

| COMMISSION POLICY                    |                              |
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| Category: <b>Strategic Directive</b> | Title: <b>Administration</b> |
| Date of Adoption:                    | Policy Number: <b>SD-?</b>   |
| Revision:                            | Resolution No.               |
|                                      | Resolution No.               |

The CPUC responsibly administers the human, financial, and information resources entrusted to it by:

1. Planning for change to the industries it regulates and people it employs and performing comprehensive workforce and succession planning to adapt to those changing conditions and demands;
2. Supporting agency recruiting, hiring, and performance management in an efficient and timely manner; and providing relevant and practical training and mentoring to staff that supports our core values and state administrative standards;
3. Interpreting state administrative rules in a manner that upholds the intent of the rules while supporting maximum efficiency;
4. Protecting confidential, sensitive, or personally identifiable information through policies about its appropriate handling;
5. Utilizing modern information-technology and resources to help CPUC employees be where they need to be, when they need to be there, with the right resources to ~~deperform~~ their jobs effectively;
6. Maintaining established and tested business continuity plans for operational interruptions or emergencies;
7. Quickly engaging specialized outside services, when needed, and providing strong oversight over those projects and funds;
8. Managing and reporting on the financial health of CPUC administered special funds, including the timely collection and accounting of revenue, and adjustment of fees as necessary, respecting authorized state budgetary authority when spending funds, and seeking augmented authority when needed to meet the CPUC's statutory obligations;

**Metrics:**

**Monitoring Method:**

**Frequency:**

**SD Direct Links:** Consumer Assistance and Protection, Decision-Making Process, Communications