

DPA Telework Policy

TABLE OF CONTENTS

[POLICY](#)

[RESPONSIBILITIES](#)

[ELIGIBILITY](#)

[PARTICIPATION APPROVAL](#)

[RENEWAL OF TELEWORK UNDERSTANDING](#)

[TERMINATION OF TELEWORK PARTICIPATION](#)

[BACKGROUND](#)

[AUTHORITY](#)

[DEFINITIONS](#)

[BENEFITS](#)

[PROCEDURES AND CONSIDERATIONS](#)

[CONSIDERATIONS FOR TELEWORK PARTICIPATION](#)

- Job Knowledge
- Employee Characteristics
- Task Scheduling
- Public/Department Contacts
- Reference Materials
- Use of Computers
- Special Equipment
- Information Security
- Travel

[RESPONSIBILITIES](#)

- Division Chiefs
- Managers and Supervisors
- Teleworkers
- Personnel Office
- Safety Coordinator
- Information Management Systems

[TELEWORK SCHEDULING](#)

- Regular Schedule
- Casual Schedule

[HOURS OF WORK AND OVERTIME](#)

[EQUIPMENT, SOFTWARE, SERVICES, MAINTENANCE, REPAIR, AND REPLACEMENT](#)

[WORK ENVIRONMENT CRITERIA](#)

[INFORMATION SECURITY](#)

[HEALTH AND SAFETY](#)
[SETTING UP A HOME OFFICE](#)
[PROTECTING DATA AND EQUIPMENT](#)
[FIRE PROTECTION](#)
[CHECKLISTS AND AGREEMENT](#)

DEPARTMENT OF PERSONNEL ADMINISTRATION TELEWORK POLICY AND PROCEDURES

Policy

It is the policy of the Department of Personnel Administration (DPA) to encourage the use of teleworking and telecommuting where it is a viable management work option with clearly defined benefits. The department recognizes the benefits of such work options for employees when both program and employee personal needs can be addressed.

Managers and employees must understand that adherence to the policy and procedures are an essential requirement of the telework program.

Responsibilities

All division chiefs, managers, supervisors and teleworkers are expected to become familiar with and comply with the DPA policy and procedures. More detailed descriptions of responsibilities are provided in the 'Procedures & Considerations' section.

Eligibility

Permanent civil service employees are eligible for participation in the telework program. This includes probationary employees and/or limited-term (LT) employees who have previously attained permanent status. Employees serving in a training capacity or providing hands-on service will not normally be approved to participate in the telework program on a regular, ongoing basis.

Participation Approval

Participation in the telework program is voluntary and subject to the prior written approval by both an employee's immediate supervisor and division chief. The final decision will rest with the chief of each division. Approval must be completed prior to the start of the employee's telework schedule by execution of a telework request to include a Safety Checklist and Supervisor's Checklist. The division chief will maintain the completed Telework Agreement and Checklists.

Renewal of Telework Understanding

The Telework Agreement should be discussed and renewed at least annually to ensure that continuation of the telework arrangement is.

Termination of Telework Participation

The employee may discontinue participation in the telework program at any time, for any reason, upon written or verbal notice to their supervisor.

Management may terminate an individual employee's participation at any time, as follows:

- For any reason, upon providing 30 calendar days prior written explanation to the affected employee.
- For cause, upon provision of 24 hours prior explanation to the affected employee. All verbal explanations are to be followed with a written explanation, within 30 calendar days.

The requirement for prior written notification and explanation may be waived in the event of an emergency.

Background

Authority

Government Code sections 14200-14203 authorize every state agency to incorporate telecommuting as a work option. Authority to establish a telecommuting program within DPA is delegated to the Director.

Definitions

Telecommuting is defined as periodic work away from the main office, one or more days per week, either at home or in a telework center. More formally, it is the partial substitution of computers or telecommunications technologies, or both, for the commute to work. It is usually an off-site arrangement that permits employees to work in or near their homes, near clients' offices, or at project sites for all or part of a work week. Telework is an umbrella concept encompassing the terms telecommuting, teleconferencing, and videoconferencing. For purposes of this policy, telecommute, and its derivatives, will be replaced with the term telework, and its respective derivatives, unless directly quoting current law.

Benefits

The use of a telework arrangement can assist management and employees in economically and effectively accomplishing the mission of the Department in the following ways:

- Improve program effectiveness and employee productivity and morale;
- Facilitate optimum utilization of DPA office and parking facilities;
- Reduce absenteeism;
- Promote employee health and wellness;

- Improve employee recruitment and retention;
- Improve air quality and reduce traffic congestion;
- Enhance the working life and opportunities of persons with disabilities; and
- Effectively continue business as part of a disaster recovery or emergency plan.

Procedures and Considerations

Considerations for Telework Participation

In many of DPA's job assignments, access to the computer network is essential for obtaining work-related information, processing work and communicating. The effectiveness of performing work at a remote location, such as a home office, may be greatly diminished if an employee does not have access to the computer network. However, under specific situations of a temporary duration, such as providing reasonable accommodation for permanently disabled and displaced employees, management may allow an employee to telework periodically when they do not have access to a computer or the computer system.

Participation in the DPA telework program should be based on the ability of the employee to perform tasks that can be completed from remote locations, such as a home office and the manager's assessment of the employee's ability to complete those tasks satisfactorily. Consideration, on a case-by-case basis, should be given to the following:

Job Knowledge

Does the employee have the necessary knowledge to perform the required job tasks at home or does the employee need close supervision or input from others that is only available at the office?

Employee Characteristics

Does the employee have a history of reliability and responsibility in completing work assignments? Is the employee motivated and self-directed? Does the employee demonstrate an ability to establish priorities and effectively manage his/her time?

Task Scheduling

Does the individual already work alone handling information tasks such as thinking, planning, coordinating, writing, reading, analysis, teleconferencing, computer programming, word processing or data entry? Can tasks, which can be completed away from the office, be grouped and scheduled for telework days? Can staff meetings and conferences be grouped and scheduled for non-telework days or accommodated through other means (e.g., teleconferencing)?

Public/Department Contacts

What portion of the job is devoted to face-to-face contact with other agencies, the public or internal staff? Can this contact be structured to allow for communication via phone or computer, or grouped into non-telework days, or can alternatives be established to provide this contact on telework days?

Reference Materials

What portion of the job requires the use of reference materials or resources located in the designated work site? Can these resources be easily taken home for a day or two without interfering with co-workers' job performance? Are these resources available through other means such as a computer accessible library service?

Use of Computers

Will response time on computer equipment used at home be fast enough to allow for required productivity? If network access is needed, does the correct "dial-up" capability exist? If long-distance "dial-up" is necessary, is the cost prohibitive? If connection to a Local Area Network (LAN) at the work place is required, are the necessary hardware components in place? Has the employee completed training for and demonstrated an adequate level of skill in use of the computer and software that will be used for teleworking?

Special Equipment

What portion of the job relies upon access to photocopiers, fax capabilities or other specialized equipment? Can access be managed to allow teleworkers needs to be met on non-telework days or can these needs be satisfied at a facility near the employee's telework office?

Information Security

What portion of the job uses secured or otherwise confidential information and can the integrity of that information be secured in accordance with information security policies if it is taken or accessed from off site?

Travel

Does the job involve field work? Can trips begin or end at the employee's off site office rather than at the main office?

Responsibilities

Division Chiefs

1. Administer the Telework program in their respective divisions, including ensuring compliance with all applicable policies and procedures; identifying positions suitable for the telework option, and determining whether the department should provide equipment and software on a case by case basis. Software may in some instances be approved, when the division chief approves purchase of the necessary licenses.

Unless there are extreme mitigating circumstances, the department will not provide equipment and software when a similarly equipped workstation is maintained at the office for the employee seeking a Telework option. Provision of equipment for a

teleworker will normally be an exceptional situation in which the division chief determines a clear benefit to the program and the employee has special needs.

Managers and Supervisors

1. Determine if proposals for their employees to telework are likely to contribute to DPA's objectives, while maintaining or improving program efficiency, productivity, service, benefits, and safety conditions;
2. Ensure that employees who remain in the office are not burdened by being required to handle the teleworker's regular assignments (i.e., answering telephone calls, dispensing information, etc.);
3. As for all other employees, provide specific, measurable, and attainable performance expectations for the teleworker; define in detail, assignments, corresponding deadlines, and the quality of work expected;
4. Provide for employee training in use of equipment and software as required for the employee to function effectively and independently;
5. Inform employees that failure to comply with policy and procedures may be cause for terminating participation in the telework program and/or possible adverse action;
6. Maintain copies of the employee's Safety Checklist, the Supervisor's Checklist, Telework Agreement and Workstation Checklist.
7. Obtain division chief approval.

Teleworkers

1. When Telework is determined to be a viable work option, work with their supervisor to develop an acceptable telework agreement;
2. Abide by the provisions set forth in this DPA Telework Program Policy and document;
3. Adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security as outlined below in "Information Security";
4. Acquire the skills necessary to meet department requirements and operate independently from a telework site;
5. Establish and maintain an acceptable and safe home office environment as outlined in "Work Environment Criteria" and "Setting Up a Home Office". (Employees are required to complete the "Safety Checklist" and certify to its accuracy annually when the Telework Agreement is renewed.);

6. Establish, operate and maintain the home office, equipment, devices, and services associated with the telework arrangement;
7. Repair and/or replace any state-owned equipment that is damaged, lost, or stolen due to gross negligence; and
8. Comply with tax laws. (DPA is not responsible for substantiating a teleworker's claim of tax deductions for operation of a home office used to perform State work. Employees should seek advice from a tax advisor concerning home office deductions.)

Personnel Office

1. Assist DPA employees and management in understanding the Telework Policy and Procedures;
2. Maintain and update DPA's Telework Policy and Procedures as needed.

Safety Coordinator

1. Provide guidance in defining the appropriate ergonomic set-up of home-based telework space; and

Information Management Systems

1. Approve any DPA-purchased software or hardware installed for the telework option to ensure that it is in accordance with software copyright laws and compatible with DPA software standards;
2. Provide general oversight regarding equipment and other information and computer needs associated with telework; and
3. Provide guidelines defining the appropriate data communications equipment, software and services for home-based telework.

Telework Scheduling

Regular Schedule

Regular telework means an established schedule of days per week or month.

A regular telework schedule must be established prior to the start of the work arrangement and must be mutually agreed to by the employee and the supervisor. Any change in the agreed upon schedule must be approved by the supervisor, and when permanent, documented and appended to the Telework Agreement. The supervisor and the teleworker must take actions to prevent the teleworker from becoming isolated from office staff. Schedule changes are to be approved by the appropriate division chief.

An employee must forgo telework if needed in the office on a regularly scheduled telework day. The employee may be called in to the office when necessary to meet operational needs. The manager or supervisor should provide reasonable notice whenever possible. However, the employee may be required to report to the office without advance notice, as needed.

While working away from the office, employees must be accessible for communication (e.g., telephone, pager, e-mail, etc.). Supervisors are encouraged to allow for flexibility in the means for accessing a teleworker.

Full-time Telework is permissible only when necessary and justified (e.g., to accommodate medical restrictions or disabilities) and depends on the needs of the job and demonstration of a clear benefit to program objectives and operations.

Casual Schedule

Employees may be allowed to telework on a temporary basis as their duty assignment permits. If the request is of a medical nature, written documentation approving the telework arrangement must be provided by a doctor or other licensed practitioner. Circumstances which may be appropriate for "casual" telework include, but are not limited to:

- Special project work which requires a period of uninterrupted time.
- During convalescence from injury or illness.
- While a family member is recovering and needs in-home assistance.
- During the last few weeks of pregnancy, and/or following the birth of a child.
- While all reasonable commute routes are blocked (i.e., major construction, storm, or disaster).
- Primary work site is inaccessible or uninhabitable.

Hours of Work and Overtime

All work schedules require division chief approval. An alternate work schedule (e.g., 9/8/80, 4/10/40, flextime, etc.) may be approved for an individual teleworker as long as the work schedule is consistent with management needs and the requirements of the employee's work week group. An employee may be permitted to telework for part of a day to avoid peak commute period.

Overtime and call back must be authorized in advance by management in accordance with the provisions of the employee's work week group. Compensation and compensatory time off (CTO) will be authorized by division chiefs in accordance with the employee's work week group.

Changes in work schedules or temporary telework assignments may be made at a division chief's discretion to meet management needs or to accommodate an employee's request (e.g., convalescence, parental leave, etc.)

Equipment, Software, Services, Maintenance, Repair, And Replacement

DPA will not as a standard purchase computers, software, software licenses, Internet or phone services or office equipment such as printers, fax machines, calculators, or furniture for in-home telework. Purchase of such items must be at the direction of a division chief, and must be in compliance with State and department budget, procurement and information management polices.

In addition, the selection, installation, maintenance, repair or replacement of employee-owned equipment and software is the responsibility of the employee. Computer equipment should have a configuration that is compatible with DPA's Information Technology (IT) infrastructure. In the event of equipment malfunction, the teleworker must notify his/her supervisor immediately. If repairs will take some time, the teleworker may be asked to report to the main office until the equipment is usable.

State-owned equipment and services are to be used only for state business. In the event any state equipment is stolen, or needs replacement, repair or maintenance, DPA will be responsible for its replacement, repair or maintenance if the teleworker has provided the proper care and safety of the equipment. If a teleworker is moving to a new residence and has an existing business telephone line owned by DPA, the Business Support Services unit must be notified of the move prior to the teleworker vacating the residence, to ensure the telephone line is disconnected on a timely basis.

Work Environment Criteria

The opportunity to participate in a home telework program is offered with the understanding that it is the responsibility of the employee to ensure that a proper work environment is maintained as follows:

- Designate an area that allows for working in an office setting. Ensure that the equipment necessary to perform the work is in the designated area;
- Make advance arrangements for dependent care to ensure a productive work environment. (Telework is not intended to be a substitute for day care or other personal obligations.);
- Keep personal disruptions such as non-business telephone calls and visitors to a minimum;
- Obtain pre-approval from the supervisor for use of vacation time or sick leave to attend to family or home matters during home office hours; and
- Ensure that the home office is a safe place to work. See "Setting Up A Home Office" below.

Information Security

Security of confidential information is of primary concern and importance to DPA. Teleworkers, like all State employees, are expected to adhere to all applicable laws, rules,

regulations, policies, and procedures regarding information security: The following are basic information security guidelines:

- Use DPA information assets only for authorized purposes, and ensure that confidential information is not disclosed to any unauthorized person;
- Back up critical information on a regular basis to assure the information can be recovered if the primary source is damaged or destroyed;
- Use "logon" passwords on all systems containing confidential information and keep those passwords secure;
- Use the latest virus protection software on telework systems used to prepare information for subsequent use on DPA systems;
- Return material (paper documents, diskettes, etc.) containing all confidential information to DPA for proper handling or disposal, if necessary; and
- Adhere to copyright law by not copying or sharing any DPA owned software utilized by teleworkers, and when no longer employed by DPA, remove all such software from the home computer and return any software media to DPA.

Health And Safety

Failure to maintain a proper and safe work environment, in accordance with this policy, may be cause for terminating an employee from the telework program.

If an employee incurs a work-related injury while teleworking, worker's compensation laws and rules apply just as they would if such an injury occurred at the main office. Employees must notify their supervisors immediately and complete all necessary documents regarding the injury.

Setting Up a Home Office

It is important for all employees to maintain a healthy, safe and ergonomically sound work environment while working in the office or at a remote location. The major difference between the employer's office and the home office is ownership and control over the workplace.

A "Safety Checklist" must be completed by the potential teleworker prior to the beginning of home teleworking and all items must be reviewed and evaluated as being satisfactory by the department Safety Coordinator.

In addition, teleworkers who use a computer off-site must complete the "Workstation Checklist" contained in the Computer User's Handbook published by the DPA Benefits Division (March 1997). The checklist is to be completed and submitted to the department Safety Coordinator within two weeks of starting the telework schedule.

Protecting Data and Equipment

The following computer safeguards can prevent costly computer breakdowns and the loss of crucial data:

1. Position equipment away from direct sunlight or heat.
2. Place equipment on well-ventilated surfaces.
3. Dust the office space regularly and use dust covers.
4. Do not eat or drink near data or equipment.
5. Do not touch unprotected floppy diskette or CD-ROM surfaces or place heavy objects on diskettes.
6. Keep diskettes and CD-ROMs away from heat, dirt, smoke and moisture.
7. Keep all magnets, magnetic paper clip holders, fluorescent lamps and electric motors away from computer equipment and floppy diskettes.

Fire Protection

1. **Smoke Detectors** - The Health and Safety Code, Sections 13113.7 and 13113.8 require that dwellings be provided with smoke detectors. Employees are responsible for assuring home compliance with these requirements. Smoke detectors placed in the home work area must meet the following criteria;

- a. The detector must be placed in a location, which monitors the work area, and any electronic equipment used to support teleworking.
- b. Must be approved by Underwriter's Laboratory (UL) and/or State Fire Marshall, and have a functional test mechanism.
- c. Detectors should be tested at the time of installation and on a monthly basis. Detectors which are wired into the house electrical system and have a battery backup should be checked with main power both on and off. Battery operated detectors should be cleaned and equipped with fresh batteries as recommended by the manufacturer.

2. **Fire Extinguisher** - The designated work area must be equipped with a UL approved fire extinguisher. . Employees are responsible for assuring home compliance with this requirement. The fully charged extinguisher should be made easily and readily accessible near the work area (no more than 10 feet from electronic teleworking equipment).

Checklists and Agreement

These procedures are to be followed prior to the start of a telework schedule:

1. The employee submits a verbal or written request to his/her immediate supervisor, who should discuss the proposal with his/her division chief. If the proposal is viewed as having potential for approval, the following steps should be followed.
2. A "Safety Checklist" is completed, signed and dated by the employee and submitted to the department Safety Coordinator for approval and signature.
3. The Safety Coordinator approves or denies the Safety Checklist and returns it to the employee.
4. Employee submits approved Safety Checklist to his/her supervisor.
5. Supervisor completes the Supervisor's Checklist. The employee and supervisor sign and date the bottom of the form. The supervisor retains the signed form.
6. Supervisor or the employee completes a Telework Agreement. The agreement is signed and dated by the teleworker, supervisor and division chief, with the division chief having final decision making responsibility for approval of the Telework agreement. The division chief retains the signed form.

Within two weeks of starting the telework schedule:

1. All teleworkers who use a computer off-site must complete the "Workstation Checklist" contained in the Computer User's Handbook published by the DPA Benefits Division (March 1997).
2. The Workstation Checklist is submitted to the department Safety Coordinator for review. The Safety Coordinator signs and dates checklist below the employee name and sends to the employee's division chief for retention with the teleworker's file.

Here are the forms:

SAFETY CHECKLIST

The following check list **must** be completed prior to the beginning of home teleworking.

Fire Protection Household	Household
Smoke Alarm/Detector (UL Approved)	Computer User's Handbook reviewed
Fire Extinguisher (UL Approved)	Workstation checklist will be completed by (date) _____
Easy access to fire extinguisher	Uncluttered work environment

Home office safety re-certification will be required on an annual basis.

I certify that my home office meets all the above requirements.

Employee Signature and Date:

Supervisor:	Approved	Denied (Provide reason)
-------------	----------	-------------------------

Signature and Date:

SUPERVISOR'S CHECKLIST

Name of Employee:

Name of Supervisor:

The following tasks must be completed prior to the start of the telework arrangement.

- Employee and Supervisor have read and agree to abide by the provisions of the DPA Telework Policy and Procedures.
- Performance expectations have been discussed and are clearly understood.
- Appropriate training has been arranged for, completed, and skill levels evaluated.
- The employee is familiar with requirements pertaining to the security and confidentiality of data and information.
- Phone contact procedures have been clearly defined.
- If State-owned equipment and/or services are provided, the requirements for care of equipment and/or use of service have been discussed and are clearly understood.

Employee's Signature and Date:

Supervisor's Signature and Date:

TELEWORK AGREEMENT Page 1 of 2

Name of Teleworker: _____

Residence Address: _____

Residence Phone: () _____ Pager Number: _____

(If applicable)

Understanding

The division chief, supervisor and the teleworker have read and understand the DPA Telework Policy and Procedures. All parties understand that the Telework agreement may be terminated by the division chief or the teleworker as indicated in this policy and associated procedures. The supervisor and the teleworker have read, understand, completed, and signed the "Supervisor's Checklist," prior to participation in the telework program and further agree to the following:

Telework Schedule

It is understood that telework days must be scheduled in advance and approved by the supervisor. At certain times, it may be necessary for the telework schedule to be revised to ensure critical deadlines are met or to attend meetings. Any change by the teleworker in the agreed upon schedule must be pre-approved, and when permanent, documented and appended to the Telework Agreement.

The following telework schedule is being established:

Regular	Casual	Full-time
---------	--------	-----------

Date of first scheduled telework day: _____

Telework days and hours will typically be: _____

Teleworker will be available for communication on telework days during the hours of:
_____ a.m./p.m. to _____ a.m./p.m.

This arrangement must be reviewed and renewed at least annually to ensure the standards for participation are being followed.

TELEWORK AGREEMENT Page 2 of 2

Information Security

The teleworker will provide necessary security for both electronic and paper information.

Work Effectiveness and Safety

The teleworker agrees to:

- Master computer hardware and software skills necessary to perform the assigned telework duties.
- Learn and apply ergonomic safety practices.
- Establish and maintain a safe home office environment.
- Ensure customer needs take precedence over the home office schedule.

- Proactively stay in touch with customers.
- Ensure the work takes precedence over family and home matters during home office hours.
- Make arrangements for dependent care, if applicable.
- Produce electronic work products that are usable in DPA's automated system with no additional work.

(Teleworker) _____ (Date) _____

(Supervisor) _____ (Date) _____

(Division
Chief) _____ (Date) _____