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**BRITISH COLUMBIA
UTILITIES COMMISSION**

**ORDER
NUMBER G-191-15**

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**IN THE MATTER OF
the Utilities Commission Act, R.S.B.C. 1996, Chapter 473**

and

the Insurance Corporation Act, R.S.B.C. 1996, Chapter 228, as amended

and

**Insurance Corporation of British Columbia
An Application for Approval of the Addition of 2016 Genesys Upgrade
to the List of Evergreening Projects**

BEFORE:

L. F. Kelsey, Commissioner
H. G. Harowitz, Commissioner
K. A. Keilty, Commissioner
D. M. Morton, Commissioner

December 3, 2015

O R D E R

WHEREAS:

- A. On November 16, 2015, the Insurance Corporation of British Columbia (ICBC) filed a request for the British Columbia Utilities Commission (Commission) to add the Genesys call routing software to the list of projects that are considered evergreening projects and are excluded from the requirement to file an additional individual information technology (IT) capital project report (Application);
- B. In the Application, ICBC submits that evergreening IT capital projects are those technology assets that have a regular replacement cycle, typically once every 3-5 years, where there is little change in the purpose for that technology from one replacement cycle to the next;
- C. ICBC submits individual IT capital reports for the Commission to review and comment on IT capital expenditures in accordance with Commission Decision dated July 13, 2006 that was issued concurrently with Order G-86-06, Commission Letter L-82-06, and Commission Decision dated January 9, 2008 that was issued concurrently with Order G-3-08;

- D. By Order G-189-11 with reasons dated November 16, 2011, the Commission streamlined the IT capital reporting requirements which discontinued individual IT capital reporting for evergreening projects, and in Directive 3 ordered that:

“If ICBC wishes to have additional evergreening projects listed for streamlined reporting, an initial individual IT project capital report shall first be filed for Commission review and approval.”

- E. In the Application, ICBC submits that the 2016 Genesys Upgrade Project will upgrade call routing software used in ICBC’s call centres, and includes replacement of related servers. The project is for replacement of technology on a 3-5 year replacement cycle that is at end of life, and does not introduce any new business functionality. ICBC is of the view that the scope of this project is consistent with the definition of an evergreening project. The estimated IT capital cost of the project is \$1.1 million;
- F. In the Application, ICBC includes its June 30, 2010 confidential filing of the Genesys Upgrade IT Capital Report; and
- G. The Commission reviewed the Application considering Order G-189-11 and determines that ICBC’s request should be approved.

NOW THEREFORE the British Columbia Utilities Commission approves the Insurance Corporation of British Columbia’s (ICBC) request to add the Genesys call routing software to the list of evergreening projects as specified in Order G-189-11. ICBC is not required to file an individual information technology capital project report for the 2016 Genesys Upgrade. ICBC must continue to comply with all directives set out in Order G-189-11.

DATED at the City of Vancouver, in the Province of British Columbia, this 3rd day of December 2015.

BY ORDER

Original signed by:

D. M. Morton
Commissioner