

2026 IT Strategic Plan

Employment Relations Board

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<https://www.oregon.gov/erb/Pages/Index.aspx>

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Agency Drivers

Mission

The Employment Relations Board (ERB) is a quasi-judicial body empowered by statute to adjudicate and mediate labor disputes arising out of collective bargaining and employer/employee relationships prescribed by or created under ORS Chapters 243, 240, 662, and 663. The ERB acts as a “labor law appeals court” for the State of Oregon. The agency’s three-member board, three administrative law judges (ALJs), four mediators, office administrator, and three support staff are responsible for the enforcement and administration of labor relations laws governing all public sector employees and employers, including the State of Oregon, cities, counties, school districts, transportation districts, other local governments, and private employers and employees not subject to the National Labor Relations Board’s jurisdiction.

The agency provides several services to help public employers, their employees, and involved labor organizations resolve their disputes, including mediation, training, facilitation, contested case hearings, and representation matters.

Vision

Our agency vision is to expand how we provide services to ensure that our constituents receive prompt, efficient, and effective dispute resolution, whether that is in the form of adjudication, mediation, or training.

Values

Our agency values are to encourage practices fundamental to the peaceful adjustment of disputes arising out of differences between public employers and public employees as to wages, hours, terms, and other working conditions, and to protect the public by attempting to assure the orderly and uninterrupted operations and functions of government services to the people of Oregon. Additionally, our values consist of recognizing that the state has a basic obligation to protect the public by attempting to assure the orderly and uninterrupted operations and functions of government. Our values also seek to embed diversity, equity, and inclusion as core principles in our daily work. Our neutrality in administering and enforcing our authorizing statute is also an essential value.

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Current IT Landscape

As a DAS Client agency, we rely on DAS IT and ASCIO for almost all our IT needs. In addition to computer hardware and software, our two primary IT resources are our website and our online Case Management System. The website provides constituents and the public with access to agency services, including forms to initiate requests for agency services, updates on agency news, legal resources, and final Board orders.

Our Case Management System is administered by a vendor, Tyler Tech. Our Case Management System allows parties to file and monitor ongoing cases with the agency. Agency staff also use the Case Management System to access case dockets. The system provides a convenient and accessible portal for both the agency and constituents to file, monitor, and update cases before the agency.

We have no planned additional IT investments.

IT Context

The agency strives to have a website that provides maximum access to constituents and the public to inform them of agency services and actions. Relatedly, it is of equal importance that constituents can use our website, including our Case Management System, to avail themselves of agency services. Having a functioning and efficient Case Management System allows both constituents and agency staff to proficiently initiate and process ongoing matters before the agency. Likewise, having an easily navigable and accessible website aids the public and constituents on the services that we provide, as well as ongoing agency news and actions.

IT Strategic Initiatives

With DAS ASCIO support, the agency was able to leverage existing enterprise licensing to create a short how-to instructional video on filing petitions with the agency. Although we have detailed *written* instructions on filing petitions, the *video* expanded the accessibility and format of those instructions. The agency seeks to find additional opportunities to create similar videos regarding other agency services. In doing so, the agency envisions broadening the ways in which different constituencies and the public are informed about how to receive agency services.

The agency continues to monitor potential improvements to the website, including ways to more comprehensively access ERB case law. The Board has subsequently improved the search capabilities on the agency website and partnered with the Oregon Law Library to include all Board cases online to provide robust searchability, thus greatly increasing accessibility. The agency will continue to upload new orders as they are published to the Oregon Law Library.

The agency endeavors to have legal resource guides updated on a regular basis to ensure continued accuracy of those resources and to reflect statutory changes.

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Metrics and Targets

The agency will annually review its IT Strategic Plan and its general agency Strategic Plan to assess its performance and make any necessary adjustments due to unforeseen circumstances, including changes to budget, staffing, and legislation. The agency also reviews its customer satisfaction survey and meets regularly with its ongoing Rules Advisory Committee to assess the effectiveness of the agency's IT strategic plan performance.

IT Roadmap

We have no planned IT investments and will continue to partner with DAS IT and ASCIO as a client agency. The agency will continue to monitor its hardware and software to ensure optimized operations. Working with Tyler Tech, the current vendor of our Case Management System, we will assess the feasibility of using an embedded form for case filing, as opposed to the current process of using a separate PDF form. This project would, in part, assist the agency in making its website and Case Management System more accessible.

IT Strategy Communication

The agency will maintain communications with DAS IT and ASCIO on all IT matters. The agency will also continue its communications with agency staff during regular meetings. Likewise, the agency will maintain engagement and communications with constituents through regular Rules Advisory Committee meetings and outreach at conferences.

IT Strategy Continuous Lifecycle

The agency will continue to work with DAS IT and ASCIO to assess whether any IT-related systems need to be refreshed or reassessed. We also will continue to assess IT-related projects and plans as part of our ongoing strategic plan reviews and updates.