

AFA Scheduling/AIMS/eCrew Update

FEBRUARY 24, 2021 BY THE AIMS/ECREW AND SCHEDULING CHAIRS

On the 22nd, at 7:05 am, management was notified that eCrew was not operating at full capacity however, no action was taken at that time to notify the IT department.

Once AFA was notified, we contacted the AIMS team to open an IT ticket to find and fix the issue occurring within eCrew. We discovered through research that certain individuals/devices have been able to get into open time and make changes to their schedules for several days. Based on an initial report we ran, the system as a whole was running at 50% capacity.

At approximately 1030 am we were advised that IT had an immediate fix and that eCrew would have an outage while they addressed it for 10-15 minutes at 1100. However, with no contact from management, this update was been delayed until almost 1700. We requested updates yesterday, and this morning we requested information on a root cause, and we have not heard back from the AIMS team. Furthermore, AFA's access to the open time usage reports has been removed so we are unable to report out on how affected our workgroup has been. The report we were able to pull, before our access was removed, showed a 50% reduction in FA trades on the 22nd from the month prior. We believe this is a direct violation of our contract in our duty to represent.

If you were in need of a trade, drop, pick up through eCrew and were unable to get in to eCrew, please email me at jamiemoore@afahorizon.org.

We strive for transparency and clear communication when these events occur and will update you if we do hear back from management and/or are again able to access the reports necessary to provide you a clear understanding of the impact and potential contract violation of access to open time trading.

Again, thank you for your patience.

In solidarity,

Jamie Moore and Claire Michaels