

ITS Labor/Management DRAFT Agenda
Wednesday, May 05, 2021

Topic (issue, Opportunity, Problem, etc.)	Assigned/Owner	Time (min. Allocated)	Outcome (Action, resolved, parking lot)
Introduction of Members	Co-Chairs	5 min	Sharon DeSilva – the VP, R8 Coordinator, and Chair of the LMAC is here. Attendees: Prakash Lal, Ron O’Bryan, Jeff Smith, Deb Vercruysse, George Howard, Chris Ford, Mith Kumar, Gloria Thomas, Jim Desso, Amanda Hoffman, Richard Mohrmann
Review of last LM meeting	Co-Chairs & others	30 min	Reviewing minutes of last meeting to see what action items carry over: <ul style="list-style-type: none"> • 1- Printer process • Management reached out to Executives with general inquiry about how process improvements are escalated from field people. ITS did send something out asking for employee suggestions to be submitted right to executives. They said they have not received any since December 5th. Wondering if people forgot about it or did not see it. Thinking that management could reach out to re-circulate the message from ITS Communications. • PEF responded – we never saw that. It is actually about the process also. The process has not changed, and it could be streamlined. We did email you the current steps. • Management – we are not the appropriate people to agree to a process change in EUS. The improvement idea survey was sent out to everyone in November. Once we re-circulate, definitely include that suggestion. (Action item – re-circulate survey)

			<ul style="list-style-type: none"> • 2- Second topic was equitable distribution of work. • Management - says we did ask about ratios and the answer was they do not use it as a metric. • PEF - asked do they say what they do use? • Management – They did not. Are you asking how they determine how much staffing each portfolio needs? • PEF - Some portfolios are being merged, so how are they determining that. Its not just how many employees they are serving, but how much equipment they are supporting. • Management – Learning of how to arrange portfolios in the re-structure and it was not just volume or location. It was also commonalities or systems or things like that. • PEF – They should look into other factors such as travel time, distance between agency sites. We can understand why its not just customers, but other factors like travel can affect things, and number of sites for one agency, and varying phone systems at the different sites. The current process is based on what one agency has and not the whole picture. • (Action item – PEF would still like to know the criteria by which staffing ratios are determined) • 3- Print room- no effects on PEF members, just a few CSEA members. • 4- Inside Edge and Leave Donation Requests- • PEF – We want to establish a process for people since so many different people have different roles, and how to get started is confusing. Rules for bulletin boards set up for physical boards, but the reality is we are everywhere, and we have to use virtual tools. Would like to have a process set up for including these people’s information, especially with emails no longer being sent out. We have a case now where the member is unconscious in the hospital, so even if they understand the process, we need to help make it easier for everyone. • Management – we are still being told that the intranet cannot be used to solicit leave donations. We can at least get something about the process up there. • PEF – If we can post the process with a link to another site we control, that would be a good starting point.
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Office Moves	Mr. Chris Ford	10 min	<ul style="list-style-type: none"> • Management – I think this was submitted a while back so there have been some updates. • PEF – Yes, our original request has self-fulfilled because of delays in the process. • Management – Even without the delays was not the timeline March 30th was notice, then a few weeks later they said effective April 25th which was almost 30 days. • PEF – yes, it is more that we need better communication. We understand that OGS asked ITS to do this move. But ITS should have pushed back on this. I still have a staff member who has not gotten parking yet. People did not even have a hint and suddenly get a message. People are in carpools, chose where they live based on where the office is. It really uproots people. I understand you are not the decision makers. We need to insist that OGS gives us more notification. ITS needs to advocate for us. It has been handled really poorly. • Management – I did broach this subject with ITS Execs, and I think I have their agreement to give as much notice as possible to those even been contemplated to move. I asked about additional groups, and there were only small-scale things happening and nothing large scale on the agenda at this time. We tried to impress upon management so additional time is needed for people to make arrangements. There is a whole seniority-based parking situation downtown. • PEF – I have someone being told there is no place downtown you can park.

			<ul style="list-style-type: none"> • Management – Anyone in ITS who does not have parking can park in grand street lot for free and that was communicated to those employees. Part of the reason people have difficulty getting a date is that it depends on who is in the lot and when those people might retire, etc. • PEF- State staff can park in that lot for free but only once you get a tag to park somewhere else. • Management – That definitely is not what I was told. Will find out. • PEF – We were given a move exception form to sign saying it was our policy to give 30 days’ notice. This was brought this up in 2016, that whenever there is a big move. • Management – Notice from county to county requires 30 days – again, we gave more than 30 days. • PEF - There was not 30 days’ notice, we were told to pack within 10 days. It may have been delayed, but once we pack up, we are useless. I understand it was delayed, but we were still told to move quicker. • Management – I think we can go around and around. The notice that went to everyone was on March 30th and then on April 13th it noted the 26th specifically. • PEF – I will send you the email. Just in the future, when largescale moves, we would like the courtesy of 30 days’ notice. (Action item – PEF will forward email about notice to management)
Workforce Development	Mr. Prakash Lal	10 min	<ul style="list-style-type: none"> • PEF - People are retiring in large numbers especially during this pandemic, but there is no backfilling of these positions. The Commissioner of Civil Service has been talking about the document "Agency Workforce Development and Succession Planning Guide ", developed by the CS dept. Where ITS stand in the implementation of this guide? I also brought the implementation of this guide to the notice of GOER, as a member of the Joint Contract Article 22 committee in past and I was told that there is a workgroup for this purpose with representation from every Agency, and Civil Service Dept Rep was also supposed to join us in a meeting, which did not happen in my presence. In this document, they are also talking about identifying key positions and key persons. There is also a discussion of shadow titles. We feel

			<p>that Shadow Title should be used to keep Replacement ready to step into the shoes of Key Person, whose retirement may cause disruption in agency operation and instant backfilling to avoid vacancy in a key position. Are we doing anything in this area, identifying key positions and key persons? I was told last time, when I talked to HR that they have proposed six shadow titles. I have not seen any in ITS.</p> <ul style="list-style-type: none">• Management – Ms. Danielle Miller, then HR Director may have attended that workgroup on Workforce Development, but we are not able to answer any questions on that. I can say that HR and Finance are doing critical position analysis. ITS Execs were asked to work with their managers to determine what the critical positions are right now. They were asked a lot of questions about known successors and procedures, and we have been meeting with them to develop short-term and long-term action items to be able to continue to get the work done, in case people leave for any reason, not just retirement. That is a personnel office lead effort with workforce development along with budget folks to help ITS, as an agency, to prioritize its critical fills for backfilling. You know there is a statewide hiring freeze so lots of things are not being backfilled. So, the short-term plan has to include more than getting another body in the room. The action plan must involve getting the work done if someone walks out the door. Concerning shadow items, they require budget approval, typically a temporary duplicate item is identified, and a known candidate is set up to work side by side for a short time and they are the candidate that will be promoted. That does not work in all circumstances. Seldom is someone going to have enough staffing to have enough time to not have their work and be able to just watch someone else?• PEF – Shadow titles are also looked at as a training opportunity. We want to know whether ITS has a strategic plan for staff development and a plan to address current & future skill gaps.• Management – I know CTO had some questions about that while discussing the new workforce development plan. We are sending out a survey about needs assessments.• PEF – The Civil Service document also talks about workforce analytics tools. We would also like that reports generated by Workforce Analytics should be
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			<p>shared with us for a better understanding of the demography of ITS Staff.</p> <ul style="list-style-type: none"> • Management – I do not think, we are allowed to share workforce analytics with everyone. It gives us an indication of potential retirements. • PEF - We had civil service tests canceled last year. People are looking for promotional opportunities and they do not know when this test will be re-scheduled. In the legislative hearing, CS Commissioner talked about virtual testing. Can you ask Civil Service when the virtual test will happen? Those who do not want to take the test again, will ITS request the CS dept. to refund the exam fee. • Management – Cannot speak to refund, but I can ask. I do not know whether it has been asked before. I can see. I can speak a little more about re-imagining exams going on. Several people in OGS HR are part of the re-imagining exams project. ITS titles are a priority. We want those exams held and it is listed as a priority. It is up to Civil Service to put things on the schedule. (Action item – management will inquire about refunds)
<p>Future Meeting Scheduling</p>	<p>Mr. Jim Desso</p>	<p>10 min</p>	<ul style="list-style-type: none"> • PEF - Want to get back to pre-scheduled quarterly meetings with deadlines for sharing proposed items, asking question, getting answers. Its all in the proposal. We want to get back to a commitment to that type of architecture. Hopefully, it would just become routine and easy to do. So, we can be more effective and efficient. Can we re-establish that we are committed to the process? It is a win-win. • Management – We are committed to the meetings, quarterly is fine. The only thing I would ask, I have not seen that particular document mentioned. I wasn't part of any two-day training. I have seen different MOUs over the years at different agencies. I am not process heavy person. I do not want to get bogged down in process. Would rather devote time to resolving problems. Would like to look at it. • PEF – Document? You mean the template I referenced. • Management – Something in quotes. • PEF Field Rep – Article 15 training was a joint training with management in February 2018. Tried to come up with operating agreement. Can re-start those conversations.

			<ul style="list-style-type: none"> • Management- Yes let's set up an agreement. • PEF - Can we hold September 16th or 19th as a tentative hold and we can confirm it. • (Action item – PEF will send proposed operating agreement to management)
Other Topics	CL/Co-Chairs/others	25 min	

Next meeting date: