



REVIEW COMMITTEE

IBEW



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**CASE CLOSED
FILED & LOGGED**

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
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R.W. STALCUP, SECRETARY

MARGARET A. SHORT, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

**Corporate Services Grievance No. CTS-93-2
Fact Finding 6406-96-117
Pre-Review Committee 1791**

KRIS PICTON
Company Member
Local Investigating Committee

DEBBIE MAZZANTI
Union Member
Local Investigating Committee

Subject of the Grievance

This grievance concerns work performed at the Technology Service Center (TSC) and whether that work should be performed by Computer Operators, currently headquartered at Fairfield. Specifically, the work involves answering telephone calls from other employees who have questions/problems associated with software programs, computers, mainframe applications, and telephone problems.

Facts of the Case

This grievance raised issues other than the one noted above. They were addressed in a PRC settlement dated February 4, 1997 and this remaining matter was referred to a 94-53 committee, however, no committee has ever met to address this remaining issue. A subsequent related grievance was filed which was referred to the Pre-Review Committee as PRC 2107. At issue in this later case is the proper classification (Computer Operator III or Telecommunications Operations Analyst) and bargaining unit (IBEW Physical or IBEW clerical) for bargaining Clerical employees at the TSC who perform the telecommunications support work. While considering that case, the PRC made a site visit to the TSC to see firsthand how calls are handled.

During the site visit, it was confirmed that employees from throughout the Company's system call 223-9000 and select from four menu options:

1. Frontline Support
2. Telecommunications Support
3. Computer Operations Status Updates
4. VMS (caller can leave a voice message)


The Frontline Support employee answering the calls that come through menu option 1 may refer the call on to the Corporate Applications Section or instruct the caller to select menu option 3 or to call Fairfield. The Frontline Support employees are non-bargaining unit employees.

Menu Option 3 is a voice recording which is regularly updated to advise on the status of the various reports that are generated at the Fairfield Computer Center. Requests from the caller to have their local terminal "bounced" or reset are forwarded to Computer Operators at Fairfield. Company stated that as a result of changes in programming of the system, there is no longer the capability of performing this function from the TSC. The Corporate Applications Section works with Fairfield Computer Operations.

Since this grievance was originally filed, the HELP DESK as it once existed first in San Francisco and then in Fairfield has expanded beyond its original scope and all calls related to computer and communications technology has been centralized at the TSC. When initially created, the Help Desk function did not have the Frontline support, telecommunications support or VMS support function as a part of the centralized Process.


DECISION

The Pre-Review Committee agreed that calls that should be handled by Computer Operators are being routed to them but not directly as they once were. Based on the foregoing, the PRC agrees to recall this case from the 94-53 Committee and to close it without adjustment.



Margaret A. Short, Chairman
Review Committee
1/23/98

Date



Roger W. Stalcup, Secretary
Review Committee
1/23/98

Date