

612.4; Exh. XVI: Contracting out of work on MDT (Mobile Data Terminals) laptops, docking stations and RF Modems is a violation of the Agmt. Telecomm. Techs. may perform maintenance and repair on other laptop computers after the expiration of the original purchase service agreement. However, BU employees may not perform maintenance and repair on the components of the FAS system, as the information and parts are proprietary.



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MARGARET A. SHORT, CHAIRMAN

DECISION
LETTER DECISION
PRE-REVIEW REFERRAL

REVIEW COMMITTEE

RECEIVED by LU 1245
APR. 23, 2002

**CASE CLOSED
FILED & LOGGED**

IBEW



INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
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SALIM A. TAMIMI, SECRETARY

Review Committee No. 11626

Jesse Sondheimer
Company Member
Local Investigating Committee

Bill Brill
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the contracting out of work on MDT (Mobile Data Terminals) laptops, docking stations, and RF Modems. Union believes this to be bargaining unit work.

Facts of the Case

In 1997 Company implemented the FAS system (Field Automation System). This allowed customer service tags to be printed in the service vehicles. The components of the FAS system consist primarily of: a Mobile Data Terminal (MDT), a laptop; a docking station with a modem. The current MDT vendor is Mobile Data Solutions Inc., the MDT is produced by Itronix; the modem (Model C719 RF) is produced by Ericsson, a Swiss company.

Company purchased 1300 MDT's and Modem units of which 900 were installed in Gas Service Rep, Troubleman, Meter Tech, and gas and electric supervisor vehicles. The remaining 400 are stored as spare units.

The vendor's service warranty expired in April 1998. Since that time, company has maintained service contracts with external vendors for the repair of the various components. First, however, a Telecommunications Technician responds to troubleshoot an installed FAS. He is expected to replace failed devices with a working spare unit, i.e., MDT, docking station, or modem. The failed unit is sent to the appropriate vendor for repair. These units have not been repaired internally since first installed.

Ericsson, the manufacturer of the modems, has been contacted on several occasions for information to allow the internal repair of their modems. They will not disclose or provide documentation or spare parts required for repair because the information is considered proprietary. PG&E sends failed modems to a third party in North Carolina who sends the units to Sweden for repair.

Company uses Itronix for repair of the MDT's (laptops) and docking stations. When contacted, Itronix detailed several reasons why internal maintenance was not feasible. Those reasons are well explained in a letter dated November 10, 2000 and included as Exhibit IV to the Joint Statement of Facts.

Discussion

The JSF does not indicate the frequency with which various components are sent for repair but it would appear that each time one is sent for repair, a Telecom Tech has been involved in diagnosing the problem and replacing the unit. This seems an appropriate and fair division of responsibility.

The parties agree that Telecommunications Technicians have, in the past and present, repaired the voice radio dispatch system. However, they have not been trained or ever performed maintenance or repair on the components of the FAS system. The work being grieved is not merely the evolution of the radio.

This case was referred from the Review Committee to an Ad Hoc Committee for discussion and recommendations on the issues raised in this grievance and jurisdiction for repair work on laptops not associated with the MDT's. The Decision below details the recommendation of the Ad Hoc Committee and reflects the agreement of the Review Committee.

The Ad Hoc Committee determined that currently there are approximately 2200 laptop computers in the Company; repair has been contracted out after the original three-year purchase service agreements; Telecommunications Technicians have not been assigned or trained on laptop repair; approximately 10 laptops per month system-wide need repair. The laptop computers Company is currently purchasing come with a one-year service agreement. Standard vendor service agreements vary with the type of laptop bought.

Decision

Consistent with the provisions of Arbitration Case 228, Item 2, the Review Committee is in agreement that bargaining unit employees may not perform maintenance and repair on the components of the FAS system, as the information and parts are proprietary. Consistent with Item 1 of Arb. 228, the Review Committee agrees that Telecommunications Technicians may perform maintenance and repair on other laptop computers after the expiration of the original purchase service agreement.

Company will develop necessary training and refer it to the Union for review and approval. Originally this work will be referred or sent to a centrally located repair facility. As work increases, it may be distributed throughout the system.

For the Company:

Margaret A. Short
Ernie Boutte
Dave Morris
Malia Wolf

For the Union:

Sam Tamimi
William R. Bouzek
Ed Dwyer
Sherrick A. Slattery

By: Margaret Short

Date: 4/23/02

By: Sam A. Tamimi

Date: 4-23-02