

September 27, 2012

Mrs. Crystal Wiggins
Veterans Benefit Administration
VA Central Office
Washington, DC 20420

Dear Ms. Wiggins,

It has come to my attention that there is a change in working conditions proposed for some of our OI&T employees at the Networks Support Center (NCS) facilities in St. Paul, St. Pete, and San Diego. This involves a process called the "ROC" (nationally manned help desk).

Based on this, the National VA Council VBA Mid-Term Bargaining Committee is formally requesting to bargain on the appropriate arrangements for the adversely affected employees as a result of management's proposed implementation of these changes.

We are also requesting a briefing prior to presenting proposals.

We hereby request that the implementation be deferred until all required negotiations are completed per the Master Agreement and the statute.

Sincerely,

Jan Avant, Chief Negotiator
NVAC/VBA Mid-Term Bargaining Committee