Employee well-being & workload management

DoIT Team Builders

Members

- Paige Ghra – co-chair (CCS)

- Lisa Sedlak – co-chair (GPS)

- Jessie Bowman (ARC)

- Jacqueline Buhrdorf (OCIO)

- Kevin Duncan (SIS)

- Ognen Duzlevski (ITLS)

- Caeland Garner (ITSO)

- Maureen Lawrence-Kuether (VCR)

- Feruza Rustamova (NI&S)

- Nandan Sadineni (NI&S)

- Veronica Youngman (ITEE)

- Sharon Zhu (ES)

Points of Concern

- Planning for longer-term projects does not include additional support to handle both the existing and extra workload.

- Decision-making takes too long, leaving less time for implementation.

- Lack of a clear plan and changes in decisions cause changes in implementation, increasing overall time and stress.

- There are too many "single points of failure" where a lot of information is contained within a small number of people.

Suggestions

1. Choose a Management Information System
   - Use a single platform/tool for project management that also integrates change management.

2. Address Heavy Workloads in Large-scale, High-impact Projects (i.e. ERP/Google Workspace)
   - Encourage employee feedback on workload.

3. Manage Back-to-Back Projects
   - Develop a division-level project scheduling system to avoid overlapping major projects.
   - Having more touchpoints earlier in the project.

Suggestions

4. Support for DoIT workforce

    • More resources.

5. Cross-Training Initiatives

    • Promote cross-training to enhance skill sets and flexibility among employees among and across units.

6. Cross-Unit Assistance

    • Encourage cross-unit collaboration to share expertise and resources.

7. Overtime Management

    • Prevent burnout.

Suggestions info silo

8. Temporary Hires and IT Pools

9. Training and Context Understanding

   - Ensure employees are well prepared for upcoming projects.

10. Change Management

    - This should include change management for project level changes and cultural changes.

11. Documentation and Knowledge Sharing

    - Improve documentation practices to ensure knowledge is shared among team members.

Suggestions

12. Document Repository Management

 - Create a consistent system for repository usage and location, even if the system is different for each project.

13. Document repository Access Control

 - Simplify access for team members while maintaining security.

Suggestions

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12. Document Repository Management
13. Document repository Access Control