

## **Union Operations (UO #3)**

1 **Subject:** Effective and Efficient SEIU503 IT Solutions and Internal Processes

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3 **Submitted by:** Sublocal 200

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5 **WHEREAS** SEIU503's information technology (IT) solutions for managing member  
6 records, grievance trends, pulling reports, etc. are ineffective and inefficient.

7 **WHEREAS** SEIU503's internal processes for managing member records, grievance  
8 trends, pulling reports, communication, financial accounts, etc. are ineffective,  
9 inefficient, or do not exist.

10 **WHEREAS** SEIU503 is unable to provide accurate reports to union leaders and stewards  
11 in a timely manner, nor are they standardized.

12 **WHEREAS** leaders and stewards need a central collaboration space where data and  
13 information may be stored and shared between leaders, stewards, and SEIU staff both  
14 upstream and downstream. Currently, local/sub local business files are siloed on  
15 hundreds of individual computers and unless specifically shared are not accessible. This  
16 makes it difficult to track trends, 'pass the torch' to incoming officers so that they may  
17 pick up where past officers left off, and provide a clear picture of the overall climate of  
18 the local.

19 **WHEREAS** Internal SEIU503 business processes are scattered and inefficient. This  
20 makes data unreliable and inaccurate, and negatively affects union business.

21 **WHEREAS** a Fit Gap Analysis needs to be performed to determine where gaps in  
22 current IT tools and configuration exists compared to the operational needs of union staff,  
23 union leaders, and union members.

24 **WHEREAS** Union leaders need a comprehensive and up-to-date view into local  
25 financial accounts to be able to see balances and rebate deposits, and make  
26 requests/disputes. Treasury business can better utilize IT to streamline and track requests  
27 and disputes for better transparency and traceability.

28 **WHEREAS** The Knowledge Base needs more content – including but not limited to  
29 historical documents, officer specific content, self-paced trainings, and communication  
30 tools such as updated flyers, infographics, and SEIU logos.

31 **WHEREAS** SEIU503 needs to embrace more virtual options for organizing events,  
32 activities, and general collaboration across the state to strengthen unity. Today, many  
33 workers are completely remote or out-of-state. Adopting clever tactics and new  
34 approaches to reach represented staff where they are virtually would align with the  
35 Reducing SEIU503's Climate Impact Resolution that passed in 2022.

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37 **BE IT RESOLVED by the General Council of SEIU Local 503, OPEU** that a  
38 committee made up of SEIU staff, union leaders, union members, and a 3rd party vendor  
39 (consultants) shall convene to perform the following deliverables:

- 40       • A Fit Gap Analysis on:
- 41             ○ Current IT tools
- 42             ○ Current business processes

- 43 • Technical Alternatives
- 44 • Selection of the best solution
- 45 • Plan for implementing outcomes
- 46 • Project Plan (as needed) that will include:
  - 47 ○ Work Breakdown Structure
  - 48 ○ RACI
  - 49 ○ Communication Plan
  - 50 ○ Migration Plan (if needed)
  - 51 ○ Test Plan
  - 52 ○ Change Management Plan, etc.
- 53 • Implement outcomes

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55 **BE IT RESOLVED by the General Council of SEIU Local 503, OPEU** that the  
56 committee shall be comprised of five SEIU staff and 10 union members. Consultants  
57 from the vendor are not included in this count. Committee members shall be Subject  
58 Matter Experts (SME) in the areas of IT systems development, union systems, and union  
59 business processes. Each group shall determine their own participants. The 3rd party  
60 vendor must specialize in the bulleted items above.

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62 **BE IT RESOLVED by the General Council of SEIU Local 503, OPEU** that the  
63 project will be performed in the following three phases:  
64 • Phase 1:
  - 65 ○ Committee members from each group shall be identified no later
  - 66 than November 29, 2024.
  - 67 ○ The committee shall interview all vendor candidates (not affiliated
  - 68 with SEIU) and make a selection no later than May 30, 2025.
  - 69 ○ The committee and vendor shall begin analysis no later than July
  - 70 31, 2025.
- 71 • Phase 2:
  - 72 ○ Vendor shall provide findings to the committee.
  - 73 ○ The Committee shall present findings of technical alternative
  - 74 options to the Board of Directors and together they will determine the
  - 75 final outcomes.
- 76 • Phase 3:
  - 77 ○ Implementation of final outcomes.

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79 **BE IT RESOLVED by the General Council of SEIU Local 503, OPEU** that a page on  
80 the SEIU503 website shall be created to keep all members apprised of the updates  
81 throughout this project. This webpage shall be easy to locate within one or two clicks and  
82 shall be updated as soon as information is available. Communications shall relay  
83 information from the project so that people with technical and non-technical backgrounds  
84 can understand.

## **IMPACT STATEMENTS**

**Financial:** We currently work with some IT consultants to implement our current programs and it is worked into our budget. The hourly rate for a project manager is \$195/hr and engineers are \$250/hr. We sent the resolution to the vendor and the estimate the vendor we use gave us if they bid on this project is \$170,000-\$210,000 without a full scoping of the project and would not include any major updates to hardware. While that may not be the final cost in a competitive bidding process, that is the best estimate we could provide without doing a bidding process.

**Equity:** No Impact

**Legal:** No impact

**Political:** No impact