



# Information Services

Carmela Turpin, Director, Information Services  
New York State Public Service Commission  
October 22, 2012



# Objectives

- **Information Transparency** – All public filings with the Commission are immediately accessible from our Internet site. Documents are in “accessible pdf” format so readable by everyone, including screen-readers.
- **Ease of Use** – Our goal is to make our technical environment easy to use for internal and external customers.
- **Resources** – Each staff person is assigned a desktop PC or laptop with a standard suite of tools including email/ calendaring, word-processor software, spreadsheet software, presentation software, database software and internet access, giving them means to perform day-to-day work effectively.



# Objectives

- **Emphasis on Electronic** – We strongly encourage the public to file electronically and encourage staff to manage information electronically.
- **Secure information** – We are compliant with New York State (NYS) security policy to ensure confidentiality, availability and integrity of information.
- **Mobility Support** –As resources permit, distribute BlackBerrys, tablets, smart phones, and provide wireless capabilities within our buildings to enable communications at any time and location.
- **Up-to-date technology** – As is possible, stay current with new technology such as virtualization, mobile devices and more.
- **Good customer service** – Our goal is to provide a high level of customer service to Department staff.



# Functions

- **Email & Calendaring** for all staff where current and archived data is secured. Lotus Notes, our current platform, has a robust client interface for devices on the Department network and a web interface , “iNotes”, for devices connecting from the internet.
- **Internet site** to provide Public with regulatory information & Intranet site to provide information for internal staff
- **Internet access** for all staff to research and collaborate with external entities.
- **End User hardware and software** distribution and support



# Functions

- **Geographic Information System (GIS)** components to adhoc work and custom applications
- Information Technology support throughout **Emergency events**
- **Webcasting & Video Conferencing** of Open Meetings and other meetings as required
- **Application building** to meet business goals
- Support **mobile and remote** work activities.
- **Retention** of business records.



# Organization to Support Functions

(#) = number of staff

Management &  
Administration (3)

Planning, Staffing,  
Procurement, Budgeting,  
Policy Development

Technical  
Services (8)

- Server Administration
- Network Administration
- Database Administration
- Email Administration
- Security

End User  
Services (8)

- End User PC support
- End User PC software support
- Loaner equipment management
- Printer & Scanning Support
- Phone & email Help line

Application  
Development  
(7)

- Custom Application Dev. & Maint. Some of our larger applications are:
  - Document & Matter Management
  - Consumer Complaint Tracking
  - Internet Site
  - Electronic Tariff Sys

Geographic  
Information  
Systems (3)

- Mapping and Geographic analysis
- Custom Geographic Application Dev. & Maint.
- Mapping support for Emergency events



## “Branch” Offices

- Private Statewide network connects New York City Office and Buffalo Office to Albany location.
- Easily share data among our offices due to network. Very rarely do outages occur.
- Two Information Services staff located in New York City Office to serve staff. The NYC office technology is being expanded to serve as our Disaster Recovery and Business Continuity location.
- No Information Services staff located in Buffalo. Most issues are handled remotely or through liaison staff.



# Information Systems

James Denn, Director, Public Affairs Office  
New York State Public Service Commission  
October 22, 2012





# Information Systems – DPS Web Site

There are many ways that the NYS Department of Public Service manages information to support Commission meetings, ensure transparency of our regulatory process, and communicate with consumers, governing bodies and other stakeholders.

One of the primary vehicles used to manage the flow of information is through our Department Web site ([www.dps.ny.gov](http://www.dps.ny.gov)).



# Department Web Site



Index

Search

Map

What's New

## Most Popular Pages

About the PSC

Agendas and Calendars

Commission Documents

Complaint & Dispute Resolution

Guidelines

Press Releases

Public Notices

Webcast Schedule

## Featured Pages

askPSC.com (consumer information)

Consumer Assistance

Power to Choose - Energy Competition

Energy Efficiency Portfolio

## What's Hot

### Electric

- [Comments Sought on New Proposed Submetering Rules](#)
- [Central Hudson Net Metering](#)
- [Columbia County Transmission Project](#)
- [Fortis Proposed Acquisition of Central Hudson](#)
- [National Grid-Upstate](#)
- [NYS Siting Board](#)
- [Champlain Hudson Power Express](#)
- [Energy Efficiency Portfolio Standard](#)
- [LIPA Management and Operations Audit](#)
- [Power to Choose - Energy Competition](#)
- [Retail Renewable Portfolio Standard](#)
- [More...](#)

### Natural Gas

- [Comments sought on National Grid gas expansion in Greenwich](#)
- [Comments Sought on Proposed Bluestone Gas Natural Gas Pipeline](#)
- [National Grid-Upstate](#)
- [Generic Site Investigation and Remediation](#)

**GOVERNOR ANDREW M. CUOMO**

**NY WORKS** [www.TheNewNY.com](http://www.TheNewNY.com)

**WHAT'S NEW**

**September 20, 2012**  
[Information for Media Credentials for Governor Cuomo...](#)

**September 20, 2012**  
[Governor Cuomo Authorizes Transfer of Tryon Boys a...](#)

**September 20, 2012**  
[Connect to Gov. Cuomo's book Governor Cuomo Announces...](#)

[www.governor.ny.gov](http://www.governor.ny.gov)

## Recent Press Releases

- [Governor Cuomo Announces Launch Of Initiative To Bring New Energy Efficient Technologies Into The Marketplace](#)



# DPS Web site – Key Features

- **Homepage** – “What’s Hot” section providing latest decisions, filings, actions related to the utility industries we regulate
- **Search Feature** – links to Commission case and matter documents
- **Most Popular Pages** – Commission Session documents and webcasting, how to file a complaint, Commission documents
- **Featured Pages** – AskPSC.com, Consumer Assistance, etc. Recent Press Releases
- **Social Media options** – Facebook and Twitter
- **Google Translation**

# DPS Web Site – Search Feature



The screenshot shows the New York State Public Service Commission website in a Windows Internet Explorer browser window. The address bar displays [http://www.dps.ny.gov/New\\_Search.html](http://www.dps.ny.gov/New_Search.html). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and search. The website header features the New York State logo, the text "New York State", "State Agencies", and a search bar labeled "Search all of NY.gov". The main navigation bar includes links for HOME, Electric, Natural Gas, Steam, Telecommunications, Water, Search, Site Map, A-Z Index, and Help. The page title is "Search / Commission Files".

**Search / Commission Files**

[Login to customize this site](#)

**Popular Searches**

- [Latest Filings \(All Documents\)](#)
- [Latest Commission Issuances](#)
- [Latest Cases/Matters started](#)
- [Draft Proposed Rulemaking to Incorporate References to Electronic Filing, Distribution and Issuance of Documents](#)
- [Advanced Search for Commission Case Related Documents](#)

[Help with Popular Searches](#)

**Search for specific document types**

- [Agendas-Session](#)
- [Calendar of Hearings](#)
- [Guidance Documents](#)
- [New Cases Filed](#)
- [Press Releases - RSS](#)
- [Session Transcripts](#)
- [Siting Board Transcripts](#)
- [Summary of Consent Items](#)
- [Tariffs \(What is a tariff?\)](#)

**Search by Case Number**

If you know the Public Service Commission Case number (99-X-9999 or 99-99999 format) enter it here.  
[Help interpreting the search results from a "Case number" search.](#)  
[Help with Case Number format](#)

**Search General Web Site**

**Left Sidebar:**

- [About PSC](#)
- [Agendas and Calendars](#)
- [Complaint Filing & Dispute Resolution](#)
- [Consumer Information](#)
- [Forms](#)
- [Press Releases](#)
- [PSC Webcast Schedule](#)
- [Public Notices](#)
- Search**
- [What's New](#)

Select Language   
Powered by [Google Translate](#)  
[Translation Disclaimer](#)

SHARE 

Done  Trusted sites | Protected Mode: Off  99% 11:21 AM



# Web Site – Consumer Information

AskPSC - Welcome x Google Pa

New York State State Agencies Search all of NY.gov

**AskPSC**  
The NYS Public Service Commission's Consumer Web Site  
Ensuring Safe, Reliable Service and Reasonable, Just Rates since 1907

Information for: RESIDENTIAL BUSINESSES STUDENTS & TEACHERS SENIORS

ELECTRICITY TELEPHONE NATURAL GAS WATER CABLE TV

Search AskPSC.com: Submit

[ PUBLICATIONS ] [ FAQs ] [ CALENDAR ] [ MEDIA LIBRARY ] [ TIPS ] [ CONTACT US ] [ UTILITY COMPLAINTS AND STATISTICS ] Printable Edition

**FEATURED PROGRAMS**

- Your Rights & Consumer Protections
- Energy Efficiency and Conservation
- How to shop for Utility Services
- Power to Choose
- Utility Service Interruptions

**TIP OF THE DAY:**  
When you leave a room, be sure to turn off the lights.  
[\[ view more tips > \]](#)

**Welcome to the NYS Public Service Commission's Consumer Web Site.**

**Energy Efficiency**  
Use less energy. Save more green.  
By using energy efficiently, you can reduce your energy use, save money, and help New York meet its energy goals!

- Find energy efficiency programs in your area using our new zipcode search feature
- Learn about available tax credits
- Discover tips to get the most out of your energy dollar
- Look for programs to help low income customers

[Click Here](#)

**IN THE SPOTLIGHT** [\[ View All PSC Press Releases \]](#)

**unwasteny™** Visit Our New Energy Efficiency Website  
PSC has launched a new website dedicated to helping New Yorkers identify and reduce energy waste in their homes and businesses.

**LIFELINE** Discounted Telephone Service  
**Lifeline Awareness Week 2012**  
Income eligible consumers can save as much as \$250 on their local telephone bills. Check here for more details.

**Natural Gas**

**PSC Seeks Public Comment on Case 12-G-0371: National Grid Petition – Natural Gas Service in the Village of Greenwich, New York**  
The PSC will hold a Public Statement Hearing in Greenwich to seek public comment on a petition by National Grid to exercise a franchise granted by the Village of Greenwich, Washington County, New York, to provide natural gas service.

**Public Input Sought on Bluestone Gas Pipeline**  
The NYS PSC is seeking public comment on a Joint Proposal to construct and operate a 20-inch natural gas pipeline.

**FEATURED LINKS:**

- Power To Choose**  
Energy Supplier Comparison
- Straight Talk**  
from the Taxpayer
- New York First**
- New York Energy Smart**  
[www.getenergysmart.org](http://www.getenergysmart.org)

Internet | Protected Mode: 99%

# Web Site – Social Media

New York State Department of Public Service | Facebook - Windows Internet Explorer

http://www.facebook.com/pages/New-York-State-Department-of-Public-Service/197168574737

File Edit View Favorites Tools Help

★ Favorites | ★ Free Hotmail | Account Summary | Suggested Sites | Get more Add-ons

Google New York State Depart...

facebook

Email or Phone Password Log In

Keep me logged in Forgot your password?

New York State Department of Public Service is on Facebook.

To connect with New York State Department of Public Service, sign up for Facebook today.

Sign Up Log In

New York State Department of Public Service

142 likes · 2 talking about this

Government Organization

Ensuring safe & reliable access to energy, telecommunications, & water services for NY's consumers, at just & reasonable rates; stimulating innovation, strategic infrastructure investment,

About

Photos Likes Events Twitter

Highlights

New York State Department of Public Service shared a link. Friday

PSC Submits FERC Comments on Blackstart. Read more @

Federal Energy Regulatory Commission (FERC) Filings  
www3.dps.ny.gov

Like · Comment · Share

New York State Department of Public Service shared a link. September 20

August complaint report published. Read more @

http://tinyurl.com/9gboabk  
tinyurl.com

Also On

http://www.dps.ny.gov  
http://www.askpsc.com/

New York State Department of Public Service Friday via Twitter

PSC Submits FERC Comments on Blackstart. Read more @  
http://t.co/OXeCSXaI

Federal Energy Regulatory Commission (FERC) Filings  
www3.dps.ny.gov

http://www.facebook.com/pages/New-York-State-Department-of-Public-Service/197168574737?sk=photos

Internet | Protected Mode: On

99% 11:25 AM



# Information Systems

The Department also has an effective information system in place to provide for the exchange of information with regulated companies, and to manage utility filings to ensure efficient regulation of utility activities.



# Information Systems - DMM

- Document and Matter Management System (**DMM**) – a comprehensive system to handle documents and manage department-wide information.
- **DMM** has contributed to increased staff productivity and user and consumer satisfaction by: improving access to information, reducing our carbon footprint, allowing more transparency in our process and products, and promoting more efficient business processes.





## DMM (cont.)

- **DMM** has several features that enable consumers, utilities, active parties/stakeholder, media and others to easily locate information on Commission cases, utility filings, consumer complaint information, and much more.
- Utility companies are able to submit a variety of documents – testimony, briefs, petitions, etc. – electronically via **DMM**.
- Through **DMM**, the public or other interested parties are able to search for documents and subscribe to a particular case to be notified electronically when new documents are entered in the case.
- Department of Public Service staff can an Intranet site linked to **DMM** to manage and monitor cases electronically.



# DMM

Electronic Filing Registr... X DPS OFT Login

New York State State Agencies Search all of NY.gov

New York State Public Service Commission  
Ensuring Safe, Reliable Service and Just, Reasonable Rates since 1907

HOME Electric Natural Gas Steam Telecommunications Water Search Site Map A-Z Index Help

## Electronic Filing Registration Instructions

### Electronic Filing Registration Instructions

#### Purpose

This page describes how to register with the Department of Public Service to make electronic filings using our Document and Matter Management (DMM) System.

- [DMM Filer Manual \(2,073kb PDF\)](#)

#### Process

##### Step 1 - Create a user account

- You must obtain a NYS Directory Services User Account by using the [registration page](#)

**Please fill out the form with at least the required data items. These items are indicated by an asterisk.**

Once you have completed Step 1 above and have your Directory Services User ID, you will be asked to complete a contact form and an affidavit.

If you now have a User ID, proceed to Steps 2 & 3 below.

##### Step 2 - Provide contact information and affidavit

Once you get your NY State Directory Services User ID, you should complete a

- [contact form](#) and an
- [affidavit](#).

**These forms should be printed and mailed to:**

About PSC  
Agendas and Calendars  
Complaint Filing & Dispute Resolution  
Consumer Information  
Forms  
Press Releases  
PSC Webcast Schedule  
Public Notices  
Search  
What's New

Select Language  
Powered by Google Translate  
[Translation Disclaimer](#)

SHARE

Trusted sites | Protected Mode: Off  
99%  
1:23 PM



# PSC Session Information

New York State  State Agencies Search all of NY.gov

 **New York State Public Service Commission**  
*Ensuring Safe, Reliable Service and Just, Reasonable Rates since 1907*



**HOME Electric Natural Gas Steam Telecommunications Water Search Site Map A-Z Index Help**

Information and instructions on how to read Adobe Acrobat (.pdf ) formatted files  
This [disclaimer](#) is true for all documents that are served by this server

## Agendas

Items 1 through 25 of 94 [Next 25 Items](#)

---

**09/07/2012**  
 File Size: 30029 [View Document](#) PSC Lists Agenda for Thursday, September 13, 2012

---

**08/10/2012**  
 File Size: 30108 [View Document](#) PSC Lists Agenda For Thursday, August 16, 2012

---

**07/06/2012**  
 File Size: 30616 [View Document](#) PSC Lists Agenda For Thursday, July 12, 2012

---

**07/05/2012**  
 File Size: 56887 [View Document](#) Siting Board Lists Agenda of Tuesday, July 10, 2012 Meeting

---

**06/22/2012**  
 File Size: 19942 [View Document](#) PSC Lists Agenda For Special Session, Thursday, June 28, 2012

---

**06/22/2012**

Trusted sites | Protected Mode: Off 100% 99% 12:17 PM

# DMM and The Public

Monitoring PSC Proceedings

Information for those interested in participating in or monitoring PSC proceedings. There are several options available for those who wish to participate in or monitor the proceedings of a particular case. Please read the details of each and decide which is the best option for you.

PARTIES	SERVICE LIST	WEB MONITORING
<p>Generally, parties commit to contribute to the development of a complete record in a proceeding by conducting discovery, submitting testimony, briefs, or other formal written comments, and/or participating in evidentiary hearings, procedural conferences and other formal events conducted in the case. (Non-parties participate in PSC proceedings by filing informal comments, such as letters, in contrast to the formal comments filed by parties in response to Commission notices.) Once a party, a person or organization may be compelled to respond to discovery requests and to perform other actions.</p> <p>For some PSC proceedings, including rate cases, a person need</p>	<p>Interested persons who wish to monitor the proceedings of a particular case can do so without the formal commitment to become party in the proceeding. The persons who subscribe to the service list of a case will receive an e-mail with a direct link to the documents issued by the Commission, such as orders, notices, and rulings. Persons unable or unwilling to receive such electronic notification will receive hard copies of Commission-issued documents by regular mail.</p> <p>If you are a registered user of the NYS Public Service Commission's Document and Matter Management (DMM) System, you may submit your service list subscription by clicking on the button below. Registration saves time and allows you to see</p>	<p>Interested persons who choose not to sign up to receive e-mail notifications, can view our web site at their convenience to check on the status of a case. All documents filed by parties, correspondence, hearing transcripts, and documents issued by the Commission in a given case are posted on the website for that case. In addition, all comments submitted by the general public are posted under the 'public comments' tab for the same case.</p>

20



# DMM – DPS Staff Resource

NYSDPS-DMM: Home Google

NEW YORK STATE  
PUBLIC SERVICE COMMISSION

Welcome to NYSDPS. Version(1.0.0.32.1)

Enter Matter/Case No  Go

Matter Filing  
Matter Management  
Staff Assignment  
Document Management  
Agenda Management  
Contact Lists  
Events  
Search  
Reports  
Compliance Management  
Public Comments

My Matters / Cases

Task Name	Number of Items
<a href="#">Matter/Cases</a>	13
<a href="#">Assignments</a>	0
<a href="#">Agenda Items</a>	0
<a href="#">Compliance Queue</a>	0/1
<a href="#">Public Comments</a>	0

WELCOME CARTER, PAMELA, DATE: 09/24/2012

Local intranet | Protected Mode: Off 99% 12:43 PM



# Conclusion

The NYS DPS Web site and document management system are two effective vehicles that allow the Commission's processes and proceedings to be readily accessible and transparent to utilities and the public, as well as a vital resource for DPS staff to manage the flow of information and monitor utility activities.



# Information Services Technical Overview

Bryan Flynn, Manager of Information Technology  
New York State Public Service Commission  
October 22, 2012



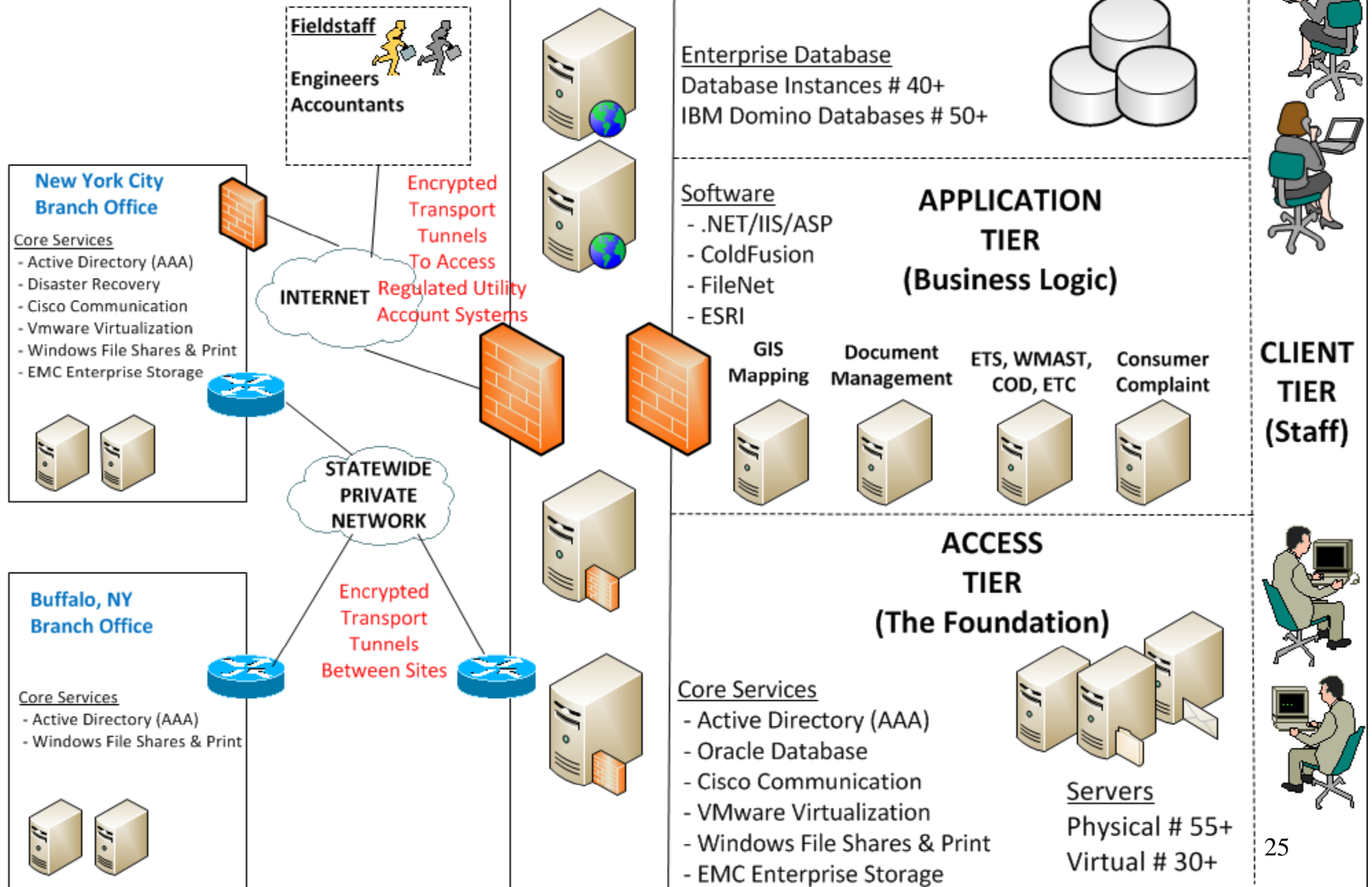


# Information Services

- Core Elements of Information Systems for the Agency
  - Unified Communication
    - Email – Live and Archived
    - Video – Teleconferencing, Internet Media for Commission Sessions
    - Voice – Cellular and IP based
    - Wireless – LAN Access
  - Identity
    - Directory Services – Authentication, Authorization, Accounting
  - Information Sharing and Enterprise Storage
    - Retention of critical business data
    - Applications for analysis and decision making



**New York State  
Department of Public Service  
Information Services  
Oct 2012**





# Information Services

Questions?