

Union Operations #3

Subject: IT Solutions and Fit Gap Analysis

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Submitted by: Local 200

WHEREAS, SEIU 503's information technology (IT) solutions for managing member records, grievance trends, pulling reports, are ineffective and inefficient and/or do not exist.

WHEREAS, SEIU 503 is unable to provide accurate, standardized reports to union leaders in a timely manner; and

WHEREAS, member leaders need a central collaboration space where data and information may be stored and shared between leaders and SEIU staff, both upstream and downstream. Currently, local/sublocal business files are siloed on hundreds of individual computers and unless specifically shared, are not accessible. This makes it difficult to track trends, pass the torch to new or different leaders, or provide a clear picture of the overall climate of a local.

WHEREAS, a Fit Gap Analysis (Compares what processes/systems exist, relative to what's needed) shall be performed to determine where gaps in current IT tools and configuration exist compared to the operational needs of staff and member leaders.

WHEREAS, SEIU 503 needs to better accommodate virtual options for organizing events, activities, and general collaboration across the state to strengthen unity. Today, many workers are completely remote or out-of-state. Adopting clever tactics and new approaches to reach members where they are, virtually, would align with the Reducing SEIU 503's Climate Impact Resolution that passed in 2022.

THEREFORE, BE IT RESOLVED, that a committee made up of SEIU staff, member leaders, and a 3rd party vendor (consultants) shall convene to perform the following deliverables:

- A Fit Gap Analysis
 - Current IT tools
 - Business processes for staff and member leaders
- Technical Alternatives
- Selection of the best solution
- Plan for implementing outcomes
- Project Plan (as needed) that will include:
 - Work Breakdown Structure

- 35 ○ RACI¹
- 36 ○ Communication Plan
- 37 ○ Migration Plan (if needed)
- 38 ○ Test Plan
- 39 ○ Change Management Plan, etc.
- 40 • Implement outcomes

41 **BE IT FURTHER RESOLVED**, that the committee shall be comprised of five SEIU
42 staff and 10 union members. Consultants from the vendor are not included in this count.
43 Committee members shall be Subject Matter Experts (SME) in the areas of IT systems
44 development, union systems, and union business processes. Each group shall determine
45 their own participants. The 3rd party vendor must specialize in the bulleted items above.

46 **BE IT FURTHER RESOLVED**, that the project will be performed in the following
47 three phases:

- 48 • Phase 1:
 - 49 ○ Committee members from each group shall be identified no later than
 - 50 November 30, 2026.
 - 51 ○ The committee shall interview all vendor candidates (not affiliated with
 - 52 SEIU) and make a selection no later than May 31, 2027.
 - 53 ○ The committee and vendor shall begin analysis no later than July 30, 2027.
- 54 • Phase 2:
 - 55 ○ Vendor shall provide findings to the committee.
 - 56 ○ The Committee shall present findings of Technical Alternative options to
 - 57 the Board of Directors and together they will determine the final
 - 58 outcomes.
- 59 • Phase 3:
 - 60 ○ Implementation of final outcomes.

61 **BE IT FINALLY RESOLVED**, that a page on the SEIU 503 website shall be created to
62 keep all members apprised of the updates throughout this project. This webpage shall be
63 easy to locate within one or two clicks and shall be updated as soon as information is
64 available. Communications shall relay information from the project so that people
65 with technical and non-technical backgrounds can understand.

IMPACT STATEMENTS
Financial: The consulting engagement will drive the majority of the cost. · Low estimate: ~\$350,000 · Likely estimate: ~\$550,000

¹ RACI is a project management tool that clarifies roles and responsibilities by categorizing them into four key areas: Responsible, Accountable, Consulted, and Informed.

· High estimate: ~\$900,000+

Equity: This resolution would have a negative impact. This resolution unfairly advantages members leaders, as it highlights the need for member leaders to be able to effectively access member information. This resolution directs the union to form a committee of IT subject matter experts, but further adds that only member leaders, SEIU staff, and third party vendors would be eligible to participate. This effectively excludes participation from "non-leaders" of the union, regardless of IT systems knowledge, and inevitably guarantees that the analysis of current IT tools and systems would be non-representative of member experiences.

Legal: No legal impact

Political: No political impact