

**MEMORANDUM OF UNDERSTANDING
VETERANS BENEFITS MANAGEMENT SYSTEM (VBMS)**

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning implementation of the Veterans Benefits Management System (VBMS) conversion throughout the Veterans Benefits Administration (VBA).

1. During national implementation phase(s), VBA Mid-Term Committee will be provided live production demonstration(s) of VBMS via V-Tel, Live NetMeeting or similar technologies in place.
2. VBA Mid Term Committee will be given the schedule of station implementation. Prior to station implementation, the local Union will be provided a copy of the VBMS implementation plan for their respective station.
3. The VBA Mid-Term Committee will be provided the draft National training plan, and all subsequent updates, for all appropriate Bargaining Unit Employees (BUE). All appropriate BUE will be properly trained on VBMS.
4. The parties agree to comply with Articles 27 and 66 . Specifically, in accordance with Article 27, Section 8 (e) of the Master Agreement, management will take into consideration circumstances beyond the employees' control.
5. Management will ensure that procedures are in place to have system corrections made.
6. Management will comply with Article 37. Management will consider individual employee requests for additional training or retraining. Such requests will be submitted in writing, or via email. If written requests are not granted, the BUE and local president will be notified of the denial reasons in writing.
7. Management will monitor and assess the implementation of VBMS. Management will provide the AFGE VBA Mid-Term Committee with quarterly updates to include aggregate data, by station, beginning with the first station's "go live date" of VBMS, for one year following the "go live date" of VBMS at the final station.
8. The parties will adhere to Article 47 with respect to local bargaining.
9. The Parties recognize that VBMS is continuing to be developed. Management will comply with Article 49 of the Master Agreement. If there are concerns from AFGE regarding VBMS, the concerns will be elevated to the VBA Mid-Term Committee for consideration. Should there be a change in conditions of employment that triggers a duty to bargain, Management will fulfill its bargaining obligation.

10. Management will provide copies of this Memorandum of Understanding to each office for distribution to all local Presidents associated with the VA Regional Offices.

William Carson
For Management

Jan Avant
For AFGE-NVAC

Date: 3/29/2012