

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

PG&E Data Request No.:	DRA_251-05		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_251-Q05		
Request Date:	April 6, 2010	Requester DR No.:	DRA-251-DFB
Date Sent:	April 16, 2010	Requesting Party:	DRA
PG&E Witness:	Hudson Martin	Requester:	Donna Fay Bower

**EXHIBIT REFERENCE: PG&E-6, CHAPTER 6**

**SUBJECT: RISK AND AUDIT DEPARTMENT COSTS AND INSURANCE EXPENSES**

**QUESTION 5**

In response DRA-223-DFB, Question 18, PG&E stated: "Yes, but the cost are not duplicative of the costs requested by ISTS. \$150,000 in costs associated with this IT project are included in the compliance and Ethics Department request. However, these costs are associated with system training, business functional design, and business workflow process changes and implementation." How did PG&E determine the need for outside services for system training, business functional design, and business workflow process changes and implementation?

**ANSWER 5**

PG&E determined the need for outside services for system training, business functional design, business workflow process changes and implementation because IT does not provide support for these costs. IT only provides support for technical implementation, e.g., system configuration, programming, system de-bugging. The business must provide support for developing the business criteria of how the system should be used, how the system will change current business processes and workflow, as well as the implementation of supporting guidance documents (policies, standards, procedures, bulletins) and other job aids.