

MEMORANDUM OF AGREEMENT
BETWEEN
DEFENSE LOGISTICS AGENCY
AND
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES COUNCIL 169

Customer Relationship Management Transformation

The Defense Logistics Agency (DLA) and the American Federation of Government Employees Council 169 (AFGE) (collectively, the Parties) enter into this Memorandum of Agreement (Agreement) for the implementation and deployment of the ServiceNow (SNOW) application which replaces the SAP Customer Relationship Management (CRM) application as part of the CRM Transformation. This will modernize existing CRM Service capabilities to improve overall collaboration, management, and resolution of customer inquiries.

The Parties agree:

1. Management will provide monthly updates to AFGE Council 169 until the system is deployed.
2. Management will address employee concerns on a case by case basis.
3. Employees may use the Journal function in DPMAP, to capture their concerns, if they choose.
4. Employees may ask for additional help, additional training (which would be the same training), and there will be a practice environment in the system for the employees to become more comfortable in the use of the system.
5. For the first 90 days after deployment, if there are concerns with employee performance related to the implementation of the system, the supervisor will meet with the employee (and Union Representative, if requested) to determine if additional training is required. If addition training is required, the supervisor may adjust production requirements during the initial retraining effort. A Union Representative will be permitted, if requested, to attend performance counseling meetings following deployment of the system if the meeting is regarding deficiencies related to the use of the system.

For the Union:

_____/s//_____/ 5/25/2021_
Frank D. Rienti, Jr. Date
President, AFGE Council 169

For the Agency:

_____/s//_____/ 5/28/2021_
Billie W. Keeler Date
Acting Director, DLA
Human Resources