

MEMORANDUM OF UNDERSTANDING

National Call Center Customer Relationship Management Unified Desktop Functionality

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding National Call Center Customer Relationship Management Unified Desktop Functionality

1. Employees will receive training on the use of the CRM Unified Desktop Optimization (UDO), and the purpose and results expected with implementation. Training will be recorded in the Talent Management System (TMS). Training time will be granted for this approved training.
2. Any updates and/or new additions or changes to work assignments will be timely communicated to employees and local unions
3. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
4. If after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiation process.
5. In accordance with Article 47 of the Master Agreement, Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
6. Management shall provide a copy of this MOU to the local president and the highest elected or, in the alternative, appointed representative at each Local represented by AFGE within 10 days of the date this MOU is signed.


For the Agency


For AFGE/NVAC

10/18/16
Date