

Without Prejudice

via email

March 21, 2024

Nathan Beausoleil

Suite 301, 4501 Kingsway

Burnaby, BC V5H 0E5

Dear Nathan:

RE: Section 54 Notice – Digital Technology Services (DTS)

Please accept this letter as notice pursuant to section 54 of the *Labour Relations Code* of intended changes to the University's Digital Technology Services (DTS) department. This notice is offered without prejudice to the University's position that such notice may not be required in these particular circumstances and provided in conjunction with the 2022-2025 Collective Agreement Article 24 – Technological Change.

Digital transformation was identified in *Envisioning 2030* and *Illuminating 2030* as a key goal to use technology as a strategic enabler that would enhance the student, employee and community experience.

The Digital Transformation Project began in January 2023 with three streams of work:

1. **Analysis.** Current state analysis to understand the costs and risks associated with the technology used at the University.
2. **Consultation.** Consultation process with the university community to identify the pain points and needs related to technology and related support.
3. **Review.** Review of the digital technology services department organization structure, including skillset needs to support the digital transformation initiative.

The conclusion of the consultation was that the technology needs of the University community are not being met. Today's students and faculty rely on digital solutions that support the evolving landscape of post-secondary education being available; many gaps to meeting this need have been identified, and those gaps need to be addressed.

Much of the current digital ecosystem implemented at CapU exists of legacy and end-of-life systems. As a result, CapU must engage in digital transformation efforts to uplift its systems, digital solutions and services. The University will first need to modernize its digital solutions to begin engaging in innovative teaching and learning practices as is being informed by the Digital Learning Framework.

The first step towards enabling the digital transformation initiatives is to identify and provide DTS employees with the appropriate training to support modernized systems using best practice processes.

As we continue to work on stream three reviewing the DTS department organization structure, the work will be informed by the following:

- A current state analysis of the services and responsibilities of the organization structure that supports the digital ecosystem.
- Updating the DTS department vision, purpose, and values through a one-day in-person workshop that will be scheduled for April 8, 2024.
- A review and begin updating of workflows and processes required to support *Illuminating 2030* and *Envisioning 2030* goals in a half-day in-person workshop that will be scheduled for April 10, 2024.
- A department-wide team member self-assessment. This will inform development of a comprehensive training plan for the DTS department that will support employees in obtaining the skills and knowledge required to support workflows/processes/solutions towards the 2030 digital roadmap. This will be a survey that team members can complete after the workshops.
- We will be adopting a core systems philosophy to implement modern-day digital solutions that are interoperable for data integrity and information sharing purposes.

We would like to meet to discuss options available to the employees and concerns the union may have about the anticipated changes. To facilitate these discussions, we would like to propose an initial meeting with you. David Ling, Acting Director Labour Relations will contact you to set up this meeting.

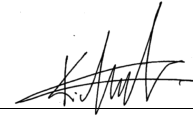
Sincerely,



Rav Goodison
AVP Digital Technology Services



Tally Bains
VP Finance and Administration



Kartik Bharadwa
VP People, Culture and Diversity

Copy: David Ling, Acting Director Labour Relations
Julia Ogawa, Senior Manager Labour Relations