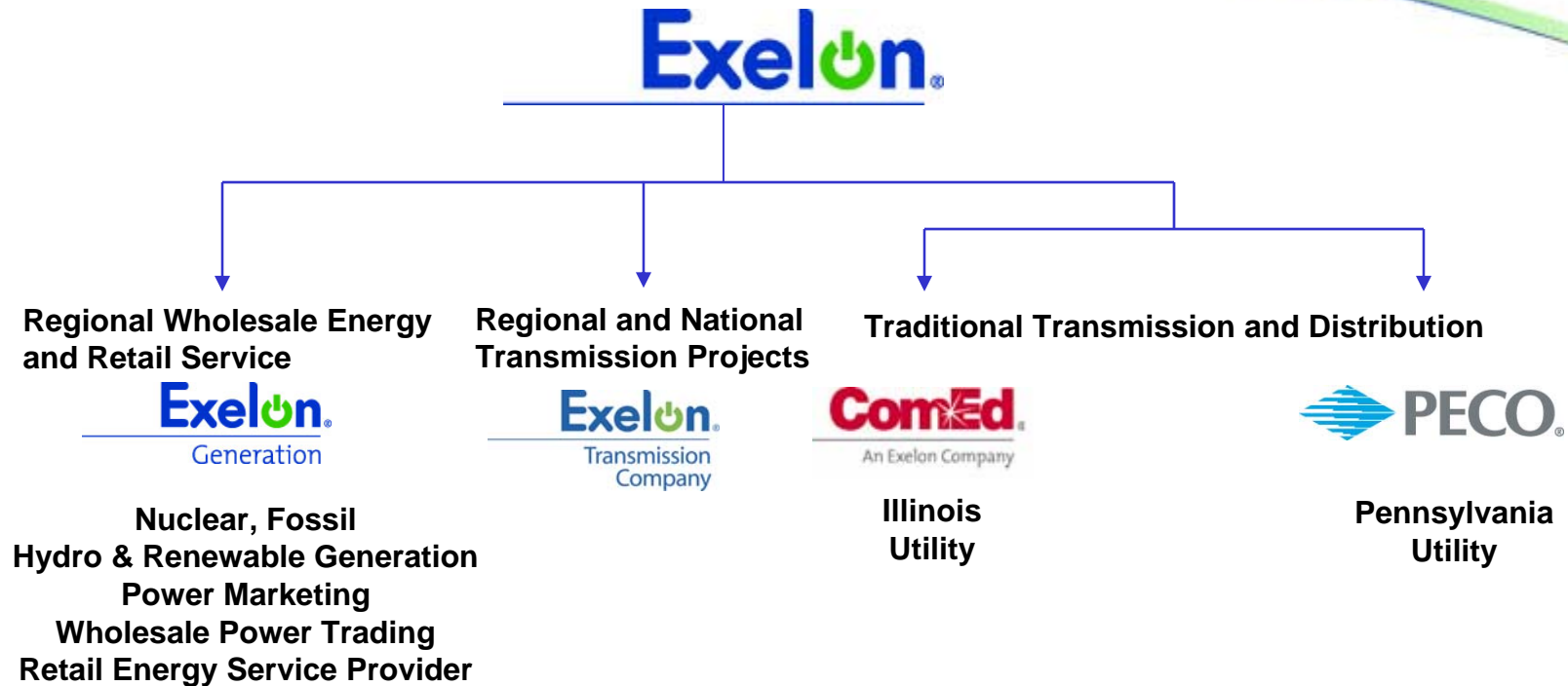


Exelon Information Technology

IT Operational Excellence –
What Does Human Performance Have to Do with It?

Daniel C. Hill
Senior Vice President & Chief Information Officer
Exelon

Exelon Overview



- Headquartered in Chicago, IL
- Largest generation portfolio in U.S. – 25 GW owned capacity
- Largest electric customer base in U.S. – approximately 5.4M customers
- One of nation’s largest suppliers of regulated and deregulated loads
- Approximately \$18.9 billion in revenues in 2008
- 13,400 square miles of service territory

Exelon
Generation

ComEd

An Exelon Company

Electricity Customers: 3.8M

PECO

Electricity Customers: 1.6M
Gas Customers: 0.5M

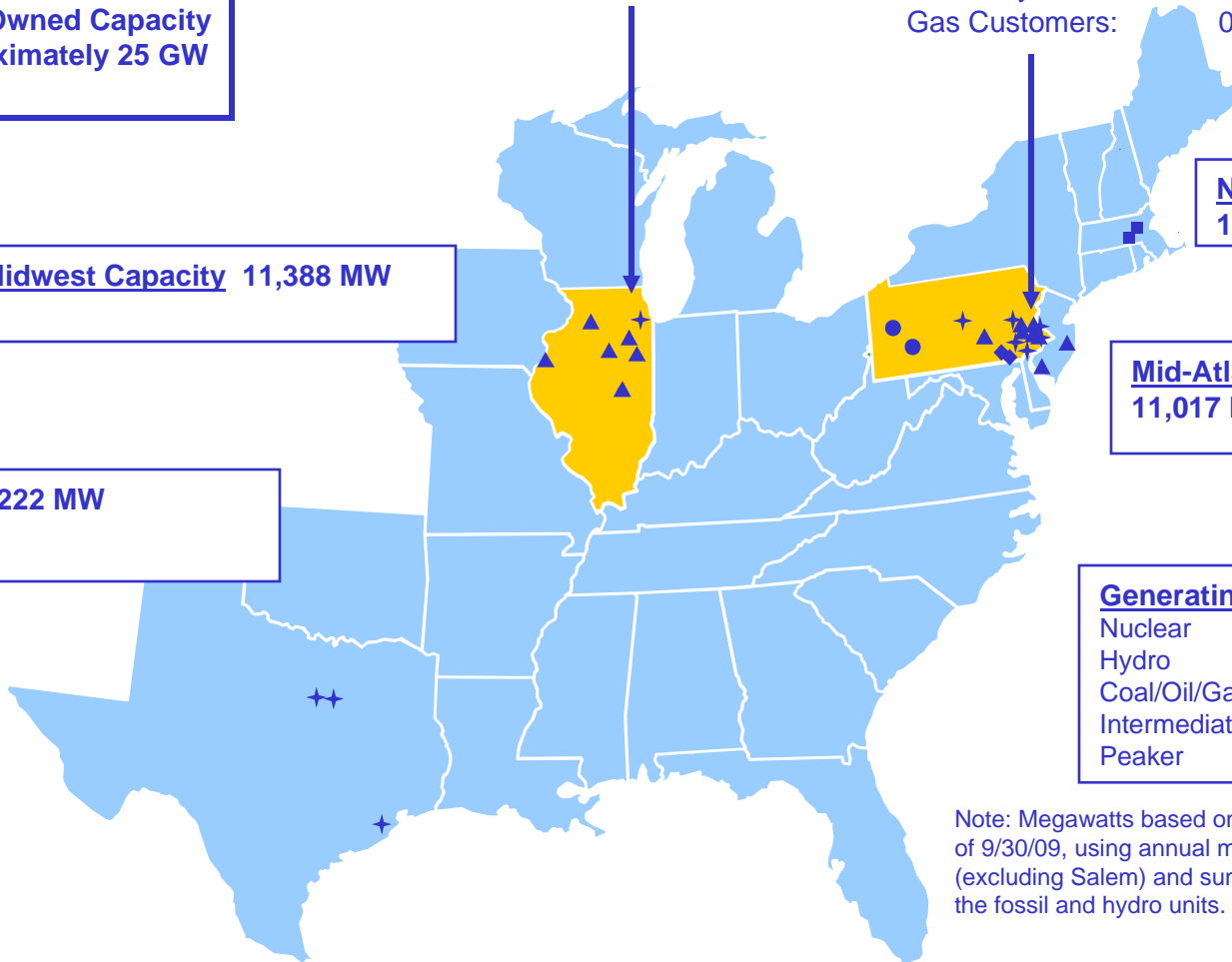
**Total Owned Capacity
Approximately 25 GW**

Midwest Capacity 11,388 MW

**New England Capacity
182 MW**

**Mid-Atlantic Capacity
11,017 MW**

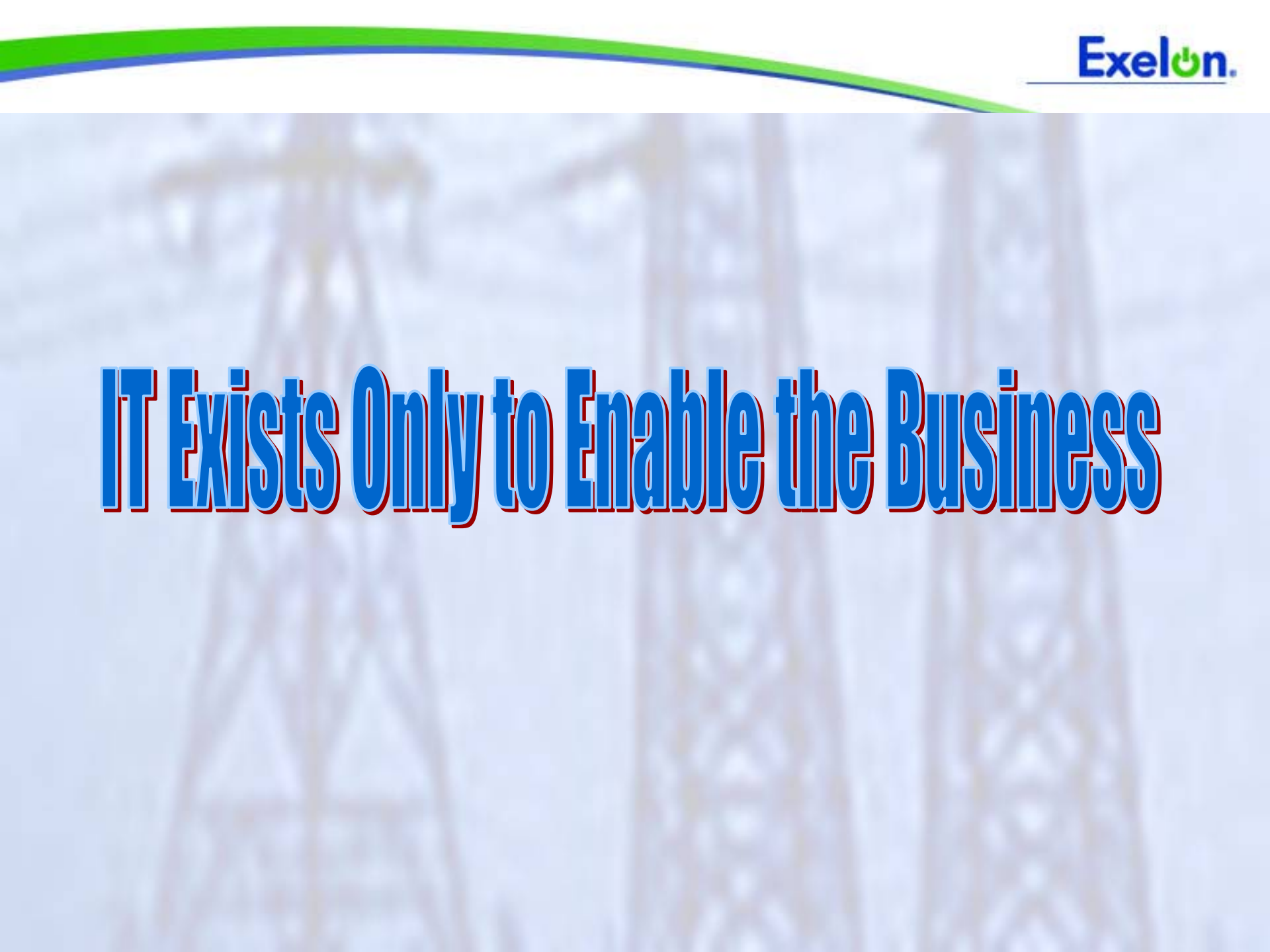
ERCOT 2,222 MW



Generating Plants

- Nuclear ▲
- Hydro ◆
- Coal/Oil/Gas Base-load ●
- Intermediate ■
- Peaker ✦

Note: Megawatts based on Generation's ownership as of 9/30/09, using annual mean ratings for nuclear units (excluding Salem) and summer ratings for Salem and the fossil and hydro units.

The background of the slide features a blurred image of several high-voltage power transmission towers (pylons) stretching into the distance under a light blue sky. The towers are made of metal lattice and are spaced out across the horizon.

IT Exists Only to Enable the Business

Tracking Progress – IT Balanced Scorecard

IT Balanced Scorecard reports the status of the IT Key Performance Indicators. The Balanced Scorecard is updated each month and is used to monitor and convey IT status internally and with our clients.

Strategic Focus Area	IT Balanced Scorecard Performance Metric
Financial Management	Operating Expense vs. Budget
	Project (Capital and O&M) Budget to Actuals
Operational Excellence	IT Service Reliability Index (SRI)
	IT Significant Adverse Client Event
	IT Project Delivery (On Time / On Budget)
Client Satisfaction	IT Client Alignment Index
High Performance Culture	IT Employees Receiving Recognition Rewards
	IT Employees Moving to New Roles
	IT Employee Engagement Index

IT Operational Excellence

IT Operational Excellence represents the ability of the entire organization to perform at the highest level. IT Operational Excellence applies to all staff, technologies and processes and encompasses everything IT does. IT Operational Excellence is achieved by:

- Working together across IT and partnering with our business and service providers
- Striving for flawless planning and execution
- Leveraging quality processes to manage risk and to improve our behaviors, tools and metrics
- Improving and executing the IT Management Model

Operational Excellence Building Blocks



✓ IT Management Model

- Creates a comprehensive framework for consistent execution, drives standardization, and enables performance assessment and continuous improvement

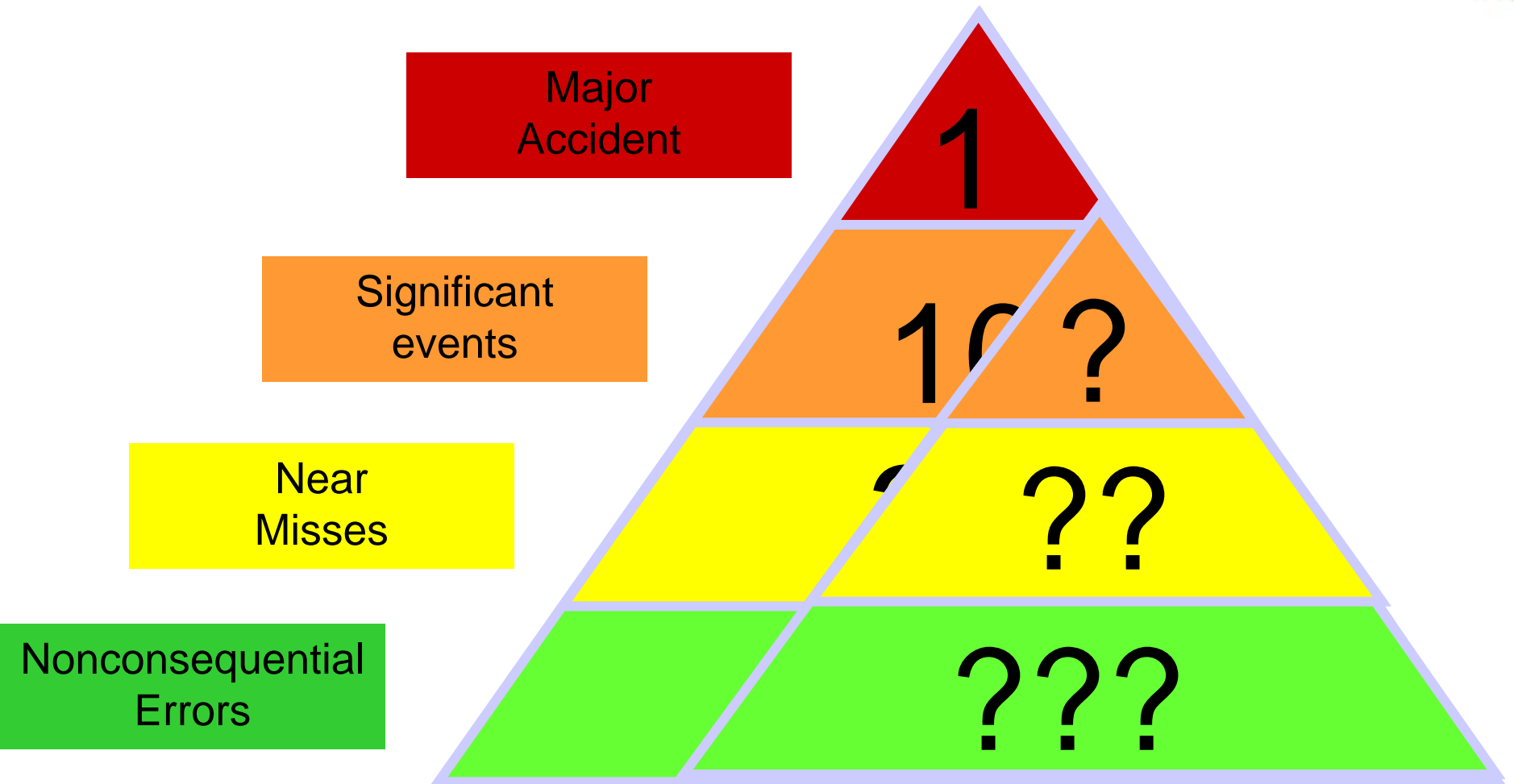
✓ IT Corrective Action Program (IT CAP)

- Provides direction on the resolution and documentation of conditions adverse to quality and promotes continuous improvement through organizational learning

✓ Root Cause Investigation (RCI)

- Determines the what, how and why of an event, while identifying the Extent of Condition and Corrective Action(s)

The Accident Pyramid

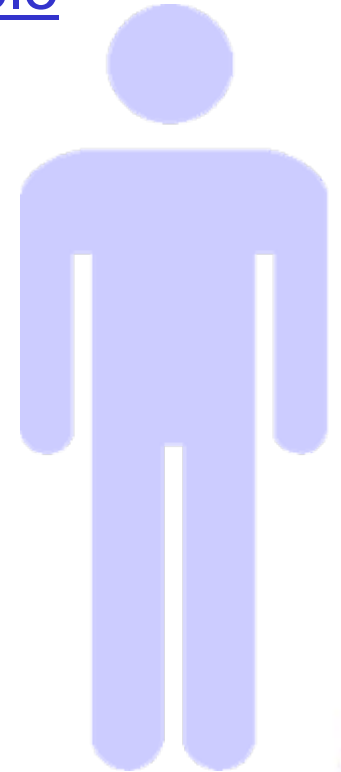


Impact and Cost of Human Errors

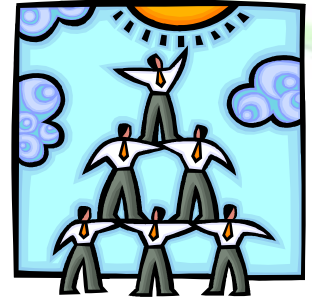
- ✓ **Patient safety incidents in hospitals account for \$6 billion per year in extra costs**
- ✓ **An average of 195,000 people in the U.S. died due to potentially preventable, in-hospital medical errors in each of the years 2000, 2001 and 2002**
- ✓ **37,313 people were killed in motor vehicle traffic crashes in 2008 and 95% of crashes are caused by human error**
- ✓ **Out of the total air accidents of 17,140 listed to December 4, 2008, covering 90 years of data, 68% of aviation crashes had human error as its principal cause**
- ✓ **2007 - \$200,000 reformatted disk error at the Alaska Department of Revenue**

Principles of Human Performance Management

- ✓ Humans are fallible
- ✓ Error is predictable, manageable and preventable
- ✓ Organizations influence behavior
- ✓ Behaviors are reinforced
- ✓ Events are avoidable



Exelon IT's Human Performance Program



- ✓ Training for IT leadership
- ✓ Training for all IT employees
 - Each training session kicked off and wrapped up by leadership
 - Managers lead discussion groups
- ✓ Training for IT's contractors and service providers
- ✓ Feedback loop to Senior Leadership Team
- ✓ Included in 2010 Business Plan Initiative on Operational Excellence
- ✓ Concepts incorporated into employee All Hands meetings and communications

It's a Journey....



IT Operational Excellence –
*What Does Human
Performance Have to Do with
It?*

Everything!

Q&A

