<center>**SECTION 14**</center>

INFORMATION AND MANAGEMENT SERVICES DIVISION

The **Information and Management Services Division** integrates and facilitates CPUC employee and external stakeholder access to Commission information and documents, maintains and improves the Commission's technological information resources, and provides administrative, fiscal and budget services to CPUC management.

FIVE TO TEN YEAR OUTLOOK

Information and Management Services Division (IMSD) is increasingly challenged in its role to facilitate and improve CPUC employee and external stakeholder access to information and documents while maintaining the Commission's information systems. Our future, which we believe is now, must integrate new innovations involving Internet improvements such as electronic filing, and improved data base access, while addressing problems such as increased computer viruses, aging equipment, and the increased complexities of installed systems.

Concurrently, our Management Services Branch provides the administrative, fiscal and budgeting services necessary to the Commission. We have become increasingly aware that the growth of requested services, increase in number of Commission staff supported, and innovations in information systems provide even greater opportunities for our division. All of these demands come at a time when there are no corresponding increases in IMSD staff. This means we must make choices in both the quantity and quality of provided services which will be our greatest challenge in the near term.

INFORMATION SERVICES BRANCH

Objective A: Year 2000 Remediation   Governor Davis' Executive Order D-3-99 states that Year 2000 solutions shall be the State's top technology priority. We are in the process of correcting a few Mission and Departmental Critical applications.

Strategy 1   In May 1999, the CPUC received approval of its Feasibility Study and subsequent Budget Change Letter to start work in July 1999 to address the Oracle Year 2000 issues. We have contracted with an outside vendor to assist us in the conversion of these Oracle applications, and are procuring a new server to house these systems.
<div align="right">(September 1999)</div>

Strategy 2 Prepare Business Continuity Plans for all Mission and Departmental Critical applications.   (September 1999)

Objective B: Expand the CPUC Internet Presence and Access

The CPUC website has become an increasingly important resource for the public, stakeholders and businesses. Users are depending on the site to give them up-to-date information on cases before the Commission, and are requesting more and more data be made available for immediate download, including General Orders, Commission rulings, decisions and resolutions.

Additionally, consumers are accessing the site for help in making informed choices about utility services. Stakeholders can quickly and easily make inquiries about or file complaints against companies that we monitor. We are exploring ways to emphasize the CPUC consumer assistance role on our site.

In order to comply with SB 779 and future legislation, as well as numerous requests from users, we will be redesigning our website to make the information more accessible and easier to find as well as allow for anticipated future growth of the site. We will also be working with a consultant and division web coordinators to establish publishing protocols to allow for more timely and efficient posting and removal of documents from the web site.

Strategy 1   Implement SB 779:

- Work with consultants to redesign the CPUC website and provide connectivity with the Oracle database (Case Information System) and the document management system (PC Docs).

- Acquire and set up a new web server and firewall.

- Secure a full T-1 line in order to keep up with anticipated increased bandwidth requirements.

- Develop workflow processes and protocols to allow efficient and timely posting and removal of documents from the website.

- Train division web coordinators on the use of the web creation and management tool.   (April 2000)

Strategy 2   Plan for Enhancements to the Website:

- Explore the use of "Real Audio" technology to broadcast Commission meetings and other high-profile public hearings/meetings.

- Establish an electronic "newsletter" and investigate the use of "subscription" services and/or channel (or other "push"-type)

technology to allow users to request and receive only the information they are particularly interested in.

- Develop a system to allow electronic filing of some Commission documents.

- Develop means to make the website accessible to disabled persons.
(April 2000)

Objective C: Replace and Upgrade Aged Server Equipment

With the continued growth of Web-related activities, the servers are being used more. Additional storage and increased speed needs are monitored, and need to be addressed. Servers, in the client-server environment, are not of mini-computer or mainframe quality. Their life expectancies are generally three years. Many of our servers are older than this. Some are also reaching capacity limits, and are more prone to downtime.

Strategy   Lease Servers   Since the value of servers is not in their ownership, but in their utility, all servers should be leased.

- Leasing hedges against equipment obsolescence. When servers are bought, there is a tendency to postpone upgrades. During the term of a lease, however, there is the ability to upgrade equipment. Leasing also protects against inflation by allowing payments to be made with ever-inflating dollars. This reduces the cost of financing in real dollars.

- Leasing provides options. At the end of a lease, a server can be returned to the leasing company, purchased for the amount of the option selected at the beginning of the lease, or the lease can be renegotiated under new terms. We currently need to consider replacing seven servers at an annual lease cost of $84,000.
(January 2000)

Objective D: Make Network Enhancements   Increased use of the Internet and the proliferation of graphics in data transmission have resulted in higher use of the limited bandwidth of the CPUC network with the result that many of the intelligent network hubs are operating at maximum capacity.

Strategy

- Replacement of the early installs of Category 3 and Category 4 wiring to staff workstations enabled us to use frequencies up to 16 MHZ, or 10 baseT technology. Category 5 cabling which currently exists for more recently connected work locations enables support of up to 100 baseT networks. Wiring cost estimated to be $55,000.

- Replace the intelligent network hubs on the first, second and fourth floors with newer technology. Costs for this may exceed $100,000.

- Replace existing communication cards in hubs on the third, fourth, and fifth floors, as well as the computer room, to accommodate newer technological devices. Cost estimates approach $500,000.

- Enhance routing capabilities by replacing the existing router with one that has more memory and capabilities. ($5,000)

(May 2000)

Objective E: Establish Stronger Security Practices

The Internet has opened many new windows to access information. However, this has also opened opportunities for security violations through virus contamination and other ways that compromise or damage sensitive government data. Although the recent Melissa virus reportedly did not compromise sensitive data or damage computer systems, it did demonstrate the formidable challenge we face in protecting information technology assets and sensitive data.

Strategy

- Install and continually update hardware and software enhancements to protect CPUC information systems.   (Ongoing)

- Implement an intelligent firewall with intrusion detection hardware and software.

- Link security policies to business risks, support these policies through a central security group, and continually educate staff on risks to such policies. ($15,000)   (May 2000)

Objective F: Qualitative Growth in Support

The level of support has become more complicated as the sophistication of software has increased. System Administrative and end user support has become more intense. At the desktop, devices are more complex with integrated software

and hardware components, particularly when compared with the era of unintelligent terminals.

Strategy **Standardize hardware and software** to minimize the different types of errors encountered that need to be corrected. Purchasing one brand of hardware will provide common components and make diagnosis of errors less time consuming. Common software downloaded from servers will enable standardization of levels or releases of various applications. (April 2000)

Objective G: Create Databases Required by Divisions

As utility regulation evolves toward more consumer concerns, protection, and safety, divisions are requesting more databases to track large volumes of information. Although currently these databases help record activities of the many new utility service providers and their customers for informal usage, soon many of these databases will be required to be electronically accessible to the public. These databases will provide assistance to consumers, especially through our Consumer Services Division.

Strategy Where these databases are created by the line divisions, or by consultants working for the line divisions, a central server needs to be acquired. This would eliminate smaller servers residing in various locations throughout the Commission. (Continuing)

Objective H: Maintain Computer Systems Currently the Information Services Branch operates three shifts over a 24-hour period. Large printing, batch, and system backup tasks are performed during off-hour shifts.

Strategy **Acquire and implement an On-line Enterprise Storage Server.** This will enable staff to perform on-line backups without interfering with the work performed by the line divisions. The estimated cost for this type of server is $90,000. (March 2000)

Objective I: Provide Administrative Support

The Departments of Information Technology, Finance, and General Services require continuous reports on the Commission's Business Continuity Plans, Internet Policy, Workgroup Computing Policy, Network Computing Policy, and Y2K Status. We provide Feasibility Study Reports when expanding, replacing, or upgrading existing servers and applications. Post Implementation and Evaluation Reports for previously approved Feasibility Study Reports are required as well. The

Agency Information Management System and how it supports the Commission's business plan is also a requirement. Also, we prepare and monitor service and maintenance contracts, and handle procurements and invoicing.   (Ongoing)

Objective J: Training in the IRC Lab   To be cost effective to CPUC information training needs, the Information Resources Center Lab provides training to staff. The focus this year is on Document Management and Office 2000 training.

Objective K: Information, Planning and Steering Committee   This committee, under the Director of Information Services, consists of division representatives and is charged with coordinating information issues, recommending information policies, and working to resolve information problems. The committee plans and develops information systems most useful to the Commission's goals, while providing a forum for problem resolution.

Objective L: Provide Other Services including: maintenance of the Technical Library and support for the CALSTARS and HRIS systems; and monitoring the electronic garage and building access database.

MANAGEMENT SERVICES BRANCH

Objective A: Make Modifications to Office Space to Accommodate new Personnel and Program Changes.

Strategy 1   Construct private offices for the Legal and ALJ Divisions, to accommodate additional new staff, in the current space for the Reporting Unit, and relocate the Reporting Unit. Project cost = $180,000   (April 2000)

Strategy 2   Modify the Technical Library into a Consumer Services Center. Project cost = $35,000   (December 1999)

Objective B: Complete Replacement of the CPUC Phone System

Strategy 1   Evaluate costs and efficiencies of various telephone options.
                                                                                    (August 1999)

Strategy 2   Request budget for the recommended option.   (August 1999)

Strategy 3   Implement approved option.   (October 1999)

Objective C: **Analyze Staff Requirements and Costs associated with SB 669 which will add six new funds and approximately $ 1 billion for the Commission to administer.**

Strategy   Prepare a budget change proposal to include adequate staff and other expenses, space requirements, and augmentation of the lockbox services.   (September 1999)

Objective D: Provide Budget Services

Strategy 1   The change of our time keeping system to a computer-based Human Resources Information System (HRIS), while providing more human resource information, does not track staff time on CPUC specific projects or programs. To remedy this, in the next year, we will develop an auxiliary system to record the amount of time by divisions on projects and programs. The results are intended to support legislative fiscal impacts and budget change proposals, and give insight into the staff time spent for various tasks and projects.
                                                                        (September 1999)

Strategy 2   Work with division Budget Control Officers (BCOs) to effectively manage the CPUC budget. Conduct monthly BCO Committee meetings.   (Ongoing)

Objective E: Provide Contract Services   There has been a minimum increase in the number of contracts for professional services; however, it is anticipated that workload will increase substantially with the Contract Office's involvement with Advisory Board's contract requirements.

Strategy 1   Establish standard contract guidelines for CPUC use.
                                                                        (September 1999)

Strategy 2   Develop training class for management on need and appropriateness of consultant services, use of expert witnesses, and types of competitive bidding methods.   (September 1999)

Objective F: Evaluate Business Services

        Evaluate the extent to which greater amounts of office equipment are impacting Business Services staff workload, and the associated costs. There has been a substantial increase in the number of photocopiers, pagers, faxes, and cellular phones throughout the CPUC. For example, the number of cellular phones increased from 26 in 1996 to over 100 currently – an increase of 300%. The paperwork and effort to maintain this equipment has similarly increased.

Strategy 1   Evaluate the tasks associated with procuring, maintaining, and monitoring of office equipment, and the attendant workload.
                                                                                        (September 1999)

Strategy 2   Identify inefficiencies in deployment of office equipment.
                                                                                        (October 1999)

Strategy 3   Recommend procedures to optimize use of office equipment and maximize resources.   (November 1999)

Objective G: Provide Commission-Wide Coordination of CPUC Health and Safety Issues

The CPUC Health and Safety Committee, composed of representatives from all divisions and Building Management (Department of General Services), provides direction, policies, and decisions on health and safety issues including: air and water quality, parking, security, disaster planning, building maintenance, ergonomics and other matters that affect employees. This committee chaired by the Director of IMSD, reports to the CPUC Management Team.

RESOURCE ALLOCATION For INFORMATION SERVICES BRANCH
(Current staff in PY's assigned for fiscal year 1999-2000 according to objectives)

Objective	Authorized	Filled	Vacancies
A - Year 2000 Remedial Activities	4	4	
B - Expand Internet Presence	3	3	
C - Replace Server Equipment	2	2	
D - Network Enhancements	2	2	
E - Improve Security Practices	1	1	
F - Qualitative Growth in Support	9	6	3
G - Databases for Line Divisions	3	2	1
H - Maintain Computer Systems	6	6	
I - General Administrative Support	5	4	1
J - Training in the IRC Lab	2	2	

K - Other
    Technical Library
    Garage/Building Access
    CALSTARS
    HRIS
	2	2	

Totals	39	34	5

7-30-99

RESOURCE ALLOCATION For MANAGEMENT SERVICES
(Current staff in PYs assigned for fiscal year 1999-2000 according to objectives)

Objective	Authorized	Filled	Vacancies
A - Building Alterations	1	1	
B - Communications	2	2	
C - Proposed Legislation	1	1	
D - Budgeting	1	1	
E - Contract Services	3	3	
F - Business Services	2	2	
G - Health and Safety Issues	1	1	

H - Others
    Calstars
    Other Business Services Functions
    Administrative Support
	24	23	1

Totals	35	34	1

7-30-99