



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

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April 16, 2014

Kimberley D. Moseley, Deputy Assistant Secretary
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Subject: VA OI&T Single Information Technology Service Management (ITSM) Suite

Dear Ms. Moseley:

In accordance with Article 47, Section 1 C., of the Master Agreement the National VA Council #53 is formally demand to bargain on implementation of OI&T Single Information Technology Service Management Suite within the Department. Please provide the NVAC's Mid-Term Bargaining Committee with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management Chief Negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The Mid-Term Bargaining Committee may request a briefing over the cited subject above, before sending any proposals. If you have any questions please call me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
NVAC Executive Committee

AFGE: Good Government We Are Ready

Williams, Oscar L Jr.

From: Jones, Anitra
Sent: Wednesday, April 16, 2014 12:20 PM
To: Williams, Oscar L Jr.
Cc: Richard, Machell; Oliver, Bruce I.
Subject: Single Information Technology Service Management Suite (ITSM) Suite
Attachments: Selection_of_Single_Information_Technology_Service_Management_Suite.pdf

In late 2010, the consolidated Tier 1 National Service Desk (NSD) was established under the leadership of Mr. John Frazier. The initial charge was to realign 12 existing service desk organizations within the Department under a single umbrella, creating a single, virtual Service Desk. The primary goal of NSD is to provide expanded Tier 1 support for VA staff and streamline ITSM capabilities.

To accomplish this goal, NSD has acquired a single ITSM suite that provides automation for Request, Incident, Problem, Knowledge, Change, Configuration, Information Technology Asset Management and Service Catalog capabilities. The single tool selected was CA Service Desk Manager. Attached is the memorandum from the Principal Deputy Assistant Secretary for Information and Technology for your review.

Please provide any comments to Machell Richard by cob **May 14, 2014**. She can be reached at machell.richard@va.gov or (202) 461-4129.

If you require additional information please contact Bruce Oliver at bruce.oliver@va.gov or (512) 364.5499.

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