	A	B	C	D	I	K	N	O	P
1									
2		**Pacific Gas and**					**Legend**		
3		**Electric Company®**					Enterable/Modifiable		
4							Overwritten		
5							Not Updatable		
6	**Application Development Project Complexity and Sizing Worksheet**						Default Value		
7									
8		ITWR # (if applicable):	(enter Number)						
9		Proposal Description:			Total Customer Engagement				
10		IT Business Partner:	James Kim						
11		Date Checklist Completed:	4/1/2009						
12									
13	A response must be selected or entered for ALL criteria! The responses provided impact the Total Score for the proposed project, which helps determine the Preliminary Project Cost.								

#	CRITERIA	RESPONSE	ASSUMPTIONS	SCORE
1	What is the expected duration of the project (in weeks)?	49	(You Must Enter An Assumption)	2
2	What is the expected size of the team during the majority of the project?	8	(You Must Enter An Assumption)	3
3	How many 3rd party vendor firms will provide services for this project?	3 or More	(You Must Enter An Assumption)	6
4	If the technology is known, has it been successfully implemented before at PG&E?	Yes	Customer Service Online, Electronic Bill Payment, Etc.	6
5	How well are the Requirements for this proposal known by the Business (have the Requirements been documented)?	Medium	Roadmap & Capbilities Established	6
6	Is there a pre-existing PG&E support group to maintain/support the application?	Yes	ISTS Applications Services - Portal & Presentation ISTS Infrastructure Services - Web Cross Platform	2
7	What is the level of dependency on other projects (e.g. resources, deliverables, etc)?	High	Related Phase 1 of Similar Effort	3
8	Will the system exchange or provide data to any entities outside of PG&E (suppliers, customers, regulatory agencies, etc)?	Yes	Primarily PG&E Customers	6
9	What is the level of criticality of the system to the users and PG&E customers?	Business Important	(You Must Enter An Assumption)	9
10	How many internal PG&E users will be impacted by this project?	>500	(You Must Enter An Assumption)	9
11	What is the anticipated amount of formal training that will be required for PG&E users?	Low	(You Must Enter An Assumption)	3
12	How many PG&E Lines of Business (LOBs) will be impacted by the project?	2-3	(You Must Enter An Assumption)	6
			TOTAL SCORE:	**61**

Project Complexity and Sizing

Cell: B15
Comment: The expected duration of the project, between 1 and 192 weeks

Cell: B16
Comment: The average number of total IT resources (Employees and Contractors) working on the project at any given time

Cell: B17
Comment: This indicates the number of 3rd-party vendor firms, NOT individual contributors and is intended to reflect potential additional project management effort to manage external vendors

Cell: B18
Comment: Has the technology to be implemented during the project been previously implemented at PG&E? How familiar are the project resources with the technology?

Cell: C18
Comment: Yes = The technology has been successfully implemented before at PG&E. Resources are very familiar with the technology.

No = The technology has not been attempted or implemented successfully previously. Resources have little or no familiarity with the technology.

Cell: B19
Comment: Does the Business fully understand their needs in completing the project? Have their needs been agreed to and documented?

Cell: C19
Comment: Low = The Business has no knowledge of the Requirements for the proposal; no Requirements have been discussed or documented.

Medium = The Business has minimal knowledge of the Requirements for the proposal; some of the Requirements have been discussed and documented.

High = The Business has a good understanding of the Requirements for the proposal; many of the Requirements have been discussed and documented.

Cell: B20
Comment: Can the proposed project/application be maintained and supported by an existing PG&E support group (Help Desk, Operations Group, System Administrators, etc)?

Cell: C20
Comment: Yes = The project/application can be maintained and supported by an existing PG&E support group

No = The project/application cannot be maintained and supported by an existing PG&E support group

Cell: B21
Comment: Are any of the proposed project's resources, deliverables, processes, or technology dependent on any other project or initiative?

Cell: C21
Comment: Low = The proposed project has little or no dependency on other projects or initiatives

Medium = The proposed project has some dependency on other projects or initiatives

High = The proposed project is highly dependent on other projects or initiatives

Cell: B22
Comment: Is data being passed through the PG&E firewall? May impact project risk and complexity.

Cell: C22
Comment: No = No data will be passed through the PG&E firewall

Yes = Data will be passed through the PG&E firewall

Cell: B23
Comment: A measure of the criticality of the system to users and PG&E customers

Cell: C23
Comment: Business Critical: requires the highest possible availability; outage/failure recovery time is minutes or hours (e.g., SCADA systems)

Business Important: requires high availability; outage/failure recovery time is less than 24 hours

Business Standard: default category, most systems will fit this category; does not require high availability; outage/failure recovery time is less than 2 days

Business Historical; does not require high availability; outage/failure recovery time is 2-5 days (e.g., storage systems)

Cell: B24
Comment: Measures the degree of change/impact to the organization. Higher numbers imply greater need for change management, training, and number of new/modified business processes.

Cell: B25

Project Complexity and Sizing

Comment: A measure of the total effort required to formally train all users, considering that multiple users may be trained concurrently (e.g., classroom)

Cell: C25
Comment: Low = <7 Hours of Deliverable Content
Medium = 8-14 Hours of Deliverable Content
High = >14 Hours of Deliverable Content

Cell: B26
Comment: The PG&E Lines of Business are:

Energy Delivery
Engineering & Operations
Customer Care
Generation
Energy Procurement
Finance
HR
Risk & Audit
Shared Services

Pacific Gas and Electric Company®

Legend	
	Enterable/Modifiable
	Overwritten
	Not Updatable
	Default Value

Application Development Preliminary Project Costing Checklist

ITWR # (if applicable):	(enter Number)
Proposal Description:	Total Customer Engagement
IT Business Partner:	James Kim
Date Checklist Completed:	4/1/2009

		Weight
PG&E ISTS Labor Blended Daily Rate per Resource	$1,007.19	70%
External ISTS Labor Blended Daily Rate per Resource	$1,478.96	30%
COMBINED ISTS BLENDED DAILY RATE PER RESOURCE	$1,148.72	

		Weight
PG&E Business Labor Blended Daily Rate per Resource	$957.00	75%
External Business Labor Blended Daily Rate per Resource	$1,916.00	25%
COMBINED BUSINESS BLENDED DAILY RATE PER RESOURCE	$1,196.75	

APPLICATION DEVELOPMENT LABOR

PRIMARY COST CRITERIA	COMMENTS / ASSUMPTIONS	PRELIMINARY LABOR ESTIMATE (DAYS)		PRELIMINARY COST ESTIMATE	
		LOW	HIGH	LOW	HIGH
ISTS APPLICATION DEVELOPMENT					
ISTS Application Development Labor Days (Project Management through Service Introduction/Deployment), including Middleware, Integration, Configuration, etc.	(You Must Enter An Assumption)	1,470	2,450	$1,688,620	$2,814,366
	Default Calculated Labor Days:	1,470	2,450	$1,688,620	$2,814,366
PG&E BUSINESS — % of App Dev Labor					
PG&E Business Labor	(Default = 20% of App Dev Labor)	294	490	$351,845	$586,408
20%					
TECHNICAL ARCHITECTURE — % of App Dev Labor					
Technical Architecture Labor Days (Analyze/Design/Build/Test) for Development, Execution, and Operations environments necessary to support the Application.	(Default based on Number of Users Impacted)	441	735	$506,586	$844,310
30%					
USER TRAINING & PERFORMANCE SUPPORT — % of App Dev Labor					
User Training and Performance Support Labor Days (Analyze/Design/Build/Test) for the effort to create Training Material and Communications Plan to support the Application rollout.	(Default based on Anticipated Amount of Formal User Training)	147	245	$168,862	$281,437
10%					
LABOR DAYS SUBTOTAL:		2,352	3,920	$2,715,912	$4,526,521
Project Complexity and Size Factor:		470	784	$543,182	$905,304
TOTAL LABOR DAYS:		2,822	4,704	$3,259,095	$5,431,825

Application Development Preliminary Project Costing Checklist

[Default Value]

ITWR # (if applicable):	(enter Number)
Proposal Description:	Total Customer Engagement
IT Business Partner:	James Kim
Date Checklist Completed:	4/1/2009

HARDWARE LABOR, MATERIALS, AND OTHER COSTS

PRIMARY COST CRITERIA	COMMENTS / ASSUMPTIONS	PRELIMINARY COST ESTIMATE	
		LOW	HIGH
INFRASTRUCTURE			
Hardware, Network, etc Costs (includes Labor)	(Default based on User Impact)	$800,000	$1,300,000
System/Data Availability and Recovery	(Default Based on System Criticality and Data Protection/Retention Requirements)	$600,000	$975,000
USER TRAINING			
User Training Materials Costs	(Default Based on Anticipated Amount of Formal User Training)	$8,500	$21,250
MISCELLANEOUS COSTS			
Miscellaneous/Additional Costs (Licensing, Overheads - Facilities Costs, Telephony, etc)	(You Must Enter An Assumption)	$0	$0
COST SUBTOTAL:		$1,408,500	$2,296,250
Project Complexity and Size Factor:		$281,700	$459,250
TOTAL HARDWARE, MATERIALS, AND OTHER COSTS:		$1,690,200	$2,755,500

	LOW	HIGH
TOTAL PRELIMINARY PROJECT COST:	$4,949,000	$8,187,000