

Drainage Transition to EPCOR Update

June 29, 2017



This newsletter is the primary source for updates on the transition. Look for it every Thursday.

Computer and Mobile Device Changeover

Converting the hundreds of PCs, laptops, cell phones and tablets over to the EPCOR network is too large of a task to be done in one evening on August 31. We need to do the conversions in manageable sections, to ensure everyone can continue to do their work and there are no service disruptions for citizens.

To get this done, the conversions will occur on weekends starting the evening of July 28, doing one site each weekend. Our current plan is:

- | | |
|--------------------------|---------------|
| 1. Edmiston | July 28-30 |
| 2. Eastgate | August 11-13 |
| 3. Century Place | August 18-20 |
| 4. Kennedale | August 25-27 |
| 5. Coronation/Poundmaker | September 1-3 |

Here are the key impacts of the conversion:

1. Your PC or laptop will be replaced with a different PC or laptop of similar configuration.
2. Your replacement PC or laptop will be pre-configured with all your required software.
3. You will keep your current cell phone and/or tablet, but email access will require manual setup after your conversion weekend.
4. Your cell phone number will remain the same.
5. Your desk phone number will change, but the physical phone will remain the same
6. Your old phone number will not be forwarded, but you will have access to your voicemail to record a message giving people your new number.
7. After the conversion, you will be on the EPCOR network, with an EPCOR network ID and password, but you will have access to necessary City systems and data.

ACTION FOR YOU: You can help by moving ALL documents off your hard drive and into your H drive or Google drive. Remember, that includes moving any files off your desktop as well.

The project team will be confirming information on hardware and software at each site over the next few weeks so that the team understands the requirements for conversion. We'll also gather information on critical positions, including employees working with SCADA or performing 24/7 operations, to form a customized plan that ensures safe, ongoing operations.

Each person will need to take actions both before and after conversion to ensure success. We will give each person a detailed checklist and instructions to be clear on the actions you need to take. We'll have on-site support for employees both before and after conversion to help with setup or issues. We'll discuss that later in this newsletter.

Email and Shared Document Conversion

In addition to converting PCs, laptops and mobile devices, there is also a big effort underway to convert email and shared documents. EPCOR uses Microsoft products, and the City of Edmonton uses mainly Google products, so email and documents need to be converted. Here is the current plan for these items.

Your email conversion will happen the same weekend as your PC or laptop conversion. Here are the key impacts:

1. You will receive an EPCOR email address with your replacement PC/laptop.
2. Your existing email will be moved that weekend to your new EPCOR email
3. You will use only your new EPCOR email, accessed through Microsoft Outlook, from that point forward. Your Gmail access will be disabled, including access through your mobile device.
4. Your email will be forwarded to your new EPCOR email until December 1, giving you time to inform your contacts of the update in your contact information.
5. Your mobile device will need to be manually setup the following Monday morning to access your EPCOR email.
6. Your calendar and contacts will be converted. Your Gmail tasks and notes will NOT be converted and you will no longer be able to access them. There will be a process in the checklist to explain how you can save these items.

We'll identify shared email accounts and meeting room accounts for conversion as well.

Because this conversion will occur over 6 weeks, there will be some patience required for some items, particularly for meeting invitations.

- During the conversion period, you will not be able to see the calendars of people that are not on the same network as you. So, if your laptop has been converted, you will not be able to see the calendars of those who have not yet been converted or those who are remaining with the City.
- You will not be able to book meeting rooms at sites that are not on the same network as you.
- Some existing meeting room bookings may be lost.
- You will lose access to City of Edmonton Gmail Groups.
- Most distribution lists will need to be manually recreated.

As with the PC conversion, each person will need to take actions to ensure success. Detailed checklists and instructions will include the email activity required, along with some tips on how to minimize the above impacts. We'll have on-site support for employees both before and after conversion to help with setup or issues.

For documents, your H drive will be converted to the EPCOR network and you will have access from your PC, laptop and/or mobile device. Shared drives will remain on the City network, but your new PC or laptop will have a connection back to the City to allow access to all shared files. Your Google drive and access to shared Google documents will remain after your conversion. We will not begin converting shared documents to the EPCOR network until after September 1. That conversion will have its own plan and support activities.

Employee Support for Technology Changes

With all of that technology change, one of the keys to success is to make sure that you know exactly what you need to do to be ready, and that you get support to resolve any issues or problems. There will be 5 main activities to help you through the conversion:

1. During the week of July 4, the employee support team will be holding an open house at each location to answer questions and address concerns.
2. Learning tools will be available, particularly on Outlook, including reference guides, online videos and in person learning.

3. You will receive a detailed set of checklists, instructions and reference guides showing the actions you need to take both before and after conversion. These checklists will be ready soon, so that you can plan to complete tasks around your vacation schedule.
4. The support team will be on site for one day during the week before conversion to help with pre-conversion activities.
5. A large support team will be on site on Monday and Tuesday after conversion to help with post-conversion checklist activities and to solve problems that may arise.

We realize that you may have a lot of questions about what this means for you. To support you, we will have face-to-face discussions, the checklist packages, and on-site support. The schedule of initial open houses at your site is:

- Eastgate - Tuesday, July 4 - 7:30-9:30 (FS Eastgate Conference Room)
- Coronation - Tuesday, July 4 - 10 am - noon (Construction Main Boardroom)
- Edmiston - Tuesday, July 4 - 1-3 pm (IIS UI Edmiston Training Room)
- Kennedale - Wednesday, July 5 - 1-3 pm (Large Boardroom)
- Century Place - Thursday, July 6 - 8-10 am (CO US Quiet Rm 5th Flr CP)
- Edmonton Tower - Thursday, July 6 - 10:30 am - noon (ET 11 MR NE 11-275)

Remaining Organizational Structure

The entire organizational structure for Drainage Services is now available on [OneCity](#) and will be posted in central locations and lunch rooms at Drainage sites. The structure will become effective once the transition to EPCOR is complete on September 1. Over the past few weeks, the leadership team has focused on ensuring everyone fits into the functional structure in a way that creates a strong team.

When the transition is complete, Drainage Services will operate as its own business unit within EPCOR, organized into six functional areas – Drainage Operations, Construction Project Management, Construction Services, Drainage Engineering, Drainage Planning, and Shared Services. The organization charts show everyone in those six functional areas, or as part of EPCOR's corporate shared services, such as Finance, IT, HR and Safety.

While the charts include all employees that are coming to EPCOR, there may still be adjustments to the vacant positions that are transferring. There are some employees currently on leave who will be coming to EPCOR when their leave ends. Their names are not yet reflected on the chart.

This structure takes effect September 1, 2017. Between now and then, minor refinements may be necessary if new information or requirements become known. If you have been informed that you are transferring to EPCOR and your name is missing from the chart, please contact Kyle Smith, Labour Relations, Human Resources Branch at 780-496-5688 or kyle.smith@edmonton.ca.

Until then, all Drainage activity will be managed by existing processes, people and policies within the City of Edmonton. Decisions on planning, operating, filling vacancies, interacting with citizens and all other daily activities will continue as they always have, without requiring approval from EPCOR.

Updates to Employee Questions

A lot of great questions were asked by employees at the recent Town Halls, and a number of questions continue to come in to the drainage.transition@edmonton.ca mailbox. With nearly 200 unique questions, it may be challenging to find your answer in the published information. It is important that it remain easy for you to find those answers, so a change is being made to the OneCity pages and the information binders at field sites.

Where a question requires a longer, more detailed answer or where there are several related questions on the same topic, a Fact Sheet will be created on the topic. These will have enough detail to answer the questions more fully. The FAQ section will be used only for questions that can be answered in a few sentences.

Starting this week, we are also publishing the unanswered questions, so that you can see what is still being worked on.

More information and responses to your questions

You can find all information related to the EPCOR transfer at onecity.edmonton.ca/EPCOR.

If you have more questions about the project, review these [frequently asked questions](#). If you can't find the answer to your question, email drainage.transition@edmonton.ca.