

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF: AN APPLICATION by NOVA SCOTIA POWER INCORPORATED
for approval of CI C0068714 IT Identity and Access Management
\$6,756,522

REDACTED INFORMATION REQUESTS

To: **Lana Myatt**
Manager, Regulatory Capital
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By email: lane.myatt@nspower.ca

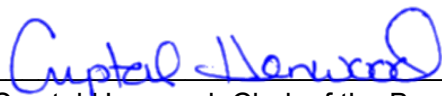
From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, May 26, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Holly Chisholm**
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Issued at Halifax, Nova Scotia, this 4th day of May 2026.



Crystal Henwood, Clerk of the Board

Request IR-1:

What is NS Power's threshold for classifying an account high-risk?

- a) How many high-risk accounts does NS Power manage?

Request IR-2:

What does this solution replace?

- a) Is the current Identity and Access Management used by NS Power at the end of its useful life?

- i. If so, when did it reach the end of its useful life?

- a. What steps did NS Power take to sustain the current Identity and Access Management?

- ii. If not, when will the current system reach the end of its useful life?

Request IR-3:

Please describe any operational efficiencies that will be gained through the investment in a new Privileged Access Management (PAM) system.

- a) Please describe the operational inefficiencies to be incurred resulting from a new PAM system.

Request IR-4:

What type of support will NS Power receive following implementation?

- a) Please describe how the managed support capabilities from operational support services will augment NS Power's existing staff.
- b) How many updates does NS Power anticipate the software performing up to 2034?

Request IR-5:

Pages 1 and 2 of the application describe the Identity and Access Management (IAM) framework as a partnership to operate and maintain IAM practices which will effectively allow NS Power to outsource elements of cybersecurity.

- a) Please confirm that this investment is a service that NS Power is investing.

- i. If not confirmed, please explain how this investment is a partnership.

- b) Will Saviynt have control over NS Power's data?

- c) What protections will be in place to stop any unauthorized access to NS Power's data by Saviynt?

- 1 d) Are the support and services from Saviynt based in Canada or the United States?
- 2 i. If so, please describe the risk mitigation strategies NS Power is using to protect
- 3 the utility's data.
- 4 e) Will the purchase of this framework limit NS Power's future purchases to software supplied
- 5 by Saviynt?
- 6

7 **Request IR-6:**

8 When this project was deemed in service, in February 2026, was the project fully implemented or

9 is there work remaining before the project is considered to be fully implemented?

- 10 a) Please describe how NS Power managed the implementation of the project and discuss
- 11 how and why the implementation management was outsourced to a consultant.
- 12

13 **Request IR-7:**

14 Page 2 of the application explains that the selected approach was chosen through a competitive

15 procurement process.

- 16 a) Please provide the quotes received for all proposals.
- 17 b) Please provide the documentation used in evaluating the proposals.
- 18 c) Did NS Power perform a reference check with Saviynt's other customers?
- 19 i. If not, why not?
- 20 ii. If so, please explain the review and evaluation.
- 21 iii. Did NS Power staff test the platform before selecting this vendor?
- 22 d) Please elaborate as to how this IAM is the only feasible option for NS Power.
- 23 i. Identify how alternative IAM frameworks are not as cost effective.
- 24 ii. Please explain how this IAM is the only option that meets the National Institute of
- 25 Standards and Technology's Cyber Security Framework.
- 26

27 **Request IR-8:**

28 In reference to the Capital Project Detailed Estimate:

- 29 a) Please explain the basis of the unit estimate for Regular Labour.
- 30 b) Why is HR/HR IT included in Regular Labour for implementing a capital project?
- 31 c) What is the role of IAM Service Owner and please describe this role in the implementation
- 32 of this capital investment?
- 33 d) Please describe the Travel Expense incurred.

- 1 e) Does the Estimated Useful Life of 10 years noted on page 1 apply equally to all three
2 licenses - IGA, PAM and WPM?
- 3 f) Please describe the Consulting expenses for Staff Augmentation; RFP Planning and
4 Development; Industry Research/RFP assistance; and Project Management Services
5 (Deloitte).
- 6 i. Please explain why NS Power's internal staff could not perform the following tasks:
7 RFP Planning and Development; Industry Research/RFP assistance; and Project
8 Management Services.
- 9 ii. Please explain the differences between Project Management Services (Deloitte)
10 under Consulting and Project Management under Regular Labour.
11

12 **Request IR-9:**

13 This system will govern the identity lifecycle of approximately 3,500 users, integrate with the
14 Human Resource system and enable external personnel to provision and deprovision access
15 across the enterprise. Please explain why a Privacy Impact Assessment is not applicable.
16

17 **Request IR-10:**

18 Please provide a copy of Appendix A – Total Cost of Ownership Project Financials – IT – Identity
19 and Access Management in excel format with formulas intact and protections removed.
20

21 **Request IR-11:**

22 The Statement of Work (SOW) states [REDACTED]
23 [REDACTED]
24 [REDACTED].

- 25 a) [REDACTED]
26 [REDACTED]?
- 27 i. If so, [REDACTED]
28 [REDACTED]?

- 29 b) The SOW appears to [REDACTED]
30 [REDACTED]
31 [REDACTED].
32

1 **Request IR-12:**

2 The SOW states [REDACTED]

3 [REDACTED].

4 a) Which specific [REDACTED] under this contract are subject to [REDACTED]
5 [REDACTED]?

6 b) What process does NS Power use to determine [REDACTED]

7 [REDACTED]?

8 c) What is the estimated cost of providing [REDACTED]?

9 i. Please identify where in the detailed project estimate this expense has been
10 included.

11
12 **Request IR-13:**

13 [REDACTED]
14 [REDACTED]
15 [REDACTED]
16 [REDACTED]?

17 a) If so, how is that [REDACTED]?

18
19 **Request IR-14:**

20 [REDACTED]
21 [REDACTED].

22 a) What controls ensure the complete and timely revocation of those credentials?

23 b) Is revocation verified by a NS Power independent party or will it solely rely on [REDACTED]
24 [REDACTED]?

25 c) To what extent will NS Power's systems and data be accessible to [REDACTED]
26 [REDACTED]?

27
28 **Request IR-15:**

29 [REDACTED]
30 [REDACTED].

31 a) What data residency and sovereignty controls govern NS Power's identity and access
32 data, including Active Directory attributes, privileged account inventories, session
33 recording and audit logs [REDACTED]?

1 b) By how much would the final contract price be increased if the SOW was modified [REDACTED]

2 [REDACTED] ?

3 i. Did NS Power request this limitation?

4 a. If not, why not?

5 b. If so, why was it not pursued?

6
7 **Request IR-16:**

8 The SOW permits [REDACTED]

9 [REDACTED].

10 a) Does NS Power have a thorough understanding/knowledge of all the jurisdictions from
11 which [REDACTED] NS Power systems and/or data?

12 b) Does the [REDACTED] NS Power before introducing personnel from a
13 new jurisdiction?

14
15 **Request IR-17:**

16 Saviynt is a SaaS platform, meaning NS Power's identity data will reside in Saviynt's cloud
17 infrastructure for contract term. The document does not describe Saviynt's data hosting location,
18 security certifications (ex. SOC 2, ISO 27001), subprocessors or breach notification obligations.
19 What due diligence was conducted on Saviynt's security posture and Canadian data residency?

20
21 **Request IR-18:**

22 [REDACTED]

23 [REDACTED]. What separation
24 of duty controls prevent [REDACTED]

25 [REDACTED]

26 [REDACTED] ?

27
28 **Request IR-19:**

29 Pages 19 and 20 of 65 (pdf page 74-75) presents the [REDACTED]

30 [REDACTED]

31 [REDACTED]

32 [REDACTED]

33 [REDACTED].

1 **Request IR-20:**

2 [REDACTED]
3 [REDACTED]
4 [REDACTED]
5 [REDACTED]
6 [REDACTED]?

8 **Request IR-21:**

9 [REDACTED]
10 [REDACTED]. The accuracy of all downstream automated provisioning
11 and deprovisioning depends on the timelines and the quality of data in those systems.
12 a) What is the current state of identity data quality with these sources?
13 b) Please provide an example where [REDACTED]
14 [REDACTED].
15 c) Will inaccurate data be extended into this implementation?

17 **Request IR-22:**

18 Pages 54-55 (pdf page 109-110) describes [REDACTED]
19 [REDACTED]
20 [REDACTED]. How has NS Power defined [REDACTED]?
21 a) Does that definition explicitly cover scenarios such as [REDACTED]
22 [REDACTED]?