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

PG&E Data Request No.:	DRA_225-01		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_225-Q01		
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 1

Skilled and Qualified Workforce, Enterprise Knowledge Management, and SAP Learning Management Solution: PG&E's testimony states: "Along with the HR Systems Department , PG&E Academy forecasts the need for IT support to implement new training technology. During 2009, 2010, and 2011, PG&E will be installing a new SAP-based learning management system-a central technology center that will catalogue all training offered at PG&E, provide managers with a tool to require training as a condition of specified work, enable employees to schedule their learning as part of their weekly calendar of activities and provide automated tools to measure and monitor training effectiveness."

a. What is PG&E's current training technology? How long has PG&E had training technology and how often is it update?

b. Who will be implementing this new training technology and how long will implementation take?

c. PG&E indicates that it will be installing a new SAP-based learning management system. Does PG&E currently have a SAP-based learning management system? If not, why not?

d. Where has PG&E maintained its catalogue of training for the period 2004-2009?

ANSWER 1

a. PG&E is currently utilizing the first phase of the SAP-based training technology. This version of the learning management system was rolled out in September of 2009, and will be updated in conjunction with SAP upgrades twice a year, as well as minor enhancements on an as-needed basis.

b. PG&E is implementing the new tool, in conjunction with vendor EPI-Use. Resources from ISTS, HR Systems, and PG&E Academy and DCPP are also involved. As stated in part a), the first phase of the new learning management system was launched in September of 2009. Phase two, which will include the ability to track qualifications and will expand usage to include DCPP, will be designed and built in 2010, with a systematic cut-over to take place in the first three quarters of 2011.

c. Before September 2009, PG&E did not have an SAP-based learning management system. The SAP learning management system is final phase of the overall HR & Payroll replacement project. The two core systems that the SAP learning management system will replace are Training Server and the Learning and Qualifications modules in PIMS at DCPP.

d. Prior to 2009, PG&E Academy used a learning administration tool called Training Server, which was based on a system called Think, that is no longer supported by the vendor (the vendor is no longer in business). The tool had limited functionality, was obsolete and prone to failure and and had limited integration with SAP. DCPP utilizes functionality within the mainframe system PIMS as it's learning management system, including the nuclear specific catalog of training.