



CIAO Memorandum of Understanding Between US Forest Service and NFFE-FSC, IAMAW



This Memorandum of Understanding (MOU), made by and between the National Federation of Federal Employees, Forest Service Council (NFFE-FSC), (hereafter called Union) and the USDA Forest Service, (hereafter called Management) collectively “the Parties”. This MOU is a Supplemental Agreement under Article 11 of the Master Agreement between the Parties and documents the full and final agreement between the National Federation of Federal Employees, Forest Service Council (NFFE-FSC) and the Forest Service on negotiable matters for the agency Check In And Out (CIAO) application.

The Parties have engaged in Pre-Decisional Involvement regarding the CIAO application and have agreed to its implementation in accordance with the terms of this MOU. The Parties agree to the following:

Check In and Out Application

- Regions, Forests, and other Units have individual discretion to utilize the CIAO application as either a voluntary program, or as a mandatory program. In the event of a system failure or the CIAO application is unavailable, alternative procedures for check-in and check-out may be negotiated locally.
- The CIAO application will not supersede existing local procedures. Each local unit is responsible for developing Check-In and Check-Out standard operating procedures for their employees.
- The CIAO application will not supersede the current directive that two-way radio is the primary mean of field communications.
- The CIAO application will not incorporate government vehicle required telematics.
- The CIAO application will be used to support the safety of agency field going employees, especially in instances where a supervisor believes there has been an accident and/or employee is missing.
- The CIAO application will not be used to monitor bargaining unit employees’ travel, time, and attendance, except when there is reasonable suspicion of misconduct.

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CIAO Modifications

Management will engage in pre-decisional information sharing and dialogue with the Union whenever substantial changes are made to system configuration and use prior to implementing. If the Parties are unable to reach agreement at the pre-decisional information sharing stage, the Parties recognize that formal negotiations under the NFFE-FSC Master Agreement, Article 11 provisions may be necessary.

CIAO Access

- The CIAO application is a web-based program that can be accessed using an internet connection.
- The Agency will not require a bargaining unit employee to utilize their own personal equipment to access the CIAO application.

CIAO User Check-ins

CIAO users are to make periodic check-ins to CIAO during the day, frequency subject to management discretion or existing procedure.

CIAO Data Access and Retention

- The CIAO application will be implemented in accordance with USDA Departmental Regulation 3140-001: USDA Information Systems Security Policy and other applicable government-wide laws and regulations. Specifically:
 - a. Users will be granted permission to system functionality through use of either pre-defined or customized roles designed to adhere to need-to-know and least privilege requirements;
 - b. Only authorized users will be able to access the system using dual factor authentication;
 - c. Every action within the system will be part of an audit log;
 - d. User group structures will be defined to restrict access to the lowest level of required access; and,
 - e. Rules, exceptions, and notifications will be used to provide periodic standardized reports wherever practicable to avoid granting access to real time data or trip histories.
- CIAO application data will be retained no longer than thirty (30) calendar days, unless subject to a formal law enforcement and/or other agency legal investigation supported by a delegation of authority to conduct such investigation. Any information retained will only include data directly subject to a hold and will not include data not relevant to the investigation.
- If the data is retained as part of an investigation the procedures in Article 22 will be followed.

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CIAO Accessibility

The CIAO application will adhere to all accessibility requirements required by Section 508 of the Rehabilitation Act, as amended. The agency will follow all accessibility reviews and implementation as required by the Agency 508 program manager, and the USDA 508 program manager, as directed.

CIAO Privacy Safeguards

- The CIAO application is subject to provisions of the Privacy Act of 1974. Access to user contact information will only be made available on a need-to-know basis.
- CIAO application users will be provided Privacy information and how their personal contact details will be safeguarded as part of the initial enrollment process. Access to privacy information will be made available from the CIAO application.
- CIAO application users will be annually notified by separate communications detailing Privacy and current safeguards in protecting their personal contact details.

Access List

- The National Union President, or any Regional Vice-president may submit a request to the appropriate management official for a report listing the names, positions, and organizational codes (up to Level 5) of the people who have had authorized access to the CIAO application system within the last year. This request will comply with the information request requirements of 5 USC 7114(b)(4) and not occur more frequently than annually.
- The handling and dissemination of this report by both Management and the Union will comply with all policies and regulations related to Personally Identifiable information (PII).

Effective Date, Termination, or Modification

This MOU becomes effective on the date approved by the Agency Head or that date on which the thirty (30) day-time limit for Agency Head Review expires. Either Party may request to modify or terminate this agreement consistent with Article 11 of the Master Agreement.

For the Agency:

For the Union:

Don Modder
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Dennis Lapcewich,
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