

**MEMORANDUM OF UNDERSTANDING
STANDARDIZATION AND SIMPLIFYING
RATING NOTIFICATION (SSRN) WITH EVALUATION BUILDER**

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, regarding implementation of standardization and simplifying rating notification with evaluation builder throughout the Veterans Benefits Administration (VBA).

1. The VBA Mid-Term Committee will be given the draft schedule and any updates of SSRN implementation by Area.
2. The VBA Mid-Term Committee will be provided the draft training plan, to include, but not limited to, a copy of the final plan and any and all updates for all bargaining unit employees (BUE) who will utilize the program.
3. With respect to training requirements, the parties will adhere to Article 37 and Article 66. Management will canvass qualified candidates for volunteers for the train-the-trainer to be SSRN Super-Users. If there are more volunteers than positions available, seniority will be the deciding factor. If there are fewer volunteers than positions available then management will select the least senior qualified candidate. Training for SSRN Super-Users will be completed prior to use of the SSRN at the respective station. During local implementation, the trainers will conduct orientation and training sessions for all BUE who will use the program. The training will be recorded in the Talent Management System (TMS). Management will consider requests from individual employees to receive additional or re-training on SSRN. If an additional training/retraining request is not granted, the BUE and local president will be provided the reason for the denial in writing.
4. During implementation, management will establish a mechanism, similar to what currently exists for new programs, to provide feedback or identify issues with SSRN. Management will then publicize use of the mechanism. For the first year following implementation, the Mid-Term Bargaining Committee will be provided with quarterly feedback regarding SSRN.
5. Management will take into consideration circumstances beyond the employees' control in compliance with Article 27. Management will ensure that procedures are in place to have system corrections made.
6. An employee will not be penalized due to a technological error in the system. If an error is detected due to a system error, management will consider individual employee requests for excluded time to correct the error.
7. The parties agree to comply with Article 27, Section (8) (e). From the date of a station's transition to SSRN, individual employees' production/timeliness performance measures will not be impacted for a period of 90 days, provided the inability to meet the production/timeliness standard is caused by cases processed in SSRN.

- 8. Management will comply with Article 66 of the Master Agreement between DVA and AFGE.
- 9. Management will monitor and assess implementation. For the first year following implementation, the VBA Mid-Term Committee will be provided aggregate data quarterly on the progress of national transformation to the SSRN system. This data will include an aggregate of the national production in comparison to pre-implementation of SSRN and post-implementation of SSRN, by station.
- 10. The parties will adhere to Article 47 with respect to local bargaining.
- 11. Management will provide copies of this Memorandum of Understanding to each office for distribution to all local Presidents.


For Management


For AFGE-NVAC

1/6/12
Date