

**MEMORANDUM OF UNDERSTANDING  
OF THE NATIONAL WORK QUEUE (NWQ) – PHASE 1**

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning implementation of Phase 1 of the National Work Queue (NWQ) throughout the Veterans Benefits Administration (VBA).

1. During national implementation phase(s), VBA Mid-Term Committee will be provided live production demonstration(s) of the NWQ via V-Tel, Lync or similar technologies in place.
2. VBA Mid Term Committee will be given the schedule of station implementation. Prior to station implementation, the local Union will be provided a copy of the NWQ implementation plan and Playbook for their respective station.
3. The VBA Mid-Term Committee will be provided the draft National training plan, and all subsequent updates, for all appropriate Bargaining Unit Employees (BUE). All appropriate BUE will be properly trained on the NWQ.
4. The parties agree to comply with Articles 27 and 66 of the Master Agreement. Specifically, in accordance with Article 27, Section 8 (e) of the Master Agreement, management shall not hold employees accountable for factors which affect performance that are beyond the control of the employee.
5. Management will ensure a process is in place to collect feedback and provide for future system enhancements.
6. Management will comply with Article 37. Management will consider individual employee requests for additional training or retraining. Such requests will be submitted in writing or via email. If written requests are not granted, the BUE and local president (or their designee) will be notified of the reasons for denial in writing.
7. Management will monitor and assess the implementation of Phase 1 of the NWQ. Management will provide the AFGE VBA Mid-Term Committee with quarterly updates, or sooner if needed, to include aggregate data by station, for the duration of Phase 1.
8. In accordance with Article 47 of the Master Agreement, local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
9. The Parties recognize that the NWQ is continuing to be developed. Management will comply with Article 49 of the Master Agreement. If there are concerns from AFGE regarding the NWQ, the concerns will be elevated to the VBA Mid-Term Committee for consideration. Both parties agree to discuss the issues and work to mutually resolve the issues for the VBA employees. Should the discussions not resolve the issues, the parties will continue to work through the negotiated process.

10. Management will provide copies of this Memorandum of Understanding to each office for distribution to all local Presidents, or their designees, associated with the VA Regional Offices.

  
\_\_\_\_\_  
For NVAC

  
\_\_\_\_\_  
For Management

10/28/15  
Date