



White Paper: Union Built PC Grievance Manager™

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Purpose

Grievance Manager™ software is custom built for each client's grievance procedures, specific collective bargaining agreements, and information infrastructure. The result is an internet-based application that is ubiquitously available, collaborative, contract- and calendar-aware, and surgically researchable.

Benefits for representing active grievances

- Open Issues screens can show all active grievances at a glance. They may have multiple on-screen filtering features, or be pre-filtered according to each user's permissions and/or jurisdiction. Within filtering, the screens are quickly searchable and sort-able by multiple criteria. The design and functions of these screens is determined during planning.
- Grievance and appeal input screens are designed to fit your process, but with many added benefits:
 - ✓ Input validation. Requiring certain fields, and checking any field for common mistakes or inappropriate entries. For example, is the cited article appropriate to the selected bargaining unit? Is the Step 2 appeal date within 15 days of the Step 1 answer/decision? (These are just examples.)
 - ✓ Look-up features (such as Members) from another database. We look for ease of use and data integrity benefits wherever possible. The less typing or re-typing, the better. Most of our applications have an interface with another database to allow users to quickly and correctly select information. For example, all members may be in a convenient and searchable look-up pop-up feature on the grievance form. When a member is selected, his/her member ID, work location, address, phone, email, job classification and department is auto-populated on the grievance form.
- Email notifications triggered by actions may be sent after scheduling, dispositions, or other events are saved by the application. These can go to parties specified in the particular grievance, or to others (by work location, for example) as set by an application administrator or imported through another database.
- Email notification of approaching deadlines are sent based on the number of calendar or working days elapsed since a saved date or event, or days ahead of a scheduled date. Like the notifications triggered by actions, these calendar-sensitive emails can go to parties specified in the particular grievance, or to others (by work location, for example) as set by an application administrator or imported through another database.

- Printable PDFs are often created to replicate required paper forms with data filled-in. While Grievance Managers can create a completely paperless process, they can also maintain and streamline existing paper-based requirements, giving you the best of both worlds by outputting your replicated forms, filled-out and ready to print.
- Documents can be uploaded and stored securely (any format, but PDF is recommended) can be conveniently and securely uploaded as attachments to any grievance. Documents are stored in the secure database and are streamed between the server and your browser in encrypted format.
- Information sharing and control.
 - ✓ Applications are Internet-based, and may be used from anywhere.
 - ✓ Access is controlled through user logins, and users with different roles may see different data and/or different forms and reports.
- Secure but flexible communication among staff.
 - ✓ Staff may securely “send” grievances to each other by email, using application features that send only a secure link which requires the recipient to securely login to see the grievance.
- Mobile “pocket reference” application for Iphone or Android.

Benefits for long term archiving

- Accessible from the Internet with any web browser.
- Advanced search for settled and closed grievances. Multiple criteria (usually 10-20 fields) advance search allows quick access to old grievances.
- Powerful aggregate (group by) reporting.
 - ✓ Reports showing grievance counts grouped by any relevant combination of criteria, within date ranges entered.
- Standard open source database (MySQL).
 - ✓ Grievance Manager™ uses the most portable database format in the world, now running on over 60% of all Internet servers.

Application Servers

The applications can be hosted in our cloud service, or built to run on the client’s Linux or Windows server running Apache web server, SSL encryption for data security, the MySQL 5.1 (or later) database server, and the PHP 5.3 (or later) programming engine. We sell and support Linux servers.

Development Methodology and Process

We develop using the L.A.M.P. (Linux, Apache, MySQL, PHP) open-source development system. L.A.M.P. technology has become the most proven and popular method for building web-based applications, and is preferred for its power, flexibility and cost-effectiveness. It is functionally appropriate in all respects, comparable with more costly methods using Microsoft .NET and Java 2 Enterprise Edition technologies.

For clients using Window Server, we can deploy Grievance Manager on the W.A.M.P. (Windows Server, Apache, MySQL, PHP) platform system, but we do not provide administration or networking services for Windows Server.

Applications are built to explicit specifications found in a Project Plan document, which we produce and deliver to each client. That document will include cost and delivery guarantees, and serve as a contract between Union Built PC and the customer.

Application Security

Each user has his/her own login account, with a username and password. It is strongly recommended that users do not share logins; doing so compromises security for this or any network application.

Users will have to login to see any part of the Application, including viewing links sent by email. All access occurs only through a web browser enabled with SSL (secure socket layer) security. The Application will only accept encrypted data, so any attempt to circumvent SSL (to send or receive non-encrypted data) will result in the user being immediately logged out and re-directed back to the secure login page.

Additionally, passwords use a multi-algorithm one-way hash, so that only the person who creates (and remembers) the password will ever know it, regardless of database or server privileges. Administrators will be able to create or reset passwords, but not retrieve an existing one. After a login is created, the user may change his/her password at any time.

Copyright to Application, Source Code and Open Source License

Grievance Manager™ applications are developed for the customer and source code will be delivered on request. The Customer may modify source code, but may not gift or resell the application.

About Union Built PC

Union Built PC is incorporated in New York with the main office in Copiague, NY. The Company is committed to using entirely union labor, organized by CWA Local 1101 in New York, NY.

Software development services are provided from staff in California. All software code is written by Union Built PC employees, members of CWA 1101. Union Built PC development staff members average over ten years full time experience in software development of data-centric applications for Linux, Unix, and Windows server platforms.

The Company has built its business providing low-overhead, cost-effective methods of delivering high-quality products and services to unions. Excellent cost-to-value ratio, as well as unique, stable products, programs, and methods, distinguishes the Union Built PC from competitors.