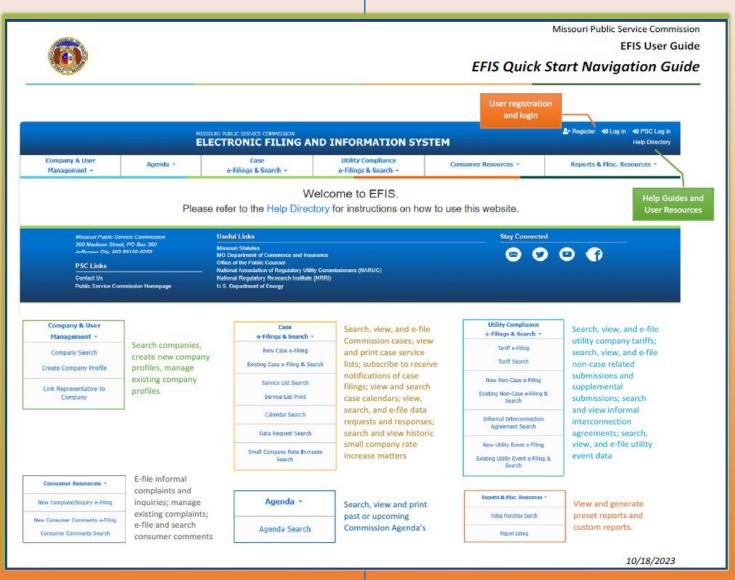# EFIS 2.0

The PSC launched a rewrite of its proprietary Electronic Filing & Information System (EFIS) on September 5, 2023. (The original version of EFIS was launched on April 15, 2002.) EFIS is an e-filing and centralized repository system used by the Commission to manage cases, tariffs, complaints, calendars, utility company reporting, contacts, and more. In addition, EFIS is a highly complex system that includes electronic workflow and automated notifications.

The rewrite project team included Kimberly Happy and Christy Kempker, from the Commission's Data Center, serving as business owners and system administrators; and John Hanauer, Richard Moore, Curtis Schmidt, Brenda Fife, and Nicolle Sweeten, from the Commission's Information Services Department, serving as developers and system administrators.
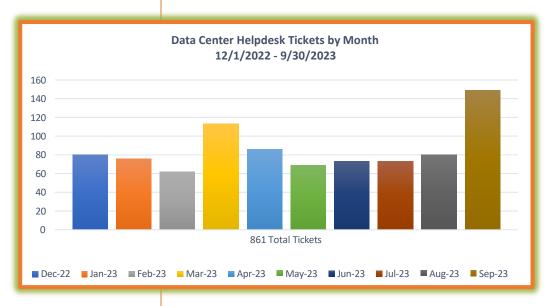
The primary scope of the EFIS rewrite project was to modernize the code. The project was initiated in late 2018, ramped up in 2021, and implemented in the fall of 2023. The Commission's Data Center and Information Services Department, who are the primary contributors of the project, continue to make modifications and enhancements as time permits.

The intricacies of the Commission's numerous workflows, compounded with complex document security requirements, demanded a very thoughtful and thorough

Missouri Public Service Commission
EFIS User Guide

EFIS Quick Start Navigation Guide

approach. Significant hours were devoted to discovery, planning, coding, testing, documenting, and training.

From January 2023 through May 2023, the Data Center held 42 testing sessions involving PSC employees, Office of the Public Counsel (OPC) employees, and external users. Throughout July and August 2023, the Data Center hosted 34 training sessions, totaling 76 hours of training, for PSC employees, OPC employees, and external users. To date, the Data Center has crafted more than 120 help and user guides specifically for EFIS 2.0.

Data Center Helpdesk Tickets by Month
12/1/2022 - 9/30/2023

861 Total Tickets

Dec-22　Jan-23　Feb-23　Mar-23　Apr-23　May-23　Jun-23　Jul-23　Aug-23　Sep-23

To improve the overall end-user experience, many enhancements were incorporated into the application. Some of the enhancements are noted below:

- Easier navigation with the addition of breadcrumbs, the consolidation of numerous screens, and the addition of shortcut buttons and page links.
- On-screen help was added to all screens.
- Security updates throughout.
- A new dashboard was created for users to have quick access to pertinent tools and user information. Easier-to-use account management tools were added as well.
- More intuitive e-filing and search screens. Search screens throughout EFIS contain additional criteria for researching and filtering, which enables users to generate more detailed queries.
- The file size upload capacity was increased from 20mb to 45mb per attachment or batch. The attachment screen was enhanced to allow batch uploads of files in lieu of uploading a single item at a time.

EFIS is accessible via the Commission's website at www.psc.mo.gov or by direct link at https://efis.psc.mo.gov/. The Help directory has convenient guides to assist users with EFIS login and usage.

The Commission's Data Center launched a new Helpdesk on December 1, 2022, to help the PSC's Data Center centralize and more efficiently respond to support requests. For EFIS support, users may simply e-mail the Data Center at dcsupport@psc.mo.gov or call 573-751- 7496.

— **By Kimberly Happy**
PSC Document Control and Records Manager