



# PSEG Long Island Update

*Operating Report – December 2024 LIPA Board of Trustees Meeting*

December 18, 2024

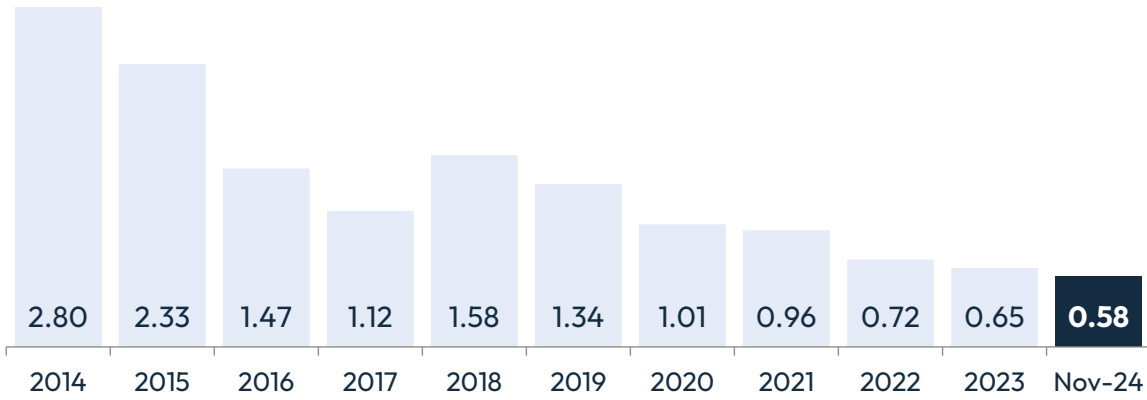
# Agenda

- Operating Performance
- Time of Day Update
- System Separation Update

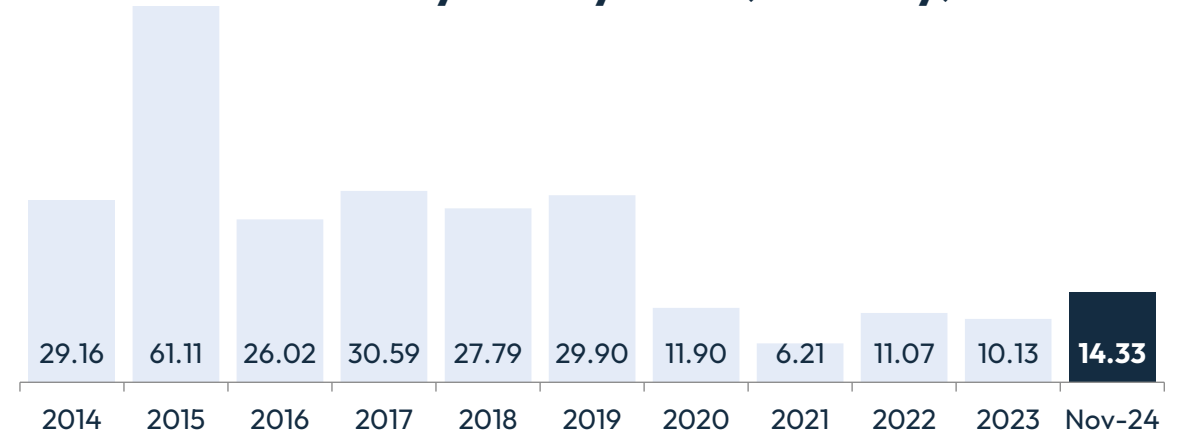
# Operating Performance

## Safety Performance

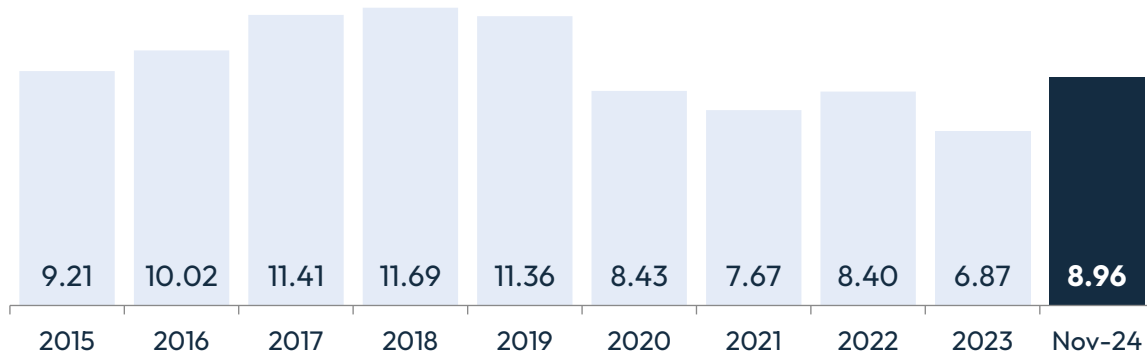
### OSHA Recordable Incident Rate



### OSHA Days Away Rate (Severity)



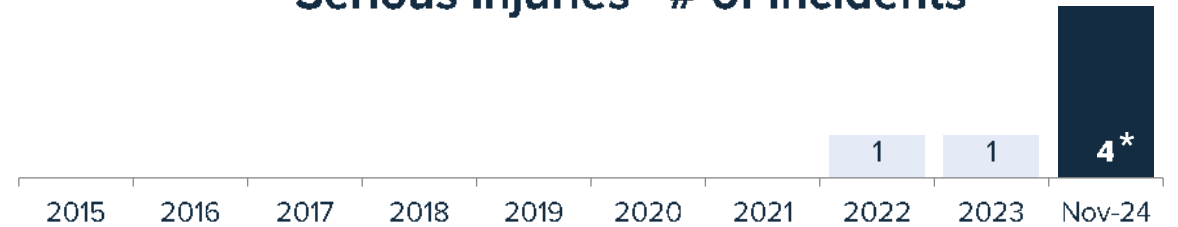
### Motor Vehicle Accident Rate



### Serious Injury Incident Rate



### Serious Injuries - # of Incidents

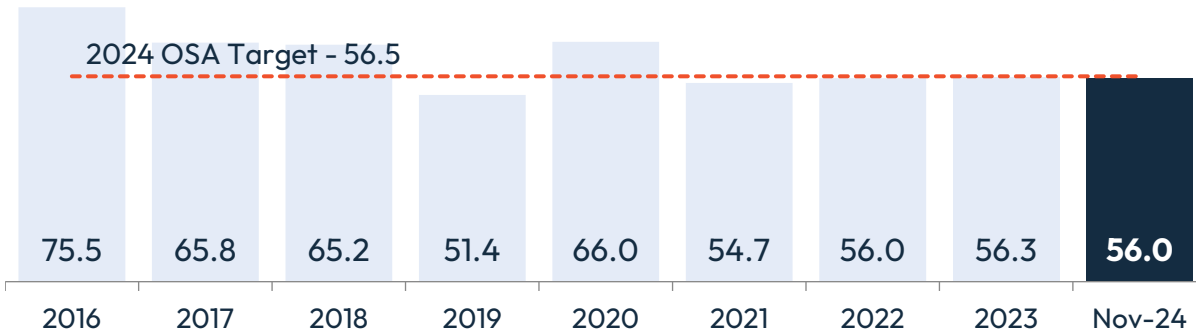


\*Statistics include one December 2024 incident and 2 incidents that PSEG LI will be seeking an exception via metric process as incidents were not life altering

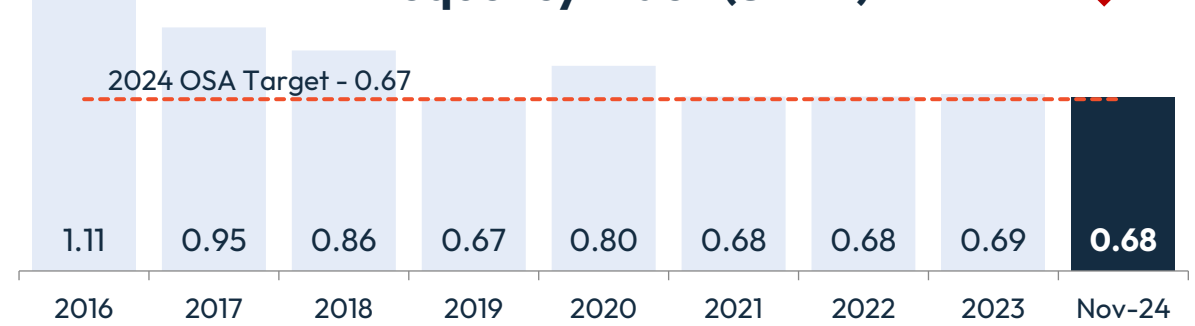
# Operating Performance

## Electric Reliability

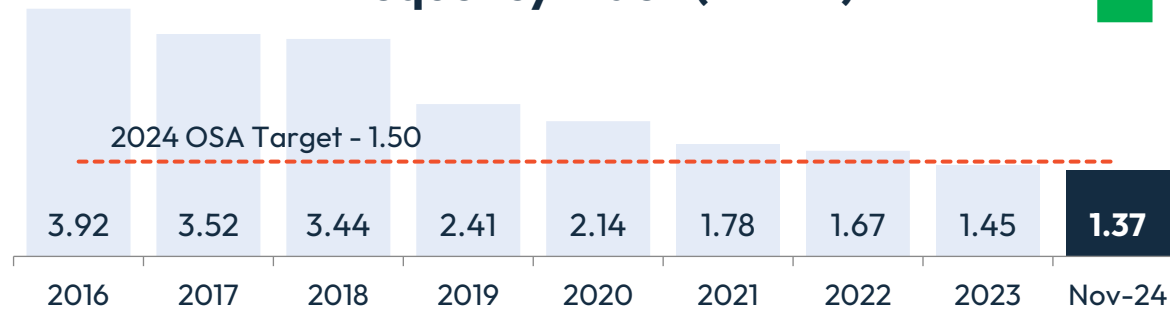
### System Average Interruption Duration Index (SAIDI)



### System Average Interruption Frequency Index (SAIFI)



### Momentary Average Interruption Frequency Index (MAIFI)



**SAIDI and SAIFI OSA targets will not be achieved however PSEG Long Island remains the top overhead electric service provider in New York State for reliability performance and top performing all-in SAIDI compared to national peers**

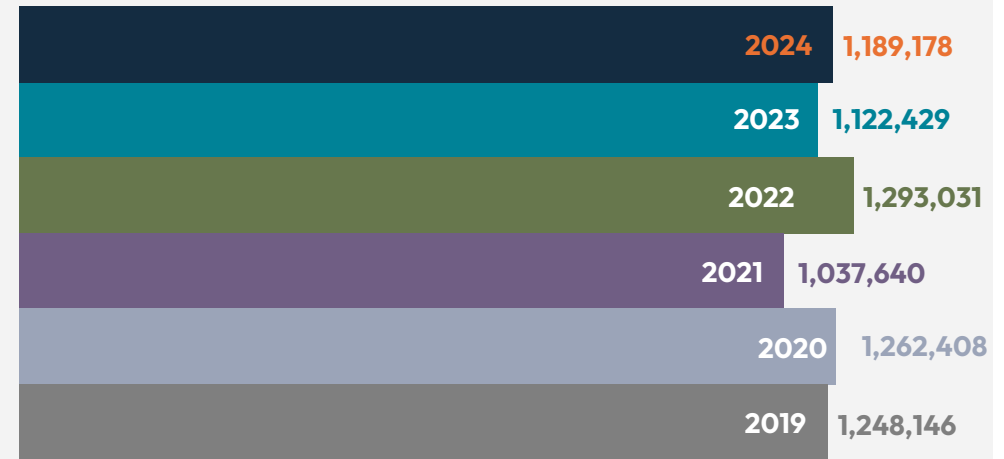
# Operating Performance

## Call Center Update



### Rep Calls Offered

YEAR TO DATE



**81.3%** First Call Resolution

YEAR TO DATE | 80.0%

**95.6%** After Call Survey

YEAR TO DATE | 95.0%

**134** Staffing  
Contact Center Agents

31 Agents In Training

**28**

Average Speed of Answer

Average time to answer a phone call in seconds

YEAR TO DATE | 245 SECONDS

**80.6%**

Service Level

Percentage of calls answered in 30 seconds

GOAL: 77% of calls answered in 30 seconds

YEAR TO DATE | 38.8%

**473.9**

Average Handle Time

Average length of time to complete a transaction

GOAL: 376 seconds

YEAR TO DATE | 472.2 seconds

**92.5%**

Agent Schedule Adherence

Compares an agent's schedule of work versus actual work completed

YEAR TO DATE | 91.6%

**1.6%**

Abandonment Rate

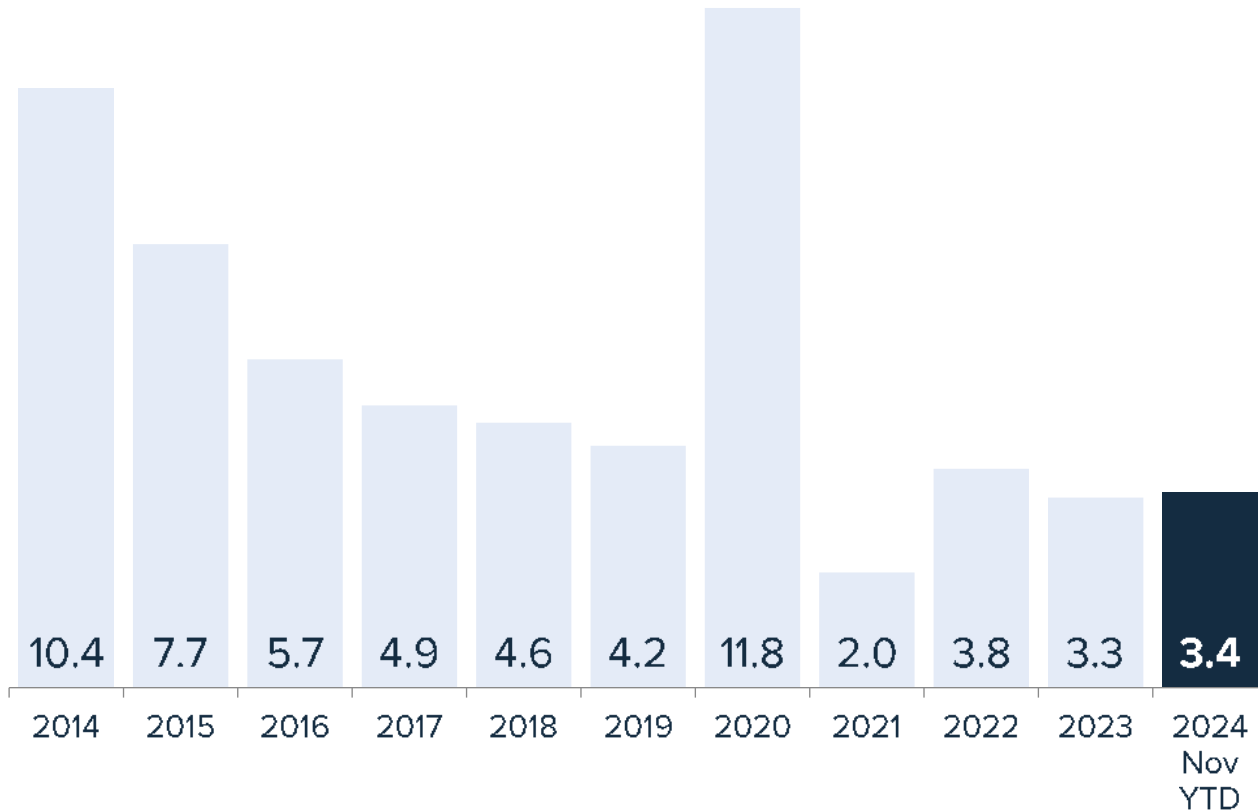
Percentage of customers who disconnect before connecting with an agent

YEAR TO DATE | 13.5%

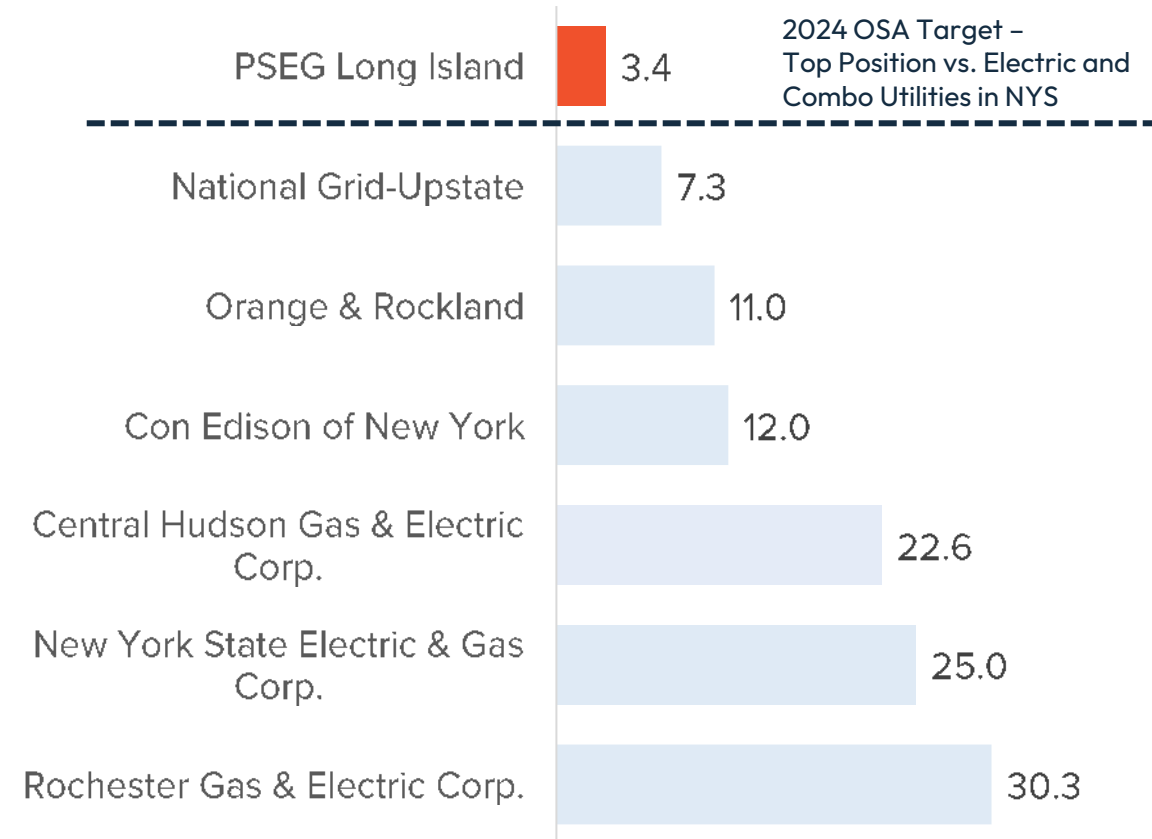
# Operating Performance

## Customer Complaints

### Customer Complaint Rate



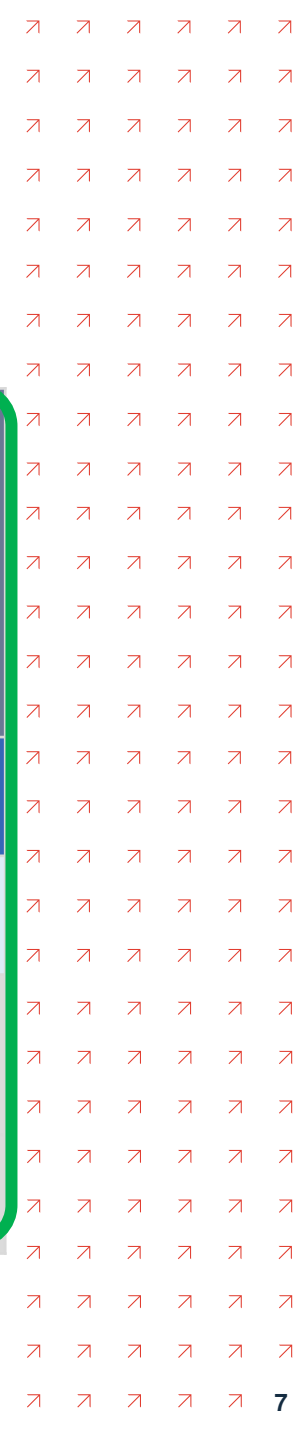
### Rolling 12 Month DPS Complaint Rate per 100,000 Customers



# TOD Program Progress

*Customer Enrollment = 90,364\**

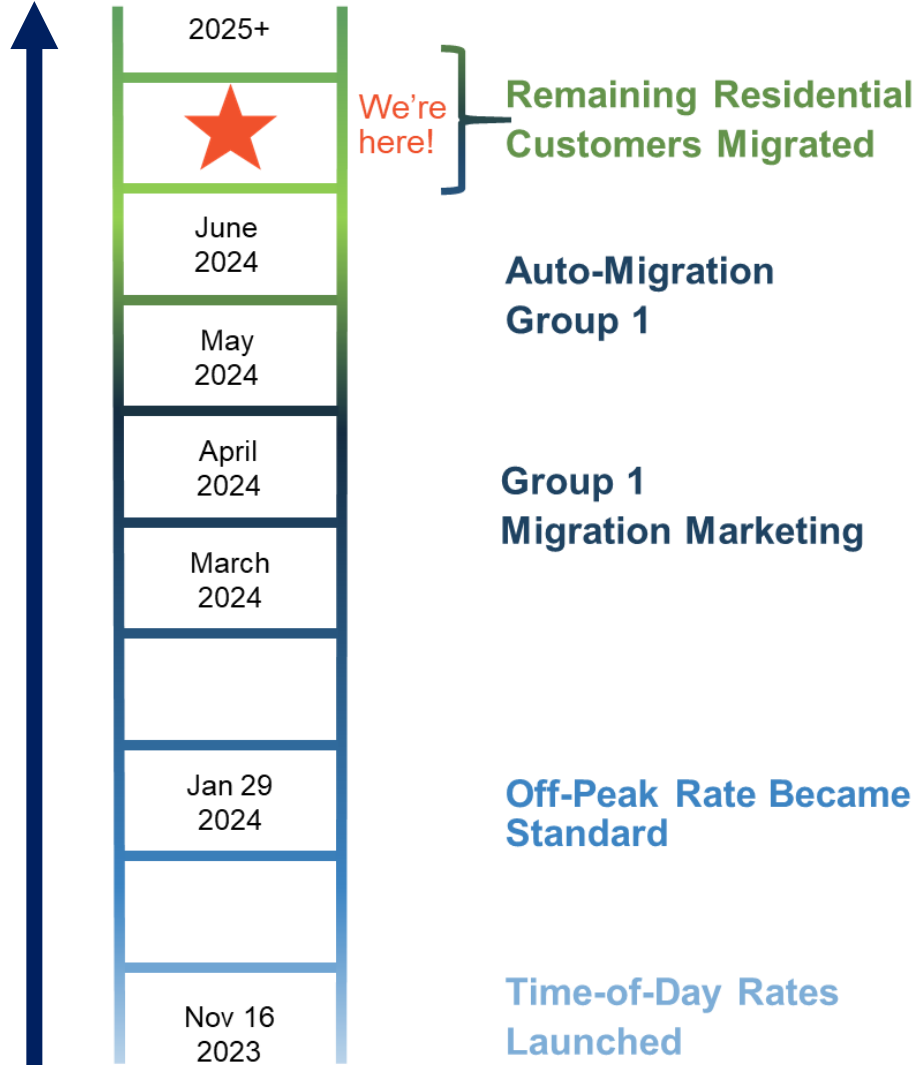
	Total As of 2023	2024 Program Enrollment								Total Customers
		Q1	Q2	July	August	September	October	November	December	
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	
<b>Voluntary</b>	471	2,572	3,554	667	868	695	1,034	1,520	500	11,881
<b>Move-in</b>		10,619	14,969	5,940	5,280	4,848	6,689	4,841	5,000	58,186
<b>Targeted Migration Population</b>			28,615							28,615
<b>Total**</b>	<b>471</b>	<b>13,191</b>	<b>47,138</b>	<b>6,607</b>	<b>6,148</b>	<b>5,543</b>	<b>7,723</b>	<b>6,361</b>	<b>5,500</b>	<b>98,682</b>



\* As of December 2, 2024

# TOD Program Progress

*Where is the TOD Program today?*



→ Remaining eligible residential flat rate customers will be **migrated to Time-of-Day in groups throughout 2025+**

→ Auto-migration of current flat rate customers began. **First group included ~30,000 customers**

→ **Awareness, 90-, 60-, and 30-day pre-migration notifications** sent to customers targeted for migration as part of Group 1. Communications include information about the rate, tips on how to save with Time-of-Day, as well as links and QR codes to opt into the rate early or opt out of migration

→ **Time-of-Day rate 194** became the new PSEG Long Island **standard rate**

→ Customers able to voluntarily **opt into Off-Peak and Super Off-Peak rates**





# 2024 Time of Day Success

## *A Strong Foundation in Place*

- New customers going on standard TOD Off Peak Rate
- Group 1 Migration & Billing completed on time
- Low Opt Outs
- Significant system upgrades and process learning completed
- Post-production needs assessment identified additional program & system enhancements
- Organization trained and prepared for 2025 full population roll-out migrations



# TOD Program Progress

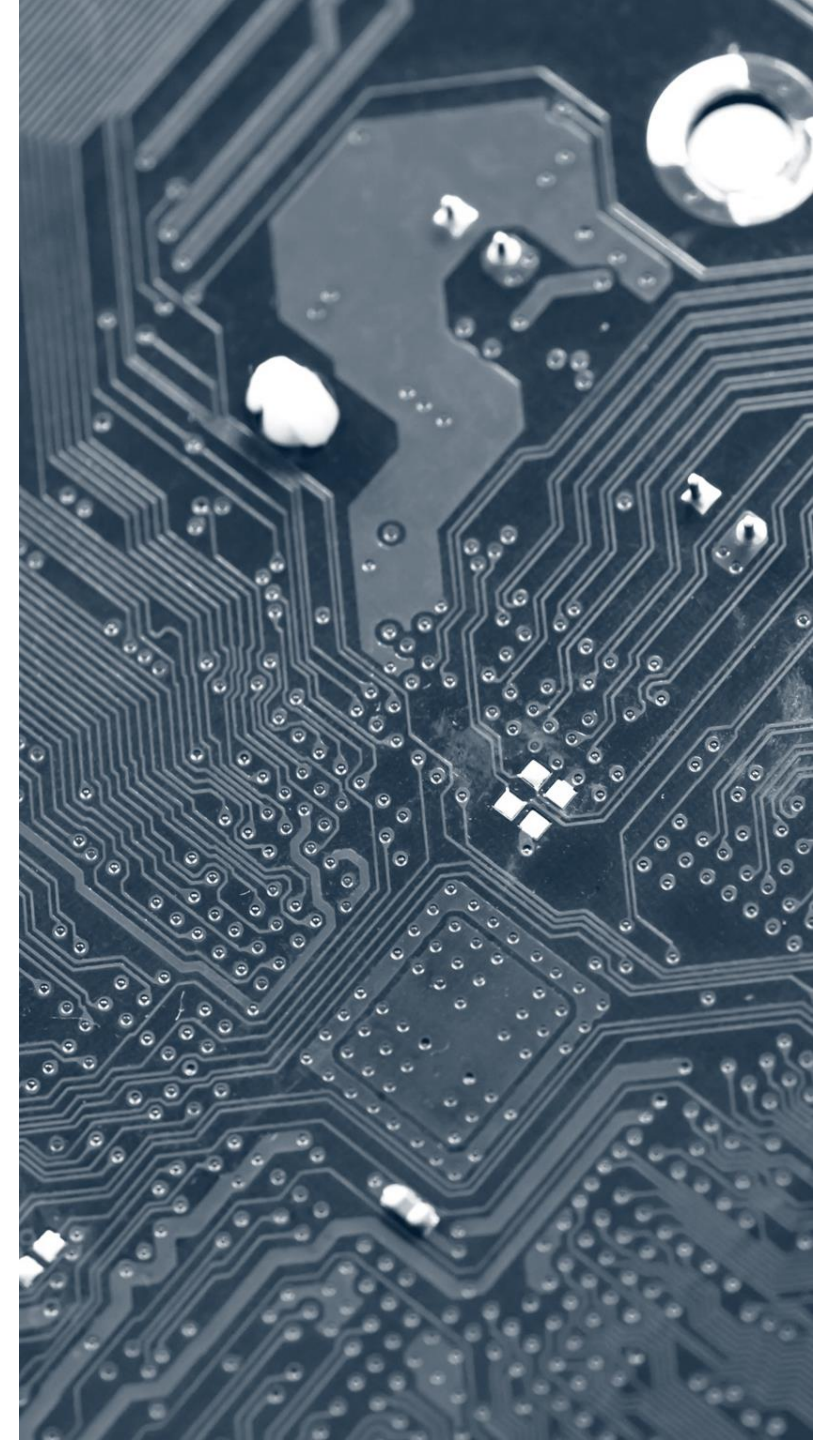
## *2025 Migration Schedule*

	January	February	March	April	May	June	Summer Pause	September	October	November	December	
Estimated Target Group Size	50,000	70,000	95,000	95,000	95,000				95,000	95,000	95,000	95,000
Migrate Billing Cycle Date	Group 2	Group 3	Group 4	Group 5	Group 6				Group 7	Group 8	Group 9	Group 10
Send First TOD Bill		Group 2	Group 3	Group 4	Group 5	Group 6				Group 7	Group 8	Group 9

# System Separation Program

## *Executive Summary*

- All bundles for the system separation projects are on track to be completed by December 2025.
- Scope divided into 4 bundles based on logistics, complexity, and importance.
- System separation has been a collaborative, transparent program since inception with a very strong and clear governance structure.
- 70% of the work associated with Bundle 1 systems have been completed for go live with 30% of the work remaining. The business will start using the Bundle 1 systems to perform their job function on April 14, 2025.



# System Separation At a Glance

*All bundles for the system separation projects are on track to be completed by December 2025.*

<b>4</b>	<b>71</b>	<b>18</b>	<b>300+</b>
<b>Bundles</b>	<b>Business Applications</b>	<b>Functional areas involved</b>	<b>Project Team Members</b>
<b>450+</b>	<b>30,000 GB</b>	<b>11,000</b>	<b>2,850+</b>
<b>Interfaces Evaluated</b>	<b>Data to Sort Through</b>	<b>Total System Users Across NJ and LI</b>	<b>Long Island Users Affected</b>
	<b>\$74M</b>	<b>\$29M</b>	
	<b>Estimated Capital Funding</b>	<b>Estimated Ongoing Costs</b>	





# System Separation Scope

*Scope divided into 4 bundles based on logistics, complexity, and importance.*

<b>BUNDLE 1 = 40%</b>	<b>BUNDLE 2 = 20%</b>	<b>BUNDLE 3 = 20%</b>	<b>BUNDLE 4 = 20%</b>
<ul style="list-style-type: none"> <li>• <b>Over 40% of effort and budget (\$33M).</b></li> <li>• <b>Highly integrated and most complex bundle.</b></li> <li>• <b>All services and systems need to go live at the same time for this bundle.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>20% of effort and budget each.</b></li> <li>• <b>The software in these bundles have limited or no integrations with other bundles.</b></li> <li>• <b>Rolling implementation with individualized work streams.</b></li> <li>• <b>These bundles operate independently and are not done in a series.</b></li> <li>• <b>The risk for these bundles is significantly lower than Bundle 1.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Includes 15 SAP + finance, human resources, payroll, and procurement systems.</li> <li>• All systems within this bundles are interconnected with many dependencies system-wide and external vendor interfaces.</li> <li>• Affects all 2500+ employees and core business functions. This bundle is how we pay vendors, pay employees, succession planning, and so much more.</li> <li>• Schedule adjustment to account for technology issue and business readiness.</li> <li>• It is imperative to get this bundle right.</li> <li>• Extensive testing is required to ensure optimal functionality and quality control.</li> </ul>	<ul style="list-style-type: none"> <li>• Includes 15 email and identity management systems.</li> <li>• Bundle 2 start does not coincide with end of bundle 1.</li> <li>• This bundle is on target to be completed as planned in 2025.</li> <li>• Affects all 2,500+ employee's daily work.</li> <li>• PSEG New Jersey has already implemented Microsoft 365 and has lessons learned which will be transferred to Long Island's implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• Includes 25 cloud-hosted and other systems.</li> <li>• Bundle 3 start does not coincide with end of bundles 1 or 2.</li> <li>• This bundle is on target to be completed as planned in 2025.</li> <li>• Most applications in this bundle impact small groups of users throughout the organization (5-20).</li> <li>• Larger amount of systems (25) within this bundle but overall, less complexity and less risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Includes 16 cybersecurity systems.</li> <li>• Bundle 4 start does not coincide with end of bundles 1, 2, or 3.</li> <li>• This bundle is on target to be completed as planned in 2025.</li> <li>• Internal IT operations –internal cyber security tools to protect the company from external risks.</li> </ul>

# Governance Structure

*Very strong and clear governance structure is in place.*

**System separation has been a collaborative, transparent program since inception with a very strong and clear governance structure.**

- This project has the highest level of attention from leadership at PSEG in New Jersey, PSEG Long Island, and LIPA.
- There are strong controls on scope and costs with strong vendor management practices in place.
- The right people, inclusive of our partners, are in the room making decisions.
- There are more than 300 people total working on the System Separation project, representing a mixture of PSEG, PSEG Long Island, and outside consultants and contractors.



Executive Sponsors	Steering Committee	Enterprise Project Management Office (EPMO)
<b>Zeeshan Sheikh</b> <i>Chief Information &amp; Digital Officer, PSEG</i>	<b>Brian Rudowski</b> <i>Acting Chief Information Officer, LIPA</i>	<b>Joe Jacko (Long Island)</b> <i>Director, Project Services</i>
<b>Greg Filipkowski</b> <i>Chief Information Officer, PSEG Long Island</i>	<b>Sidney Shelton</b> <i>Director, Information Technology, LIPA</i>	<b>Rich Brenton (New Jersey)</b> <i>Senior Director, Project Services</i>
	<b>Dave Lyons</b> <i>Interim President &amp; COO, PSEG Long Island</i>	
	<b>Greg Filipkowski</b> <i>CIO, PSEG Long Island</i>	

# Governance Structure

*Regular updates and meetings are scheduled.*



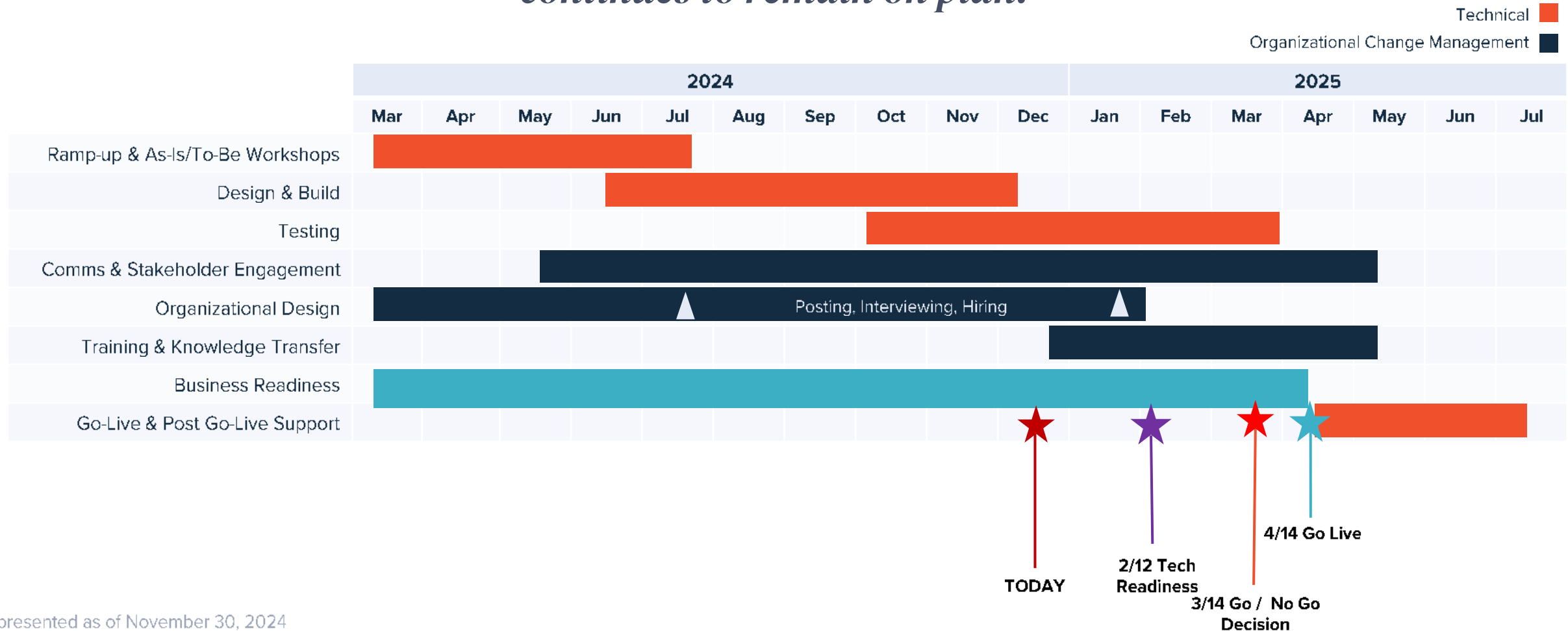
- **Executive Steering Committee**  
*(Other Invitees: John Rhodes, Omar Shareef, Brian Celleri, Merhdad Azizi, Manoj Srivastava, Karen Stinson (PA Consulting))*
  - **Weekly:** Status report on Bundle 1. *(Meeting monthly since January 2023, weekly since July 2024.)*
  - **Bi-Weekly:** Status report for remaining bundles. *(As activities increase, the meetings will increase in frequency) (Cognizant, the System Integrator is also invited to these meetings.)*
- **Reporting & Other Meetings**
  - **As Needed:** Vendor management office meetings to address vendor performance.
  - **Weekly:** Status reports provided for Bundle 1.
  - **Bi-weekly:** Status reports for Bundles 2 and 3 are provided to LIPA meeting invitees.
  - **Monthly:** Program-level status updates are delivered to LIPA via Smartsheet.
- **Program Team Leads**
  - **Daily:** meet with support teams to execute work.
  - **Weekly:** Business unit leadership weekly meetings in key functional areas of IT, HR, finance, and procurement.
  - **Bi-monthly:** Program-level updates shared with the PSEG Long Island team.
  - **Monthly:** Updates are provided to the PSEG Long Island Senior Leadership Team as well as the PSEG Information Technology Senior Leadership Team.

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# System Separation

## Bundle 1 Revised High-Level Schedule

*This represents the current schedule as confirmed in September 2024 and work continues to remain on plan.*





# Bundle 1 By the Numbers

Complexity	Physical	Processes	Data	People
<p><b>INTEGRATIONS</b></p> <ul style="list-style-type: none"> <li>450+ interfaces evaluated</li> <li>8 third-party financial institutions</li> </ul> <p><b>HEALTH</b></p> <ul style="list-style-type: none"> <li>12+ year-old custom SAP</li> <li>95,000 tables</li> <li>3,575 custom programs in NJ SAP</li> <li>1,098 custom tables created by NJ</li> <li>488 custom tables are LI; 375 include NJ &amp; LI data and must be filtered</li> <li>33TB → ~8 TB for LI           <ul style="list-style-type: none"> <li>Comingled data (objects with both NJ and LI data on same item – e.g. Purchase Order)</li> </ul> </li> </ul> <p><b>TECH CHANGES</b></p> <ul style="list-style-type: none"> <li>JAMS to GoAnywhere (integrations)</li> <li>OrgCharts+ to Ingentis</li> <li>MIM to SailPoint</li> </ul>	<p><b>SAP RISE</b></p> <ul style="list-style-type: none"> <li>4 environments (DEV, QA, PRE-PROD, PROD)</li> <li>Each includes 3 products (ECC, BW, GRC)</li> <li>Software licensing for:           <ul style="list-style-type: none"> <li>ECC on RISE</li> <li>Concur</li> <li>Ariba</li> <li>SuccessFactors</li> <li>PowerPlan</li> <li>+10 add-on tools</li> </ul> </li> </ul> <p><b>SANDBOX</b></p> <ul style="list-style-type: none"> <li>7 servers (4 app, 3 db)</li> <li>Storage expansion</li> <li>Memory additions</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Upgraded Tulsa circuit to Edison from 150 Mbps to 1 Gbps</li> <li>Purchased AWS Snowball for backup data move to SAP RISE</li> </ul>	<p><b>EPMO ARTIFACTS:</b> (MS3 and MS4 in progress, out of 10 total)</p> <ul style="list-style-type: none"> <li>52 received and approved</li> <li>3 in review</li> <li>25 Key Deliverables remain (=25+ artifacts)</li> </ul> <p><b>TESTING</b></p> <ul style="list-style-type: none"> <li>1,159 total test cases</li> <li>6 ECC modules incl Ariba 123 test scenarios = 513 cases</li> <li>7 SF modules – 141 scenarios = 577 test cases</li> <li>Concur, - 38 test scenarios = 38 test cases</li> <li>BW – 13 scenarios, = 23 test cases</li> <li>PowerPlan – 3 integration test scenarios, (140 test scenarios internal) = 8 test cases</li> <li>4 total mock migrations</li> <li>1 month for System Integration Testing (SIT)</li> <li>1 month for User Acceptance Testing (UAT)</li> </ul>	<p><b>DATA CARVE OUT</b></p> <ul style="list-style-type: none"> <li>NJ Production = 33TB</li> <li>LI data = ~4 TB after data carve out</li> <li>NJ DB growth ~1TB/mo</li> <li>Mock 0 = 24 days to carve out LI only data           <ul style="list-style-type: none"> <li>Modified technical data approach to be more efficient</li> </ul> </li> <li>Mock 1 = 11 days to carve out LI only data           <ul style="list-style-type: none"> <li>Added additional compute resource for data transformation</li> </ul> </li> <li>Further improvement expected from the additional hardware and process optimization</li> </ul>	<p><b>TEAM</b> – ~300 members</p> <ul style="list-style-type: none"> <li>200 - Employees</li> <li>100 - 3rd party team members</li> </ul> <p>18 Functional Business Units represented on the project.</p> <p>Total System Users = 10,900</p> <ul style="list-style-type: none"> <li>LI - 1,198</li> <li>NJ - 9,732</li> </ul>

# Current Status

*Bundle 1 is 70% complete to achieve go-live*

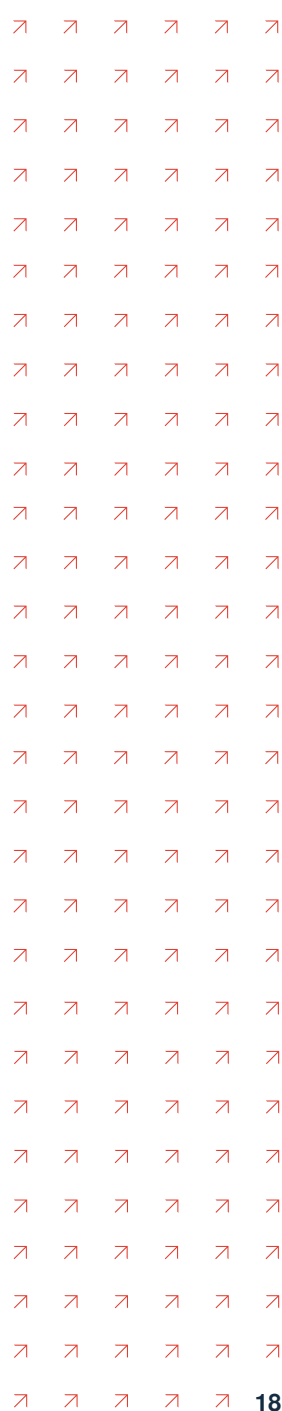
**70% of the work associated with Bundle 1 systems have been completed for go live with 30% of the work remaining. The business will start using the Bundle 1 systems to perform their job function on April 14, 2025.**

- **Bundle 1 Delivery Schedule:**

- Technical Readiness: February 10, 2025
  - Systems ready to go live but will come with additional organizational interruptions.
- Business Readiness and Go-Live: April 14, 2025
  - Go live was adjusted and approved by the steering committee to be post first quarter compensation, year-end financial controls and other critical business processes to minimize impacting critical financial controls.
  - The date the business will start using the Bundle 1 separated systems to perform their job functions.

- **Bundle 1 Completed Items:**

- Purchased software licensing and infrastructure, established operating environments and configured them for Long Island.
- Designed system components and integrations for Long Island.
- Developed the solution to separate only Long Island data from the Enterprise of nearly 11,000 users.
- Successfully completed a mock migration testing the transfer of data from Enterprise to new Long Island systems.
- Developed 1,200 cases to test the separated systems to ensure all is functional after data separation.
- Entered the test phase and ran first data validation tests to ensure compliance and protect private and sensitive information.



# System Separation

## *The 30% of Work Left for Bundle 1*

- **Bundle 1 To Be Completed:**
  - **Resource Planning:** Completion of planning for testing and post go-live operations.
  - **System Integration Testing:** Validate the connection with the new Long Island systems with the 200+ other software tools including external financial institutions.
  - **User Acceptance Testing:** Users confirm they can perform their normal work in the new system and identify any anomalies in the new system's performance.
  - **Dress Rehearsal:** Full end-to-end implementation in a non-live environment. Team will fine-tune all activities and hand-offs.
  - **Optimizing Technical Solutions:** Further optimize the cutover windows to process 30+TB of data within a reasonable timeframe for cutover activities.
  - **Optimizing Business Processes:** Ensure business processes are optimized for the newly separated systems.
  - **Staffing:** Completion of hiring for PSEG Long Island Information Technology support roles and incremental PSEG Long Island HR support to assist with essential system operation moving forward.



# System Separation

## High Level Schedule for Bundles 2-4

	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1	2025 Q2	2025 Q3	2025 Q4
<b>Bundle 2</b>								
RFP's and Contract Negotiations	█	█			█	█		
Acquire Software Licenses, Build Hardware		█	█		█	█		
Requirements & Design Documentation			█	█		█	█	
Testing			█	█	█	█	█	
Go Live				█	█	█	█	█
Close-out & Post Go-Live Support					█	█	█	█
<b>Bundle 3</b>								
RFP's and Contract Negotiations	█	█	█	█	█	█		
Acquire Software Licenses, Build Hardware				█	█	█	█	
Requirements & Design Documentation				█	█	█	█	
Testing					█	█	█	█
Go Live						█	█	█
Close-out & Post Go-Live Support						█	█	█
<b>Bundle 4</b>								
RFP's and Contract Negotiations				█	█			
Acquire Software Licenses, Build Hardware					█	█		
Requirements & Design Documentation					█	█	█	
Testing						█	█	█
Go Live							█	█
Close-out & Post Go-Live Support								█

**Note:** This integrated schedule depicts rolling implementation plan over time for the individual assets contained within the bundles 2, 3, and 4.  
**Note:** Current state analysis and budgetary estimates were completed for all bundles in early 2023.

# System Separation

## *Bundles 2, 3, and 4*

- **Bundles 2, 3 & 4 Completed Items: (56 Applications Total)**

- Requirements for separated systems identified.
- Plans for implementation drafted.
- Program team to deliver oversight and direction of vendors have been hired or already in place.
- Business functional reviews and approvals obtained.
- Bid packages issued for major procurements of software and implementation of support services.
- Award recommendations are in place for all bid items.

- **Bundles 2, 3 & 4 Next Items: Software and Services acquisition**

- Continue to work with LIPA to ensure adequate funding is available to execute contracts for associated work.
- Execute contracts for remaining software and implementation services with procurement and legal staff members over the next 90 days.
- Cybersecurity, network, and infrastructure teams review draft security plans to ensure data is protected in separated systems.
- Finalize schedule with all vendors and begin drafting all the documentation necessary to implement the systems for operational use.
- Partner with vendors to create the new separated Long Island environments and import our data and users.
- Create integration and other test plans and have them reviewed and approved by appropriate business areas.
- Develop processes for managing the new systems and their functional responsibilities with the affiliate services as appropriate



# System Separation

## *Program Budget*

- **Project Spend to Date:** \$23.0 million
- **Project Spend to Go Estimate:** \$51.4 million
- PSEG Long Island is currently meeting with LIPA to:
  - Continue collaboration between PSEG Long Island and LIPA on process and criteria to release hold funding to support the project spending forecast. This will ensure work will not be delayed due to financial constraints.
  - Continue to ensure clear understanding between LIPA and PSEG Long Island on remaining forecasted work, budget associated with those items, and funding needed to support those items.



# Budget Update

## Financials as of November 30, 2024

### Original Estimates (mid-2023)

Bundle	Estimate (\$M)
Bundle-1	24.4
Bundle-2	17.1
Bundle-3	13.9
Bundle-4	13.3
<b>Total</b>	<b>68.7</b>



Estimates include tolerances for variability per CMMI/AACE standard practices based on project state

Preliminary Estimate Range	+100%/-50%	\$34M - \$137M
Initial Design Phase	+30%/-20%	\$55M - \$89M
Build Phase	+10%/-10%	\$62M - \$76M

### Actuals To Date

Bundle	Actuals (\$M)
Bundle-1	16.0
Bundle-2	2.6
Bundle-3	3.0
Bundle-4	1.6
<b>Total</b>	<b>23.1</b>



### 2024 Estimate to Complete

Bundle	Estimate (\$M)
Bundle-1	6.5
Bundle-2	0.6
Bundle-3	0.9
Bundle-4	0.4
<b>Total</b>	<b>8.5</b>



### 2025 Estimate To Complete

Bundle	Estimate (\$M)
Bundle-1	10.6
Bundle-2	12.3
Bundle-3	9.9
Bundle-4	10.0
<b>Total</b>	<b>42.9</b>



### Estimate At Completion (Nov 2024)

Bundle	EAC (\$M)
Bundle-1	33.1
Bundle-2	15.5
Bundle-3	13.8
Bundle-4	12.0
<b>Total</b>	<b>74.4</b>



There is an estimated \$51M remaining spend. Based on CMMI/AACE methodology this figure represents an estimate range of \$41M – \$62M

### Variance EAC to Original Estimates

Bundle	Variance (\$M)	%
Bundle-1	8.7	36%
Bundle-2	(1.6)	(9%)
Bundle-3	(0.1)	(1%)
Bundle-4	(1.3)	(10%)
<b>Total</b>	<b>5.7</b>	<b>8%</b>



# System Separation

## Risks and Mitigations

Risks	Mitigations
<b>Financial Security</b>	<ul style="list-style-type: none"> <li>PSEG Long Island needs assurance from LIPA that there will be a seamless pipeline of funding to ensure all systems will be able to be completed by end of 2025.</li> <li>Continued meetings with LIPA to execute necessary steps to ensure funding.</li> </ul>
<b>Business Readiness</b>	<ul style="list-style-type: none"> <li>PSEG Long Island has scheduled go live date in coordination with organizational end of the fiscal wrap-up activities and organizational readiness. This mitigates risk of business interruption during cut over to new separated system.</li> <li>Focused hiring plan with experienced recruiters</li> <li>Third party firms as backup</li> <li>Utilizing affiliate services if needed to ensure project delivery and business readiness.</li> </ul>
<b>Further Schedule Adjustments</b>	<ul style="list-style-type: none"> <li>There is a fixed deadline to complete this project. PSEG Long Island has ranked the software from most complex to least complex and can anticipate where there could be schedule adjustments based on complexity. We are able to plan for additional resources available for higher risk software implementations.</li> </ul>
<b>Project Schedule Performance</b>	<ul style="list-style-type: none"> <li>We have hired experienced schedulers to help identify opportunities and challenges within the schedule. Additionally, robust RFPs were executed to bring technical, project managers to complete this project on schedule.</li> <li>Project leadership has been carried over from Bundle 1 bringing all lessons learned from other implementations.</li> <li>Change management teams are in place to ensure the organization is prepared for change and help with organizational change management issues as they arise.</li> </ul>
<b>Complexity</b>	<ul style="list-style-type: none"> <li>Bundles 2, 3, and 4 are less complex and do not need to be live concurrently giving more flexibility and agility to the system separation team.</li> </ul>
<b>Technical Challenges &amp; Extracting Historical Data</b>	<ul style="list-style-type: none"> <li>PSEG Long Island will be able to anticipate where potential pitfalls may happen. With bundles 2, 3, and 4 being less complex, there should be less technical challenges.</li> <li>There is more flexibility in the extraction of data from enterprise systems within bundles 2, 3, and 4 that did not exist with bundle 1.</li> <li>Additional solution architects and increased enterprise architecture capability have been added to the team to mitigate this risk.</li> </ul>
<b>Scope</b>	<ul style="list-style-type: none"> <li>Strong governance structure and approval required for any scope changes.</li> <li>Additional scope within the project timeline could lead to schedule adjustments.</li> </ul>



# Moving Forward

## *How You Will Know We Are on Track*

- A continued transparent process with LIPA and the Board of Trustees will be maintained to ensure all are fully informed as we continue towards completion of System Separation.
- Updates will be included in the Operations Report at the LIPA Board of Trustees on regular intervals.
- Continuation of the meeting schedule outlined within the governance slide will ensure full transparency with LIPA.
- Weekly and monthly reports will continue to be sent to LIPA.





Thank  
*you*



# Appendix

# Operating Performance

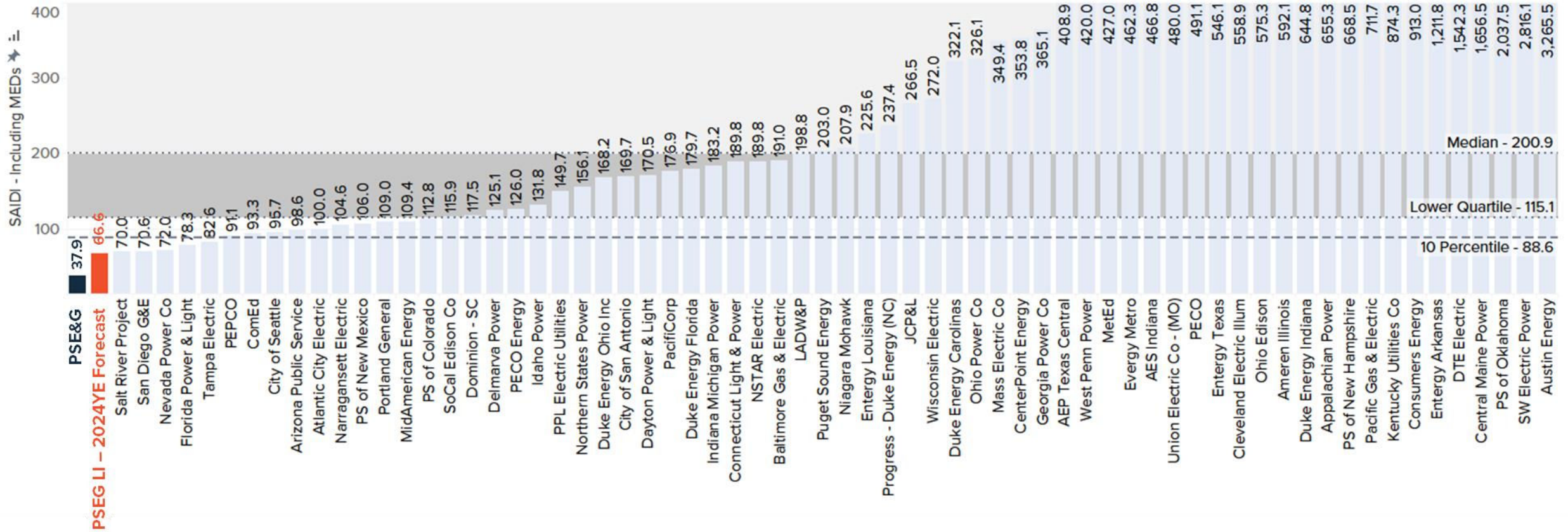
## SAIDI Performance to Benchmark

### SAIDI (minutes per year)

All Events (With Major Event Days)

Source: EIA-861 - Annual Electric Power Industry Report - 2023 YE Data

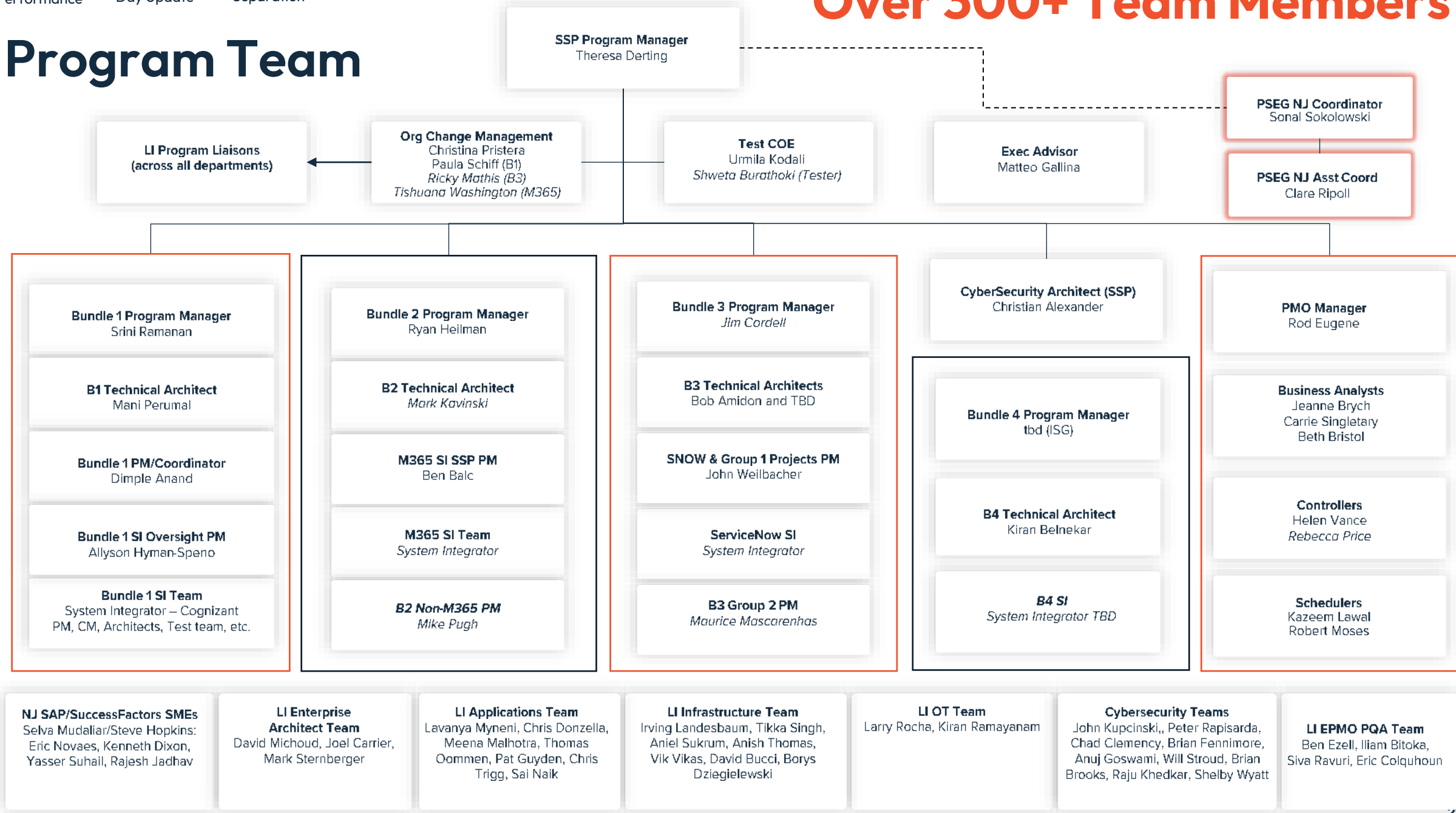
Peer Utilities - Includes Utilities with >500K Customers



## Program Team

Governance  
Oversight  
Execution  
Support

Operating Performance    Time of Day Update    System Separation



# System Separation Scope

*71 Applications divided into 4 bundles.*

*Scope is divided into four bundles based on logistics, complexity and importance beginning with most complex and most integrated systems.*

## BUNDLE 1: SAP + Finance, Human Resources, Procurement Systems



1. [Catalyst](#)
2. [Microsoft Identity Manager](#) >> ISIM/Sailpoint
3. [Org Charts Plus](#) >> [Ingentis](#)
4. [PowerPlan](#)
5. [SAP ECC 6.0](#) (and related supporting tools)
6. [Accenture Clone & Test](#)
7. [CLM](#) >> [IronClad](#)
8. [Maestro](#)
9. [PBS](#)
10. [Winshuttle](#)
11. [Spinifex](#)
12. [Zoption](#)
13. [SAP Ariba](#)
14. [SAP Concur](#)
15. [SAP Success Factors](#)

## BUNDLE 2: Email & Identity Systems



16. [Active Directory](#)
17. [AirWatch](#) >> [InTune](#)
18. [Area 1 Security](#)
19. [AWS](#) related to DevOps
20. [CloudHealth](#)
21. [CyberArk](#)
22. [ForcePoint/DLP](#)
23. [Hitachi Password Manager](#)
24. [Lookout](#)
25. [Lync/Skype](#) >> [Teams](#)
26. [Microsoft Outlook/Exchange](#) >> [M365](#)
27. [Okta](#)
28. [ProofPoint](#)
29. [Zoom](#) >> [Teams](#)
30. [Move from Bundle 4: RSA Appliances](#) (now includes scope from [LDAP/PingID](#))

## BUNDLE 3: Cloud-hosted and Other Systems



- |   |  |
|---|--|
| 31. <a href="#">3E</a>  | 45. <a href="#">Practising Law Institute (PLI)</a>   |
| 32. <a href="#">Barista</a>                                     | 46. <a href="#">Project Tracking System</a>          |
| 33. <a href="#">CaseWorks</a>                                   | 47. <a href="#">Relativity One</a>                   |
| 34. <a href="#">Compliance 360</a>                              | 48. <a href="#">Roxi</a> >> <a href="#">DXC</a>      |
| 35. <a href="#">CyberGrants</a>                                 | 49. <a href="#">Robotic Process Automation (RPA)</a> |
| 36. <a href="#">Encase</a>                                      | 50. <a href="#">ServiceNow</a>                       |
| 37. <a href="#">Guidance Link</a> >> <a href="#">SharePoint</a> | 51. <a href="#">SharePoint</a>                       |
| 38. <a href="#">iManage</a>                                     | 52. <a href="#">SIMS-AVA</a>                         |
| 39. <a href="#">IS Network (ISN)</a>                            | 53. <a href="#">Sitecore</a>                         |
| 40. <a href="#">JAMS</a> >> <a href="#">GoAnywhere</a>          | 54. <a href="#">The Link (FirstUp)</a>               |
| 41. <a href="#">Legal Tracker</a>                               | 55. <a href="#">Westlaw Edge</a>                     |
| 42. <a href="#">LoadRunner</a>                                  |  |
| 43. <a href="#">Lotus Notes</a> >> <a href="#">Info Archive</a> |  |
| 44. <a href="#">P6 for IT</a>                                   |  |

## BUNDLE 4: Cybersecurity Systems



56. [Armortext](#)
57. [Bitsight](#)
58. [Burp Suite](#)
59. [Carbon Black](#)
60. [Cyber GRX](#)
61. [DigitCert](#)
62. [Dome9](#)
63. [FireEye Helix](#)
64. [Fortress](#)
65. [Knowbe4](#)
66. [Managed Security Services Provider \(Mandiant\)](#)
67. [Neustar UltraDNS/Ultra DDOS](#) (now [Vercara](#))
68. [Skyhigh](#)
69. [Symantec Endpoint Protection \(SEP\)](#)
70. [Venafi](#)
71. [Veracode](#)



# Bundle 1 Progress

## Bundle 1

Application	Short Description	Software Licensing	SOW	Design & Build	Testing	Go Live
Ariba	Procurement functions	●	●	●	🕒	○
Catalyst	Non-PO Payments	🕒	🕒	○	○	○
Clone & Test	Copies complex data for testing purposes	●	●	●	○	○
Concur	Employee expenses	●	●	●	🕒	○
Ingentis	Organizational planning	●	●	●	○	○
IronClad	Contract Management	●	●	●	○	○
Maestro	Schedules recurring jobs	●	●	🕒	○	○
PBS	Archiving for data	●	●	○	○	○
PowerPlan	Plant accounting	●	●	●	🕒	○
SailPoint	Identity Management	●	●	🕒	🕒	○
SAP ECC	Payroll, Work Mgmt, Inventory, etc.	●	●	🕒	🕒	○
Spinifex	SAP reporting	●	●	🕒	○	○
SuccessFactors	Employee management & training	●	●	🕒	○	○
Winshuttle	SAP data extraction & analysis	●	●	●	○	○
Zoption	Financial postings for SAP	●	●	●	○	○

# Bundle 2 Progress

## Bundle 2

Application	Short Description	Software Licensing	SOW	Design & Build	Testing	Go Live
ActiveDirectory	Manages computer/network accounts	●	●	●	○	○
Area1 Security	Blocks phishing attacks on email	○	○	○	○	○
AWS	Hosts applications/provides infrastructure	●	●	○	○	○
CloudHealth	Analyzes cloud use to optimize	○	○	○	○	○
CyberArk	Controls privileged access	●	◐	○	○	○
Forcepoint	Protects from information leaks	●	◐	○	○	○
Hitachi Password Mgr	Synchronizes passwords across software versions	○	○	○	○	○
InTune	Manages mobile device email	◐	◐	○	○	○
Lookout	Protects mobile devices from attacks	○	○	○	○	○
M365	Email, calendar, collaboration	◐	◐	○	○	○
Okta	Synchronizes passwords across multiple systems	●	◐	○	○	○
Proofpoint	Email security	◐	○	○	○	○
RSA	Encryption software for mobile devices	◐	○	○	○	○
Teams	Meeting/messaging platform	◐	◐	○	○	○



# Bundle 3 Progress

## Bundle 3

Application	Short Description	Software Licensing	SOW	Design & Build	Testing	Go Live
3E	Chemical data management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barista	Automated self-help IT tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caseworks	Manages legal obligations/tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance360	Manages legal compliance policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CyberGrants	Manages corporate matching donations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DXC Assure Claims	Claims processing software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encase	Collects & preserves legal digital evidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GoAnywhere	Secure file sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GuidanceLink	Document repository	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iManage	Document management/sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
InfoArchive	Historical data retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ISNetworld	Company safety management data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Tracker	Manages legal cases/documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LoadRunner	Performance testing for software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
P6	Scheduling projects/activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practising Law Inst	Manages legal cases/documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Tracking System	Organizes project data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relativity One	eDiscovery software for litigation matters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Robotic Process Automation	Automates repetitive computer tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ServiceNow	Automated workflows for IT and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SharePoint	Collaboration and document storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SIMS-AVA	Safety information management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitecore	Public/consumer website management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Link	Employee communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Westlaw Edge	Legal research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Bundle 4 Progress

## Bundle 4

Application	Short Description	Software Licensing	SOW	Design & Build	Testing	Go Live
ArmorText	Secure communications during events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bitsight	Security performance monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burp Suite	Penetration testing for web apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carbon Black	Security endpoint detection and response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CyberGRX	Cyber risk assessment for third parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digicert	Cyber threat detection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dome 9	Cloud security posture management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FireEye Helix	Cybersecurity incident management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fortress	Manages third party supply chain risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowbe4	Security awareness and compliance training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mandiant	Cybersecurity managed services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neustar	Domain name attack protection and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skyhigh	Virus and malware protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symantec	Intrusion prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Venafi	Identify management protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veracode	Identifies software code vulnerabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Thank  
*you*