Business Plan

Information and Communication Technology

April 2018

Supporting Document 12.1.16

Executive Summary

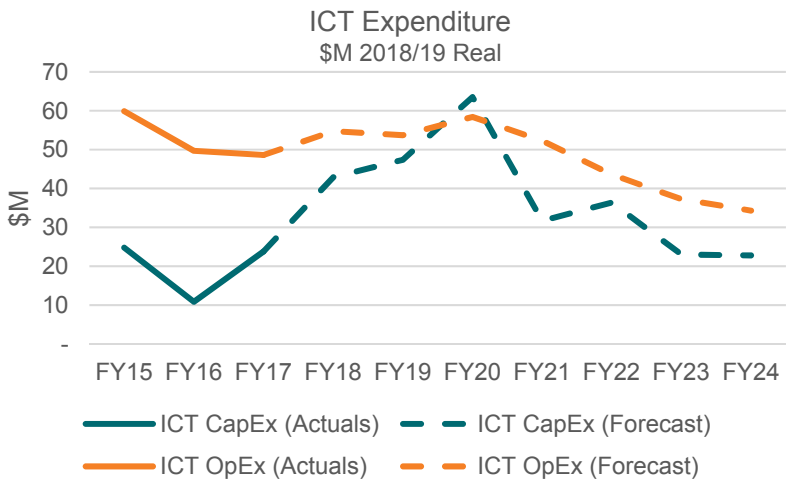
$M 2018/19 Real

$177M
CAPITAL INVESTMENT PLAN

$226M
OPERATIONAL INVESTMENT PLAN

ICT Strategic Planning:

- Best practice systems, technology & processes
- Rationalise infrastructure & applications
- As-a-service solutions
- Innovative lower cost platforms
- Continuous improvement



ICT Portfolio

- Enterprise Services Systems
- Enterprise Asset Management Systems
- Field & Network Operation Systems
- Customer & Market Interaction Systems
- Technology & Cyber-security

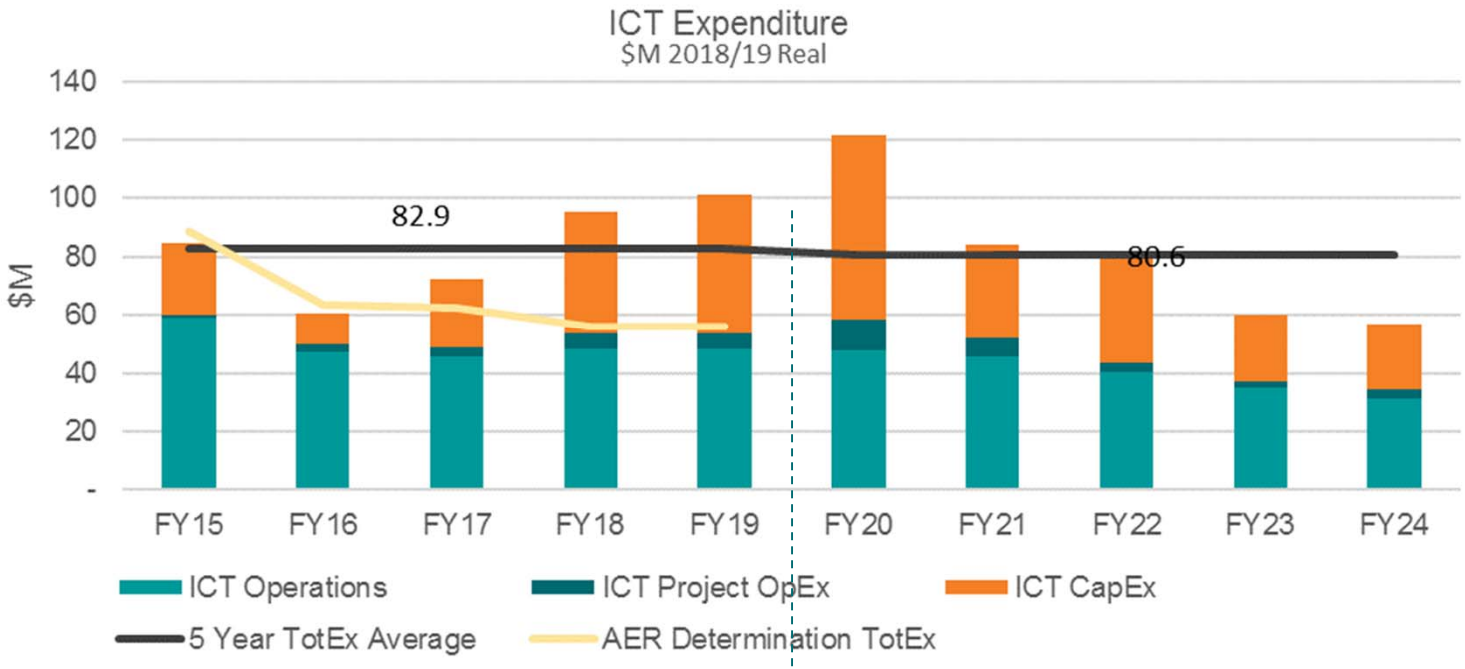
Key Challenges

- Cyber-security threats
- Aging core systems
- Digital disruption

Key Opportunities

- Maturing market for commercially provided cloud services
- Ability to leverage planned ICT renewals for business transformation and improvement creating significant business benefits and savings to our customers

Executive Summary – Actual and Forecast Expenditure



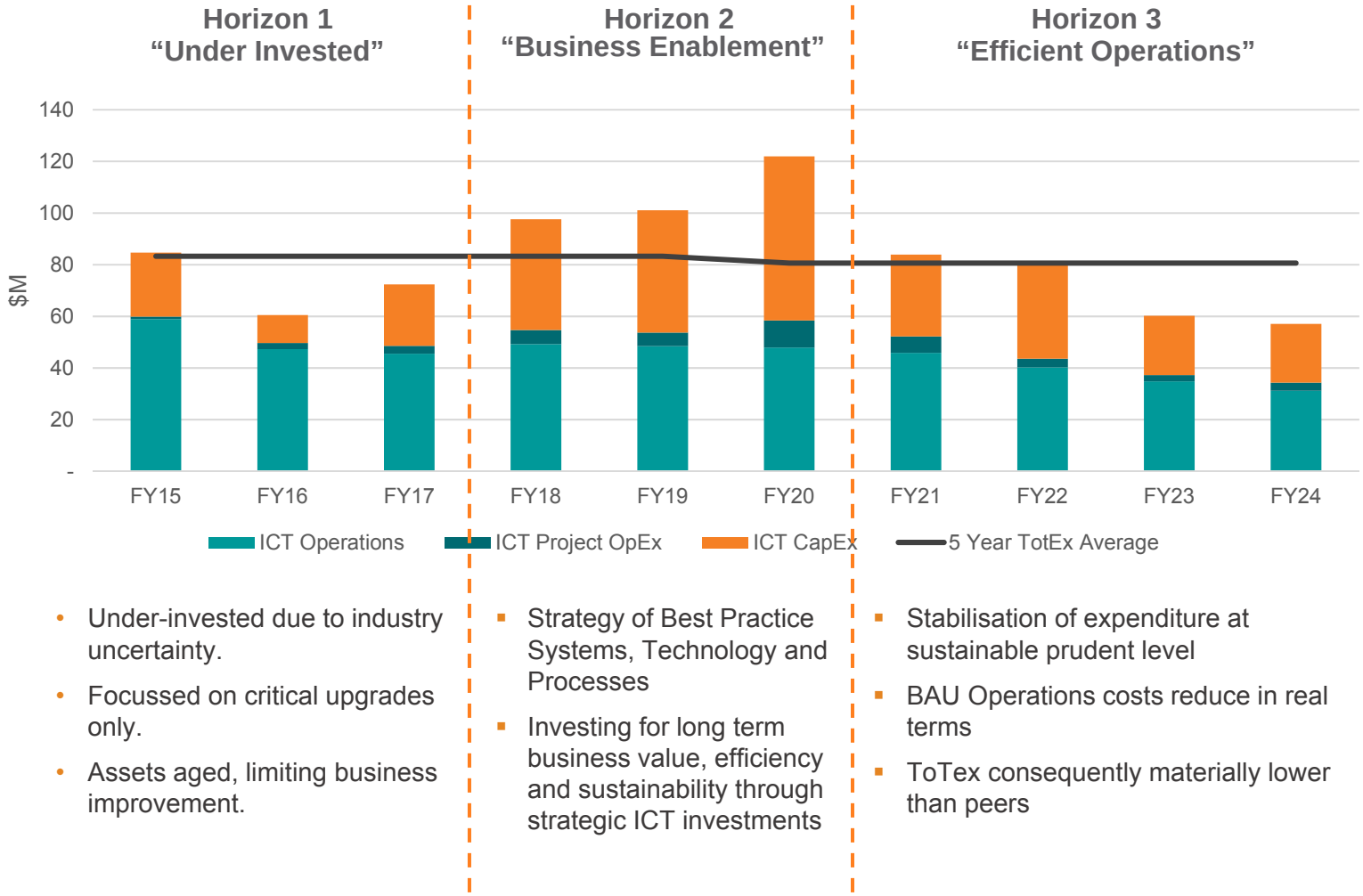
$M 2018/19 Real	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
ICT CapEx	24.8	10.9	23.8	42.0	47.4	63.5	31.7	36.4	23.0	22.8
ICT Project OpEx	0.9	2.3	3.1	5.4	5.2	10.4	6.4	3.4	2.4	3.1
ICT Operations	58.9	47.3	45.5	48.2	48.5	48.0	45.8	40.2	34.8	31.2
ICT TotEx	**84.7**	**60.5**	**72.4**	**95.6**	**101.1**	**121.9**	**83.9**	**80.0**	**60.3**	**57.1**
AER Determination	88.9	63.7	62.3	56.3	56.2	-	-	-	-	-
Actuals v AER Determination	**-4.2**	**-3.2**	**10.1**	**39.3**	**44.8**	-	-	-	-	-
5 Year Total			**414**					**403**		

(Negative denotes underspend)

Current Period → | Proposal Period →

All figures are provided in FY19 real terms and represent post-CAM SCS regulated amounts only

Executive Summary – Actual and Forecast Expenditure

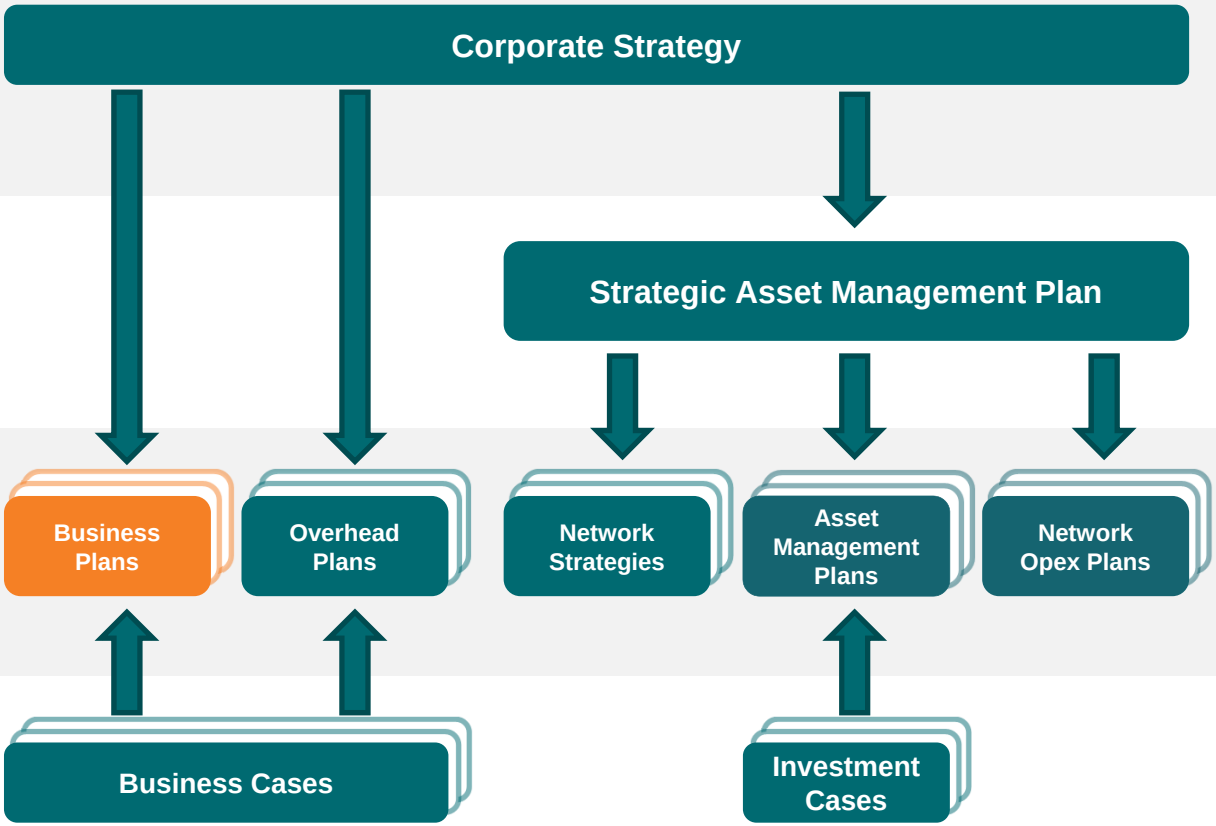


- Under-invested due to industry uncertainty.
- Focussed on critical upgrades only.
- Assets aged, limiting business improvement.

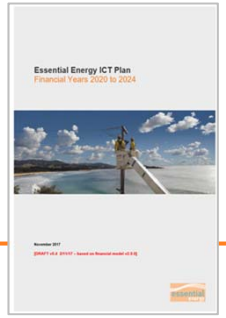
- Strategy of Best Practice Systems, Technology and Processes
- Investing for long term business value, efficiency and sustainability through strategic ICT investments

- Stabilisation of expenditure at sustainable prudent level
- BAU Operations costs reduce in real terms
- ToTex consequently materially lower than peers

Document Hierarchy and Purpose

Document Hierarchy	Document Purpose
	> Set corporate direction in view of stakeholder requirements, mandate specific strategic initiatives, and stipulate corporate objectives. > Translate the corporate objectives into guiding asset management principles, develop strategic responses, and stipulate asset management objectives. > Translate the asset management objectives into specific plans and actions to be delivered to manage the assets. > Detailed financial and non-financial consideration of specific investment.

Document Hierarchy and Purpose

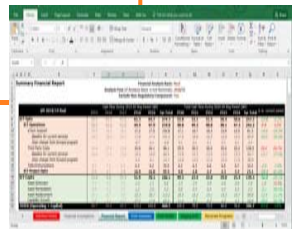


ICT Plan FY20-FY24

ICT Reg Summary

ICT Business Cases

Cost Model Overview



Cost Model

ICT App Strategy

Infrastructure Plan FY20-FY24

ICT Service Delivery Overview

Business Plan - ICT

ICT Strategy	8
ICT Asset Lifecycle Management	12
Key Challenges	15
Risk Considerations	16
Performance To-Date	17
ICT Operations Forecast	19
ICT Program Forecast	20
Supporting Documents	27
Relevant Legislation and Policies	28

Current State of Technology

State of Information Technology in 2017

- Systems 10+ years old
- >1600 supported IT systems
- Network productivity issues
- Paper & desk based employees
- No data analytics capability
- IT seen as lacking skills
- Fragmented processes

IT Initiatives

- New HR & Payroll systems
- New Finance, Budgeting & Procurement systems
- New Asset Management, Maintenance & Supply Chain systems
- Develop Data Analytics team & solutions across company
- Upgrade Customer facing Systems (e.g. notifications)
- New Billing & Meter Data systems
- Focus on mobile solutions (any device, anywhere)
- Upgrade & Improve Operational Technologies

Underlying Beliefs and Assumptions

- Access to the right people across the organisation
- Ongoing commitment across the organisation
- Cloud based software & hardware will be broadly used
- Technology needs to support fluid business models
- Solutions will be people focused not technology focused
- Efficiencies and innovation are required from solutions

State of Information Technology in 2020

- IT Solutions up to date
- <1000 supported IT systems
- Flexible network in place
- Mobile/browser solutions
- Strong analytics capabilities
- IT is valued as a tech guide
- Integrated processes

Strategic Focus

Business Strategy	ICT Enablers	End State
Continuous improvement in safety culture and performance.	> Improved visibility of work being undertaken, scheduling, backlog and timing. > Integration of HCM and Maintenance systems for training and certifications to ensure safety compliance.	Digital enablement of processes with Capability to analyse data across functional areas e.g. Revenue / Cost per Customer, Asset Risk Profile.
Operate at industry best practice levels of efficiency, delivering best value for customers.	> Improved asset and work order planning. > Mobile capability across systems to improve productivity. > Automation of processes, approvals and integration. > Documented standards across systems to reduce duplication.	
Deliver real reductions in the customers' network charges.	> Visibility of Cost per Asset, Risk based decisions. > Improve network costing > Reduction in billing effort and rework > Improved analytics and cost optimisation	
Deliver Return on capital investment with the regulator's allowances.	> Whole of asset view and lifecycle performance of assets > Improved budgeting and forecasting systems for cost mgt. > Improved financial analytics and reporting	

ICT Strategies

The ICT objectives and strategy deliver on the established corporate objectives

1. Best practice systems, technology and processes	Enable business improvement through modern digital capability and efficient work practices.
2. Rationalise Infrastructure and Applications	Rationalising legacy applications and infrastructure through each planned initiative in the ICT program.
3. Innovative Lower Cost Platforms	Manage the cost to serve through the prudent use of modern lower cost technology platforms.
4. As-a-service Solutions	Essential Energy is making prudent use of as-a-service solutions as a primary alternative to traditional long-cycle capital investments.

ICT Strategies

The ICT objectives and strategy deliver on the established corporate objectives

5. Continuous Improvement

The ICT business unit, eTech, is focussed on the continuous improvement of its operations for ongoing efficiency improvement and prudence. This includes:

> Transformation to a contemporary as-a-service operating model

> Best-practice focus on product towers aligned with the enterprise architecture and core functional services including:

- Strategy and Architecture
- Infrastructure Services,
- Strategic Vendor Management,
- Service Integration,
- Risk Management and Security

ICT Asset Lifecycle Management

ICT Asset Lifecycle Management

ICT Infrastructure Management

1. Maximise utilisation of **platform-as-a-service (PaaS)** and **infrastructure-as-a-service (IaaS)**
2. Implement **innovative technologies** including lower-cost devices and BYOD alternatives.
3. Ensure the **prudent and efficient maintenance and replacement** of on-premise ICT Infrastructure assets

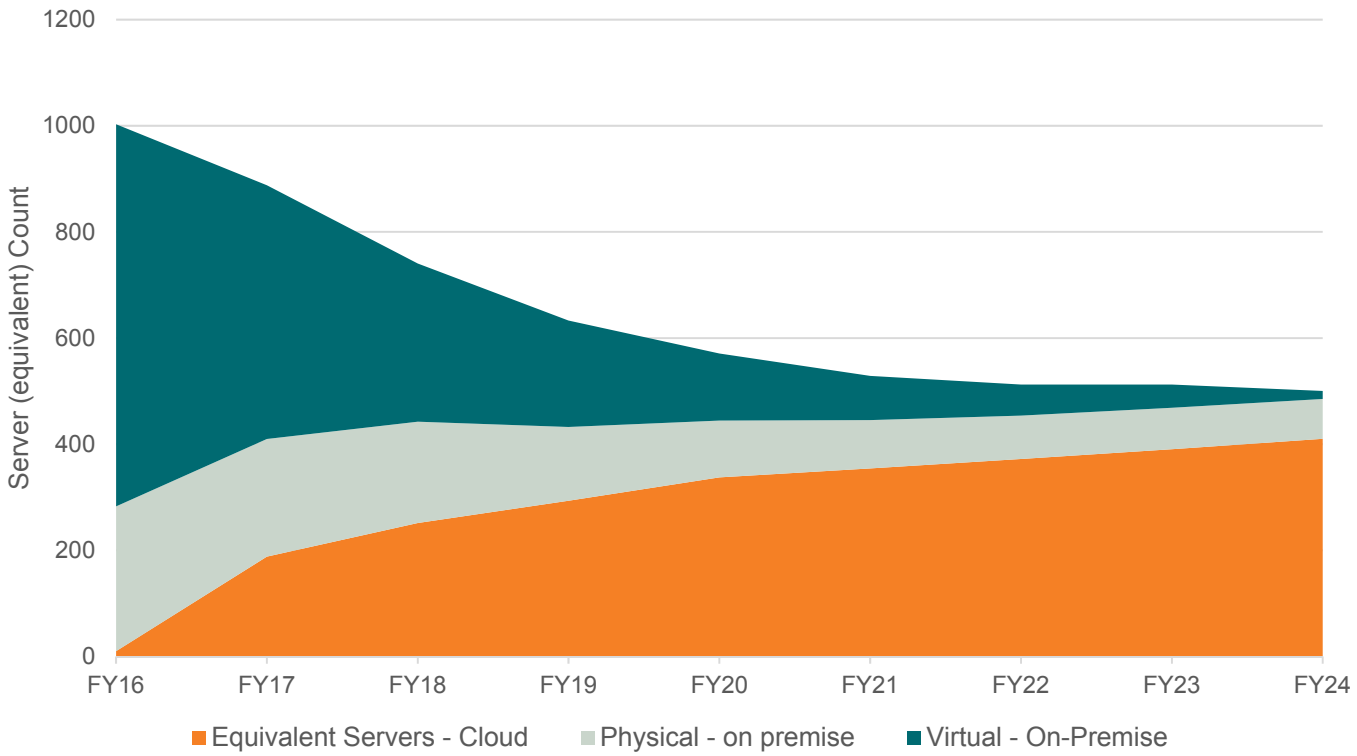
ICT Applications Management

1. Maximise utilisation of **software-as-a-service (SaaS)** solutions
2. **Plan application upgrades and replacements** for sustainability and prudent risk management, consistent with the Gartner PACE model.
3. **Leverage upgrades and replacements** for business improvement and alignment with external triggers**.**

ICT Asset Lifecycle Management

ICT Infrastructure Management

Substantial progress made in transition to as-a-service infrastructure



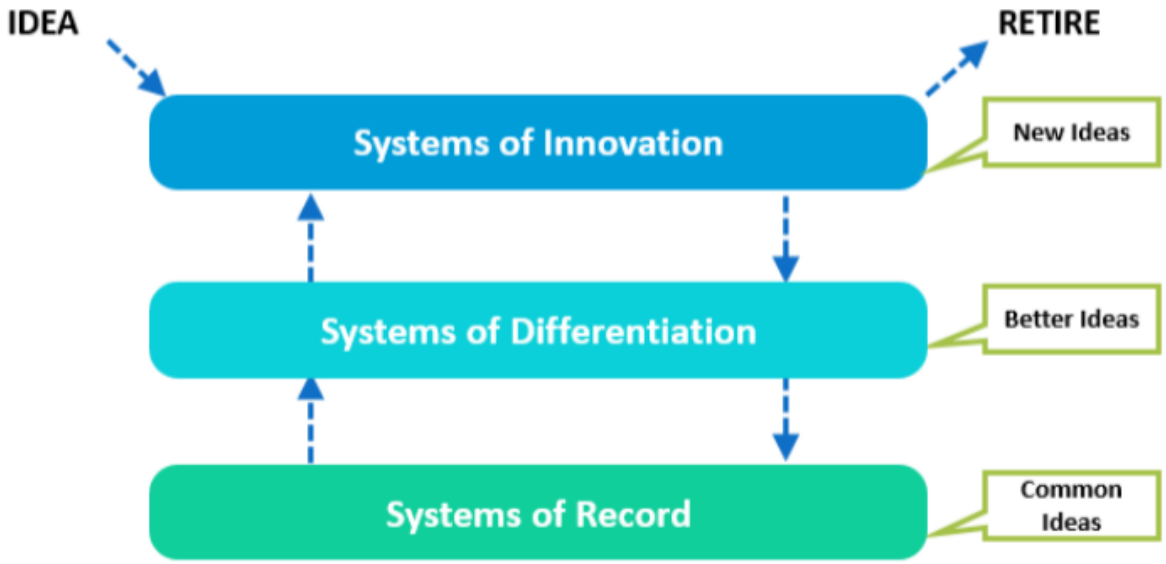
Structured Asset Lifecycle Management for residual on-premise infrastructure

Ongoing security, serviceability, sustainability of equipment

ICT Asset Lifecycle Management

ICT Applications Management

- Through management within enterprise architecture, significant application upgrades and replacements are planned to ensure system sustainability and prudent risk management.
- Applications are managed in accordance with the Gartner PACE model.



Source: Gartner (April 2015)

Key Challenges

Key Challenge	Description
Cyber-Security Threats	> As noted by the Australian Chief Scientist in the recent Independent Review into the Future Security of the National Electricity Market report, in FY16 the energy sector had the highest number of cybersecurity incidents reported to CERT Australia. > Keeping ahead of these threats and maintaining the security of critical systems, infrastructure and information is a challenge of the highest organisational priority.
Aging Core Systems	> Aging systems supporting core business functions limit organisational flexibility and efficiency. Essential Energy operates several core systems which are nearing the end of their operational life. They must be upgraded or renewed to maintain their ongoing security and serviceability. > Such renewals also bring the opportunity for reconsideration of operational business processes, to deliver efficiency improvement and optimisation.
Digital Disruption	> The rapid evolution of modern digital technologies, platforms and communications are driving unprecedented change in commercial practices and the modern social fabric. This disruption brings both challenge and opportunity. > The energy industry must remain in step with customer expectations for digital engagement and enablement. Business also have the great opportunity to leverage digital capabilities for greater efficiency and operational effectiveness.

Risk Considerations

Risk and control context

Key risks:

> Loss of ICT and IT service

> Breach of data integrity and/or security

Mitigated through:

- Renewal of aging systems, including core Asset, Works, Finance and Market systems to ensure ongoing supportability
- Transition to market provisioned cloud services for ongoing hosting support and extensibility
- ICT security management to maintain an appropriate residual risk profile in an environment of growing cyber threat

Current control effectiveness

> In the first years of the current regulatory control period, core applications were upgraded for supportability through to their planned end-of-life in the coming period. Notably, these included Hansen PEACE and Oracle Peoplesoft. To ensure ongoing sustainability however, these platforms are now due for replacement.

> In the same period, some elements of ICT infrastructure (including servers and client devices) aged through under-investment. This is now being rectified through the transition to cloud services and prudent infrastructure asset lifecycle management.

> Security continues to be managed professionally and effectively. However as the inherent threat grows, ongoing focus and investment is required to maintain an appropriate residual risk.

Alternative / differentiated control options considered

> Continued operation of aging in-house hosted infrastructure

> Renewal of existing assets with new in-house hosted and managed solutions

Risk considerations and rationale for proposed plan

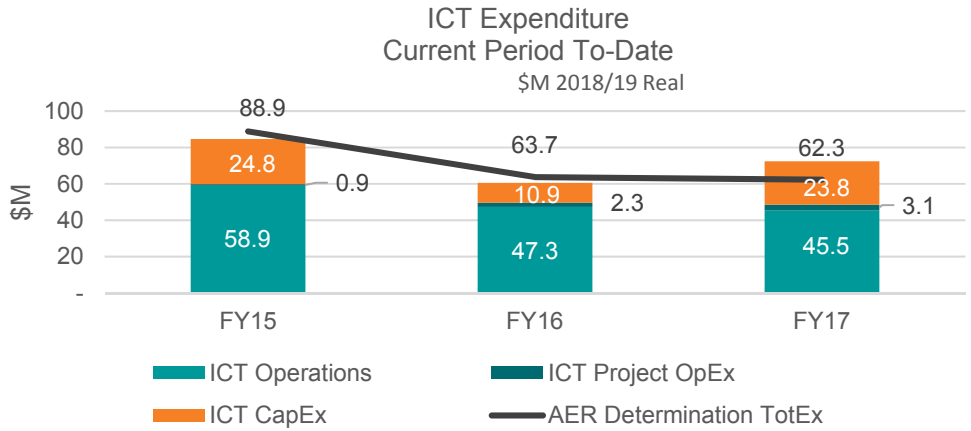
Proposed plan appropriately addresses current control issues through with particular considerations of:

> Ensuring the safety, security and reliability of ICT systems supporting Essential Energy operations

> Cost efficiency through use of market provisioned commercial services

Performance to-date

Total ICT expenditure for the 3 year period to-date is approximately **$2.7M** above the AER determination[1]



$M 2018/19 Real	FY15	FY16	FY17	3 Yr Total
Actual ICT TotEx	**84.7**	**60.5**	**72.4**	**217.6**
ICT OpEx	59.9	49.7	48.6	158.2
ICT Operations	58.9	47.3	45.5	151.8
ICT Project OpEx	0.9	2.3	3.1	6.4
ICT CapEx	24.8	10.9	23.8	59.4
AER Determination ICT TotEx	**88.9**	**63.7**	**62.3**	**214.9**
ICT OpEx	48.1	47.3	46.7	142.1
ICT CapEx	40.8	16.4	15.6	72.8
Actuals v AER Determination	**-4.2**	**-3.2**	**10.1**	**2.7**

(Negative denotes underspend)

Essential Energy under-invested in ICT from FY15 to FY17, focussing primarily on critical system upgrades and remediation

Since 2017, the ICT strategy has been revised with a renewed focus on leveraging ICT as a key enabler of business transformation and efficiency improvement

1 – Includes proposed ICT OPEX

Performance to-date

In the KPMG 2016 Utilities ICT Benchmarking analysis, Essential Energy performed better-than-average or best-in-group in most relevant measures

Best in group	ICT TotEx per organisational personnel	$13,982
Better than average	ICT OpEx (incl depreciation) as a % of corporate revenue	4.84%
	ICT OpEx (excl depreciation) as a % of corporate revenue	2.47%
	ICT OpEx (incl depreciation) as a % of corporate OpEx	6.26%
	ICT OpEx (excl depreciation) as a % of corporate OpEx	4.51%
	ICT OpEx (excl depreciation) per user	$11,903
	ICT CapEx as a % of corporate CapEx	2.34%
	ICT asset value as a % of total corporate asset value	1.14%
	ICT TotEx as a % of corporate TotEx	3.76%
	ICT staff as a % of corporate staff	4.46%
Near average	ICT TotEx per corporate customer	$59

Proposed Target State expenditure in 2024 will have Essential Energy well placed as Best in Group for various measures

ICT Operations Forecast

$M 2018/19 Real	Cash Flow During 2015-20 Reg Period ($M)						Cash Flow During 2020-24 Reg Period ($M)					
	FY15	FY16	FY17	FY18	FY19	5yr Total	FY20	FY21	FY22	FY23	FY24	5yr Total
ICT Operations	**58.9**	**47.3**	**45.5**	**49.2**	**48.5**	**249.6**	**48.0**	**45.8**	**40.2**	**34.8**	**31.2**	**200.0**
A. eTech Support	29.8	20.0	20.3	19.0	18.1	107.1	15.1	13.7	13.7	13.9	13.7	70.0
Baseline for current services	29.8	20.0	20.3	20.3	19.9	110.3	19.8	19.5	19.5	19.8	19.5	98.0
Step change from forward program	-	-	-	-1.3	-1.8	-3.2	-4.7	-5.8	-5.8	-5.9	-5.8	-28.0
B. Third Party Costs	20.9	19.3	17.5	23.2	23.6	104.4	26.2	25.5	19.6	13.8	10.4	95.3
Baseline for current services	20.9	19.3	17.5	17.5	17.1	92.3	17.0	16.8	16.8	17.0	16.8	84.5
Step change from forward program	-	-	-	5.7	6.4	12.1	9.1	8.7	2.7	-3.3	-6.5	10.8
C. Telecommunications	8.3	8.0	7.7	7.1	6.9	38.0	6.7	6.7	6.9	7.2	7.1	34.6

Forecast Basis

- ⬇ **A.** 28% reduction in eTech Support costs ($5.3M pa)[1]
- ⬇ **B.** 55% reduction in Third Party costs ($12.8M pa)[1]
- ⟷ **C.** Telecommunications costs remain largely stable (real terms) despite increased reliance on connectivity

⬇ **5-year ICT Operations costs reduce by 20% ($49.6M)** [2]

All figures quoted are in FY19 real terms.
[1] FY24 vs FY18 [2] FY20-24 vs FY15-19

ICT Program Forecast

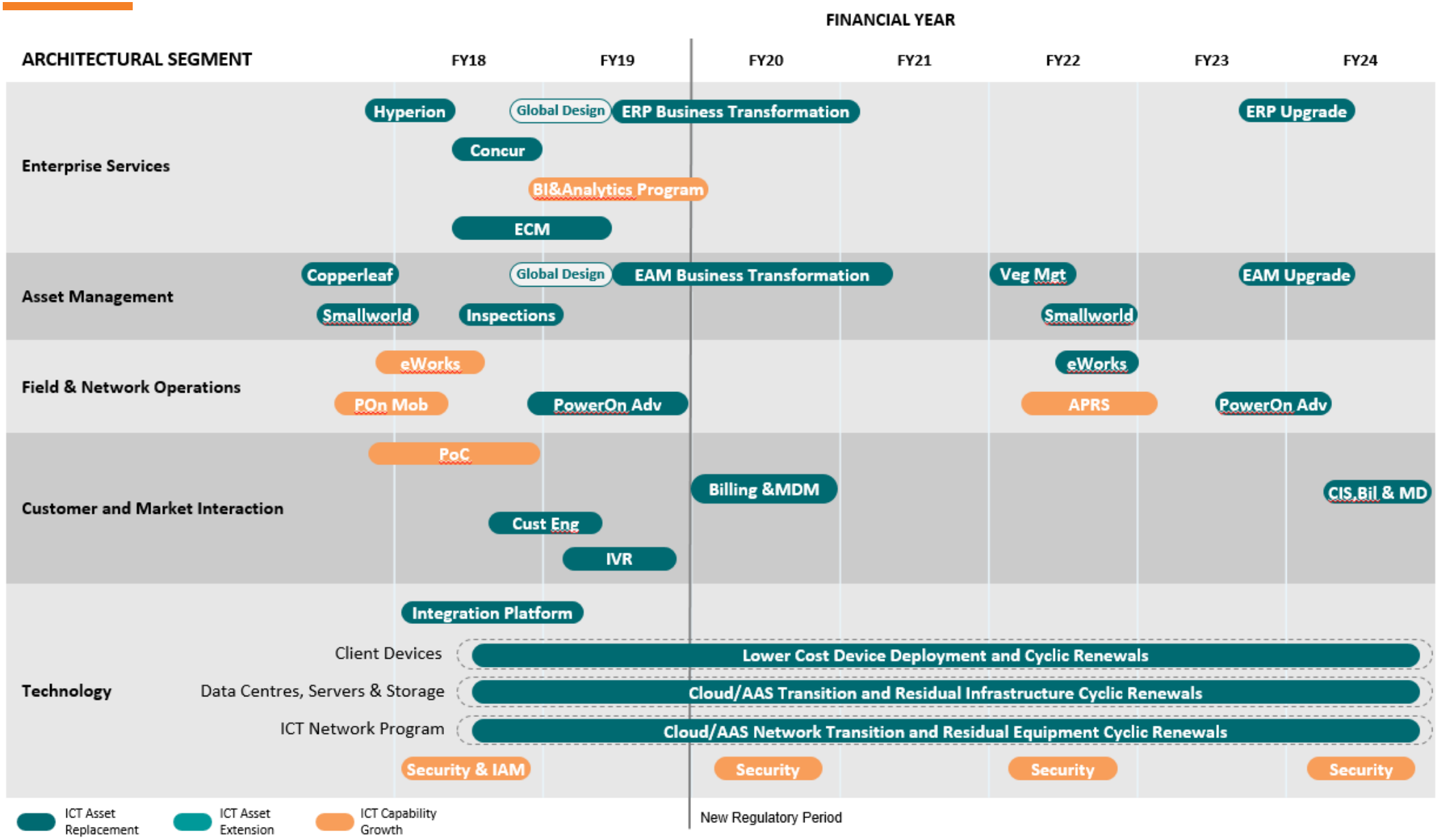
$M 2018/19 Real	Cash Flow During 2015-20 Reg Period ($M)						Cash Flow During 2020-24 Reg Period ($M)					
	FY15	FY16	FY17	FY18	FY19	5yr Total	FY20	FY21	FY22	FY23	FY24	5yr Total
ICT Project OpEx	**0.9**	**2.3**	**3.1**	**5.5**	**5.2**	**17.1**	**10.4**	**6.4**	**3.4**	**2.4**	**3.1**	**25.8**
ICT CapEx	**24.8**	**10.9**	**23.8**	**42.9**	**47.4**	**149.7**	**63.5**	**31.7**	**36.4**	**23.0**	**22.8**	**177.4**
ICT Asset Extension	0.2	0.5	2.7	1.5	2.5	7.3	1.4	1.1	1.0	0.9	0.9	5.4
ICT Asset Remediation	0.1	0.2	0.1	0.6	1.1	2.0	0.6	0.4	0.4	0.4	0.4	2.4
ICT Asset Replacement	21.8	9.1	12.5	19.3	34.0	96.6	50.5	25.0	24.7	18.8	16.9	135.8
ICT Capability Growth	2.8	1.1	8.6	21.6	9.8	43.8	11.0	5.1	10.3	2.9	4.5	33.8
ICT Program TotEx	**25.7**	**13.2**	**26.9**	**48.4**	**52.6**	**166.8**	**74.0**	**38.1**	**39.8**	**25.4**	**25.9**	**203.2**

The ICT program:

- Comprises both CapEx and OpEx investment
- Is reduced in scale due to the transition from traditional capital assets to outsourced cloud services
- Derived from an investment roadmap to enable the business strategy
- Primarily ICT Asset Replacements to prudently ensure system security, supportability & sustainability

ICT Program Forecast - Investment Roadmap

As at March 2018



ICT Program Segment
Enterprises Services

Scope

The Enterprise Services segment comprises corporate systems supporting business functions including:

> Finance and Accounting
> Human Resources and Payroll
> Procurement
> Environment, Health and Safety (EH&S)
> Document, Content and Records Management
> Business Intelligence and Analytics

Activity	Description	Forecast Capex Expenditure (FY20-24)
ERP Business Transformation	> **Scope:** Cloud replacement of aging systems to manage corporate business functions including: – Human Resources (HR) and Payroll – Finance and Accounting – Procurement > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]
Other minor investments	> **Scope:** Minor investments for the prudent remediation, extension or replacement of enterprise applications and tools including: – TotalSafe, ChemAlert, Wellnomics (EH&S software) – Concur (expense management software) – Hyperion (budgeting and planning software) – Manhattan (property management software) – Internal portals, intranets, content management, knowledge management – Various other minor tools and software > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]

ICT Program Segment
Asset Management

Scope

The Asset Management segment comprises corporate systems supporting business functions including:

- Network Asset Management and Maintenance
- Asset Inspections and Condition Monitoring
- Network Planning and Forecasting
- Program and Project Management
- Vegetation Management
- Network Model Management
- Non-Network Asset Management

Activity	Description	Forecast Capex Expenditure (FY20-24)
EAM Business Transformation	> **Scope:** Cloud replacement of aging systems to manage corporate business functions including: – Network Asset Management and Maintenance – Supply Chain and Execution > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]
Vegetation Management	> **Scope:** Upgrade or replace the Vegetation Management system > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems	[redacted]
Smallworld GIS Upgrade	> **Scope:** Essential Energy uses the Smallworld Geographic Information System (GIS) as the master record of network layout. While the system was first implemented over 15 years ago, investment was recently made to upgrade to a modern version of the product (v5). In the coming period it will require a further upgrade to the Smallworld Electric Office toolset which is now reaching maturity within peer businesses > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems	[redacted]
Other minor investments	> **Scope:** Minor investments for the prudent remediation, extension or replacement of asset management applications and tools including: – Asset Management Planning Software (incl. C55 Copperleaf) – Engineering Tools (incl. LABView, Mathcad and others) – Various other Asset Management tools > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]

ICT Program Segment
Field & Network Operations

Scope

The Field & Network Operations segment comprises corporate systems supporting business functions including:

- Mobile Workforce Management (including Schedule / Despatch)
- Network Control and Operations
- Network Monitoring and Data
- Network Design

Activity	Description	Forecast Capex Expenditure (FY20-24)
eWorks Upgrade	> **Scope:** A key element of the Best Practice Systems, Technology and Processes strategy has been the deployment of the ClickSoft mobile workforce management solution (known as eWorks). A mid-life upgrade is planned during the coming regulatory control period. > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems	[redacted]
PowerOn Advantage Upgrade	> **Scope:** Prior to the coming period, the existing PowerOn Fusion distribution management system will be migrated to the newer PowerOn Advantage platform. In the latter part of the coming period, the system will require a further upgrade. > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems	[redacted]
APRS	> **Scope:** Leveraging the capabilities of the upgraded PowerOn Advantage solution, deliver a targeted deployment of Automated Power Restoration Schemes (APRS), including in areas of higher network density where remote network re-configuration is feasible. > **Objective:** improved operational efficiency and network reliability.	[redacted]
Other minor investments	> **Scope:** Minor investments for the prudent remediation, extension or replacement of asset management applications and tools including: – Network Design and Engineering Software (incl. AutoCAD, Microstation) – PI (Network Data Historian) and PSS SINCAL (Power system analysis) – Dial Before You Dig – Rostering and Shift Management – Storm Tracker – Fleet Management Tools > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]

ICT Program Segment
Customer & Market Interaction

Scope

The Field & Network Operations segment comprises corporate systems supporting business functions including:

- Customer Information Management (and the stakeholder portal)
- Market Interface
- Network Billing Management
- Meter Data Management
- Contact Management
- Interactive Voice Response (IVR)
- External Website

Activity	Description	Forecast Capex Expenditure (FY20-24)
Market, Network Billing and Meter Data Management	> **Scope:** Prior to the coming period, the existing PEACE-based market system and EDDIS meter data management system will be replaced with a new hosted solution. In the latter part of the next period, the system will require a further upgrade. > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems.	[redacted]
Other minor investments	> **Scope:** Minor investments for the prudent remediation, extension or replacement of asset management applications and tools including: – Remote meter reading and meter management tools (MV90) – Customer Website and Channel Management – Customer Engagement system (incl Contact, Compliment & Complaint Management) – Business Partner Ecosystem tools – Non-routine meter reading tools – Power of Choice and National Electricity Customer Framework (NECF) tools > **Objective:** Ensure ongoing security, supportability and sustainability of core business systems while also enabling critical business efficiencies factored into the Essential Energy's operating forecasts.	[redacted]

ICT Program Segment Technology

Scope

The Technology segment comprises systems, infrastructure, devices and equipment investments including:

- ICT Tools and Platforms
- Client Devices
- Data Centre, Server and Storage Infrastructure investments
- Contact Management
- Interactive Voice Response (IVR)

Activity	Description	Forecast Capex Expenditure (FY20-24)
Client Device Renewal	> **Scope:** Renewal of client devices consistent with prudent Infrastructure Lifecycle Management practices. This includes selected renewals of Windows devices, as well as phased renewal of lower-cost alternatives (ie. Chromebooks and iPads) as well as mobile phones and printers. > **Objective:** Cost effective management of end-user devices for ongoing serviceability, security and staff productivity.	[redacted]
Data Centre and Server Infrastructure	> **Scope:** Cloud data centre establishment and migration. On-premise data centre consolidation and selected decommissioning. Residual on-premise server renewals consistent with prudent ICT Asset Lifecycle Management practices. > **Objective:** Cost effective management of data centre hosting and infrastructure for ongoing serviceability, reliability and security.	[redacted]
ICT Network Infrastructure	> **Scope:** Renewal of network equipment consistent with prudent ICT Asset Lifecycle Management practice, Planned telephony and video conferencing renewal. Network, WiFi and monitor tools capacity extension > **Objective:** Cost effective management of network services for ongoing serviceability, reliability and security.	[redacted]
Security and Identity Management	> **Scope:** Essential will continue to prudently invest in new and enhanced Cyber Security controls, for operation in a hyper-connected business environment. > **Objective:** ICT security management to maintain an appropriate residual risk profile in an environment of growing cyber threat	[redacted]
Other minor investments	> **Scope:** Minor investments for the prudent remediation, extension or replacement of technology management tools. These include email, SharePoint, middleware, virtualisation tools, configuration management tools, testing tools, scripting tools, database and environment administration tools, data network management tools. > **Objective:** Ensure the ongoing security, supportability and sustainability of technology management tools and applications (aside from the above listed significant investments.	[redacted]

Supporting documents

ICT supporting documents

Document	Relevance to the Business Plan
ICT Plan FY20-FY24	Documents further describe the ICT strategy, as well as ICT OpEx and CapEx forecasts
ICT Infrastructure Management Plan FY20-FY24	
ICT Service Delivery Model	Describes how the approach to ICT Service Delivery

Investment case documents

Documents	Relevance to the Business Plan
ERP Replacement Program	Investment cases for material initiatives in the ICT Plan
EAM Replacement Program	
Market, Billing and Meter Data Management Replacement	
PowerOn Advantage Upgrade	
APRS	
Business Intelligence and Analytics	
Enterprise Content Management	
Vegetation Management Replacement	
Smallworld GIS Upgrade	

Relevant Legislation and Policies

Legislation

Document	Relevance to the Business Plan
Preliminary guidance on funding as a service solutions	Guidance on funding for as a service solutions
NSW ICT Investment Policy and Guidelines	Ensure program conforms to NSW guidelines
NSW Government Cloud Policy	Ensure program conforms to NSW guidelines

Policies

Document	Relevance to the Business Plan
CECP7018 Software Asset Management	Proposed software investments based on mature software lifecycle principles
CEOP1005.02 Acceptable Use Of Technology	Evidence of appropriate use of technology
CEOP7003.01 CMDB	Evidence of mature asset management processes
CEOP9148.13 ICT Data Facility Procedures	Evidence of mature data centre management processes

Essential Energy

CONTACT US

General enquiries 13 23 91
Power outages 13 20 80
essentialenergy.com.au
info@essentialenergy.com.au

EssentialEnergyAU
essentialenergy
essentialenergytv
engage.essentialenergy.com.au