

MEMORANDUM OF UNDERSTANDING (MOU)

iConect Standardized Search for Nehmer Cases

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 Veterans Affairs Council (NVAC) #53 (Union) regarding iConect Standardized Search for Nehmer cases.

1. Employees required to use this new tool, identified as iConect, will receive training on the tool. This training will be in excluded time.
2. If an error is generated by the tool itself, through no fault of the employee, the employee will receive credit or excluded time to remedy the error.
3. There will be a mechanism in place for employees to provide feedback on the new tool.
4. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employee's control.
5. 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 the statute.
6. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within (10) ten days of the date this MOU is signed.

Jessica R. Minnich
For the Agency

Paul H. Fleming
For AFGE/NVAC

Date