

Memorandum of Understanding

Access Standardized Performance Elements Nationwide (ASPEN)

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 regarding ASPEN computer application to collect performance data for Decision Review Officers (DROs), Veterans Service Representatives (VSRs), and Rating Veterans Service Representatives (RVSRs).

ASPEN is an application designed to assist in the management of employee performance as well as to assess overall station quality and productivity. ASPEN replaces the ProSTAR computer application and all of its variations (examples include VSR Tools and ProTools).

1. Prior to implementation, field offices will adhere to the national agreement of December 14, 1999, regarding implementation of employee user computer program.
2. Individual statistics and reports will only be accessed by the employee and the appropriate management official.
3. If there is a disagreement about the type of or amount of reported excluded time, the supervisor will to the extent practicable not reject the time entered until such time as there is a discussion with the employee.
4. When an error is recorded for an employee, the employee will be furnished a hard copy of the called error.
5. Except where there is a mission driven need, employees assigned to the public contact team or who have telephone coverage responsibilities will not be routinely required to enter individual claim numbers in ASPEN for each phone call received.
6. The parties may negotiate locally on this subject provided it does not conflict, interfere with, or impair the implementation of this MOU and the Master Agreement. Management will provide a copy of this agreement to the Local upon receipt.

/s/
William Carson

For Management

/s/
Alberta Franklin

For NVAC

August 09, 2005

Date