

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

PG&E Data Request No.:	DRA_225-14		
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PG&E Witness:	Steve Leder	Requester:	Donna Fay Bower

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

QUESTION 14

HR Service Center Optimization: PG&E states: “The HR Service Center is seeking to improve performance and efficiency through technology.” What has PG&E been using for the period 2004-2009 in this area?

ANSWER 14

PG&E has been utilizing a version of Remedy since 2004. The original version was stand-alone and did not integrate with SAP or other systems. In 2009, the HR Service Center upgraded to a newer version of Remedy. However, work still remains to integrate it with SAP and other systems.