

MEMORANDUM OF UNDERSTANDING

National Call Center CRM Unified Desktop Optimized (UDO) Continuous Improvement Site Visits

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 Veterans Affairs Council (NVAC) #53, (Union) regarding the National Call Center CRM Unified Desktop Optimized (UDO) Continuous Improvement Site Visits.

1. Employees participating in this visit will be on excluded time while they are participating in the site visits, included when they are being shadowed.
2. The Local union will be informed of the visit prior to the team's arrival and will be invited to participate in each phase of the visit.
3. Local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
4. After implementation, if 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.
5. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

Kevin D. Nelson

Kevin D. Nelson
For the Agency

Paul H. Fleming

Paul H. Fleming
For AFGE/NVAC

06/13/19

Date