



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair
2nd Exec. V-President
29 Lake Street
Danville, IL 61832-6101

Bill Wetmore, Member
3rd Exec. V-President
2319 Alava Court
Waldorf, MD 20603

Willie Haywood, Member
6th Dist. Rep., NVAC
17705 Garden Blvd.
Cleveland, OH 44128

Jeff Sladek, Member
13th Dist. Rep., NVAC
VAMC 3601 S. 6th Ave.
Tucson, AZ 85723

July 11, 2014

Kimberley D. Moseley, Deputy Assistant Secretary
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Subject: VA OI&T Enterprise Voice System (EVS) Initiative

Dear Ms. Moseley:

In accordance with Article 47, Section 1 C., of the Master Agreement the National VA Council #53 is formally demand to bargain on VA OI&T EVS Initiative cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Committee with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management Chief Negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The Mid-Term Bargaining Committee may request a briefing over the cited subject above, before sending any proposals. If you have any questions please call me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
NVAC Executive Committee

AFGE: Good Government We Are Ready



Department of
Veterans Affairs

Memorandum

DATE: July 8, 2014
FROM: Michael Clements, Office of Labor Management Relations, 05LMR
SUBJ: Enterprise Voice System (EVS) Initiative
TO: Oscar L. Williams Jr., AFGE, 2nd Executive Vice President

On behalf of Kimberly D. Moseley, DAS, Office of Labor Management, DVA, please accept this package as official notification for the Enterprise Voice System (EVS) Initiative.

The Office of Information Technology (OIT) has a plan to deliver a reliable, consistent and predictable communications infrastructure through the development of the Enterprise Voice System (EVS). The EVS will deliver a unified and centrally managed voice services capability, addressing the issues with aging, legacy private branch exchange (PBX) systems at VA's facilities and current gaps in the customer care functionality used in direct telephonic interaction with our Veterans.

VA has identified the pressing need to improve client service experience over the telephone. In order to ensure a successful transition, an EVS pilot program is being implemented during FY 14 and FY 15 at Ft. Harrison Montana, Charleston South Carolina, and the Tennessee Valley Health Care System to demonstrate the model and develop lessons learned for the planned eventual enterprise roll out.

I have included OIT's notification memo along with a copy of the Enterprise Voice System (EVS) Training White Paper which further details the extensive training plans to support a successful EVS rollout. If you request additional information or would like a briefing please advise, and I will coordinate with Management to provide what you need.

Michael J. Clements,
Office of Labor Management Relations
512-326-6151

RECEIVED
JUL - 9 2014
BY: *[Signature]*

AFGE NVMC MID-TERM