



SEIU Local 1000

Survey of Information Technology Professionals Within State Service

Regarding the state of California's proposed new process for testing, hiring and promoting IT professionals

[Who Responded?]

- 14% of the IT Professionals responded
- Gender and age responses were fairly consistent with the state's IT workforce
- All percent estimates are accurate within plus or minus 3 percentage points at a 95% confidence level

[IT Professionals are Saying...]

- They agree testing should only apply to promotions and list appointment
 - 65.4% agreed, 26.9% agreed with reservations
 - People who work outside of the Sacramento and San Francisco regions have more reservations and are more likely to disagree with the new system

[IT Professionals are Saying...]

- They agree the new testing system will be an improvement over the current system, however 33% of them have reservations
 - IT Professionals were often skeptical that the state could develop a testing process that would meet the departments' needs and reflect multiple IT disciplines
- Close to 60% support simplifying the IT classification structure by combining classes

What About Institutional Knowledge?

- Nearly all Telecommunication classes were highly concerned their knowledge was not going to be accurately captured in the reclass
- Of the other IT classes over 50% of the respondents were concerned the new classes would not take into account their institutional knowledge or agency-specific knowledge

[Am I Classified Correctly?]

- Yes, over 75% of most classes indicated they are classified correctly
- No, over 60% of the Technicians indicated they were working out of class
- No, 10% more of the people who work outside the Sacramento and San Francisco regions indicated they were working out of class

[IT Professional Priorities]

The listed priorities received the highest responses. Most importantly the first two responses were statistically tied as the top issues for IT Professionals.

- Increased compensation
- Training to stay current in area of expertise
- Professional development for upward mobility opportunities
- Long term plan to modernize and update the IT systems infrastructure

[The “O” Word “OUTSOURCING”]

- 46% respondents indicated knowledge of significant cost overruns and work not completed within contractual time frames
- 33% of respondents indicated knowledge of contracts terminated causing a significant loss of taxpayer investment
- 16% respondents experienced breaks or “near misses” in security and/or confidentiality of state records

[The “O” Word “OUTSOURCING”]

- Over 50% of respondents indicate outsourced work can be performed by current state employees with no or minimal additional training
- Many respondents criticized the state’s failure to mandate a “Knowledge Transfer” process

Hiring, Transfers and Promotions.....Oh My

- Nearly 40% of survey respondents viewed favoritism as widespread in the state's appointment process
- A little over 30% of respondents indicated that some favoritism is limited to certain managers and/or work areas
- Unfortunately only 8.3% of respondents viewed transfers and promotions as being filled in a fair manner

IT Professional Infrastructure

- Close to 70% of the respondents indicated they would recommend working for the state in an IT position to family and friends

- A quote from one of our IT members:

“We are the backbone of the State’s infrastructure. Take away the databases, networks, and computers (laptops, desktops, blackberries, kiosks, etc.) and the state would not be able to do business. People would not get their benefit checks. Traffic control systems would fail. Communications would grind to a halt.”