Staff Report

September 3, 2008

This report from Margie Harris, is on behalf of all staff and spans the period April 25, 2008, through August 8, 2008. Items not otherwise addressed in this board packet are described here.

General

- Margie Harris joined the diverse membership of the Northwest Energy Efficiency Task Force (NEET), created to explore regional activities to accelerate energy efficiency. Convened by Bonneville Power Administration and co-chaired by Administrator Steve Wright, Pacific Power CEO, Pat Reiten and NW Power and Conservation Council Washington state representative, Tom Carrier, the group is facilitated by Ken Canon. The full task force is expected to meet 3 times to consider different collaborative approaches to achieve greater energy efficiency savings. Between task force meetings, Energy Trust staff is contributing to several work groups designed to develop proposals in the areas of marketing, research and development, policy, workforce development and other topics.
- Energy Trust staff participated in both Energy Efficiency and Renewable Energy working groups convened by the Governor to identify and recommend concepts for the 2009 legislative session. Among the legislative ideas receiving the most attention are:
  - A feed-in tariff as a supplementary mechanism to fund on-site generation renewable resources
  - Local improvement districts to raise and loan money for conservation and energy efficiency projects in homes and buildings
  - Establishing long-term targets for the evolution of building codes
  - Requiring that homes and buildings be energy-rated at time of sale.
  - A number of proposals to increase tax credits and provide financing, including utility on-bill financing of energy efficiency and potential renewable energy projects.
- Margie Harris joined the NW Energy Efficiency Alliance board of directors and is also a member of the board's strategic planning committee. The period of May-October includes extensive outreach to NEEA's stakeholder as a central part of preparing a draft strategic plan for adoption by the board in late October.
- Steve Lacey and Margie visited Seattle to meet with Cascade Natural Gas company representatives and further solidify planning and communication approaches.
- Margie attended and spoke at the annual National Association of Utility Consumer Advocates, participating in a panel on different delivery options for energy efficiency programs.
- Margie addressed the Clean Tech forum in Denver and while there, networked with the Governor's Energy Office, Governor's Climate Change director and representatives from the National Renewable Energy Laboratory.
- Steve Lacey and Margie represented Energy Trust at the 4th annual small-group meeting of representatives from Efficiency Vermont and Wisconsin Energy Conservation Corporation. The time focused on information exchange and strategic ideas, including those to be jointly explored in the coming months.
- For the first time, Energy Trust was included on the agenda for the annual natural gas outlook meeting sponsored by the Oregon Public Utility Commission. Margie provided comments about gas program results and plans for the fall campaign, with its focus on managing increased energy costs.

- As part of the annual meeting of the National Association of Regulatory Commissioners, Margie participated on two panels: Challenges Implementing Large Scale Energy Efficiency Programs and a discussion of the role energy efficiency plays in climate change.
- Development of the 2009 budget and 2009-10 action plan is beginning, with completion of the schedule, staff orientation and draft budgets being prepared.
- Prepared and submitted the second quarter report to the Oregon Public Utility Commission.
- John Reynolds and Margie met with Claire Fulenwider, new executive director of the NW Energy Efficiency Alliance and with Pat Egan, vice president of Community Relations for Pacific Power.

Program Planning and Evaluation

Residential

- Completed cost-effectiveness analyses for the ductless mini-split heat pump for multifamily pilot
- Completed Home Energy Solutions 2005-2006 Process and Impact Evaluation report

Commercial and Industrial

- Completed cost-effectiveness analyses for:
  - Two additional types of commercial dishwashers
  - Commercial insulation for buildings with heat pumps and electric resistance heat
  - Small industrial compressed air measures: receiver capacity addition, cycling refrigerated dryers, zero-loss drains and low pressure drop filters
- Completed Production Efficiency 2006 Process and Impact Evaluation report
- Completed Small Compressed Air Market Assessment report
- Initiated Market assessment of commercial windows

NW Alliance Evaluations

- Completed market progress evaluation reports for the following programs and posted to the Alliance website (www.nwalliance.org):
  - BetterBricks Energy Savings Introductory Report on Framework and Protocols
  - Utility Distribution System Efficiency Initiative (DEI) Phase 1 Report 3
  - Evaluation of the Industrial Efficiency Alliance (IEA) Report 4
  - BetterBricks Design and Construction Initiative Report 2
  - BetterBricks Hospital and Healthcare Initiative Report 3
  - BetterBricks Building Operations Initiative Report 2
  - Codes and Standards Support Project Report 2

Efficiency Programs

Home Energy Solutions—ENERGY STAR® New Homes

- Collaborated with the Existing Homes program to bring real estate professionals, trained by Earth Advantage, into the program as Trade Allies.
- Ramped up program outreach to architects, designers, and lighting showrooms.
- Worked to finalize the Energy Performance Score (EPS) and to integrate the tool into the program design.

Home Energy Solutions—ENERGY STAR® Products

- Continued to receive a high influx of clothes washer applications; added staff to manage the load.
- Launched the refrigerator recycling effort in conjunction with JACO Environmental; media event for the launch attended by Commissioner Dan Saltzman.

Home Energy Solutions—Existing Homes

- Launched the Real Estate Professional Trade Ally training, with 41 realtors attending the first two training sessions.
- Saw increase in solar thermal installations; 59 solar thermal measure installations in second quarter included 13 swim pools and 46 solar hot water systems.
- Marked increase in call center contacts: in July alone the contact center answered 2,722 inbound calls as compared to 1,725 calls in July 2007.
- Increased cooperative marketing efforts; almost $10,000 paid to contractors in June.

Business Energy Solutions—New Buildings

- Continued strong market presence through the following activities:
  - Trade ally recruitment and orientation.
  - Program presentations to architects and engineers.
  - Coordinating with NEEA on the Better Bricks initiative.
  - Joining the Associated Builders and Contractors and Associated General Contractors of America.

Business Energy Solutions—Existing Buildings

- Rolled out a target market initiative for auto services in coordination with the Oregon Automobile Dealers Association.
- Participated in a US EPA/US DOE Data Center Event at Microsoft in Redmond, WA.
- Continued developing new target market initiatives for computing/IT, groceries, municipalities and operation and maintenance.

Business Energy Solutions—Production Efficiency

- Participated in ongoing NW Compressed Air Task Force working group, managing a regionally funded compressed air market assessment for the small system market.
- Increased custom non-lighting project incentives for industrial facilities and municipal projects such as water and wastewater treatment projects.
- Completed the first 3 day "blitz" O&M pilot program sessions at two facilities with high refrigeration load. Low-and no-cost measures implemented in this first push saved 7% of the total energy load. These sites will continue to work with our engineering consultants throughout the next year to maintain savings initiated during the blitz and to implement additional low and no cost measure suggestions identified during the event.

NW Energy Efficiency Alliance

Residential efficiency programs

- Worked with partners to finalize the 2009 Northwest ENERGY STAR Home Builder Option Package (BOP) to address the 2008 Oregon residential building code change.
- Engaged Earth Advantage ENERGY STAR Homes realtor training.

Commercial efficiency programs

- Assisted Legacy Health System in moving forward with its Strategic Resource Management Plan and corresponding goal of a 30% reduction in energy use.

- With support from BetterBricks and Key Mechanical, continue to optimize refrigeration systems across the Lamb's Thriftway chain of six stores in the Portland Metro area and to assist Roth's IGA in tracking energy usage at their stores.

Industrial efficiency programs

- Guided Sabroso's Plant Executive Steering Committee in establishing an energy board to plan Sabroso's first energy summit and share best practices among facilities.
- Guided Georgia Pacific Camas in working toward a 10% reduction in energy expenses by combining Continuous Energy Improvement, operations and maintenance improvements, and a capital improvement plan in its overall energy management strategy.

Codes and Standards

- Contracted with ODOE to provide training on the new Oregon residential code to building officials, builders and trades people around the state.
- Planned for the commercial code change adoption process, which requires code change proposals by February 1, 2009; focusing on technical development and outreach over the next six months.

Renewable Energy

Open Solicitation

- Approved incentive for a 5 kW hydroelectric project for the city of West Linn.
- Launched a new initiative to help municipalities in the PGE service territory apply to the state of Oregon's Renewable Energy Feasibility Fund; five cities submitted applications for studies, and all were invited to submit full applications.
- Approved cost-share funding for hydro feasibility studies for the city of Gresham, three ranches in Eastern Oregon and four microhydro projects.
- Provided technical assistance to OIT in developing their geothermal electric project.
- Started organizing a workshop on solar and efficiency for governments.
- Initiated a hydropower resource assessment expected to better define the market potential.
- Met with a delegation from Iceland interested in developing geothermal resources in Oregon.

Utility Scale

- Spoke at the ribbon cutting for Pacific Power's 94 MW win project at Good Noe Hills, and authorized the first incentive payment for it.

Wind

- Paid an incentive for the first installed small wind system through the small wind program, a 10 kW system near McMinnville.
- Signed a contract with Hood River Valley School District for a 1.8 kW demonstration project at Hood River Valley High School.
- Approved a 10 kW system to be installed on a farm near Salem.
- Started an analysis of building integrated wind turbines in Portland.
- Started analyzing a 250 kW single turbine wind system in Sherman County.
- Held small wind seminars in Salem (65 attendees) and Pendleton (35 attendees).

- Presented at the SolWest Fair on small wind.
- Began organizing a small wind seminar in Hood River and full-day workshops with NW Seed to be held in Hood River, Morrow County, Pendleton and Baker City.

Biopower

- Received the final report on a roadmap for Oregon wastewater treatment plants to become energy independent by optimizing energy efficiency and developing on-site renewables; results of the study will be presented to policy makers and treatment plant operators over the next six months.
- Completed feasibility studies for an anaerobic digester at a proposed rendering plant and another for a biodiesel-fired cogeneration plant.
- Co-funded two feasibility studies, one will evaluate expanded methane production for electricity generation at a waste water treatment plant, and the other will evaluate anaerobic digestion (with electricity generation) as a waste water treatment option for an agricultural processor.
- Entered into a confidentiality agreement with a pulp and paper plant to evaluate opportunities to expand biomass generation capacity at the plant.
- Concluded the analysis on an application for funding for a 1.6 MW co-generation facility utilizing on-farm waste.
- Initiated efforts to evaluate expanded co-generation opportunities at a pulp and paper plant.

Solar

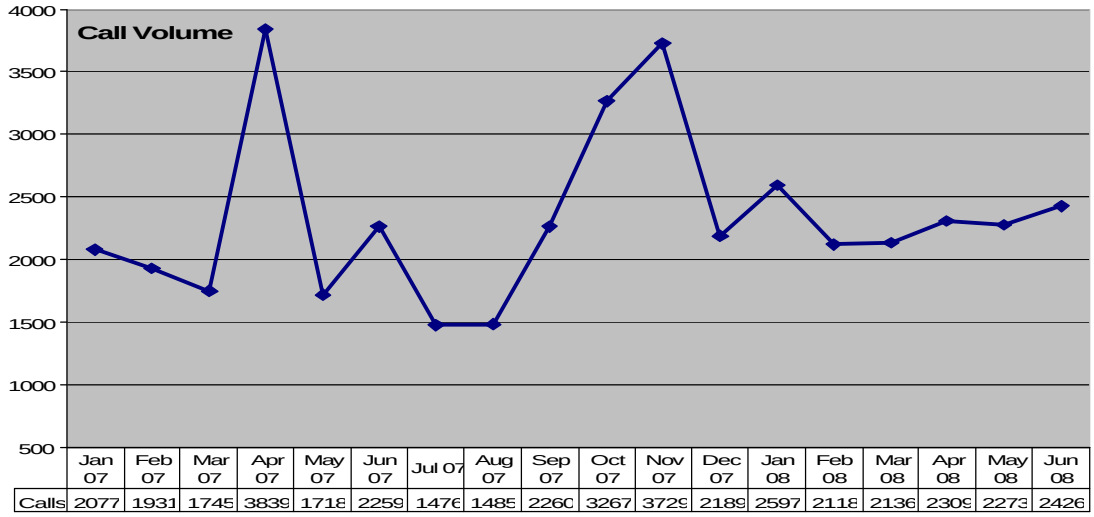
- Received a favorable OPUC declaratory ruling (DR 40) that clears the way for the installation of 3rd party-owned net-metered solar electric systems.
- John Reynolds attended ODOT's groundbreaking event of a 100 kW PV system along I-5 at the 217 interchange to launch its solar highways initiative.
- Testified in support of Multnomah County's 1 MW PV installation before its Commission, which voted in favor and signed the contract.
- Installed 73 PV systems and reserved funding for another 35 systems.

Communication, Marketing and Outreach

Call Center/Customer Service

- Held call center training for New Buildings and Multifamily programs.
- Trained new call center representative to replace a departing team member.
- Provided Energy Trust program information for new hires at two separate meetings.
- Presented Energy Trust information for Lincoln City Sustainability Committee, Beaverton Rotary, Corbett Issues Forum, and Sandy Library.
- Revised call center information binder, and provided updated versions to customer service staff.
- Completed contract with tribal outreach consultant, and developed tribal outreach workplan in coordination with Bonneville Power Administration.

Call Volume through June 2008

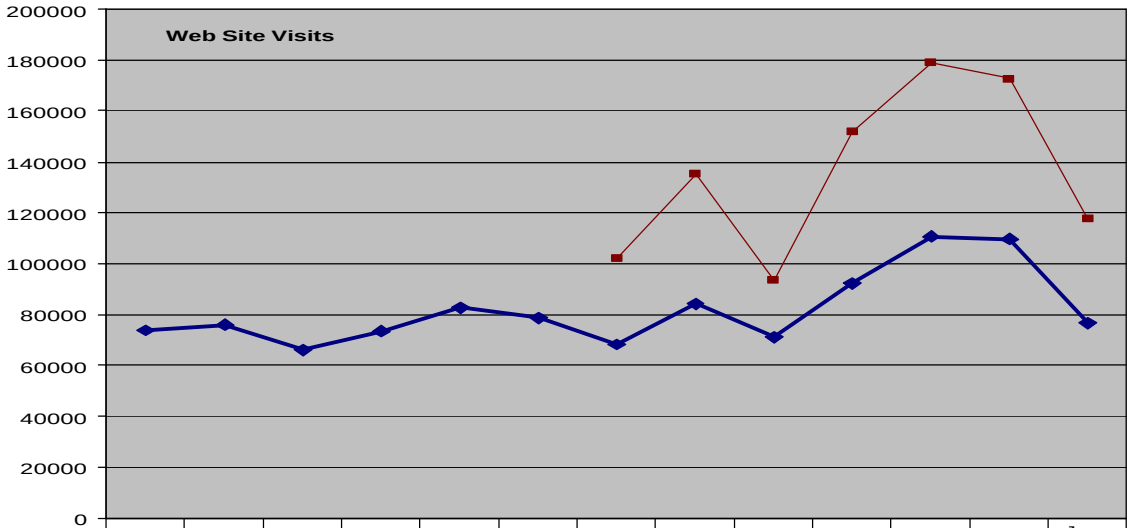


	Jan 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08
Calls	2077	1931	1745	3839	1718	2259	1476	1485	2260	3267	3729	2189	2597	2118	2136	2309	2273	2426

Website

- Developed new website for Solar Now! marketing campaign, a collaboration between Energy Trust, Oregon Department of Energy, City of Portland Office of Sustainable Development and Solar Oregon.
- Implemented customized trade ally search list for Production Efficiency, Existing Buildings, New Buildings, and Home Energy Solutions.
- Created new Trade Ally Training Calendar that lists trainings offered by Energy Trust, Oregon Department of Energy, Home Builders Association and NW Natural.
- Provided web graphics to Apogee for use in the construction of our new Home Energy Analyzer tool.
- Worked with renewables team to restructure (by technology) and rewrite pages in the Renewable Energy section of the website and improve clarity and navigation.

Website Visits through June 2008



	Jun 07	Jul 07	Aug 07	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	June 08
Visits	73795	75952	66131	73259	82837	78527	68417	84039	71316	92252	110872	109708	76926
WebTrends							101947	135549	93384	151570	179007	172679	117601

Trade Ally Initiative

- Updated trade allies on current information about fall campaigns and anticipated utility rate increases.
- Developed new format for trade ally roundtable sessions to provide more useful information to attendees.
- Held first roundtable session in central Oregon.
- Worked closely with Existing Buildings PMC trade ally staff to update forms and prepare for trade ally membership renewal in August.
- Met with BPA trade ally coordinator to provide input into their trade ally network design and coordinate messaging.

Community Energy

- Conducted 502 Home Energy Reviews and installed measures in 167 existing homes, purchased 137 high efficiency clothes washers and 13 high efficiency refrigerators, completed 2 ENERGY STAR new homes and upgraded 3 others with high efficiency measures, purchased 1 ENERGY STAR new manufactured home and sealed ducts on 6 existing manufactured home, conducted 1 home performance with ENERGY STAR assessment, conducted 18 walkthrough assessments of commercial businesses and installed measures in 14 others, completed 6 solar electric systems and 2 solar water heating systems, and provided solar evaluations of 10 additional sites.
- Met twice with Corvallis Energy Challenge planning committee.
- Hosted breakfast event for multifamily property managers.
- Staffed table at second Community Sustainability Town Hall, attracting 250 attendees; and presented $1,000 award to League of Women Voters for most Home Energy Review sign ups.
- Created central presence at DaVinci Days "green pavilion," sharing a large exhibit space with Solar Oregon/Solar Now!, Corvallis Sustainability Coalition and OSU Student Sustainability Initiative.

Events, Speaking Engagements and Sponsorships

- Sponsored Basics of Going Solar workshops, Green Professionals Conference, SolWest Renewable Energy Fair in John Day.
- Supported dedication at Columbia Wastewater Treatment Plant for biogas generation, with John Reynolds and Margie Harris speaking.
- Provided two free small wind workshops to the public in Salem and Pendleton.
- Staffed booths at ReDirect Guide's Green Homes & Gardens Expo, World Environment Day and Oregon Country Fair.

Creative Products

- Produced the public version of the 2007 annual report and distributed it to trade allies and legislators.
- Created 39 new and resized advertisements: 8 commercial, 13 residential, 18 renewables.
- Produced a fact sheet for the Automotive Initiative.
- Updated fact sheets for the Restaurant and Lodging initiatives.
- Produced and released 2 newsletters: Synergy (general, monthly) and Pit Stop (internal, monthly).
- Updated existing Solar Now! brochure.
- Produced a brochure for the Production Efficiency program.

- Updated the general and commercial and industrial brochures.
- Produced a home energy review fact sheet.
- Created a check wallet for incentive checks for the Existing Homes program.
- Existing Homes program created water heater clings to use on qualified heaters at local retailers.
- ENERGY STAR® Products created materials for the refridgerator recycling program including door hangers, check wallets and truck signage.
- Created lawn signs for the Multi-family program.

News Releases and Media Events

- Distributed press release to metro area media about the refrigerator recycling kickoff (8/7).
- Hosted two media tours of JACO facility for refrigerator recycling.
- Kendall Youngblood was interviewed on KINK-FM about refrigerator recycling.
- Distributed press releases:
  - On Earth Advantage STAR training (7/15).
  - To announce pilot for Energy Performance Scorecard (7/2).
  - On intention for pilot on net-zero energy buildings (8/4).
  - On Multnomah County solar installation (6/26).
  - On Columbia Boulevard Wastewater Treatment Plant biomass project (6/19).
  - On Production Efficiency incentive changes (6/2).
  - On Sunnyside Environmental School solar installation (5/9).
  - On Production Efficiency contract rebid (5/2).
- Continued to build a pipeline of stories and press releases for the remainder of 2008.
- Responded to media requests on energy efficiency and renewable resources.
- Continued to garner news coverage about and mentions of Energy Trust programs in local newspapers around the state, including The Oregonian, Portland Business Journal, Lake Oswego Review and Renewable Energy World.
- Wrote and submitted "Energy Corner" articles for the Main Ingredient, the Oregon Restaurant Association's monthly magazine.
- Wrote and submitted energy story to Oregon Lodging Association newsletter.

Utility Co-promotions

<u>Cascade Natural Gas</u>

- May bill insert: ENERGY STAR gas-saving products.
- May newsletter: story on trimming water heating costs.
- June bill insert: Home Performance with ENERGY STAR.
- August bill insert: washer/dryer sweepstakes.

<u>NW Natural</u>

- May commercial direct mail: foodservice/restaurants, lodging industry.
- June bill insert: duct sealing.
- June commercial direct mail: auto dealers.

<u>Pacific Power</u>

- May bill insert: heat pump incentives.
- May Voices newsletter: story about heat pumps and summer cooling.
- June bill insert: ENERGY STAR new homes.
- July Voices newsletter: story about Home Performance with ENERGY STAR.
- July commercial direct mail: building operators, auto services, religious organizations.

- August bill insert: annual opt out opportunity for residential and commercial customers from sharing billing data with Energy Trust.
- August commercial Energy Connections and Energy Insights newsletters: each newsletter included a story about a different Pacific Power business customer served by Energy Trust.

PGE

- May bill insert: heat pump sweepstakes/incentives.
- May direct mail: heat pump coupons.
- May Update newsletter: story on heat pumps and summer cooling.
- June/July Update newsletter: story about Home Performance with ENERGY STAR.
- August Update newsletter: story about insulation with mention of free Home Energy Review.

Operations, Contracts, Human Resources, Finance and Information Technology

Finance

- Prepared and distributed a Request for Qualifications to obtain an updated and comprehensive salary and benefits survey to be used in the 2009 planning and budgeting process.
- Completed interview process and candidate selection for new IT Manager; Debbie Blanchard, interim manager, was selected.
- Participated in development of new financing arrangements for energy efficiency and solar projects.
- Selected contractor to perform comprehensive internal control evaluation and documentation process.
- Participated in several opportunities to consider potential office space:
  - Living Building Initiative—a newly formed nonprofit organization consisting of several nonprofit and for-profit organizations looking to develop a living building (net zero energy) campus; currently participating as steering committee member.
  - Broker-identified anticipated lease space availability.
- Resolved supplemental executive retirement plan (SERP) tax reporting issues.
- Reviewed and completed 2007 annual Form 5500 for Energy Trust's Retirement Savings Plan.
- Reviewed, revised and renewed Energy Trust insurance policies.
- Obtained additional office space on 10th floor of current building.

Accounting

- Processed approximately 1000 incentive checks weekly.
- Communicated with 174 participants who for various reasons did not cash their incentive checks issued 6 months ago.
- Published financial reports for April, May, June, July, and second quarter.
- Collated, reviewed and summarized program forecasts of incentives and savings.
- Reviewed and completed 2007 Form 990.
- Completed FastTrack audits of all programs for first and second quarters of 2008.
- Completed Q1 document retention.
- Updated all budget materials for the 2009-10 budget, and held trainings for staff.

- Implemented general ledger and reporting changes to improve usefulness of management reports.
- Completed an in-depth review by Percipio Group of Energy Trust contracting processes and identified areas for improvement.
- Conducted an all-staff training on contracting practices and requirements.
- Participated in an in-depth evaluation and documentation process by Rasmussen Group of Energy Trust internal controls.
- Researched accounting treatment for equipment on loan to participants.
- Researched accounting and other requirements related to possible federal funding.
- Researched accounting and legal requirements regarding the potential to accept contributions.
- Pursued continuing education in various topics to stay current on changing accounting requirements.
- Completed cross-training within the department.
- Researched alternative systems for timekeeping, contract accounting, document work flow, and insurance tracking.
- Collaborated with IT and an outside vendor to improve support of the Great Plains system.
- Developed standards for Great Plains workstations and user rights to improve stability and security.
- Collaborated with IT to identify improvements to the FastTrack/Great Plains integration.
- Participated in the IT steering committee and joined subgroup to guide development of data warehousing systems.

Human Resources

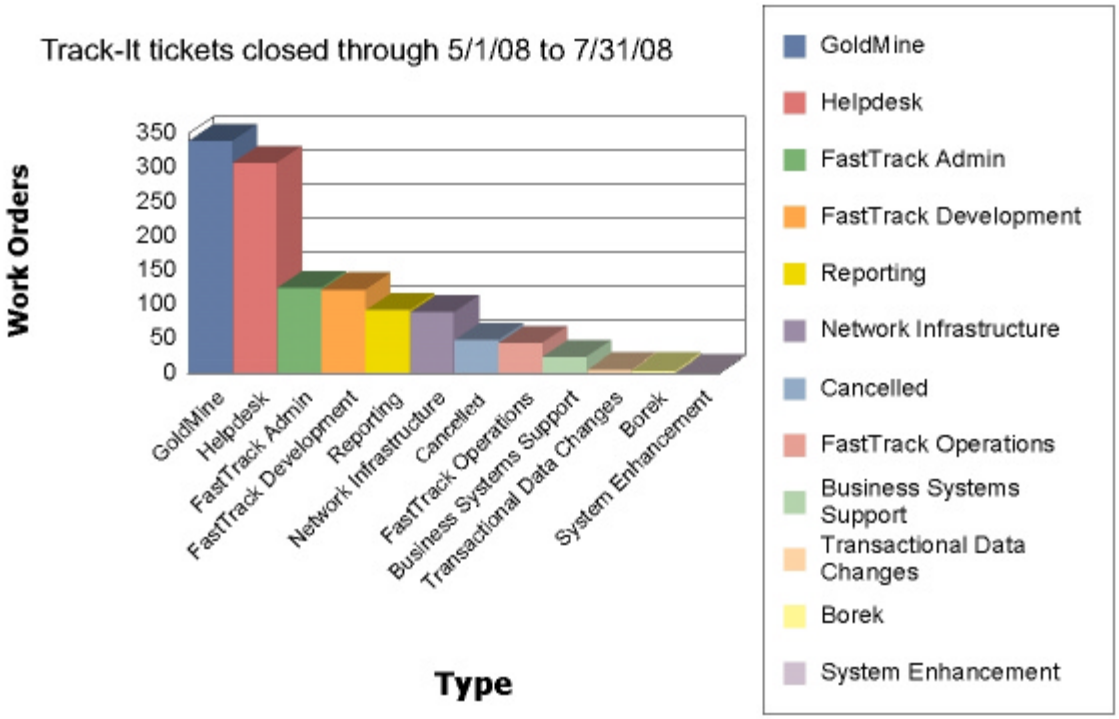
- Presented results of annual employee survey to management team and staff and identified follow up items.
- Provided Strengths Training to new staff to promote understanding of our performance review process.
- Provided anti-harassment training to all staff to be in compliance with federal laws.
- Provided Power-Gen Business Finance training.
- Conducted all-staff training on Energy Trust's contracting/procurement process.
- Updated all interested staff on the status of the green team and accomplishments.
- Facilitated the annual renewal of Energy Trust insurance policies.
- Designed and managed development of 10th floor office space, providing additional conference rooms and work spaces.
- Held annual BBQ after the June board retreat for staff, board and families.
- Conducted six-month check in for the annual performance review process.
- Accepted the resignation of Bethany Atkins, receptionist; Bethany is returning to Montana to be a summer camp counselor.
- Accepted the resignation of Spencer Plumb, administrative assistant; Spencer took a summer volunteer position to study wildlife in Alaska.
- Accepted the resignation of Ryan Eubanks, network technician; Ryan will be attending medical school in the fall.
- Accepted the resignation of Lura Griffiths, who completed her internship in renewables; she is currently attending OIT.

- Accepted the resignation of Joe Kraus, legal intern; Joe will be returning to law school at University of Oregon in the fall.
- Accepted the resignation of Vanessa Amundson, senior business systems analyst; Vanessa will be working at a manufacturing company in Vancouver, nearer her home.
- Accepted the resignation of Alan Cowan, senior program manager; Alan has accepted a project manager position at Brookfield Renewable Power.
- Hired Ashley Jackson, receptionist; Ashley received a bachelor of arts in communication from University of Montana and was most recently a sales associate at the Nike employee store.
- Hired Kathleen Ortbal, administrative assistant; Kathleen, who attended University of Portland, and has been a temporary worker at Energy Trust providing support to production efficiency, finance and marketing.
- Hired David Saladini, network technician; David's previous employment includes SEIU Local 49 and Trillium Family Services.
- Hired Debbie Blanchard, IT manager; Debbie had been filling the position on an interim basis and was previously employed by the City of Portland and Con-Way, Inc.
- Hired Amber Cole, senior creative services manager; Amber's previous position was with Oregon Education Association.
- Hired Nick O'Neil, senior planning engineer; Nick's previous position was with IDC Architects.
- Hired Virginia Weeks as an intern in renewables; Virginia is a student at OIT and will be doing project work.
- Hired Alicyn Henning, IT administrative support; Alicyn is currently a junior at PSU studying anthropology.
- Hired Erik Nolke as a contractor filling the Database Administrator role in IT; Erik's previous position was with Expresscopy.com.
- Hired Melissa Boring as a contractor filling the business systems analyst role in IT; Melissa's previous position was with Arias Information Solutions in Chicago.

Legal and Contracts

- Successfully intervened in an OPUC proceeding involving the third-party ownership model for renewable energy projects, which had been questioned by PacifiCorp; Energy Trust intervened because so many commercial solar projects are based on this model—in 2008, more than 80 percent of the reserved commercial solar incentives.

Information Technology

- Obtained Management Team endorsement for the draft 2008 IT Strategic Plan, including an IT Master Project List with 54 projects for the remainder of 2008.
- Completed development of an initial RFP to assess business process and systems alternatives for contact management and for accounting and finance; purpose is to ensure benefits and flexibility to both internal and external customers as we grow and as processes become more complex.
- Conducted May and July Information Technology Advisory Committee (ITAC) meetings to ensure continued feedback and direction from the PMCs.
- Provided input and response to the Rasmussen Group internal control evaluation.
- Collaborated on an approach to provide web versions of ETO forms to eliminate duplicate data entry for Solar projects tracked in both Power Clerk and FastTrack.
- Scheduled initial launch of first web program form, starting with clothes washer rebates this September; defining next project stage to capture receipt images and allow paperless form submittal of more on-line forms.

- Developed a plan to develop a system to process entries submitted to the Home Energy Makeover contest by year-end.
- Went live with an electronic interface for the refrigerator recycling program; the approach can be re-used for other projects that require electronic interface with our data systems.
- Continued development and testing of a new FastTrack version to provide faster data access .
- Integrated viewing utility usage data directly in FastTrack, allowing more streamlined data access.
- Retained a vendor to improve Great Plains, the accounting and finance application, and its integration with FastTrack.
- Completed 350 help desk tickets, including 16 data imports and 59 report requests.
- Migrated the Goldmine application to a new server to provide better response time.
- Redesigned and streamlined the quarterly report process.
- Conducted reporting requirements meetings for all business sectors and departments.
- Gathered requirements for two small pilot projects to train staff on Business Objects, the new business intelligence tool, and to develop approaches and processes for Data Warehouse projects.
- Implemented appropriate Business Objects security for utilities.
- Resolved issues for better PMC remote access to ETO systems.
- Converting servers to virtualization approaches to allow multiple uses and reduce the need for investment in additional servers.
- Set up SharePoint 2007 for evaluation.
- Implemented Servers Alive for network monitoring, allowing proactive notification of issues and helping minimize outages.