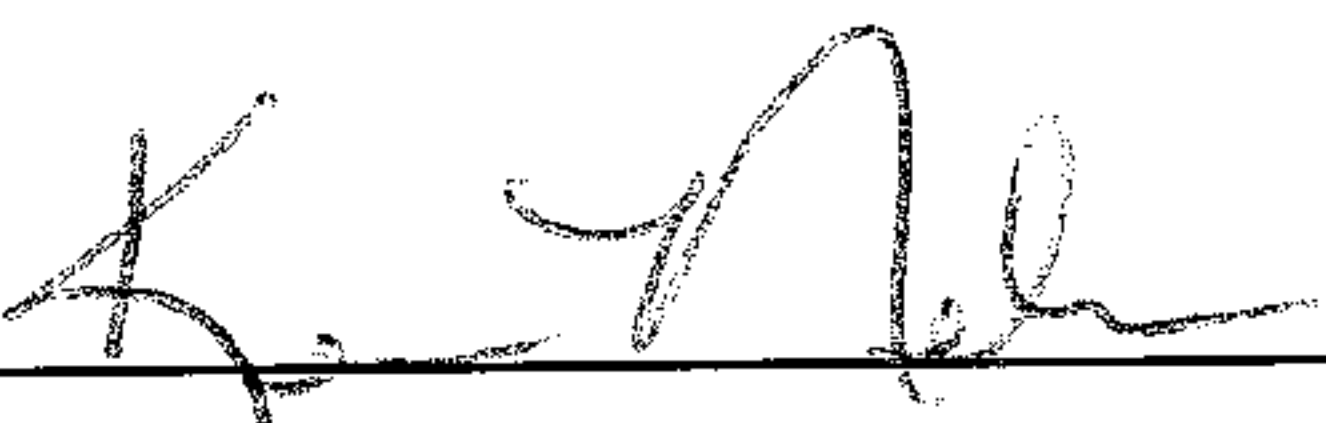


MEMORANDUM OF UNDERSTANDING
OI&T Pilot - Use of New Technology (VOIP Soft Phones) in the Telework Environment

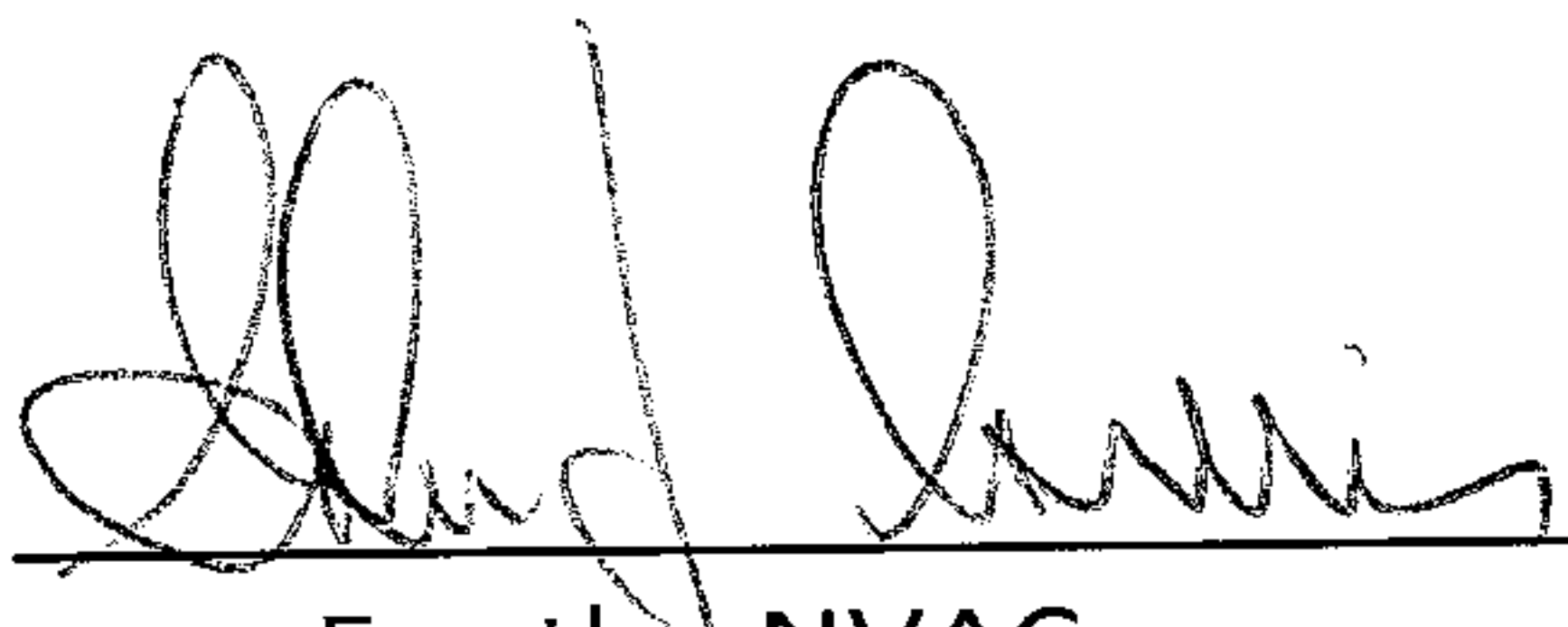
The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 regarding the OIT Pilot for the Use of New Technology (VOIP Soft Phones) in the Telework Environment.

1. In order to ensure that personnel have the capability of working at remote locations; VOIP Soft Phones will provide advanced telephone service to VBA employees in alternate work environments at no cost to the employees.
2. The pilot will be conducted at Denver, Detroit, New Orleans, Saint Paul, and Salt Lake City. The pilot will last no more than 60 days.
3. All necessary equipment, such as headsets, will be provided to the employees at no cost to the employee.
4. Prior to implementation of the pilot, VBA will provide training to all employees involved in the pilot.
5. OI&T reserves the right to discontinue the pilot program with two weeks notification due to technical or security issues
6. This pilot program does not grant any new Telework or Work at Home rights.
7. The parties agree that the use of technology to administer VOIP will be in accordance with Article 66.
8. Data collected will not be used for individual employee performance purposes, and employees will not be held accountable for factors or extenuating circumstances related to this pilot that are beyond the employees' control.

9. Within 30 days of the conclusion of the Pilot, the VBA Mid-Term Bargaining Committee will be provided the analysis of the data, including any recommendations. This information will be shared with labor partners prior to national roll out or expansion of the pilot and all final bargaining obligations will first be met at the national level. The parties agree to comply with Article 47 in this regard.
10. A major dependency of telework is having reliable and secure telephone contact between employees and the Veterans they serve. Therefore, both parties agree that the VOIP Pilot is being implemented to better serve the Nation's Veterans and should have no adverse impact on the employees.
11. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
12. Management will provide a copy of the MOU to each local president.



For Management



For the NVAC

Date: 01/15/15