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

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PG&E Witness:	Steve Leder	Requester:	Donna Fay Bower

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

QUESTION 2

Further, PG&E states: "In addition to the enhancements specifically targeted at PG&E Academy's capabilities, there is also a need for a broader knowledge management platform to capture both implicit and explicit knowledge from PG&E's experienced workforce, and make it available to employees at the point and time of need. This requires an Enterprise Knowledge Management system that captures capabilities, as well as tools to organize knowledge and provide it to a variety of mechanisms (e.g., mobile devices) that employees use in their work. Moreover, PG&E Academy will require continued enhancement of SAP's Learning Management Solution system to include tracking of skills and qualifications for all employees, and integration of third-party content and testing." How often does PG&E envision making enhancements to SAP Learning Management Solution system?

ANSWER 2

As stated in part a) of Question 1, PG&E expects to make enhancements to the learning management system twice a year in conjunction with SAP upgrades, as well as making minor enhancements on an as-needed basis. Generally enhancements will be bundled and moved into the production system up to 4 times per year.