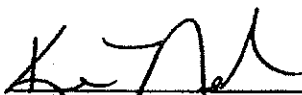


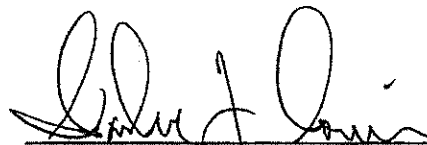
**MEMORANDUM OF UNDERSTANDING**  
**CUSTOMER RELATIONSHIP MANAGEMENT/**  
**UNIFIED DESKTOP INTAKE PROCESSING CENTER PILOT**

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 a Pilot using the Unified Desktop tool by staff in the Intake Processing Center (IPC).

1. The Customer Relationship Management/Unified Desktop (CRM/UD) tool was developed to provide Veterans with accurate responses in a consistent and predictable manner when they contact VA and the pilot will allow this one application to streamline processes for IPC staff currently involved in the Centralized Mail initiative.
2. The VBA Mid-Term Committee and local AFGE Presidents will be provided the draft training plan, to include, but not limited to, a copy of the final plan and all updates for bargaining unit employees (BUE) who will utilize the program.
3. The CRM/UD is expected to improve timeliness and efficiency in the IPC by streamlining access to commonly-used systems including, but not limited to SHARE, MAP-D, FAS, CAPRI, PCGL, Virtual VA, BIRLS, VADIR, VACOLS, and the Corporate Database.
4. Management will solicit for volunteers. If more employees volunteer than there are vacancies, seniority, as decided locally, will be the selection criterion. If there are no volunteers or not enough volunteers, then the least senior qualified employee(s) will be selected.
5. Prior to implementation, employees will be provided an orientation and the Local union will be invited to attend. Any questions and concerns will be addressed at that time and any follow-up questions and answers will be shared with the employees and the local union.
6. Employees will receive training on the use of the CRM/UD, and the purpose and results expected with implementation. This training will be recorded in the Talent Management System (TMS). Training time will be granted for this approved training.
7. Management will consider individual employee requests for additional training or re-training on the CRM/UD and will adhere to Article 37 and Article 66. If additional training/retraining requests are not granted, the BUE and Local president will be notified of the denial reasons in writing.

8. Any updates and/or new additions or changes to work assignments will be timely communicated to employees and local Unions.
9. 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.
10. Management will adhere to the procedures set forth set forth in Article 29, Section 20F, regarding VDT breaks.
11. 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.
12. 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.
13. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
14. Management will provide a copy of this Memorandum of Understanding to each local president upon receipt.

  
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For Management

  
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For AFGE-NVAC

02/18/15  
Date