



## REVIEW COMMITTEE

**IBEW**



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ROBIN WIX, CHAIRPERSON  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

### **Pre-Review Committee Number 24047 IT – Telecommunications – San Francisco G.O.**

Brenda Legge  
Company Member  
Local Investigating Committee

Jennifer Gray  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This case concerns the assignment of ACD work to non-represented employees. The grievance addressed the work of Telecommunication Technicians in San Francisco General Office (G.O.) on this assignment.

#### Facts of the Case

The work identified in this grievance is ACD configuration, reconfiguration, and maintenance, including add/change/transfers on the new Cisco platform. ACD work in the G.O. has been historically performed by Telecommunications Technicians, of which there are currently two headquartered in the G.O. who continue to perform this work.

New technology was installed in the Call Center years ago, at which time a support matrix was developed and has been utilized since that time to define work jurisdiction, including duties in common. In 2017, the Company began migrating the technology to the remainder of the enterprise, using the established support matrix to assign the work.

The technology has continued to evolve over the last couple of decades and in 2012-2013 The Enterprise Contact Center was established. The Center provided call distribution and IVR for the main centralized contact centers in Fresno & Sacramento. The process for how the technology would be installed, managed and maintained was established at that time. The project has been a multi-year program and as the technology has progressed the Company has migrated additional client groups to the platform. In 2017 the last of the legacy TDM solutions were migrated to the new platform. The Call Center routing team has, and continues to, consist of Business Analysts and Call Routing Analysts. The Telecom Techs continue to set-up the physical phones. The current platform requires 24/7 managing which is different than older ACD technology which were static and did not have the capability to move clients around.

Discussion

The Union stated that the Telecommunication Technicians in the San Francisco G.O. have historically performed ACD configurations, reconfigurations and maintenance in support of non-Call Center ACD groups. Additionally, the Techs have previously supported the moves from the various platforms as technology advanced/changed. The Union argued that this migration was no different than other changes in the past and that the Telecommunication Technicians should continue to be trained and perform this work.

The Company maintained that the new technologies were introduced over time. The management and maintenance of those technologies has been established and is the norm for each respective platform. The Company further argued that the established matrix identifies duties related to the platform which are shared duties between represented employees and non-represented employees. Therefore, assignment of the work is at Company discretion.

Decision

The Pre-Review Committee reviewed LA R1-03-28 and the referenced matrix to the letter agreement which identifies shared duties which are applicable to this case. The Committee also recognizes that, as a shared duty, the Company determines who will be assigned the work. As such, it is at the Company's discretion whether to train the San Francisco G.O. Telecommunication Technicians interested in performing these duties. This case is closed.

**For the Company:**

**For the Union:**

Robin Wix      8-21-19  
Robin Wix, Chairperson      Date  
Review Committee

Kit Stice      8-21-19  
Kit Stice, Secretary      Date  
Review Committee