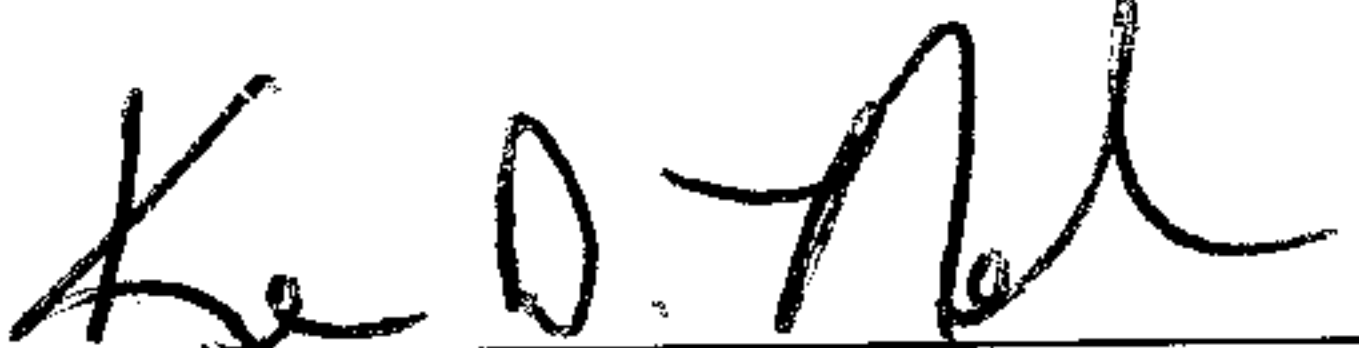


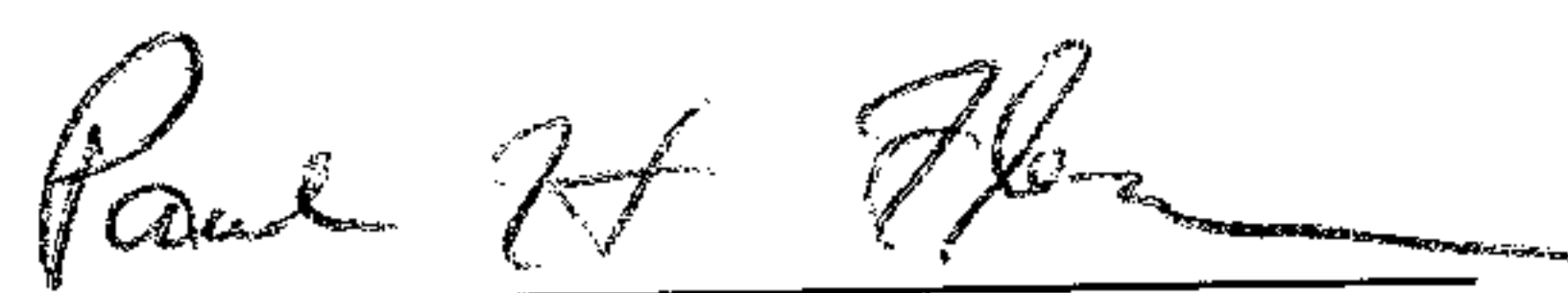
MEMORANDUM OF UNDERSTANDING

Loan Guaranty Service - Cisco Enterprise Telephone System

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 the Loan Guaranty Service roll out of Cisco Enterprise Telephone System.

1. This system is intended to standardize the ways Loan Guaranty answers phone calls nationwide.
2. Employees, who will be using this system, will receive training prior to the roll out as well as on-the-job training. Employees who are held to a production or timeliness standard will be on deductible time for this training. No leave will be cancelled due to this training. The local union will be invited to attend training. Training will be recorded in TMS.
3. If employees who use this system, are required to also perform other duties between calls, consideration will be given to the effect of the increased calls will have on the employees' ability to timely complete the other duties.
4. Any changes in tours of duty will be bargained at the local level.
5. 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.
6. Before this system is used for anything other than managing and redistributing calls, all bargaining obligation will be met at the national level
7. 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 negotiating process.
8. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.


Kevin D. Nelson
for the Agency


Paul Fleming
for AFGE/NVAC

04/06/17
Date