

**Memorandum of Agreement
By and Between
King County
and
Professional and Technical Employees, Local 17
Information Technology**

Subject: King County Department of Information Technology (KCIT) Community Support Services (CSS) Standby Pilot Project for 2020

This Memorandum of Agreement (Agreement) is entered into by and between King County (the County) and Professional and Technical Employees, Local 17 (PROTEC17).

Background:

Professional and Technical Employees, Local 17 (PROTEC17) and the County are parties to a Collective Bargaining Agreement, the Master Labor Agreement (MLA), which is effective from January 1, 2018, through December 31, 2020, and which includes Appendix 25 between the parties.

The parties enter into this Agreement to establish a pilot project, the CSS Standby Pilot Project, to evaluate the effectiveness of a rotation of employees to be placed on paid standby status to respond to after-hours customer calls for support.

The goals of this pilot project are to provide both coverage for reporting of outages and critical support needed outside of the standard CSS helpdesk hours of Monday through Friday from 6:30 a.m. to 5:30 p.m.

Agreement:

1. Employees currently assigned to CSS Standby shall be hourly employees identified by KCIT.
2. CSS Standby rotations shall be in one-week increments from Monday to Monday.
3. Pay for CSS Standby shall be paid pursuant to MLA Appendix 25, Article 10, Section 5.C.3. Each evening between workdays shall count as one "day" for purposes of standby pay.
4. When an employee on CSS Standby receives a call, it shall be considered a Technical Call Out pursuant to MLA Appendix 25, Article 10, Section 5.C.2., which is hereby modified to replace all references to a two (2) hour minimum with a fifteen (15) minute minimum for employees assigned to CSS Standby.
5. The KCIT employees listed in the table below will be assigned to CSS Standby and have all received sufficient advance notice and training for their assignment to CSS Standby. KCIT may assign additional employees to CSS Standby with appropriate advance notice and training.

Employee	PeopleSoft ID
Clabaugh, Stephen	000062229
Magass, Frank	000092593
McLaughlin, Diane	000065423
Monroe, Kanesa	000064390
Nguyen, Tuan	000075844
Olsen, Quyen	000060723
Plank, Jennifer	000070836
So, Rosaly	000063723

6. Participants in this extended pilot shall receive automatic approval to telework the following workday if they are on any call at or after 10:30 p.m. during their standby shift. For example, if an employee receives a call at 11:00 p.m. on Monday, and is scheduled to work on Tuesday, the employee shall be automatically approved to telework on Tuesday. Management shall reasonably consider any employee requests to adjust the start and end times of the telework to accommodate necessary rest. An example of such a request would be a request to adjust the start and end times back one (1) hour.

7. KCIT-issued cellular phones will be made available to employees assigned to CSS Standby. In addition to the currently provided four cellular phones, one cellular phone will be kept in KCIT as an emergency backup.

8. At any point during the course of the CSS Standby Pilot Project's duration, either party may request a meeting with the other party to review and discuss the status and/or progress of this pilot project.

9. KCIT may end the CSS Standby Pilot at any time upon notice to PROTEC17.

10. If the current group is reduced in size, either parties may reopen this Agreement. In the event that negotiations do not result in a new agreement, this Agreement shall remain in effect until its expiration.

11. This Agreement shall expire on December 31, 2020, unless extended by agreement of the parties.

For Professional and Technical Employees, Local 17:



Denise Cobden, Union Representative

1/7/20

Date

For King County:



Sasha Alessi, Labor Relations Negotiator
Office of Labor Relations, King County Executive Office

1/7/2020

Date