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

| PG&E Data Request No.: | DRA_225-11 | | |
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| PG&E File Name: | GRC2011-Ph-I_DR_DRA_225-Q11 | | |
| Request Date: | March 19, 2010 | Requester DR No.: | DRA-225-DFB |
| Date Sent: | April 2, 2010 | Requesting Party: | DRA |
| PG&E Witness: | M. Christopher Maturo | Requester: | Donna Fay Bower |

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

QUESTION 11

Further PG&E states: "The HR Process Automation IT project is forecast to cost $879,000 in expense and $1.114 million in capital, both in 2011. The Employee Self-Service Capability IT project is forecast to cost $800,000 in expense in 2011 and $2.4 million capital in 2011-2012." How were the expense and capital costs determined? Where are these costs reflected in PG&E-7, Chapter? Give specific site, page and line number to where these costs are in PG&E's testimony and workpapers.

ANSWER 11

The expense forecasts for the HR Process Automation IT program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-37, Page 2A-17, Line 2

- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 123, Line 239

The capital forecasts for the HR Process Automation IT program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-38, Page 2A-17, Line 2

- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 57, Line 209

- Workpapers: Exhibit (PG&E-7), Chapter 2, Capital Summary, Workpaper Page 316

The expense forecasts for the Employee Self-Service IT program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-37, Page 2A-17, Line 8

- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 123, Line 245

The capital forecasts for the Employee Self-Service IT program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-38, Page 2A-17, Line 8

- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 57, Line 207

- Workpapers: Exhibit (PG&E-7), Chapter 2, Capital Summary, Workpaper Page 313

The capital and expense forecasts for the HR Process Automation and the Employee Self-Service Capability IT programs were developed by PG&E's Information Systems Technology Services (ISTS) organization using the Functional Area IT (FAIT) program cost forecasting tool. The cost forecasting tool follows industry best practices and generates a range of IT program costs based on a series of questions designed to produce an initial program estimate based on level of effort and program complexity. The FAIT program estimating tool takes the form of a check list which is completed by the Client Portfolio Lead (CPL), the IT functional area liaison, in consultation with the line of business. The model uses the information in the completed checklist to generate a high and low IT program forecast range. The checklist requires the user to consider several issues that impact the cost of the program such as expected project duration, staffing levels, the use of vendors, levels of dependency on other IT projects, and the program's level of criticality to PG&E users and customers. The CPL evaluates the forecast range and determines the forecast amount to include in the GRC request based on their knowledge of implementing IT programs at PG&E, industry experience and their best professional judgment.

A copy of the output from the FAIT cost forecasting tool for the HR Process Automation and the Employee Self-Service Capability IT programs will be provided to the DRA IT witness in the coming days.