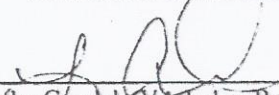


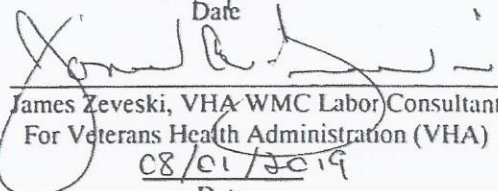
Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration and the American Federation of Government Employees, (AFL-CIO) National Veterans Affairs Council #53, concerning VHA Member Services implementation of the Avaya Aura® Workforce Optimization (WFO) System and Avaya Telephone System.

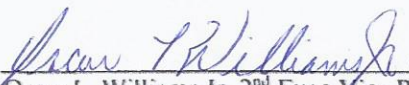
1. The following AFGE Locals (518 Atlanta, GA; 906 Topeka, KS; 1539 Hot Springs, SD; 1822 Waco, TX and 3306 Canandaigua, NY) will be affected by the Avaya Aura® WFO System and Avaya Telephone System implementation.
2. Bargaining unit employees will be on duty time for training related to Avaya Aura® WFO System and Avaya Telephone System. Such training will be at various times to allow for all affected bargaining unit employees to attend.
3. AFGE Locals affected by the implementation of the Avaya Telephone System and the Avaya Aura WFO System may bargain the local implementation at their facility or duty location.
4. The national parties agree that leave requests are currently made using VATAS or a SF-71 (now called OPM Form -71).
5. NVAC reserves its right to address negotiable matters related to the Avaya Aura WFO System and Avaya Telephone Systems as they occur.
6. Upon their receipt, the appropriate management official shall provide a copy of this MOU to the affected AFGE Local Presidents in Member Services.


L. Tosha Condah, VA Labor Relation Specialist
For the Department of Veterans Affairs (VA)

8/1/2019
Date


James Zeveski, VHA WMC Labor Consultant
For Veterans Health Administration (VHA)

08/01/2019
Date


Oscar L. Williams Jr, 2nd Exec Vice President
AFGE National Veterans Affairs Council #53

08/01/2019
Date