



Article 43 Program Orientations

When: Tuesday May 3, 2005
Where: 10 South Canal Street, Chicago

10:00 am – 12:00 pm
And
1:00 pm – 3:00 pm

When: Wednesday - May 4, 2005
Where: 1000 Commerce Drive, Oakbrook

10:00 am – 12:00 pm

You will learn:

- What the Article 43 Certification Program is
- What technical certifications are and how to obtain them
- What certification means to you inside and outside AT&T

For more information:

www.cwalocal4250.org/resourcecenter

Article 43 Certification Program

I. Overview

The IDC and Network Technology Specialist job title evolved from combining the Communication Technician title with the CNRP4 job title under Article 43 of the CWA contract. As a result of evolving network architecture, the company and union agreed that a certification process was needed to focus on key skills needed for the future.

II. Network Technology Evolution

Network technology is currently evolving from its legacy components (4ESS, DACS, NEC 80, etc.) to emerging technologies that will optimize space and cost offering customers the bandwidth necessary for growth. This includes the emergence of Voice over Internet Protocol (VoIP) with components from several vendors as well as SUN, HP, DELL and others seen in our Web Hosting centers.

III. Certification Definition

The Article 43 definition states:

“The company and Union agree that it is in both parties best interest to develop and implement a certification incentive payment program for employees in the titles of Network Technical Specialist or IDC Technical Specialist. This certification program will focus on our mutual desire to have employees proceed thru a certification process similar to the IT Certification Process focusing on the key skills and competencies required for evolution of networking technology. Both parties agree that we will have this process in place within 120 days of the date of this agreement.”

A higher level of competency is needed in the emerging technologies. This is defined as a broad range of knowledge not only with a specific technology but the connectivity of components that make up the customers and our network. This will attract more customers interested in a company who can provide certified specialists to perform warranty work on their equipment rather than vendors.

IV. Skills needed for the Future

Higher-level skill in not only basic telephony but in emerging technology is needed to make a successful transformation and to ensure reliability of the new architecture. Multiple vendors will be involved in deliver of the technology needed to build the new architecture. Technology will continue to evolve requiring employees to stay abreast of the change.

In addition to courses designed to provide basic knowledge of the new technology, employees must seek knowledge in other areas of the marketplace outside of AT&T. The Alliance will work with the Certification Oversight Committee and AT&T Learning center to deliver or arrange for the required courses. This will provide for additional layer of information needed to enhance employee skills.

V. Structure

Layer 1 is the basic requirement. The company will specify two certifications and the employee will select another three.

Layer 2 is optional. The company will specify another two certifications and the employee will select another three.

VI. Identify Training Courses

The employee will need to take the initiative to discuss the learning paths with their supervisor after taking the assessment test to determine the best path. The Alliance will assist in determining what training or experience is needed for each type of certification. The training is predominantly available through AT&T Learning or the Alliance and can be taken remotely. Many of the certification tests are also available remotely however external companies will proctor some tests. See attachment below for summary and detail descriptions.



"Certification Summary.doc"



"Certifications - Details.doc"

VII. Execution of Training

After the employee determines the certification path, it is the employee's responsibility to take the initiative to complete the training. The employee and supervisor must determine which courses are taken on company time and which ones are taken on the employee's time. Consideration can be made based on the number of people available in a given area, the employee's technical background and degree of difficulty of the specific course or certification.

The employee will provide information to their supervisor as training is completed. Some classes and certification tests are employee paid. Others are arranged by the Alliance. When tests are completed successfully, the employee will be reimbursed. More information will be available later through the alliance.

VIII. Certification Evaluation

The employee seeking certification will bring the results from the certification tests to the supervisor who will keep records of completion. At the point where Layer 1 or Layer 2 is complete, the supervisor will authorize the appropriate pay treatment. If disputes arise and cannot be resolved between the supervisor and employee, the Certification Oversight Committee may be consulted.

The Certification Oversight Committee will consist of company and union members to review the results of each employee and address any concerns as necessary.



"Field Operations
Certification Flow 1-2

IX. Contacts

Questions about this plan can be directed at one of the following:

- Dwight Gregory
- Bill Bates
- David Blackburn
- Dean Jenkins