

**PACIFIC GAS AND ELECTRIC COMPANY**  
**General Rate Case 2011 Phase I**  
**Application 09-12-020**  
**Data Response**

PG&E Data Request No.:	DRA_225-10		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_225-Q10		
Request Date:	March 19, 2010	Requester DR No.:	DRA-225-DFB
Date Sent:	April 2, 2010	Requesting Party:	DRA
PG&E Witness:	Steve Leder	Requester:	Donna Fay Bower

**SUBJECT: HUMAN RESOURCES DEPARTMENT AND OTHER COSTS – INFORMATION  
TECHNOLOGY PROJECTS**

**QUESTION 10**

**HR Process Automation and Employee Self Service Capability:** PG&E states:  
“PG&E has stabilized its 2006 implementation of SAP and is upgrading to a new version that provides enhanced HR employee and manager self-service capabilities and allows for improved access to HR data. In order to take advantage of the new capabilities, PG&E must also re-launch the HR portal (PG&E@WORK for Me) to make these new capabilities accessible to employees and managers.” Why is it necessary to “re-launch” (PG&E @WORK for Me) portal?

**ANSWER 10**

PG&E believes a relaunch would be needed because significant changes are going to be made to PG&E@WorkforMe, including the overall look and feel, navigation, new functionality and options. It is also possible that some data conversions could be required as part of moving to a new structure.

A complete relaunch for the portal is one of the most effective means of educating employees and retirees, minimizing business disruption and promoting increased self-service usage. A relaunch generally would include a comprehensive communications and change management effort.