PACIFIC GAS AND ELECTRIC COMPANY

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I. WAYLAND BONBRIGHT
MANAGER
INDUSTRIAL RELATIONS

November 20, 1979

Local Union No. 1245
International Brotherhood of
  Electrical Workers, AFL-CIO
P. O. Box 4790
Walnut Creek, California 94596

Attention: Mr. Dean Cofer, Business Manager

Gentlemen:

The following will bring you up to date on the progress being made in the development of the Computer Operator-In-Training Program:

A meeting was held with Union Representatives on October 25, 1979, to discuss training and Departmental Guidelines (see attached memorandum). After discussion at this meeting and a further review by Mr. E. Vallejo with the Union staff, agreement was reached on the following:

1. Use the recently developed "Introduction to Data Processing" course as a pilot program with the nine employees who are now Computer Console Operator candidates. The results of this pilot will be reviewed by both Company and Union in establishing mutually agreed upon course requirements.

2. Establish a committee to develop the Computer Operator-In-Training (COIT) program.

The "Introduction to Data Processing" course was started on November 5, 1979, with completion scheduled for Mid-December.

A committee for developing the COIT program has been mutually established and will begin work on Tuesday, November 13, 1979. The committee will develop course material and make recommendations for implementation but will not enter into any agreements or negotiations. All negotiations and agreements regarding this course will be accomplished in normal Company and Union bargaining sessions.

The committee will consist of the following personnel:

     * H. J. Harper
       H. A. Holober
     * D. M. Macario
       T. J. McEntee
       B. Mediati
     * T. Westerhold

    * (Recommended by IBEW)

Mr. J. R. Crockwell will act as advisor/coordinator for the committee and, in addition, will be responsible for providing minutes and progress reports. The first committee meeting will be held on November 13, 1979.

Yours very truly,

J. W. Bonbright

PNL(1124):sz
Attachments

MEMO OF MEETING

DATE: OCTOBER 25, 1979

SUBJECT: MEETING TO DISCUSS THE TRAINING AND DEPARTMENTAL GUIDELINES

ATTENDEES: W. R. BARNES   J. G. VALENTINO

               J. R. CROCKWELL   E. VALLEJO

               R. I. GIBBS   R. J. WELLS

1.   The Production-Scheduling and Control departmental guidelines were reviewed
      in order to provide common understanding of the organization of the sections
      training, bidding/transfer procedures, upgrading and shift preference and
      rotation. The guidelines were presented as the documentation of the current
      procedures in the two sections.

2.   The Computer Operator-in-Training Course Development Proposal was reviewed.
      It would establish a committee to develop the course objectives, structure,
      training methodology, and materials. The committee would recommend the
      standards of performance and methods of testing.

3.   The Introduction to Data Processing Systems Program outline was reviewed as
      a course available now that could be administered to the employees who are
      currently identified as Computer Console Operator candidates. This would
      be considered a pilot group that would benchmark the course. Standards for
      successful completion of the course will be reviewed separately.

4.   The Computer Console Operator Program outline was reviewed on the same
      basis as the Introduction to Data Processing Systems Program.

5.   Ed Vallejo was to review these items with others on the Union staff.

      On October 30, 1979, Ed Vallejo indicated that the Union agreed to the
establishment of a committee to develop the Computer Operator-in-Training course.
He also said that they agreed with the use of the Introduction to Data Processing
Systems Course as outlined as a pilot for the ten Computer Console Operator
candidates.

                                        R. I. GIBBS

RIG(4902):nc

PRODUCTION - SCHEDULING AND CONTROL

DEPARTMENTAL GUIDELINES

I.   ORGANIZATION

Production and Scheduling and Control will remain as two separate sections with their own unique functional organization and assignments.

II. TRAINING *

a). Computer Operator-In-Training

Individualized training programs will be developed for both Sections. Portions of the programs will be common to both Sections and will be conducted as classroom presentations. Specialized training covering operation of equipment and scheduling and control duties will be given on-the-job training (OJT) methods and appropriate classroom presentations if required. Each COIT will only take the OJT training for the Section, Production, or Scheduling and Control to which he is assigned. If employees transfers from one Section to another, they will have to take the required training for their new assignment.

b). Introduction to Data Processing

This course will be identical for both sections. To qualify to take this course, an employee must be either a Senior Operator or have been a Computer Operator for at least six months and passed COIT program.

c). Computer Console Operator Course

This course is designed specifically for Computer Console Operator training. Introduction to Data Processing course must be successfully completed to be eligible.

III. BIDDING/TRANSFER PROCEDURES

a). COIT - CO

Employees may transfer from one section to the other. They will have to complete the COIT program for their new section. Computer Operators at the top of the classification will have six months to successfully complete the COIT course.

b). Senior Operator

Bids will be accepted between sections. For example, a Computer Operator in Production may bid for a Senior Operator job in the Scheduling and Control Section and

vice-versa. Positions will be filled on normal seniority basis; however, the selected employee must complete the appropriate COIT within six months.

c). Computer Console Operator

Bids will be accepted from both sections and temporary assignment made to Computer Console Operator on a seniority basis providing the following qualifications are met:

1. Employee is a Senior Operator or has been a Computer Operator for at least six months and has passed a COIT program.

2. Employee has successfully completed the Introduction to D/P course.

3. In the event there are no candidates that qualify under items 1 and 2 above, Company may assign temporary CCO's on a seniority basis with the provision that both items 1 and 2 will be completed before a permanent assignment is awarded.

IV. UPGRADING AND SHIFT PREFERENCE

Both temporary upgrades and shift preference will be assigned by seniority within each section, independent from each other.

V. ROTATION

Normal Work Station

The Production Section will rotate COIT's and CO's between stations on a weekly basis. Senior Operators will rotate between stations on a monthly basis. Scheduling and Control will rotate between stations on a bi-weekly basis.

Training

Rotation between stations for training purposes will vary according to the training program and will be determined at a later date.

*The course content and material are currently being developed along with the proposed administrative and testing procedures. These will be made available for discussions with the Union.

COMPUTER OPERATOR IN TRAINING
COURSE DEVELOPMENT PROPOSAL

OBJECTIVE

To jointly and cooperatively develop an organized, planned program for providing an orientation to Computer Operations Department employees and training to the Computer-Operators-In-Training (COIT).

ORGANIZATION

A COIT Committee will be established to develop the orientation and training program. The committee, consisting of six members, will have the following duties and responsibilities:

a. Develop the course objectives, structure, and training methodology
b. Develop or oversee the development of the course materials
c. Recommend standards of performance and methods of testing and evaluating employee progress and proficiency

The Company will direct the program with the advice and recommendations of the COIT Committee. The administrative plan and COIT courses, developed by the COIT Committee, will be included as part of the on-going Computer Operations training program.

After the initial development phase, the Committee will meet regularly to make suggestions on ways to improve the content of the program, provide development efforts as required in support of new work processes, and generally help make the program as effective as possible.

STANDARDS

1. When the COIT Program provides an organized and planned curriculum and assignment of work so that the COIT can obtain an orientation to Computer Operations Department and training in all phases of the job to allow progression to the Computer Operator classification.

2. When First Aid, fire, safety and disaster recovery training is given in a timely fashion so that a state of preparedness is maintained.

3. When a progressive review is completed for each employee prior to advancement in the COIT program to determine if he/she is making satisfactory progress on the job and in related instruction. A course of action is developed for an employee who is unable to make satisfactory progress. Remedial training is available if needed.

4. When a record of training is current and reflects the progress of the COIT on each work process and related supplemental instruction.

5. When the recommended testing and evaluation process is used to determine when the COIT has completed the training and achieved the required level of proficiency, qualifying him/her for advancement to Computer Operator.

SUMMARY OF RESP/AUTH:

A. W. SIMILA
W. R. BARNES
R. J. WELLS

For providing the overall direction and assigning the priority and resources to accomplish the development of a comprehensive Computer Operator in Training Program.

For supplying manpower as required for development, training and documentation of the COIT Program.

SHOP STEWARDS
J. R. CROCKWELL
H. E. STEELE and
OTHER COMMITTEE MEMBERS

For working as members of the COIT Committee

For the preparation of status reports and coordination of the COIT Program administrative plan.

For developing the course objectives, structure and training methodology.

For developing and/or preparing the course materials and training aids.

For developing the recommended standards of performance as well as testing and evaluation procedures.

TECHNICAL STAFF
AND VENDORS

For technical advice and assistance as required.

PROGRAM

SCHEDULE

(Completion Dates)
(To be developed)

PROGRESS NOTES

1. Establish Committee

2. Develop program schedule

3. Develop an orientation to Computer Operations Dept.

4. List all tasks and their sequence

5. List all work stations and their sequence

6. Establish sequence COIT takes in training

7. Determine the time spent in the classroom and at
   each work station

8. Contact support personnel and develop all identified
   tasks into courses

9. Develop recommended standards and procedures to
   determine whether the COIT will progress to
   next work station

10. Develop recommended testing procedures

11. Develop recommended procedures to determine how
    and when remedial training will be provided

12. Develop forms for tracking and procedure for updating

13. Identify personnel who will train on each task
    on each shift

14. Develop Training Schedule

15. Begin Training Program

1. OBJECTIVES OF PROGRAM

This is an initial program of formal instruction. This course is applicable to ten Senior Computer Operators who are receiving OJT instruction as Computer Console Operators. This course will be modified, depending upon the results obtained from this initial effort and the training requirements.

The objectives of the course are:

1.1 To assist employees to effectively function as Computer Operators, Senior Computer Operators, and Computer Console Operators.

1.2 To develop employees capabilities and skills.

1.3 To assist employees to qualify for the final pay step in his or her classification.

1.4 To assist employees to prebid into the Computer Console Operator classification and related training.

Upon completion the employee will

1.5 Understand the basic functions and terminology of Data Processing.

1.6 Understands the elements of physical and data security.

1.7 Be able to operate a CRT console.

1.8 Use appropriate commands to communicate with MVS/JES2 and process input and output.

1.9 Use binary and hexadecimal systems and know how a computer could display them.

2. ELIGIBILITY FOR PARTICIPATION

The employees will:

2.1 Be currently employed in PGandE's Computer Operations Department.

2.2 Be a Computer Operator with at least six months in the classification or a Senior Computer Operator.

2.3 Demonstrate satisfactory progress to remain in the course.

PLANNING SCHEDULE FOR COMPUTER OPERATIONS TRAINING

INTRODUCTION TO DATA PROCESSING SYSTEMS	COURSE IDENTIFIER	WK 1				WK 2				WK 3				WK 4				WK 5				WK 6				WK 7			WK 8				
		01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
COMPUTING SYSTEM FUNDAMENTALS	PGE1	X																															
DATA SECURITY AND INTEGRITY	PGE2	X																															
INTRDUCTION TO DATA PROCESSING	26-010			X																													
INTRODUCTION TO BUSINESS SYSTEMS	26-020					X	X	X																									
INTRODUCTION TO THE OPERATING SYSTEMS	15-610								X																								
COMMUNICATING WITH THE SYSTEM	15-620									X	X	X																					
READING JOBS INTO THE SYSTEM	15-630																	X	X	X													
GETTING JOBS RUNNING	15-640																					X	X	X									
WRITING UNIT RECORD OUTPUT	15-650																								X	X	X						
DISPLAY CONSOLES – I	15-860																											X					
TESTING AND EVALUATION																													X	X	X	X	X

3. COURSE CONTENTS AND SCHEDULE

3.1 Duration

3.1.1 There are 56 training hours over 8 weeks, consisting of ten areas of instruction (Modules).

3.1.2 Each employee to receive up to 4 hours per scheduled day during Tuesday through Friday.

COMPUTER CONSOLE OPERATOR PROGRAM

1. OBJECTIVES OF PROGRAM

This is a program of formal instruction. This course may be modified, based on the results and experience gained during the first course and training requirements.

The objective of the course is to prepare an employee to operate appropriate console devices. When the course is completed, the employee will be able:

1.1 to respond to data management messages, to determine the status of devices, and how to control the status of devices.

1.2 to manipulate jobs in various ways after they are already in the input and output queues.

1.3 to use the system log, SMF, the JES2 automatic command processing facility, external writers and time sharing.

1.4 to control the mount and use characteristics of volumes, the shared DASD feature, and the Dynamic Reconfiguration process.

1.5 to recognize the difference between an individual job failure and a failure that affects the entire system.

1.6 to use the appropriate recovery process for the three main types of system failures, including how to IPL.

1.7 to understand step and checkpoint restarts, enabling an employee to respond appropriately.

1.8 to understand job flow and program execution in an MVS environment.

1.9 to understand OSS and WYLBUR.

1.10 to understand how to process the various project applications.

1.11 to understand DCC1 and OCTPRINT options in maintaining TMS integrity.

1.12 to understand the Operators Procedural Guide and related installation standards.

2. ELIGIBILITY FOR PARTICIPATION

The employee will:

2.3 be currently employed in PGandE's Computer Operations Department.

2.2 have passed the 'Introduction to Data Processing Systems' course and submitted a prebid for a Computer Console Operator.

2.3 demonstrate satisfactory progress to remain in the course.

PLANNING SCHEDULE FOR COMPUTER OPERATIONS TRAINING

COMPUTER CONSOLE OPERATOR TRAINING	COURSE IDENTIFIER	WK 1 (01-04)	WK 2 (05-08)	WK 3 (09-12)	WK 4 (13-16)	WK 5 (17-20)	WK 6 (21-24)	WK 7 (25-28)	WK 8 (29-32)
DISPLAY CONSOLES - II	15-870	XXX							
MULTIPLE CONSOLE SUPPORT	15-880	XXX							
DATA MANAGEMENT FOR OPERATORS	15-660		XXX						
CONTROLLING THE SYSTEM	15-670		XXXXX						
CONTROLLING DIRECT ACCESS VOLUMES	15-810			XXXXX					
SYSTEM FAILURES	15-820				XXX				
MVS OVERVIEW	PGE4				XXX				
OSS & WYLBUR	PGE5					XXX			
JOB FLOW	PGE6					X			
UCCI	PGE7					X			
INSTALLATION STANDARDS	PGE8						XXX		
TESTING AND EVALUATION							XXXXXXXXXX		

3. COURSE CONTENTS AND SCHEDULE

    3.1 Duration

        3.1.1 (In development) Approximately 60 hours over 7 weeks, consisting of ten areas of instruction (Modules).

        3.1.2 Each employee to receive up to 4 hours per scheduled day during Tuesday thru Friday.