

## Memorandum of Understanding

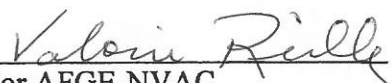
### Veterans Benefit Management System (VBMS) End User Experience Management Initiative

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 IT-specific data gathering and monitoring in relation to on-going implementation of the Veterans Benefit Management System (VBMS).

1. VA is in the process of deploying a wide variety of technology application in its Transformation efforts. The VBMS is a critical component of this process. Because of the varied nature of backend (legacy) components, it is difficult to comprehensively measure the end user experience by solely measuring these components alone. It is also difficult to accurately assess the scope and impact of any performance degradation or component outage on the VA user community.
2. To combat on-going concerns of VA leadership, AFGE/NVAC, employees and external stakeholders, VA will propose to measure the end user experience of VA custom written business applications (including VBMS) by installation of a specific software application that will be installed on end user desktops. The Aternity End-User Experience Solution (AEUES) has been identified as the optimal software application to utilize for the project. Specific details are enclosed.
3. The VA Office of Information Technology (OIT) will be responsible for the installation, maintenance, collection and analysis of all data collected. It is expected this initiative and subsequent national rollout will dramatically decrease the time to assess the impact to users and also provide diagnostic performance information which, in combination with back end performance monitoring, will enable rapid root cause determination. Once-installed, the Aternity software application will remain on the end-users computer indefinitely and continue to be used in the manner described herein.
4. To initiate the initiative, VA-OIT will install AEUES on the computers of a select group of VBA end-users. Following a preliminary review to ensure the software works as planned, the initiative will commence at all Regional Offices.
5. Specific Regional Offices included in initial rollout are: Atlanta, Cleveland, Houston and Phoenix. The initial trial period for this initiative will be no longer than 90 days. Prior to the initial roll-out, the President (or designee) of the AFGE Local at the specific Regional Offices will be provided a briefing equivalent to that which the VA/AFGE Mid-term Bargaining Team received.

6. Prior to expanding this initiative, management will provide a briefing to the VA/AFGE Mid-term Bargaining Team to share the results on how the AEUES software has performed the tasks mentioned in this agreement.
7. Management will provide quarterly reports to the VA/AFGE Mid-term Bargaining Team on the performance of the AEUES software (and any changes to the software) to include what programs it is monitoring, how it is improving the performance of any programs it is monitoring and how it is improving the end-user experience.
8. Management agrees that VA-OIT will be the sole administrator of this process. The specific performance information collected is completely configurable and will be controlled by VA-OIT administrators. The specific division of VA-OIT who will be responsible for this initiative is Enterprise Operations. Management agrees to inform the VA/AFGE Mid-term Bargaining Team if & when the specific division of VA-OIT responsible for the administration & monitoring of this process changes and to which entity becomes responsible.
9. Management agrees that AEUES will be used only to collect the performance information on VBA applications it is configured to collect.
10. Management agrees that outside of custom written VA business applications and operating system and hardware resource usage, VA-OIT administrators will not use AEUES to monitor any other applications or components of the end-user's system including (but not limited to) email, internet or saved files.
11. AEUES will not be used to assess the performance of bargaining unit employees. Nor will it be used to initiate, support or otherwise impact any employment related action against any bargaining unit employee.
12. Management agrees that uses of the AEUES will be transparent to the end-user and will require no interaction on their behalf. Therefore, no end-user training will be needed. Should this change, it will trigger a renegotiation of this MOU.
13. Management will provide a copy of this MOU to each local President at the sites affected by this initiative gathering as noted above.

  
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For Management

  
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For AFGE-NVAC

03/11/14  
Date