

**MEMORANDUM OF UNDERSTANDING  
BETWEEN THE  
DEPARTMENT OF LABOR  
AND THE  
NATIONAL COUNCIL OF FIELD LABOR LOCALS, AFGE, AFL-CIO**

**I. Introduction:**

This is a Memorandum of Understanding (MOU) entered into between the U.S. Department of Labor (DOL) and the National Council of Field Labor Locals (NCFLL), AFGE, AFL-CIO, in accordance with the applicable provisions of the master DOL-NCFLL Agreement.

**II. Subject:**

This MOU concerns the impact and implementation of the DOL Common Email System (CES).

**III. Terms of Agreement:**

1. The Department will ensure that all NCFLL Bargaining Unit Employees (BUE) will receive appropriate guidance and training in the implementation, operation, and system configuration of Outlook, the E-mail client of the Common E-mail System (CES.)
2. Consistent with Article 50, Sections 3(A) and (B) of the Collective Bargaining Agreement (CBA), CES training will be communicated to employees and supervisors concurrent with each location's transition to the CES. Appropriate CES training will be made available to employees and additional training will be provided for employees who demonstrate difficulty. Appropriate training will involve more than providing handout guides.
3. The DOL/NCFLL IT Committee will be provided an inventory of DOL wide training available for the CES.
4. Employee performance appraisal will not be impacted negatively because of any proficiency or productivity impacts associated with the conversion to the CES during the training and implementation period.
5. Requests for technical support of the CES will be resolved in accordance with the Department of Labor's technical support services. In the event a technical support service request cannot be resolved within the framework of existing support services, such as a correction of a bug in the manufacturers product, the employee will be notified of the status of his/her request and provided an estimate for when the issue will be resolved.

6. The CES will provide a minimum standard of 100 MB storage per user on the Outlook mail servers. The parties agree that NCFLB Bargaining Unit Employees may request an increase over the 100 MB standard as an exception. The NCFLB/DOL IT Committee will be provided with the CES criteria for exceptions to the 100 MB standard.
7. The parties agree that the NCFLB/DOL IT Committee will review and make recommendations to improve the usability of the OWA.
8. The Department will correct any problems and retrieve any lost information caused by the implementation of the CES to the extent feasible.
9. Each agency will comply with the CES standard E-Mail size for internal and external transmission.
10. The Department will disseminate this MOU to all bargaining unit employees.

**FOR THE DEPARTMENT**



Keith Nelson  
Acting Deputy Chief Information  
Officer



Cornelius Johnson  
Director, Office of Technical Services

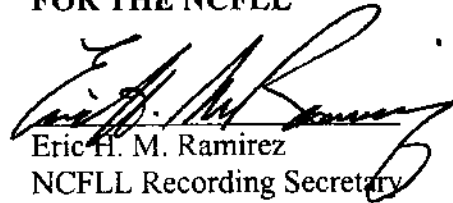


Thomas Wachter  
Human Resources Specialist

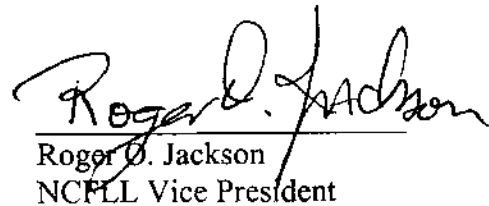


Galen Yoder  
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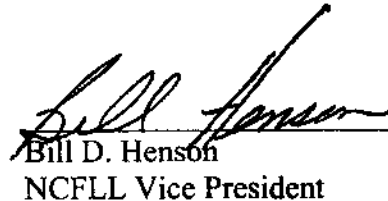
**FOR THE NCFLB**



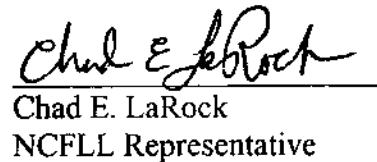
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May 7, 2003

Date