



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

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*Mr. Kevin Nelson, Chief Negotiator
VBA Office of Labor Management Relations (LMR)
Department of Veterans Affairs*

September 19, 2016

Subject: National Call Center Customer Relationship Management Unified Desktop Functionality

This is a demand to bargain (DTB) filed under the provisions of Article 47, Sections 1 and 2 of the Master Agreement between the Department of Veterans Affairs (VA) and the American Federation of Government Employees (AFGE), signed March 15, 2011 (MCBA) with respect to the above referenced subject.

The VBA Midterm Bargaining Committee received notification from management on September 16, 2016 The National Call Centers will be expanding the Customer Relationship Management Unified Desktop (UD) functionality and transitioning to the CRM Unified Desktop Optimization (UDO) version and a pilot will be conducted for a minimum of two months. AFGE requests a briefing on this matter in order to determine if we need to bargain over the appropriate arrangements this may have on the employees we represent.

Any and all implementation already begun should be stopped and VA should cease and desist any further implementation until bargaining has been concluded.

The above identified AFGE VBA midterm bargaining team should be provided a briefing before proposals are provided. VA shall cease and desist from any and all implementation of the proposed initiative until the bargaining obligation has been satisfied. Please provide any and all information related to the above subject to the VBA midterm bargaining team no later than the briefing. The VA chief negotiator should contact the undersigned no less than 20 days from the receipt of this DTB.

If you have any questions, please contact the undersigned at 253-677-6224 (or by electronic mail at dennis.freeman2@va.gov).

In Solidarity,

Dennis Freeman

Chair, VBAMTBC

Cc: Alma L. Lee, President, National Veterans Affairs Council #53, AFGE NVAC Executive Committee
Larry Looney, Jan Avant, Barb Tedesco Geneva Moore, William Tyler, William Wetmore Fred Sacchi and David Bump