Tech Services Project Authorization Form

Project Title: 2025 Lifecycle - Modern Desktop	**Project Number:** 42025
Date Prepared: 10/02/2024	**Company:** 06:PSNH-Distribution 11:CL+P-Distribution 21:NSTAR Electric-Distribution 2Y:NSTAR Gas 41:WMECO-Distribution 61:Eversource Service 71:Yankee Gas Services Co 1T:CL+P-Transmission 6T:PSNH-Transmission 4T:WMECO-Transmission GM:EGMA
Organization: IT	**Class(es) of Plant:** Hardware, Software
Project Initiator: [redacted]	**Authorization Type:** Full Funding
Project Manager: Aparna Devershetty / Liz Volg	**Project Type:** Life Cycle
Project Sponsor: [redacted]	
Estimated in service date: 01/01/2026	**Capital Investment part of original Operating Plan:** Yes
Total Capital Request: $9,000,000	**O&M Expenses part of request:** No
Estimated Life of Asset (check one): ×☐ 5yrs ☐ 10yrs ☐ 15yrs ☐ Other_____	**Emergency Related Request?** No

Executive Summary

Briefly describe (in a few sentences) the overall description of the project (do not include technical details):

The Modern Desktop project is the 2025 installment of the Modern Desktop Annual program. The project will improve the employee experience with improvements in technology and enhance overall productivity in the workplace. This objective will be achieved through four (4) project tracks:

- Annual continuation of personal computer (PC) and MacBook Deployments and Retrievals (Track #1)
- Application Automation and Persona Upgrades (Track #2)
- Windows 11 Upgrade (Track #3)
- NextThink Enhancements & Configurations (Track #4).

Together, these project tracks will offer efficiencies and increased flexibility in the way IT currently delivers computers and related software to employees and contractors. They will also enable improvements in employee effectiveness via access to newer devices that support new functionality.

Project Costs Summary

See APS3 and APS8 requirements and consult with Plant Accounting for capital/O&M determination. Use published loaders for benefits, materials, and invoices, maintained by the Director, Budget and Internal Reporting.
Note: Dollar values are in thousands

Capital Costs	2025	2026	2027	Total
Direct Capital Costs				
Internal Labor	$640,000	$0	$0	$640,000
Outside Services	$1,707,000	$0	$0	$1,707,000
Software	$0	$0	$0	$0
Hardware	$5,556,000	$0	$0	$5,556,000
Other Materials	$0	$0	$0	$0
Risk and 5% Contingency	$429,000	$0	$0	$429,000
Total Direct Capital Costs	**$8,332,000**	**$0**	**$0**	$8,332,000

Indirect Capital Costs	2025	2026	2027	Total
Indirects/Overheads (including benefits)	$668,000	$0	$0	$668,000
Capitalized interest or AFUDC, if any	$0	$0	$0	$0
Total Indirect Capital Costs	**$668,000**	**$0**	**$0**	**$668,000**

Total Capital Project Costs	$9,000,000	$0	$0	$9,000,000

Costs by Entity

	Entity											
Costs	61	06	11	21	41	71	1T	2Y	4T	6T	GM	**Total (all entities)**
Direct Capital	$ 3,332,800	$ 416,600	$ 1,083,160	$ 1,499,760	$ 249,960	$ 333,280	$ 333,280	$ 416,600	$ 83,320	$ 166,640	$ 416,600	$ 8,332,000
Indirect Capital	$ 267,200	$ 33,400	$ 86,840	$ 120,240	$ 20,040	$ 26,720	$ 26,720	$ 33,400	$ 6,680	$ 13,360	$ 33,400	$ 668,000
Removal net of salvage												$ -
Total	**$ 3,600,000**	**$ 450,000**	**$ 1,170,000**	**$ 1,620,000**	**$ 270,000**	**$ 360,000**	**$ 360,000**	**$ 450,000**	**$ 90,000**	**$ 180,000**	**$ 450,000**	**$ 9,000,000**

Costs by Entity	Entity 61
Direct Capital	$3,332,800
Indirect Capital	$267,200
Removal net of salvage	
Total Capital Costs by Entity	**$3,600,000**

Costs by Entity	Entity 06
Direct Capital	$416,600
Indirect Capital	$33,400
Removal net of salvage	
Total Capital Costs by Entity	**$450,000**

Costs by Entity	Entity 11
Direct Capital	$1,083,160
Indirect Capital	$86,840
Removal net of salvage	
Total Capital Costs by Entity	**$1,170,000**

Costs by Entity	Entity 21
Direct Capital	$1,499,760
Indirect Capital	$120,240
Removal net of salvage	
Total Capital Costs by Entity	**$1,620,000**

Costs by Entity	Entity 41
Direct Capital	$249,960
Indirect Capital	$20,040
Removal net of salvage	
Total Capital Costs by Entity	**$270,000**

Costs by Entity	Entity 71
Direct Capital	$333,280
Indirect Capital	$26,720
Removal net of salvage	
Total Capital Costs by Entity	**$360,000**

Costs by Entity	Entity 1T
Direct Capital	$333,280
Indirect Capital	$26,720
Removal net of salvage	
Total Capital Costs by Entity	**$360,000**

Costs by Entity	Entity 2Y
Direct Capital	$416,600
Indirect Capital	$33,400
Removal net of salvage	
Total Capital Costs by Entity	**$450,000**

Costs by Entity	Entity 4T
Direct Capital	$83,320
Indirect Capital	$6,680
Removal net of salvage	
Total Capital Costs by Entity	**$90,000**

Costs by Entity	Entity 6T
Direct Capital	$166,640
Indirect Capital	$13,360
Removal net of salvage	
Total Capital Costs by Entity	**$180,000**

Costs by Entity	Entity GM
Direct Capital	$416,600
Indirect Capital	$33,400
Removal net of salvage	
Total Capital Costs by Entity	**$450,000**

Total Costs (All Entities)	Totals
Direct Capital	$8,332,000
Indirect Capital	$668,000
Removal net of salvage	$0
Total Capital Costs (All Entities)	**$9,000,000**

O&M Project Costs	Year 2025__	Year 2026__	Year 2027__
Labor	$0	$0	$0
Outside Services	$0	$0	$0
Materials	$0	$0	$0
Training	$0	$0	$0
Other	$0	$0	$0
Total O&M Related Costs	$0	$0	$0

Software as a Service (SaaS):

SAAS*	Year 2025__	Year 2026__	Year 2027__
Capital	$0	$0	$0
O&M	$0	$0	$0
Total	$0	$0	$0

**Identify any vendor software costs in this table and indicate whether or not they are included in the Project Costs Summary above. Identify capital vs. O&M costs based on parameters found in the vendor SaaS calculation document in the appendices. Ensure any future software O&M costs are also disclosed within the Future Costs section below.*

Alternatives Considered:

Were alternative solutions considered/applicable?

Alternatives were considered (please describe below)

Do Nothing – This will cause Eversource to incur additional O&M charges for extending maintenance on end-of-life equipment. Equipment failure risk will affect daily operational services for employees. Additional O&M charges will also be required to resolve issues caused by failure of the aging PCs in addition to the hardware and software O&M purchases that will be required to maintain the older equipment.

Regulatory Requirements:

If yes, provide a detailed explanation in the appendix section

No

Future Costs:

Future Costs	Year 2025__	Year 2026__	Year 2027__
Capital			
O&M	$0	$0	$0
Other			

Total Future Costs	$0	$0	$0

Future O&M represents:

What functional area(s) will these future costs be funded in (include manager and CCC)?

Future Financial Benefits:

If yes, provide a detailed explanation in the appendix section

No - project is not undertaken for financial benefits

Project Justification:

Eversource IT maintains desktop PCs, laptop PCs, and rugged PCs, which provide various terms of operational service. This project funds the replacement of these devices as an annual program, to maintain a computing environment that supports a 5-year lifecycle period. This replacement policy complies with IT policies to maintain PC hardware and software.

This project will improve overall employee experience by updating the workplace with new hardware choices (PC and MacBook Deployments and Retrievals), a better onboarding experience (Modern Management and Persona Enhancements), and easier deployment of applications (Application Automation). Additionally, this project will ensure compliance with Microsoft technology and security policies by testing and deploying Windows 11. A new track, NextThink Enhancements, has been added to the project which will improve our digital experience by enabling self-service PC fixes through PC performance monitoring.

This project offers many improvements to IT processes and technology. Some of those enhancements are delivered with the new hardware that will replace end-of-life PCs - running the Windows 10 operating system and having touch-screen capabilities, a wireless mouse and wireless keyboard. Enhancements to the PC system security include fingerprint reading systems and facial recognition authentication options. The new MacBooks provide a better environment to execute applications related to media (pictures, videos), automation and development.

The performance of the replacement PCs is up to 50% greater than the old end-of-life Hewlett-Packard and Fujitsu PCs. Improved performance increases worker productivity. The new PCs have improved battery life, memory, weigh less than the current PCs, and use less energy.

Increased automation for application installations and computer deployments will result in quicker onboarding overall, fewer approvals to obtain, and better employee experience scores. This directly addresses negative Pulse survey responses related to onboarding and how the access to data and applications sometimes took weeks. It will now take a day.

The objectives of this project are outlined below:

1. **Track 1: PC and MacBook Deployments and Retrievals –** This track provides employees the most efficient, up-to-date computing equipment pre-determined by their personas and to retrieve old, outdated and extra computer equipment (enforcing the IT policy of one device per person).

To meet this objective, the End User Computing (EUC) department will purchase new computers, laptops and tablets to replace the old equipment that has reached the end of its warranty cycle. Improve the Employee Experience by offering employees a choice of Apple OS MacBooks or Windows OS PCs. IT will also purchase computers to backfill the new hire inventory and facilitate the portability of Eversource employees' work environments by replacing desktop computers with laptops, tablets or MacBooks. Additionally, this track will focus on company-wide device consolidation to reduce Eversource's IT footprint and ensuring employees are compliant with Eversource IT Computer policy.

2. **Track 2: Application Automation and Persona Upgrades –**

   This track will provide workflows to sync RITM closure, ticket hierarchy and notifications.

   To be in sync with ServiceNow and avoid losing functionality, Persona development must be upgraded in tandem annually. Beyond this upgrade, this track will optimize the user experience and scalability via modifying the Onboarding Form, Application Access Form Widgets & Client Scripts. Additionally, this track will deploy custom tables, access forms, & alerts/notifications for new Persona functionality.

3. **Windows 11 Upgrade** – Expand the use of Windows 11 to a larger Eversource audience by allowing the new Windows 11 operating system to be installed on top of the Windows 10 operating system) (including Autopilot). – Continue Win 11 for whatever is remaining – VDIs, physical and applications that are not windows ready. Incompatible hardware.

   a. Expand the availability of test devices for user testing, VDI and Integration Lab Physical Devices.
   b. Remediate and implement all relevant findings from user testing to ensure seamless transition towards Win 11 adoption.

4. **NextThink Automations & Configurations** – We will deploy new dashboards and remote actions in Nexthink that allow us to improve our digital experience by enabling self-service fixes. Our remote actions are automation scripts developed to execute on the user's machine either automatically or in a self-service capacity. Examples that we want to deploy are cleaning up temp space (which should improve overall performance on a PC) and request creation (like initiating a request for a new battery when Nexthink detects the current one to be in poor health.

Project Schedule:

Track #	Milestone/Phase Name	Estimated Start - Completion Date
1	PC and MacBook Deployments and Retrievals	Jan 2025 – Dec 2025
2	Application Automation and Persona Enhancements	Jan 2025 – Dec 2025
3	Windows 11 Upgrade	Jan 2025 – Dec 2025

Track #	Milestone/Phase Name	Estimated Start - Completion Date
4	NextThink Enhancements & Configurations	Mar 2025 – Dec 2025

Risks and Risk Mitigation Plans

List top risks and mitigation plans associated with this project (from Table in the Appendix). Include any contingency related to each risk.
(Permitting/siting; environmental; outage constraints; customer/community outreach; material delivery; constructability challenges; excavation; etc.)

The PC replacements present a low IT risk because the technologies are already in place. The project includes the replacement of computer hardware with similar functionality. In most cases the downtime or interruption is limited to an individual user with a duration of 1-2 hours.

Appendices

Reference appendices items in the appropriate section of the PAF and list items in the same order as referenced in the PAF.

- ***Future Financial Benefits: N/A***

If the project has future financial benefits, please use the following table to provide the yearly amounts.

Financial Benefits	Year 20__	Year 20__	Year 20__	Year 20__
O&M reductions				
Other (i.e: return on investment, revenues)				
Total Financial Benefits				

Describe the estimated future financial benefits noted above:

What functional area(s) will these benefits be reflected in?_____
A representative from the respective functional area is required to be included as a project approver.

- ***If the project has regulatory requirements, please disclose here***

Analysis of Vendor Software Payments for Cloud-Based Software Applications Hosting Fees ONLY

This document ONLY needs to be utilized if Eversource Energy is entering into a Cloud-Based Application and the Application has Hosting Fees which are also referred to as; Hosted Solution, Cloud Fees, Cloud Solution, Enterprise Agreement (EA), Enterprise License Agreement (ELA), Licensing Fee, RTU's (Rights to Use), Maintenance Agreement, Support & Service Agreement.

Project Name:

Complete the following analysis of vendor software payments for cloud-based software applications for the *hosting fees only* (as defined above):

- Accounting should be determined by Plant Accounting Services during PAF development.
- Attach documentation or information from IT supporting the nature of software payments.
- Also see APS 3 for capitalization policy for software costs.

NOTE: A pro rata portion **of the hosting fees** incurred during the development phase (described below) may be capitalized up to the point when the product goes **in-service**.

Development phase: In accordance with APS 3, SaaS/Cloud projects that do not meet the two capitalization criteria as outlined in APS 3 may have internal and external direct costs during the development phase (**prior to in service date**) that may be capitalized. External direct costs may include the pro-rata portion of an up-front software usage fee applicable to use of the software to develop the project before it is in service. Indicate below pro rata portion of development phase hosting fees requested to be capitalized:

Development phase: # months (provide support) (A) _____0_____

÷ Total hosting contract period: # months (B) _____

= Pro rata portion that may be capitalized (A) ÷ (B) _____%

Total hosting fees over contract period $_____

Development phase amount requested to be capitalized (% x Total fees above) _____
For costs after development phase, complete PAF break-out of capital/expense.