

NATIONAL SUPPLEMENT
Between
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
And
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL COUNCIL OF HUD LOCALS 222

SUBJECT: RightNow Technologies System


SCOPE: The scope of this supplement encompasses the impact and implementation of the RightNow Technologies System on bargaining unit employees in the Office of Single Family Housing and the four (4) Homeownership Centers. The RightNow Technologies System will allow HUD staff to track client contact information via an Internet based system.

1. Written Guidance and Procedures: Management agrees to provide bargaining unit employees a User's Guide for the RightNow Technologies System.
2. Notification of Re-routing of Contacts: When Management becomes aware of the need to re-route contacts from other Homeownership Centers, affected employees will be notified.
3. Coordinator: Management agrees that there will be a coordinator in each division/branch to distribute e-mails. Unresolved incidents in the RightNow Technologies System will be monitored.
4. Internet Accessibility: Management agrees that in the event that the Internet is inaccessible an alternative method of recording information shall be provided to employees with access to the RightNow Technologies System.
5. Training: Training has been provided for employees identified by management in the Office of Single Family Housing and the four (4) Homeownership Centers who will be required to utilize the RightNow Technologies System. Refresher training on the RightNow Technologies System is available on HUD's Intranet website. Training will be provided for new employees on-site, if necessary.
6. Reports: Management agrees to provide the Council, upon request, a copy of reports containing the overall system activity.
7. Elements and Standards: Management agrees to review affected employees critical elements and standards to make any necessary revisions, as a result of the implementation of the RightNow Technologies System.

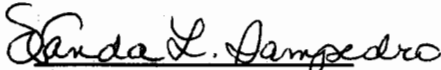
8. Follow-Up Meeting: Management agrees to conduct a conference call with this bargaining team six (6) months after implementation of the RightNow Technologies System.
9. Incident Transfer: Management agrees that the FHA Resource Center will complete all mandatory Incident fields prior to escalating the contact to the Office of Single Family Housing or a Homeownership Center.
10. System Operations: Management agrees that the RightNow Technologies System will be operated identically in the Office of Single Family Housing and the four (4) Homeownership Centers. There may be minor variances in the administration of the RightNow Technologies System in the Office of Single Family Housing and the four (4) Homeownership Centers.
11. System Log-in: Employees are encouraged to remain logged-in to the RightNow Technologies System on a daily basis.
12. Knowledge Base: Management agrees that employees will have the opportunity to propose changes to the knowledge base.
13. Changes to the Knowledge Base: Management agrees to acknowledge the submission of proposed changes to the knowledge base. Employees have the capability in the knowledge base to receive updates to the articles they proposed. The contractor will not make changes to the knowledge base without prior approval by HUD management.
14. RightNow "Cheat Sheet": Management agrees to provide this bargaining team members and each bargaining unit employee who has accessibility to the RightNow Technologies System a copy of the Cheat Sheet.
15. Client Contacts: Management agrees that under no circumstances will the FHA Resource Center staff determine which individual HUD staff receives initial client contacts.
16. Local Bargaining: Management agrees that in accordance with Article 5 of the HUD/AFGE Agreement impact and implementation bargaining will not be precluded at the local level concerning local issues regarding the RightNow Technologies System.
17. Bargaining Unit: Management agrees that no position currently in the bargaining unit will be removed from the bargaining unit as a result of the implementation of the RightNow Technologies System.
18. Copies of Supplements: Management agrees to provide all members of this negotiating team with a copy of this signed supplement within 30 days.
19. Telecommuting: Management agrees that no employee's Telework agreement will be affected as a result of the implementation of the RightNow Technologies System.

MANAGEMENT

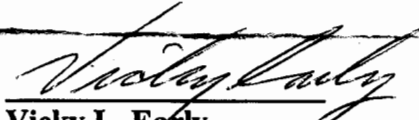
AFGE

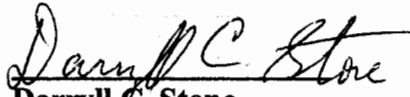

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Date Approved June 1, 2006