

MEMORANDUM OF AGREEMENT (MOA)

ON

BMC Helix Digital Workplace System

1. The American Federation of Government Employees (AFGE) Council 214 and Air Force Materiel Command (AFMC), hereafter referred to as the Union and Management, hereby enter into this Memorandum of Agreement regarding subject implementation as it applies to Bargaining Unit Employees (BUEs) covered by the Master Labor Agreement (MLA) between parties.
2. The BMC Helix Digital Workplace system will provide a centralized infrastructure for LZP personnel to input and track customer support (Help Desk) requests in regards to technical order acquisition, sustainment, distribution and systems support. This enables a central repository of information to provide situational awareness to staff and management.
3. The LZP Division is located at three geographically separated locations, Hill, Tinker and Robins AFBs. This system will create a method in which to centralize and improve internal communications, tracking and customer support. This will allow the AFTOMS organization receiving the customer support requests to respond to customer needs from any of the three sites (Hill, Tinker and Robins) and enhance technical order management by providing customer request data collection points for possible training/education solutions. This will optimize the workforce's agility through a responsive and automated system.
4. Management will provide training to LZP BUEs who will be creating and working the tickets. Management will make training available to LZP employees online. Management will also distribute training in any other manner as deemed necessary to provide the widest dissemination of training to all BUEs, ensuring the LZP employees are well educated and have the ability to input tickets and also work the tickets once created. All training will be accomplished during duty hours.
5. All remedies available under the MLA or 5 U.S.C.71 are available to the parties if either party believes the other has failed to comply with any of the requirements of this MOA.

FOR MANAGEMENT

FOR THE UNION

RICHARD A. PIKE
Chief, Technical Order Management Branch
AFLCMC/LZPT

TROY TINGEY
President
AFGE Council 214

DAVID K. BEHRENDT JR.
Employee/Labor Relations Specialist
HQ AFMC/A1KL

TUJA STUARD
Executive Assistant
AFGE Council 214