through the implementation of hardware, software, and service-based IT solutions. As technology-based platforms increasingly become the touch point for customer service, and as IT-based solutions are woven throughout the work performed by all of GMP’s departments, the overarching philosophy of our department’s strategic planning efforts is to assure the security and resiliency of our core operations and communications and to safeguard ongoing services in all conditions.

The IT capital planning process identifies capital projects that deliver value to our customers in several ways:

- Customer Service Improvements
- Operational Improvements
- Capacity Improvements
- Security Improvements
- New Technologies
- Resiliency Improvements

**Customer Service Improvements:** Projects that improve the customer experience by providing secure web, mobile and application-based services and solutions that provide greater access and control, facilitate customer support, and provide deeper insight into electricity usage and outage information.

**Operational Improvements:** Projects that create operational efficiencies through the automation or streamlining of business processes as well as the elimination or reduction of manually performed work. These projects span all operating areas of the organization from back-office functions to field-based grid communications to customer-facing service delivery.

**Capacity Improvements:** Projects required to meet the evolving, digital needs of our customers and our operations. As our business has digitized and automated the majority of its operating activities, the growth of data, networks, and infrastructure internally, externally in field, plant, and substation locations, as well as in the cloud has grown substantially. Maintaining these systems’ capacity and performance is essential to delivering operational reliability to our customers.

**Security Improvements:** Projects that enhance the physical and logical security of the company's grid assets and enterprise systems, including the ability to operate and recover in the event of system compromise, and to ensure the integrity, confidentiality, and availability of customer data. Investments in this area will continue to take into account the best available information to proactively respond to emerging threats. The need for deeper investments based upon evolving regulatory and industry standards will also continue to be reviewed and addressed internally and with regulators as needed.

**New Technologies:** Periodically, GMP will invest in new technologies that offer a different, often improved value proposition over an existing technology. While these projects will typically fall underneath one of the prior four categories as well, at times we may pursue a GMP-created solution or new technology when traditional investments do not provide the operational and customer benefit we are seeking.

**Resiliency Improvements:** Projects that ensure core operational assets—such as control, assessment, recovery, and information assets—are accessible and have failover systems in the event of natural or man-made (i.e. cyberattack) disruptions, or that provide communication platforms for stakeholders, emergency responders, and customers during emergencies.