



PEF/Labor Management Committee Meeting

June 18, 2024 @ 1:00- 3:00 PM

Swan Street Core 4#3B, Training Room



Meeting Minutes

1. Introductions

Attendance:

In- Person Attendance		Virtual Attendance	
Angelica	Baptiste	James	Desso
Michelle	Caplan	George	Howard
Mario	Chiarello	Caitlin	Janiszewski
Heather	Craven	Chelsea	Propati
Chris	Ford	Joe	Ugino
		Adrienne	Kirkland
Mithilesh	Kumar		
Nick	Martinelli		
Ron	O'Bryan		
Sandra	Peregine		
Sean	Smith		

2. Staffing

A. Status Updates

i. List of Skills that ITS is looking for or lacking:

Management Response:

- Management provided list of areas they are looking to train on 5/17/2024.
- Caitlin forwarded list to Ron for review, any questions will be added as action items for the next LM meeting.

ii. ITS moving the Zones to a Dedicated Agency Model:

Management Response:

- About ½ dozen agencies involved.
- Still in the planning stages.
- ITS is waiting to hear from managers on final decisions for WPS and the silos.
- ITS will share information when available and report to PEF within the next six months, once the response is finalized.

Staffing Continued:

iii. ITS intention to hire 1000 Items:

Management Response:

- 1300 Active Recruitments (at time of meeting)
 - About half of the 1300 (est. 600-700) are new, entry level employees – Grade 18 and below.
 - The other half consists primarily of internal transfers/promotions.
- Titles they are looking for:
 - The majority is in the ITS 2, Grade 18, title series.
 - BSA 1 and PM 1 titles are also included.
- ITS will not move NY Helps into 23's until all internal lists have been exhausted.
 - Management is working with members who are already employees to promote/transfer within ITS prior to hiring additional staff.

iv. Status of the IES Project

Management Response:

- This was discussed at an earlier meeting – IES is being dissolved and ITS is taking over.
 - Hired a Technical Lead, starting in July 2024.
 - There is a nomination in lead for Overall Project Developer.
 - Still hiring Executive Staff.
 - Posting out for additional project assistants.

v. Has ITS reached its limit with hiring?

Management Response:

- ITS expects to reach their target fill level of hires within the next few weeks.
 - Temporary positions and hourly employees do not impact the ITS Fill Level
- Management has stopped recruiting at this time due to a lack of necessary funding.

Action Item:

PEF asked to be copied on the Fill Reports that are sent to ITS Directors – Management agreed to do so.

vi. Have there been conversations to freeze hiring due to lack of items?

Management Response:

- No, they are working on the numbers needed to request additional funds from DOB.
- The goal is for DOB to approve the budget needed for additional employment opportunities so ITS may continue hiring/recruiting.

Staffing Continued:

vii. Is there a priority list being used as to which groups will get available items?

Management Response:

- No list at this time. Management is still in the gathering stages and just started meeting on these conversations. They have no ETA for if/when things will move forward.
- Internal and Lateral moves are still moving

PEF Follow-Up Discussion/Questions:

- Is there a formal prioritization for hires?
- What about backfills?

Management Response to Follow-Up:

- There is no prioritization for hires. Any internal or lateral items have already been filled.
- Backfill is backfill to the agency – if it is internal, it is not a backfill.
 - If it's a backfill from someone who left 6 weeks ago, the item would be considered a wash and could move forward without going to DOB.
 - Once a backfill has past that 6-week mark, it will be designated as a new fill and a new item will need to be created.
- Management recommends submitting for backfills as early as possible.

viii. Has there been any discussion of moving staff in project items to permanent items?

Management Response:

- Absolutely, management encourages it! When members are in project items, work with HR Department to see what may be available that is permanent.
- If not entry level, Project Items can request a higher-level permanent hold items.
 - EX: Test members in 23 and put them on a hold while they move up to the 25.
 - The Budget Office files FTE Counts, ITS Management does not have a copy of the budgets list.

3. Telecommuting:

A. Status Updates and New Concerns

i. Addressing Managers that don't understand Telecommuting (TC), Alternate Site

Assignments and the use of Accruals:

- Some supervisors are demanding staff be physically present in the office 5 days per pay period. This includes coming into the office on a regularly scheduled TC Day if / when taking vacation or personal time during their 5 in-office workdays.

Management Response:

- Employees are supposed to have their set TC schedule. Supervisors and Managers are not obligated to approve changes in an employee's TC schedule. With the exception to use flexibility with discretion.

Telecommuting Continued:

- ii. **Members are still reporting issues with management improperly identifying the difference between TC and remote assignments.**

- EX: If the office Wi-Fi is not working and an employee is sent home to finish their work, that time working from home should be considered TC, not a remote assignment.

Management Response:

- This item had not been brought to Managements attention prior to this LM meeting.
- If specific members and their supervisors have been reporting these issues to PEF, management advises the member to escalate the matter to HR.

- iii. **How many staff members have lost their ability to TC? For what reason?**

Management Response:

- Management has not currently aware of any ITS employees telecommuting schedule being canceled entirely.

- iv. **Setup a meeting to talk about extending TC from 50% to 60%**

- If TC raised to 60% Desk Sharing could becoming a reality at ITS. Looking for/requesting a proper forum to discuss the possibility.

Management Response:

- Management will schedule a meeting with Caitlin Janiszewski (separately from this LM meeting) to discuss the telecommuting policy for next year.

B. Outside Contractor's Contracts:

- i. **Certain contractors have contracts allowing them to TC 100% of the time, while ITS employees are only TC 50%. This creates an imbalance and unfair work expectations.**

Management Response:

- From a general standpoint, Management is trying to reduce their dependency on contractors. They will take concern into consideration.

- ii. **In each external vendor contract, is there (or should there be) a document requiring vendors provide a manual at the end of their service? This manual would describe in detail what services the vendor performed and how the job was completed.**

- Concern for the lack of training being provided to current ITS employees.
- If maintenance is required on the Vendors previous work, ITS must wait for the same vendor to return and complete that service. This costs the department time and money that could have been avoided with the proper training resources.

Management Response:

- Contracts are unique to each vendor and based on an OGS Contract. Management will investigate who specifically is writing/catering the OGS Contract to ITS's specific requirements.

4. New Items and Additional Questions:

A. CNSE Parking:

Management Response:

- As long as construction is going on, Management has an allotted number of permits that have been given out. That is what it is at for the moment.
- There is a designated parking area at Crossgates Mall with a Shuttle available.
(Overflow parking at Crossgates doesn't have security personnel but has security cameras)

B. List of new locations and the date they are looking to be occupied:

Management Response:

- NYC location is under negotiation with landlords at 1 New York Plaza (relatively close to current downtown location)
 - Estimated lease date is December 1, 2024
 - Management is working with work-placers to recruit movement to the new NYC location.
 - Management is open to conversations on how to best utilize the NYC space to fulfill the existing needs of other ITS locations (i.e., shipping center, storage, etc.)
- TBD if a new ITS Location will open in Brooklyn. However, they are currently looking for a separate ITS space in BK.
- Management is also looking for an additional ITS Hub in Western NY.
- 31 British-American Way
 - 425 Seats available with free parking.
 - Groups to be moved to this location:
 - All of Albany SISO
 - Part of WPS
 - Part of DCS (Unix and Linux)
 - Scheduled to move in 2 phases.
 - First phase scheduled for August 12-13, 2024
 - Second Phase currently scheduled for November 2024
 - However – Management was recently informed the current tenants who have been using one side of the building while the other is under construction are moving out ahead of time.
 - If the temporary wall can be removed and cabling installed, both phases may merge into one move-in phase this August.

5. ITS Concerns or Issues

A. BSC Communication Issues – they are not responsive.

- i. Some functions ITS Agency is responsible for have been sourced out to BSC. It is difficult to receive any answers or explanations from BSC when related to employee health care.
- ii. A particular issue where BSC and OSC are pointing fingers at each other regarding an employee who has not been getting retirement deductions for a year.
 - PEF will send IT'S THE ticket number for this issue.
- iii. The issue is more than one retirement case – members feel their concerns are never answered by BSC. If instructed to call, phone lines go unanswered, and calls are not returned. If BSC does reply, they primarily provide additional, redundant web links that neither answer the question nor resolve the issue at hand.

Management Response:

- If a member is having significant issues or receive an unsatisfactory response from BSC, they should escalate the matter to their ITS HR Specialist. HR can then act as a liaison for the member with BSC's HR department.
- Management acknowledges BSC customer support is an issue, and they will bring up during the next quarterly "higher level" meeting with BS.
- At this time, Management does not support the idea of creating an ITS email address specific to BSC related concerns. They prefer individuals reach out to HR on a case-by-case basis, so the concerns do not get lost or continue to go unaddressed.
- Management is open to additional ideas for solutions. Proposed solution: set up a specific email for these particular questions?

B. Issues with Ticketing System

- i. **How to address the 22,000 tickets, some of which are 8 years old.**
 - a. Can older ticket items be purged?

Management Response:

- Not much can be done while Ed is on vacation...
- Management is aware of the issue and the Agency is at target. They are starting to have conversations with the Division of Budget – technically the 1300 items aren't yet accounted for.

X *Ron O'Bryan*

Ron O'Bryan
PEF SW LM Chair, OITS

X *Michelle Caplan*

Michelle Caplan
Director of Labor Relations, OITS