Metropolitan Transportation Authority

Teleworking Program User Guide

WORKING FROM HOME

Contents

1 Teleworking Program Process

The Teleworking Program establishes guidelines for employees of the Metropolitan Transportation Authority ("MTA") and its affiliated and subsidiary agencies to Teleworking as directed and approved by their supervisor/Department Head or designee. The objective is to ensure all employees understand what Teleworking means so that the MTA can meet its business, operational, and safety needs.

The following outlines the steps in the Teleworking process:

Step 1:   The supervisor/Department Head or designee determines whether there is a business need to Teleworking and if the employee's work is eligible for Teleworking.

Step 2:   Once the determination is made by the supervisor/Department Head or designee for an employee to Teleworking, a Teleworking Memo is provided to the employee. The Teleworking Memo includes details related to the employee's work schedule, availability, communication, equipment, alternate work site, and confidentiality.

Step 3:   The employee prepares the alternate work site for Teleworking ensuring appropriate equipment, communication, internet, and remote work access.

Step 4:   Employees are required to submit a detailed Teleworking Work Plan for approval from their supervisor prior to the start of the Teleworking Period. At the end of the Teleworking Period the employee must provide an update to the supervisor of the work completed during the Teleworking Period.

Supervisors are required to retain Teleworking Work Plan documentation for a period of three years. All Teleworking Work Plans are eligible for review by MTA Audit, Human Resources, and Senior Management. For more detailed information regarding Teleworking Work Plans please see the section on Developing a Quality Teleworking Work Plans located on page three.

2 Teleworking Memo and Schedule Considerations

The Teleworking Memo documents the key aspects of Teleworking agreed to between the employee and his/her supervisor. The Telework Memo details the requirements regarding work schedule and hours, alternate work site, availability, equipment, Teleworking Work Plan, safety, confidentiality, and compliance with program guidelines. See sample memo in Appendix A. The memo can also be found on the MTA portal at My MTA Portal (www.mymta.info) in the Human Resources folder of the BSC Forms and Information section.

Determining the schedule (days per week) and the hours the teleworker is expected to be available should be based on the needs of the department. Supervisors should assess the specific requirements of employee availability for team meetings, collaboration, customer interfaces, contractor or consultant interfaces as well as consider days of the week in the office, if any when setting the employee's schedule. It is important to document the employee's expected workdays and hours in the Teleworking memo. Work hours should comply with MTA/Agency policy or the employee's Collective Bargaining Agreement.

For example, an employee's schedule during the approved Teleworking period will be as follows: Monday

through Friday 8:00 AM to 4:30 PM (7 ½ hours with 1-hour unpaid lunch break). Inevitably circumstances may change, and the schedule may need to be adjusted. This may be a request made by the supervisor or a request by the teleworker. Any deviation from the schedule in effect needs to be approved by the supervisor.

3   Developing a Quality Teleworking Work Plan

For each Teleworking work period the supervisor and employee must establish a Teleworking Work Plan (Work Plan). The supervisor is responsible to define the Teleworking Period; one or two-week period durations are recommended. Work Plans should have unique components based on the specific work functions of the employee. Both the employee and the supervisor are responsible for creating a sound Work Plan that details the work to be accomplished during the Teleworking Period.

The Work Plan outlines the work the Teleworker is assigned, and should be in support of achieving agency and departmental goals. The Work Plan should be written clearly so both parties understand the expectations which should be attainable for the designated Teleworking Period, and specific, with enough detail to be measurable, achievable and time bound for the period.

In writing your Work Plan it is recommended to use the SMART Model:

- ✓   **S**pecific (simple, sensible, significant).
- ✓   **M**easurable (meaningful, motivating).
- ✓   **A**chievable (agreed, attainable).
- ✓   **R**elevant (reasonable, realistic and resourced, results-based).
- ✓   **T**ime bound (time-based, time limited, time/cost limited, timely, time-sensitive).

It is important to remember that one size does not fit all when it comes to Work Plan documentation. There are many ways a quality work plan can be documented. Sample Work Plan documents for your use can be found in Appendix B and on the MTA portal at My MTA Portal (www.mymta.info) in the Human Resources folder of the BSC Forms and Information section. Work Plan documentation should include the minimum requirements for the Teleworking Period but can also be more detailed and inclusive of other requirements specific to the work assignments and deliverables. Be sure to include deadlines, timeframes, and other metrics as appropriate.

The goal of a quality Work Plan is to design a plan that achieves organizational outputs in support of business functions. Supervisors and employees may have to adjust their current work style to focus on results, not time spent on a work assignment. A key change in moving to a Teleworking environment is understanding that you set the work plan with the goal of achieving the objectives you outline within the specified timeframe; the focus is on the outputs.

One of the keys to Teleworking success is clear, two-way, open communication. Teleworking does not change the employee's work or work requirements, or their commitment to teamwork and collaboration; it is simply a change to the work location. Supervisors should avoid the thinking that you need to "see" the employee to know that they are working. Focus should be on developing quality Work Plans that focus on outputs, meeting timelines, and expected work outcomes.

Once per year the Teleworker has the option to schedule a meeting with the supervisor to discuss his/her professional development needs.

Documentation

The Teleworker is required to submit, on a weekly (or other reasonable) basis, documentation, forms, reports or narratives summarizing their work tasks and their completion for supervisor review. It is important to be clear about how and when you wish to receive this documentation. For example, direction to the employee may say, "The employee will produce and send weekly work plan accomplishments using Microsoft Planner detailing the tasks assigned to them and a status update of those tasks". As with most work plans, situations may require modifications to the work plan during the Teleworking period. Supervisors should include language that allows for additional tasks to be assigned as needed. For example, you may include in your communication, "the above schedule is tentative and subject to departmental and operational needs as they may arise." Supervisors must retain work plan documents for three years. All Work Plans are eligible for review by MTA Audit, Human Resources, and Senior Management.

Requests for Time Off

Teleworkers are required to comply with all recordkeeping requirements and request procedures for paid and unpaid time off (leaves, vacation, bereavement, and the like). The Work Plan should include details concerning any time off intended to be taken by the employee.

Managing Performance

Teleworking is basically a location change, not a job change for the employee. Performance expectations for quality of work, quantity of work, communication, customer satisfaction and ability to meet deadlines are all still in full effect. Supervisors should be realistic. Not all jobs thought to be a good fit for Teleworking are. It is important to remember that you have the control with the ability to change, end, and/or modify the Teleworking arrangement at any time.

Communication is the underpinning of any successful relationship, Teleworking included. It is important to talk to the Teleworker about any concerns you have. Document your concerns and the conversation. Develop a plan to improve the performance issue. Capability issues related to technology, in most cases, can easily be addressed. If there are conduct issues, consult with Labor Relations or Human Resources immediately. It is in your best interest and the Agency's best interest to address any issues head on and swiftly while they are small. The longer you let "it" go, the longer it takes to course correct and productivity will suffer.

At the completion of the Teleworking Period, the Supervisor is responsible for giving their employee feedback about meeting, missing or exceeding the work plan for the designated period. If you need assistance with managing performance or having a difficult conversation with your employee, please reach out to your agency Human Resources contact listed in section 8 "Support and Assistance".

Supervisors should consider gaining access to direct report calendars to assist with monitoring work accomplishments of the Teleworker.

4 Alternate Work Sites

The Teleworker is responsible for arranging an appropriate private workspace at the Alternate Work Site. The workspace must have appropriate means of communication, equipment, and supplies to allow the employee to perform all their Teleworking functions. The private workspace shall also have appropriate safety and security measures to maintain confidential information.

The supervisor and/or Department Head or designee must approve the Alternate Work Site location. Any change to the Alternate Work Site location must be pre-approved by the supervisor and/or Department Head or designee.

The MTA is not liable for conditions at the Alternate Work Site which are found to violate local, state, or federal laws or regulations.

5 Teleworking Tips

➢ Use collaboration tools such as Skype, WebEx, Microsoft Teams, video conferencing, etc. to conduct virtual meetings.

➢ Have open communication with your Supervisor and be reachable as they may contact you at any time during your schedule and it is expected that you will respond on a timely basis.

➢ Ensure that your Supervisor is informed when you will be unavailable during your schedule.

➢ For the days you Telework, make sure you forward your office phone number to your MTA cell phone or leave a message to contact you on your cell phone.

➢ You are required to continue to comply with MTA policies such as attendance, requesting approval for time-off, security policies, etc.
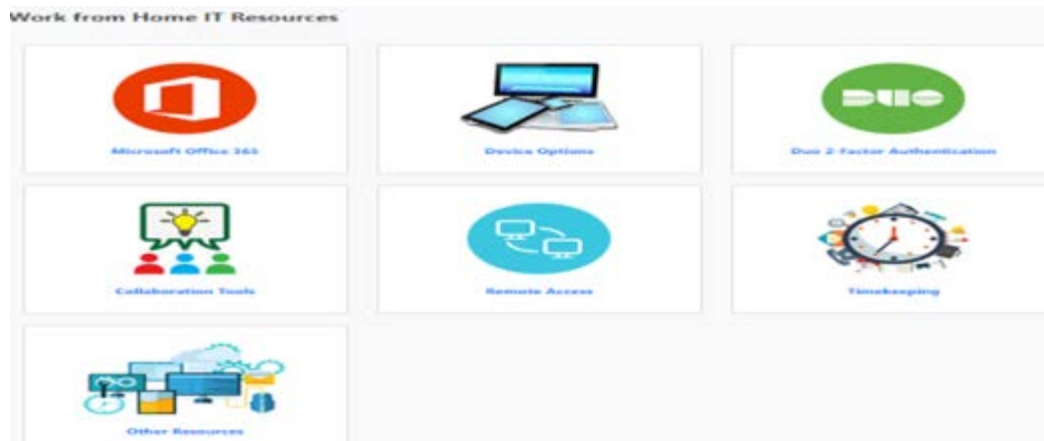
6 Equipment and Supplies

The MTA may provide Teleworkers equipment to Teleworking in accordance with policies, practices and guidelines of the Information Technology department. The use of an employee's personal computer (for example, desktop, laptop, tablet, etc.) is encouraged as supplies may be limited. Teleworkers using their own personal equipment must use the designated technology for remote access. Teleworkers must have a secure internet connection with bandwidth that allows them to work without disruption. Teleworkers are responsible to maintain and pay for the internet connection. The MTA will not reimburse internet and phone costs. The employee should reach out to the Information Technology department regarding availability of equipment, software needs, and minimum standards for internet connections.

The MTA will not provide durable equipment such as desks, chairs, file cabinets, or other office related furniture. Minimal office supplies may be provided and should be requested through the process in place at the Teleworker's Official Work Site. Generally, supplies will not be shipped to the Alternative Work Site. Any out-of-pocket expenses incurred for supplies, or equipment, will not be reimbursed. Upon request the employee shall promptly return all MTA owned equipment and supplies within two (2) business days unless otherwise specified by management.

7 Work from Home IT Resources

Information regarding Microsoft Office 365, Device Options, Duo 2-Factor Authentication, Collaboration Tools, Remote Access, Timekeeping, and other resources can be found at https://www.mymta.info/covid-19/itresources.htm

Work from Home IT Resources

Should you experience technical issues please log into the MTA IT Self Service Portal - Service Now site and open a service request or you may contact the MTA IT Service Help Desk at 646-252-8888.

8 Support and Assistance

If you need assistance or have questions regarding the Teleworking Program, please contact your agency Human Resource representative listed below.

Agency	Contact
MTAHQ	HR Department - mtahqhr@mtahq.org
Long Island Rail Road	Mary Lou Centauro – mcentau@lirr.org
Metro North Railroad	Gladys Rodriguez -grodriguez@mnr.org
TBTA	HR Department - BT_Teleworking@mtabt.org
NYCT	Patricia Lodge – patricia.lodge@nyct.com
MTA Bus	Marlene Masiello - marlene.masiello@mtabusco.com
	Crystal Hicks-Banks - crystal.hicks-banks@nyct.com
C&D	Shawn Moore – shawn.moore@mtacd.org
	Luz Pacheco – luz.pacheco@mtacd.org

9 Employee FAQ's

1. **Who is eligible to participate in the Program?**
   - All non-represented employees and approved MTA Represented employees subject to any applicable Collective Bargaining Agreements ("CBA") may be considered for Teleworking. The Department Head or designee has the sole discretion to determine which positions may Teleworking and whether an employee's work is deemed to be compatible for Teleworking.

2. **How long is the Teleworking Program for?**
   - The Teleworking Program will be reviewed regularly and may, in whole or part, be modified or discontinued at any time at the sole discretion of the MTA with such notice as may be appropriate.

3. **What are my hours for Teleworking and how many days do I Teleworking?**
   - Teleworking hours and schedules will be determined by the Supervisor and/or Department Head or designee. Teleworkers may provide their preference for hours and schedules for consideration by the Supervisor and/or Department Head or designee.

4. **What is the Teleworking Work Plan?**
   - The Teleworking Work Plan is an important communication between the employee and the supervisor. The Work Plan documents the tasks, deliverables, work to be completed, and work completed by the Teleworker during the Teleworking Period.

5. **What equipment will I be issued as a Teleworker?**
   - Teleworkers are strongly encouraged to use their own computer equipment and cell phone. If you are using your own computer equipment, you can access Office365 (Outlook, Word, Excel, PowerPoint).
   - Alternatively, the MTA may issue one laptop and one cellular phone from the currently approved MTA Hardware Standards List for the duration of the Teleworking arrangement. MTA cellular phones include headsets.
   - If you are issued an MTA laptop, you may have access to the following: Windows Operating System, Office 365 (Outlook, Word, Excel, PowerPoint), Project (requires additional approval), Visio (requires additional approval), Skype (instant messaging, audio, video conferencing), OneDrive, OneNote, and IE Explorer.
   - If you are issued an MTA laptop, you may be provided specialized software that is needed to perform daily day to day job functions as needed.
   - If you are issued an MTA laptop you will be provided Security tools such as Antivirus, DLP, and HX.
   - It is expected that you will use software such as Citrix, VPN, WVD, and Office 365 to remote-in to MTA systems.
   - You may be required to use your MTA issued laptop when you are onsite.
   - It is expected that MTA laptop models for Teleworkers will have webcams built-in to allow for video conferencing.
   - At this time, no printer will be provided at your remote location.

6. **How will technical issues be handled when Teleworking?**
   - If you are experiencing a technical issue, please log into Service Now and open a service request or you may contact the Help Desk at 646-252-8888.
   - In the event of a delay in the maintenance and repair of equipment and any troubleshooting of a connectivity issue, which could prevent you from doing Teleworking work, please inform your supervisor who will determine the feasibility of reporting to an onsite location until the issue is resolved.

7. **How should I handle my timeclock swipes?**
   - When teleworking you should follow the established process at your agency for identifying the days you Telework.
   - When not teleworking, you should continue clocking in/out or entering your time as prescribed by your agency time and attendance guidelines.

8. **Will MTA reimburse any Internet, phone lines or furniture cost?**
   - No

9. **Can I withdraw from the Teleworking Program?**
   - You may request to withdraw from the Teleworking Program; however, the Department Head or designee has the sole discretion to determine which positions should Telework.

10. **How will performance be measured when I Teleworking?**
    - Quality – from the work products and tasks delivered.
    - Quantity – the extent, size or sum of countable or measurable tasks, work products, deliverables expressed as a numerical value.
    - Timely and appropriate timeliness of work products submitted.
    - Timely and appropriate communication with supervisors, coworkers, and clients.
    - Timely and appropriate response to emails, phone calls, requests from managers, coworkers and clients.
    - Multi-tasking – ability to appropriately handle multiple tasks simultaneously.

11. **What is required from me as Teleworker?**
    - Be honest, open as to what is working and what is not.
    - Be patient with potential technical issues.
    - Ensure your weekly work plan clearly defines tangible tasks and deliverables as they are auditable.
    - Have open communication with your Supervisor – make sure that you are reachable.
    - Use collaboration tools such as Skype, WebEx, Teams, video conferencing, etc. to promote virtual meetings.
    - Continue to comply with MTA policies such as attendance, requesting approval for time-off, security policies, etc.

10 Supervisor FAQs

1. **How do I determine which employees should Teleworking?**
    - The work of the Teleworker is compatible with working remotely.
    - The ideal teleworker is self-motivated, well organized, a problem-solver, and someone who can work independently with minimal supervision.
    - Successful Teleworkers have a high degree of job skill and knowledge, and strong time management skills.

2. **Who determines the Teleworking hours and schedule for my employees?**
    - Teleworking hours and schedules will be determined by the Supervisor and/or Department Head or designee. Teleworkers may provide their preference for hours and schedules for consideration by the Supervisor and/or Department Head or designee.

3. **What is the Teleworking Work Plan?**
    - The Teleworking Work Plan is an important communication between the employee and the supervisor. The Work Plan documents the tasks, deliverables, work to be completed, and work completed by the Teleworker during the Teleworking Period.

4. **Can a Supervisor suspend or stop an employee from Teleworking?**
    - Yes. If an employee does not comply with the Teleworking Program Guidelines or if the performance of the employee falls below a certain standard.
    - The decision to suspend or stop an employee from Teleworking should be based on the operational needs of the organization and/or the Teleworking performance.
    - Also, as a rule, a supervisor's decision should include prior consultation with Human Resources and follow some basic principles:
        - ✓ Be in writing
        - ✓ Provide an explanation
        - ✓ Be timely

5. **Can a Teleworker's schedule be different on their Teleworking days?**
   - Since Teleworking eliminates commute time, it may make sense for the Teleworkers to begin their work day earlier than they would otherwise. However, the amount of flexibility will be determined by the Teleworker's Supervisor and/or Department Head or designee, and the business needs of the organization.

6. **How do I know an employee is really working from home?**
   - Some supervisors express concern that when their employees Teleworking, they will not be able to monitor the employee's work effort. Having a good Work Plan documentation process in place will help alleviate that concern. When approached correctly, supervisors discover they are better able to monitor the work by shifting the focus from how much work the employee looks like they are accomplishing to how much they are actually accomplishing. By focusing on the work product instead of the work activity, many managers find they are better able to communicate clear expectations to their employees. The resulting agreement on job expectations often leads to increases in employee productivity and job satisfaction.

7. **Will work productivity drop if I'm not watching my Teleworking employee every minute?**
   - Teleworkers should be just as productive working from their Alternate Work Site as they are in the office. At a minimum, you should expect Teleworking to have no negative impact on productivity—in particular, the amount or quality of work completed.

8. **Do I have to manage a Teleworker differently than when they work at the Official Work Site?**
   - It is important to note that performance standards for Teleworking employees should be the same as when they do not Teleworking.
   - Supervisor expectations for performance should be clearly addressed in the employee's performance plan.
   - Teleworkers should be held accountable for the results they produce.

9. **How does Teleworking affect the morale and productivity amongst staff who continue to work in the office?**
   - It is important to clearly communicate to all employees that Teleworking is based on job functions and their work performance characteristics.
   - When the transition is not handled carefully, objectively and transparently, jealousy and resentment can arise from non-Teleworkers who mistakenly believe that Teleworkers are not really working.
   - Supervisors need to ensure that all employees are treated equitably when it comes to expectations and performance, regardless of where they are working.
   - Supervisors should avoid distributing work based on "availability" by physical presence to avoid unfairly burdening coworkers who do not Teleworking.

10. **Does Teleworking stand in the way of effective teamwork?**
    - Successful teamwork does not require all team members to be together in the same physical place.
    - Effective work planning and communication strategies can support team efforts across time and space for a variety of job tasks and functions.
    - Team members can work together to establish their own procedures for working together. Typically, these will include a mix of in-person meeting time, Webex, phone calls, conference calls, email, and perhaps other methods of working together without physically being together 100 percent of the time.

11. **Can Teleworking help an employee with child or dependent care needs?**
    - NO! Teleworking is not a substitute for child or dependent care.

- However, Teleworking is a valuable tool for individuals who have caregiving responsibilities as it saves commuting time.
- Time saved commuting offers flexibility of being closer to home and may enable caregivers to take less time off for activities like doctor's visits, school programs, etc.

12. **What does the Teleworking program offer me as the Supervisor?**
- A successful Teleworking program can improve organizational efficiency, raise the quality and quantity of work, boost employee morale and job satisfaction, and lower employee turnover rate.

13. **How will performance be measured during the Teleworking Pilot?**
- Quality – from the work products and tasks delivered.
- Quantity – the extent, size or sum of countable or measurable tasks, work products, deliverables expressed as a numerical value.
- Written Progress Reports such as the Teleworking Work Plan.
- Timeliness of work products submitted.
- Timely and appropriate communication with supervisors, coworkers, and clients.
- Timely and appropriate response to emails, phone calls, requests from managers, coworkers and clients.
- Multi-tasking – ability to appropriately handle multiple tasks simultaneously.

14. **What best practices do you recommend for supervising Teleworkers?**
- Create an environment where employees feel comfortable contacting you.
- Let your employees know your expectations for their availability if you need to reach them while they Telework.
- Take the time to communicate with your Teleworkers – whether it is a phone call, instant message or video conference.

APPENDICES

Appendix A

Teleworking Memo Agreement

Date: Click or tap to enter a date

To: Enter employee's name   **BSC#:** Enter employee's BSC#

From: Enter supervisor's name

Subject: Your Teleworking Assignment

As we have discussed, be advised that, effective immediately, you will begin Teleworking pursuant to the MTA All-Agency Teleworking Program Guidelines and in accordance with the provisions set forth below.

1. You will continue to work your regular work schedule (with one unpaid hour per day for a lunch break), enter # days per week at your regular MTA work location (or such other MTA work location at which you may be assigned at the sole discretion of the MTA) and enter # days per week at an alternative work location. All MTA policies, including applicable overtime policies, must continue to be followed, regardless of your work location. If on any particular occasion the alternative work location is anywhere other than your home, you must advise me beforehand. I will advise you periodically as to which days of the week are at your regular (or other) MTA work location and which are at your alternate work location.

2. This arrangement does not constitute a substitute for childcare or other personal obligations. You must, if applicable, make reasonable arrangements for such obligations during your work hours.

3. You are required to comply with all recordkeeping requirements and procedures for requesting paid and unpaid time off (leaves, vacation, bereavement, and the like) as if you were reporting to work at your regular MTA work location every work day.

4. On a enter frequency basis, you must submit to me a proposed Teleworking workplan. This workplan should detail the assignments you intend to work on each day of the week, and the estimated amount of time you will spend on each. I will review and either approve or require changes to the workplan you submit. When working at your alternate work location, you will call-in on a daily basis and schedule telephone conferences and/or confer by electronic mail with me to receive new assignments and to review completed work as necessary or appropriate. You will need to complete, on a enter frequency basis, forms and reports summarizing your work tasks and their completion.

5. In the event the MTA provides you with a laptop computer and a cellular phone, and/or other electronic equipment, for your use while working at your alternate work location, such equipment must be used for MTA business only. You must notify me immediately of any malfunction of equipment that would impede your ability to perform your job duties. MTA will not reimburse you for internet service connections or other telecommunication costs arising from your work at your alternate work location. MTA is not responsible for operating costs, home maintenance, or any other incidental cost (e.g. utilities, insurance, rent, mortgage, taxes) whatsoever, associated with the use of your residence. You must return all MTA-owned equipment and supplies upon MTA request, or upon termination of employment.

6. You must be reachable at all times by phone during your regular work schedule on those days you are assigned to your alternate work location and have voicemail and call waiting to ensure that work-related calls are received.

7. To ensure compliance with safety requirements, you are required to maintain a safe workplace at your alternate work location. In the event of a work-related accident or injury, you must notify MTA as promptly as attention to medical emergencies will permit. MTA enter Agency accident reporting and investigation procedures remain in effect during your work hours at your alternate work location. You remain governed by the choose applicable law if you are injured in the course of performing MTA duties at your alternate work location. MTA will not be liable for damages to your property or injuries to third parties at your alternate work location.

8. You will apply approved safeguards to protect MTA records from unauthorized disclosure or damage and will protect the confidentiality of MTA records in accordance with your ethical obligations and the MTA Code of Ethics. Work performed at your alternate work location is considered official MTA business. All records, papers and correspondence must be safeguarded for their return to MTA offices. Computerized files are considered official records and shall be similarly protected. You must conduct data back-ups as specified by MTA.

9. Any failure on your part to comply with the criteria set forth herein may result in disciplinary action up to and including termination of employment.

10. The terms set forth herein are subject to change at any time at the MTA's sole discretion.

ACKNOWLEDGED AND AGREED

Employee's Signature: _____ Date: Click or tap to enter a date.

File:
Original: Employee's Personnel File
Copy: Employee
Copy: Department Head
MTA HQ Human Resources

Appendix B

Teleworking Program – Work Plan Documents

Name: First name_Last Name	BSC ID: BSC ID
Job Title: Job Title	Department: Department.
Teleworking Period Begins: select a date	Teleworking Period Ends: select a date

PART A: Work Plan

Workplans for each Teleworking period must be submitted to and approved by your supervisor.

Date	Planned Work to be Completed	Work Completed
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

To be completed by your Supervisor

Approval for planned work to be completed:
☐ Approved ☐ If not approved, reason: <u>Click or tap here to enter text.</u>
Supervisor's Name: <u>Supervisor's Name</u>
Supervisor's Signature: <u>Click or tap here to enter text.</u>   **Date:** <u>Click or tap to enter a date.</u>
Approval for work completed:
☐ Approved ☐ If not approved, reason: <u>Click or tap here to enter text.</u>
Supervisor's Name: <u>Supervisor's Name</u>
Supervisor's Signature: <u>Click or tap here to enter text.</u>   **Date:** <u>Click or tap to enter a date.</u>

Using Microsoft Teams for Work Plans

See link below to the Microsoft Teams quick start guide which provides another option developing and managing Work Plans.

https://www.mymta.info/covid-19/training.htm

Other Acceptable Sample Work Plan Documentation

Teleworking Weekly Work Plan

Below are examples of quality, actionable and detailed tasks and deliverables that are

acceptable for a weekly work plan.

Tasks/Work to be completed	Deliverable Details
Attend 1-1 meeting with direct manager (scheduled weekly)	o Review Steering meeting materials o Review PDLC Artifacts o Discuss current projects status o Discuss projects pipeline (as needed) o AOB as determined by manager

PAM Project - Transition of project to another project manager	o Arrange multiple meetings to transfer project knowledge & bringing new **PM** up to date with various aspects of the project o Ensure project documentation and PWA are up to date prior to transition o Communicate the change with stakeholders o Transfer the ownership of project documents and PWA
PDLC Framework Activities	- Update PMO project site (PWA) with the latest project artifacts such as meeting agenda, meeting minutes, risks/issues, schedules, working documents. Update PMO project site (PWA) - Validate Projects MSRs -Update PMO dashboard
Management Task	Review and assign ServiceNow Tickets. • Following up on tickets reaching **SLA** breach. • Get status from team on open tickets including CMs, Task, Incidents • Get team to update CM comments with status if needed • Approved CHG003545 to remove Symantec from MNR servers and Migration to McAfee ENS for servers. • Approved CHG003543 to deploy ePO Agent to all servers except operational systems. • Assigned TASK0195073 to myself to review and submit request to Directory Services for Secure email transmission Task0193795 is reassigned to desktop support. Request is to connect scanner to PCI PC
Investigate and Complete Summary Reports	1. Crit Incident Inv Report - (LIRR)Multiple Sign down different locations - 050118.doc 2. Crit Incident Inv Report - Cannot access WMDS in Citrix Storefront LIRR - 050718.doc 3. Crit Incident Inv Report - Cannot access WMDS - 050818.doc Crit Incident Inv Report - Medgate Server is down - 051018.doc

20180401 Work Summary

Tuesday, April 3, 2018   7:11 AM

4/3/2018 - Tuesday

- Email - Unopened 367 (Catchup after PDR doc review last few days),
- Test SecureDesktop.nyct.com RDP to MTAA93816 - successful
- NFPS - Review RR comments to PDR BU1 documents
- Review EA Staff meeting minutes
- NFPS Call - Status (Robert and Jim G.)
- Sign and Fax training forms
- Review EAM Team SharePoint site
- INC0128837 - LIRR/MNR - Credit/Debit Outage - Resolved - about 15 minutes

- eTix - Planning meeting with Masabi
- NFPS - email to MTAIT telecom concerning Bus Validation data usage
- eTix - Review fraud presentation

4/5/2018 - Thursday

(

- Email
- NFPS - Review Action Item List

- LIRR Refund - Call with to discuss LIRR reject memo
- Atlantic Ticket - call with Mark S
    - o Kevin's time - amount of effort because firm date for release can't be decided
    - o Data xfer to NYCT
    - o Mark to get estimate from Kevin for first NYCT ask (Monthly Atlantic Ticket Sales)
        - Pull sales
        - Put PAN in usable format from NYCT
        - Would this be a duplicative effort?
    - o What about LIRR metrics?
- Call with Mike Reilly -
    - o Atlantic Ticket - amount of effort by Kevin - Direction/Date for project unclear
    - o Refund System - Schedule meeting to discuss must haves for LIRR
- Application Rationalization - Call Robert
    - o Discuss spreadsheet from Nick
    - o Need to review spreadsheet
- RITM0035685 - Virtual Machine - sent follow up email (again)
- Review Atlantic Ticket 4/4 meeting minutes
- Chase Model Office / DFR meeting attended first 15 minutes
- MYmta meeting - Joined at 11:15
    - o Stress test results 250k users - 60% failure rate - MNR API performance issues - sent email to Tom P.
- INC0130958 - Credit card processing on OBTIMS
    - o Oracle error on a call - queue table does not exist - hangs transaction

    - o Kevin will update code to rollback if this issue
    - o Ask OBA to check if there is a known issue.
- MYmta App - Review App to send feedback to MTA
    - o RR customer - Save favorite station pairs to see schedule and duration of trip (local vs express)
- Call with Tom P - T2S
    - o Wendy will put together a list of S&F functionality
        - Need Vinnie R - Fares Logic
        - Need Mark C - Unplanned trips (Tom will check how Globant is doing this for MYmta)

- Cat 2 Demand Call

4/6/2018 - Friday

- Email
- Atlantic Ticket - Follow-up on testing - issues - S&B to replace HW
- eTix -
    - o Review
        - Analytics Presentation
        - Fraud Pattern review requirements
        - Shinnecock Hill requirements (US Open)
- eTix/Ride -
    - o Review Refund processing issues
- Chase Conversion - Review S&B call summary (Host Capture/one TIO per device)   (
- LIRR Schedules and Fares
    - o Review current functionality documentation - LIRR Performance Improvement need for a single data source (like MNR MSCD)
- NFPS - Update Call with Robert
    - o Weekly status meeting (Techs, ability to talk directly)
    - o Need Cubic Timeline for testing
    - o How would it be different if we didn't use SPEAR
    - o Jim G - Concerned about Deidra about risk factor

- NFPS ESB call @noon
    - o Able to move records from ESB to
    - o Tom, Eddie G, and Bobby will meet at 2 today
    - o Tom P -
    - o Eddie G is working on Asset spec
    - o We are asking Eddie G to look at the event-defect document
    - o Robert will ask Cubic for Operator IDs
    - o Tom at this time sees 8 interfaces
        - Robert will look at emails from last night and put list together
    - o Eddie G - will provide Tom with a read only ID for AFC Maintenance
    - o New a work order review (Tom and Eddie G) on Bus (Farebox)
- NFPS One MTA Account
    - o Call from Dave
        - Schedule meeting next week with Security to discuss

April 2, 2018 - April 8, 2018

April 2018
Su Mo Tu We Th Fr Sa
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28

May 2018
Su Mo Tu We Th Fr Sa
         1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26

Monday, April 2	Tuesday, April 3

Tuesday, April 3

0 **Jim H.** (Remote) - Haw, James *C,*

- **8:45am - 9:30am NFPS Catch Up call** (Conf Call) - Haw, James
- **11:OOam - 12:30pm LIRR/MNR - Mobile Ticketing Planning Meeting** (MNR-CR-GRAY-05A) - Thakar, Krina '"::

Wednesday, April4

Thursday, April 5

Jim H. (Remote) - Haw, James *C*

8:30am - 9:00am LIRR Refund (Call) - Haw, James

- **11:OOam - 12:00pm Fwd: Invitation: Architecture Review Board @ Weekly from 11am to 12pm on Thursday from Thu Jan 18 to Thu Dec 27 (Esn (carolyn.ortega@mtahq.org)** (Y'.Jar room + Zoom info below) - Fernando Rodriguez -::

11:OOam - 12:30pm Chase Paymentech_ DFR and Modal Office process walkthrough (MNR-CR-GRAY-05A) - Thakar, Krina -::

1:30pm - 2:30pm Application Rationalization Followup meeting II

(GryBar) - Fitzg erald, Robert

2:00pm - 2:30pm S&F and API (call) - Haw, James

0 **2:30pm - 3:30pm Category 2 Demands Portfolio: Bi-Weekly Status Meeting** (2 Bdway C12.22 Conference Number: 866-394-2346; Conference Code: 9112065358 / WebEx Below) - Ortega, Carolyn (:

Friday, April 6

Jim H. (Remote) - Haw, Jam es ('

12:00pm - 12:30pm ESB Interface Spec Followup Discussion (Tom and I will call KM at noon.) - Fitzgerald, Robert

rn **1:00pm - 2:00pm Tech Friday- VR** (Conference Room C12.22- Dial in 866-394-2346; Conference Code: 9112065358 (WebEx info below)) - Mena, Erica

3:00pm - 3:30pm CRM Customer Accounts (date correction) (Call - 646-483-0429) - Haw, James

Saturday, April 7

Sunday, April 8