



IHS Automation Government Platform for Labor and Employee Relations

Transform your labor-management and employee relations experience

Labor and employee relations (LER) activities dynamically impact Agency decisions and strategies and often result in unintended consequences and unwanted surprises. Current core LER processes may require significant coordination, time and effort yet fail to identify or resolve significant workplace problems. This can significantly impact the delivery of services and pose risks well beyond the business unit, including:

- long term Agency liabilities,
- excess Agency costs, and
- third-party decisions that are not in the Agency's best interest.

To address these matters, IHS Automation will deliver a superior LER solution that supports corporate goals and objectives. The Electronic Labor Management & Employee Relations (ELMER™) System combines proven LER strategies with intelligent automation, a patented and layered architecture, and robotics to leverage organizational context factors:

- informal rules and practices,
- cultural and organizational differences,
- management behaviors, and
- different actions taken, people involved and time spent.

The solution will enable Agency management to execute the systemically-desired course of action by

- providing a single point of access (mobile and web) for LER case information,
- triggering warnings to alert users of pending actions and due dates,
- reducing complexity and duplication of effort,
- automating up to 85 percent of the LER process, and
- enabling coaching and mentoring to increase investigative strength.

While ELMER™ is most effective when deployed as a comprehensive suite of tools, each module can be deployed independently and in any order. This flexibility allows agencies to get a handle on Performance Management or some other aspect of business by implementing cultural changes using an incremental approach.

Challenge

Agency management officials are highly skilled at what they do; however, they may have little understanding of the complicated rules of engagement when it comes to dealing with employees in a unionized environment.

Solution

The IHS low-code platform simplifies and streamlines the entire LER engagement process, increasing transparency. ELMER™ enables management to quickly identify and understand environmental challenges and conflicts and identify the correct problem resolution strategy.

This project requires a contractor with specific knowledge and experience labor and employee relations business processes, and that offers strong technical qualifications. IHS Automation has unmatched capabilities in these areas.

Collective and Midterm Bargaining

Preparation. Access to current and historical labor and employee relations data ensures management preparation takes the entire working environment into consideration.

Active Meeting. Management negotiators have immediate access to proposal data and supporting information at the bargaining table, which can be used to draw out insights from the other party.

Ratification. Briefing materials for Agency Head Review, including proposals and meeting notes will be available to clearly articulate the intent of the resulting agreement language.

Performance Management

Culture Capture. Sentiment analysis and other capabilities enable more effective reviews of performance management strategies and practices. Understand how employees feel about informal and formal performance recognition.

Employee Engagement. Involve employees in the performance planning process and how to get the job done. Employees know what is expected and receive real time updates on performance and progress that helps them learn and grow.

Data-driven Decision-making. Real time qualitative and quantitative data will guide decision-making for recognizing and rewarding employee performance. Successful ideas can be pushed into practice and employee performance can be measured using service level agreements.

Disciplinary and Adverse Action

Procedural Accuracy. Application queries help managers choose the appropriate process for correcting performance issues using 5 USC Chapter 43 or 5 USC Chapter 75. Guided development of case records will ensure employee rights and union agreements are respected.

Comprehensive Records. Action documentation associated with the administration of discipline or performance-based actions will be captured, including collective bargaining agreement provisions, MOAs, Agency directives, orders, policies, and regulations.

Taking Action. Disciplinary and adverse actions will be guided by humans, artificial intelligence and chat-bots using case and policy data to ensure they are administered in compliance with Agency rules.

ELMER™ is for agencies looking to gain an advantage in dynamic unionized environments and reduce conflicts and costs.

Grievance Processing

Advantage Management. Identify procedurally deficient grievances, including whether they are barred due to the same facts and theory having been put forth in an equal employment opportunity (EEO) or unfair labor practice (ULP) filing.

Consistent Decision-making. Intelligent features will enable the use of previous decisions and identify duplicate and similar cases, reducing the adverse impact of decision shopping.

Agency-wide Collaboration. Collaborate on grievance resolution decisions increasing management's investigative strength as all users are able to see the same information at the same time.

Grievance Arbitration

Comprehensive Case File. A complete grievance file will be rendered for arbitration, including records of conversation, meeting date and notes, witness statements, similar grievances, Agency directives, etc.

Virtual Legal Assistant. Combine the power of the Pega Investigative Case Management and conversational robotic process automation to easily locate applicable laws from external repositories (e.g. Equal Employment Opportunity Commission, Federal Circuit Courts, Federal Labor Relations Authority, Merit Systems Protection Board, etc.)

Arbitrator Ratings. Advocates can choose arbitrators based on the likelihood they will rule in the Agency's favor. Win/loss data is calculated for disciplinary/adverse actions cases and labor agreement disputes to determine a score for each arbitrator on the panel.

Statutory Appeals

Equal Employment Opportunity Commission (EEOC). The development of complete case files will be guided by EEOC rules and Agency directives. Advocates can defend Agency actions more effectively before and after a Letter of Determination, including during the informal and confidential conciliation process.

Federal Labor Relations Authority (FLRA). Whether defending management rights, the Agency's position during Impasse proceedings, or pursuing an exception to an Arbitrator's Award or negotiability appeal, both facts and theory are important. Artificial intelligence helps advocates develop a more compelling position.

Merit Systems Protection Board (MSPB). Advocates are better able to defend the Agency's decision using MSPB precedent, data, and information from the Collective and Midterm Bargaining and Disciplinary and Adverse Action modules. The virtual legal assistant ensures a well prepared case.