

*U.S. Department of Veterans Affairs  
Veterans Benefits Administration*

*VBA - AFGE Memorandum of Understanding*


**SDN 2 Virtual Call Center Pilot Program**

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO, National VA Council # 53 (NVAC) concerning the SDN 2 Virtual Call Center Pilot.

1. VBA intends to implement a pilot to study the concept of a Virtual Call Center within Service Delivery Network (SDN) 2. This Virtual Call Center Pilot will be for a period of six months commencing with completion of any local level bargaining at SDN 2 stations.
2. There will be no adverse impact on employees solely as a result of implementation of this pilot.
3. The NVAC will be provided periodic reports of the progress of this pilot. At the completion of the pilot, the NVAC will be furnished copies of all information and reports relating to the results of pilot.
4. Upon completion of the pilot and the opportunity to review results, the NVAC will be afforded the opportunity to comment and/or bargain as appropriate.
5. A copy of this MOU will be furnished to Local Presidents of all AFGE represented facilities within SDN 2 or affected by this pilot. Bargaining at each facility over appropriate issues not otherwise in conflict with this or other national level agreements will occur locally prior to implementation. Any change in performance standards as a result of the change in hours will comply with Article 26 Section 3 of the Master Agreement. Other issues, such as the impact of any changes in business hours on tours of duty, would be subject to local bargaining over appropriate arrangements

./S/ Jennifer Long  
For the Department  
For AFGE-NVAC

/S/ Alberta Franklin



Date: April 14, 2000

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