

MGCS MERC Minutes

Time: 9:30 a.m. to 3:00 p.m.

Date: March 19, 2019

Location: 2nd Floor, 777 Bay Street, Toronto, Ontario

Meeting Chair

Employer

Management Members in Attendance

Diane MacNeill (Co-Chair), Rico Medeiros, Karen Baldassarra

Management Resources

Andrea Hatzis, Millie Ng

OPSEU Members in Attendance

Debbie Ponte (Co-Chair), Spencer Mitchell, Stacy Grieve, Rob Cox, Rodger Noakes (OPSEU)

Regrets

Libby Waite Buchanan

Guests

Michael Villani

Presenters

N/A

Minutes

Andrea Hatzis

Action: Employer to follow up with OSS.

Consumer Services Updates

Action: No action.

ONBIS Update: No updates at this time.

Action: No action.

Driver's License and Health Renewal Project: No updates. Parties agreed to remove item from agenda.

Action: Remove from agenda.

LRO Onland Project: No updates. Parties agreed to remove item from agenda .

Action: Remove from agenda .

Common Scheduling Pilot: Rico Medeiros provided an update. Next steps include compiling the results of the pilot and making recommendations, which will be shared with the Union. The Union expressed a number of concerns, such as the scheduling of breaks and later shifts. The Union also requested timelines regarding the continuation of the pilot and end dates.

Action: Employer to share final report with Union. Parties to set up a meeting within the next six to eight weeks to further discuss the concerns, once the report has been completed and shared, and to close the gaps. The parties to report back to the sub-committee following this discussion.

Shared Services Updates

Enterprise Digital Service and Integration Division: No updates at this time.

Action: Employer to provide updates as applicable.

Ministry Reviews and Pilots

Financial Processing Operations Branch Process Review – No updates at this time. Employer will follow up with the Branch.

Action: Employer to follow up with the Branch.

EBSD Divisional Functional Review – No updates at this time . Employer will follow up with the Division.

Action: Employer to follow up with the Division.

Item 12: Operational Process Review Project, Central Services Division

No updates at this time.

Action: Employer to provide updates as applicable.

Item 13: LRO Complex Processing Centers

No updates at this time. Employer will follow up on which offices have complex processing centers.

Action: Employer to follow up.

Item 14: Developmental CSR3 Opportunities

Employer is awaiting an update from the program area.

Action: Employer to follow up and share the information with the Union.

Item 15: Hiring Freeze Impact on the Ministry

No updates at this time.

Action: Employer to follow up as applicable.

Item 16: Privacy Attestation in Financial Processing Operations Branch

The parties agreed to set up a meeting to discuss this issue further.

Action: Parties to set up a meeting to discuss this issue within the next three weeks.

Item 17: Emergency Management/Health & Safety

Employer provided answers to OPSEU's questions in December.

Action: Employer to invite the ministry emergency management lead to the next MERC meeting.

Item 24: Security Checks

The Union requested information about the new security check process and its impact on ministry staff, as well as whether any communication or e-learning will be provided regarding the new process.

Action: Employer to follow up.

Item 25: Outsourcing of OPSEU Work

The Union raised concerns about the Central Production and Verification Services Branch and work being performed by Stats Canada.

Action: Employer to follow up.

Item 26: Executive Support

The Union raised concerns about IT executive support.

Action: Employer to follow up with the program area.

Item 27: Telework

The Union raised concerns about inconsistent practices during inclement weather.

Action: Employer to follow up with the program area.

Item 28: Office 365 Support Queue

The Union raised concerns regarding the volume of tickets for this queue, which could be Tier 1 or Tier 2 issues, and proposed some options to address the concerns.

Action: Employer to follow up with the program areas.

Approvals

Union Co-Chair:



Debbie Ponte

Date: Marcy 19, 2019