

MEMORANDUM OF UNDERSTANDING

Public Contact Team (PCT) Customer Relationship Management/Unified Desktop Optimized

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 Public Contact Team (PCT) Customer Relationship Management/Unified Desktop Optimized.

1. All affected employees will be provided training on this new application. The training will be at least 1 week with at least 1 week of Virtual support and on the job training. Employees will be on excluded time for this training.
2. Consistent with procedures set forth in the Master Agreement, local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
3. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
4. After implementation, if either party is made aware of issues that may 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 to the extent required by statute.
5. 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

Kevin D. Nelson
For the Agency

Paul H. Fleming
For AFGE/NVAC

01/10/2022

Date