

NATIONAL SUPPLEMENT 133

between

U.S. Department of Housing and Urban Development

and

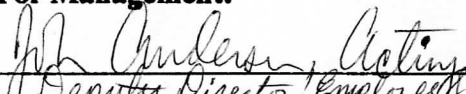
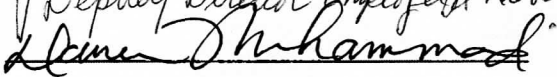
American Federation of Government Employees Council 222 of HUD Locals

SUBJECT: HUDMobile – Citrix Upgrade.

SCOPE: HUD will implement an upgrade of the HUDMobile1 remote access environment, <http://hudmobile1.hud.gov>, affecting approximately 500+ customers in various HUD locations who use that remote access while teleworking. The upgrade will replace the Citrix Version 4.5 operating software, which the manufacturer has determined that it has reached “End of Life” and will discontinue support, with Citrix Version 6.5.

1. **Training and Information:** Management shall provide a User Guide that will have step-by-step instructions for the affected employees, which will also serve as a training tool. The HITS Help Desk will be available to further assist the employee needs. Management shall advise all affected employees at least two weeks prior to implementing any change that directly affects the employee, and shall explain the effect of the change.
2. **User Guide:** Management will distribute, as stated in its notice to the Union, a User Guide providing detailed instructions on removing duplicate or older versions of the Citrix client, downloading, installing, and configuring the new Citrix client, and logging into HUDMobile.
3. **No Adverse Action:** Management shall not take any adverse action against employees as a result of implementing the Citrix client upgrade. Management shall not take any adverse action against employees who are unable to access their data due to these changes.

For Management:


Deputy Director, Employee Labor Relations



Date:

4/3/14

Date:

4/3/2014

For the Union:


Jerry Gross, Midterm Bargaining Chair, Council 222

Date: 3/26/2014


Eddie Etches, President, Council 222

Date:

26 Apr 14