

***DEPARTMENT OF GENERAL SERVICES***

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**DGS TELEWORK PROGRAM**

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***Policy and Procedures***

A policy and procedural guide to telework for  
supervisors and employees in the  
Department of General Services  
October 2007



## DGS TELEWORK PROGRAM

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**Foreword**           Appropriately planned and managed, teleworking is a viable work option that can benefit managers, employees, and customers of the Department of General Services (DGS). Teleworking is also an important means by which we can help reduce air pollution, traffic and parking congestion, and demand for office space.

A good telework program facilitates temporary limited duty, increases the State's ability to respond to emergencies, amplifies effective use of new technologies within state service, and improves employee morale resulting in increased job effectiveness.

The DGS Telework Policy and Procedures Manual will help reduce some of the confusion and misunderstanding about telework. It also provides a detailed guide for executive staff, managers and supervisors implementing telework within their workgroups.

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**Document Format**           This document includes all the components for implementing, managing and coordinating the DGS Telework Policy. This document is organized into the following subject areas:

1. DGS Telework Policy - The department policy.
  2. Implementation - Starting the department's program.
  3. Equipment and work processes - What is needed.
  4. Managing Telework - Procedures and documentation required.
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**Agreements**           The appendices of this document are designed as the subscription agreements and procedural documentation for employees who telework.

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**Review**                This telework policy and procedure guide was reviewed by DGS employee Bargaining Units in 2004.

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**Acknowledgements**       This document builds on the work of the DGS Telework Guidelines Team and the DGS Telework Advisory Group.

DGS Labor Relations and the Employee Bargaining Units assisted in completing this document.

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## DGS TELEWORK PROGRAM – POLICY

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<b>Policy</b>	<p>The Department of General Services (DGS) encourages the use of telework as a viable management work option when achieved through a bilateral voluntary arrangement between DGS management and employee. In accordance with the DGS policy:</p> <ul style="list-style-type: none"><li>• Both parties must agree that the arrangement is beneficial to them.</li><li>• Either party can conclude the arrangement when they believe it is no longer beneficial to them.</li></ul> <p>Telework means working one or more days away from the main office, either at home or in an alternative worksite.</p> <p><i>This policy recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program.</i></p>
<b>Telework defined</b>	<p>DGS defines telework as:</p> <p>Employees completing work assignments related to either routine tasks or special assignments in an area in the home designated for state business, a telework center, or some mutually agreed upon location outside the employee's main worksite.</p>
<b>Purpose</b>	<p>The purpose of this policy is to define the DGS Telework Program rules and guidelines, and consolidate existing DGS telework activities under a single policy.</p> <p>The DGS Telework Program is an alternative work arrangement that assists in accomplishing the mission of DGS.</p>
<b>Scope</b>	<p>This policy applies to all the telework activities of DGS. All those approving telework and those that telework shall be familiar with the contents of this policy.</p>
<b>DGS benefits</b>	<p>DGS expects the following benefits through the use of telework:</p> <ul style="list-style-type: none"><li>▪ Improved employee effectiveness, productivity and morale.</li><li>▪ Optimum use of DGS office facilities.</li><li>▪ Reduced absenteeism.</li><li>▪ Improve employee health and wellness.</li><li>▪ Increased work options for employees on temporary limited duty.</li><li>▪ Improved air quality and reduced traffic and parking congestion.</li><li>▪ Enhanced working experience and opportunities for persons with disabilities.</li><li>▪ Effective continuation of business as part of a disaster recovery or emergency plan.</li></ul>

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**Authority** This telework program exists under the following statutes, statewide guidelines and DGS responsibilities:

- Government Code Sections 14200-14203 (<http://www.sen.ca.gov>) authorize every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option.

*The term telecommute is replaced by telework in this document, except when directly citing current law. See Appendix G for a glossary of terms.*

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## DGS TELEWORK PROGRAM – IMPLEMENTATION

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**Department** DGS is responsible for the implementation of the Telework Program and encourages the use of the telework option where workload and work conditions warrant. DGS will ensure that:

- Employee compensation benefits, work status, and work responsibilities will not change due to participation in the Telework Program.
- The amount of time the teleworker is expected to work per pay period will not change.
- Managers and employees will familiarize themselves with DGS teleworking policy and procedures contained in this document prior to the commencement of approved telework arrangements.

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**Executive Staff** DGS executive staff is responsible for encouraging managers and supervisors to use telework where workload and work conditions permit. They also have responsibility for designating a Department Telework Administrator (DTA) who will:

- *Represent DGS management with respect to the applicable telework policies, procedures, and guidelines.*
- *Represent DGS on the State Telework Advisory Group.*

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**Division/  
Branch/  
Office Chiefs** Division, Branch and Office Chiefs are responsible for administration of the Telework Program in their divisions, branches, and offices. These responsibilities include:

- Approving telework arrangements.
- Budgeting the necessary resources.
- Ensuring managers, supervisors, and teleworkers familiarize themselves with the DGS Telework Policy and Procedures document.
- Ensuring compliance with all applicable policies, procedures, and guidelines.
- Designating an Office Telework Coordinator (OTC)

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## DGS TELEWORK PROGRAM – IMPLEMENTATION (Continued)

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<b>Office Telework Coordinator</b>	<p>Office chiefs will designate an Office Telework Coordinator (OTC) for their branch or office. The OTC responsibilities include:</p> <ul style="list-style-type: none"><li>▪ Reading and understanding of the DGS telework policies and procedures.</li><li>▪ When needed, providing informal training on telework, as well as serving as a resource to teleworking managers and employees.</li><li>▪ Providing pre-telework evaluation of employee-owned computing hardware and software for compatibility with telework.</li><li>▪ Informing Teleworkers of PAL telework reporting method.</li><li>▪ Retaining copies of teleworking employees' signed Telework Request Package for the duration of the telework assignment.</li><li>▪ Communicating to managers and supervisors that state data is only saved/stored on encrypted state equipment or DGSNet via "Connected."</li><li>▪ Facilitating the reuse and transfer of State-owned information technology (IT) equipment meeting departmental standards.</li><li>▪ Ensuring routine maintenance and repair of DGS IT assets used by their offices' teleworking staff.</li></ul> <p>In offices with a designated Office Information Officer (OIO), the responsibilities of OTC will be assigned as part of their responsibilities.</p>
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### Managers and supervisors

We encourage DGS managers and supervisors to support the use of the telework option, whenever appropriate.

Managers and supervisors are responsible for:

- Reading and understanding the contents and requirements of the DGS Telework Policy and Procedures document.
- Identifying positions suitable for the telework option.
- Determining if, by teleworking, staff members will contribute to DGS program objectives, while maintaining or improving DGS efficiency, productivity, and customer service.
- Approving telework arrangement when they have determined a telework arrangement to be beneficial for DGS, prior to submission to Office Chief for approval.
- Overseeing the day-to-day performance of teleworking employees, just as they are for employees who are on-site.

*This includes supervisors communicating to teleworkers general office and departmental updates and related information.*

- Ensuring teleworking employees indicate the hours they have teleworked in their time reporting.
- Approving in advance the teleworkers use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
- Providing teleworkers with *specific, measurable, and attainable* assignments, just like non-teleworking employees.  
*Supervisors must define, in writing, work tasks, corresponding deadlines, and the expected work performance. These expectations shall be reviewed with the Teleworker at least quarterly.*
- Ensuring employees who remain in the main office are not negatively impacted by handling the teleworker's regular assignments (answering telephone calls, dispensing information, etc.)
- Providing employee training in the use of equipment and software as required for teleworkers to function effectively and independently.
- Ensuring all software installed for the telework option will be in accordance with the software copyright laws and be compatible with DGS software standards.
- Ensuring compliance with DGS Information Security Policies to protect DGS assets when accessing, storing, or transporting DGS information.

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**Employees**

Employees interested in becoming teleworkers are responsible for:

- Understanding the guidelines contained in the DGS Telework Program Policy and Procedures.
- Submitting a request to telework to their supervisor.
- Working with their supervisor to develop mutually acceptable telework arrangements.

*See the “Telework Arrangement,” Attachment A.*

And if approved to telework, employees are responsible for:

- Abiding by the provisions set forth in the DGS Telework Program Policy and Procedures.
- Establishing and maintaining a work area that is clean, safe, and free from hazards, if working at home.  
*Employees must complete the “Safety Checklist/Acknowledgement,” Attachment B, and certify its accuracy on a quarterly basis.*
- Recording hours they telework in their time reporting system.
- Maintaining personally owned equipment, devices, and services associated with achieving a safe and healthful in-home office.
- Repairing and/or replacing any damaged, lost, or stolen state-owned equipment entrusted to them, if determined by management to be due to gross negligence on the part of the employee.

*Procedures for reporting lost, stolen, or destroyed property or equipment are provided in the State Administrative Manual, in Section 8643.*

- Ensuring compliance with all applicable policies, procedures, and guidelines.
- Complying with tax laws.

*DGS is not responsible for substantiating an employee’s claim of tax deductions for operating an office in the employee’s home. An employee should seek advice from a tax advisor concerning in-home office deductions.*

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## DGS TELEWORK PROGRAM – IMPLEMENTATION (Continued)

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### Office of Human Resources

The Office of Human Resources (OHR) has the following telework responsibilities:

- Maintain employee relations and the developmental training aspects of the telework option.  
*OHR will evaluate all relevant employee relations policies and procedures to ensure that the Telework Program is consistent with the employee relations and safety aspects of other DGS programs and policies.*
- Provide a tracking method for time teleworked.
  - Instruct Attendance Clerks and Time Keepers how to have Teleworkers record time teleworking.
- Provide a report of departmental telework hours when requested by the DTA.

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### Office of Risk & Insurance Management

When requested, the Office of Risk and Insurance Management (ORIM), Safety Officer will:

- Provide guidance in defining the appropriate ergonomic set-up for home-based telework space and/or alternative worksites.

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### Office of Technology Resources

When requested, the Office of Technology Resources (OTR) will:

- Provide assistance to OTCs, managers and supervisors in assessing telework computer equipment requirements.
- Assist in defining the appropriate voice and/or data communication equipment and services, and minimum hardware and software requirements for an alternative worksite or home-based telework space.

*Note: DGS Information Security Policies and Procedures Manual provides that OTR will determine the type of remote connectivity that is most appropriate in meeting the teleworker's needs, and will specify appropriate security features necessary for initiating remote access. OTR will maintain a record of authorized remote users.*

- Provide limited Help Desk assistance to teleworkers.
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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES

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### Equipment overview

DGS may provide office equipment and related supplies for use by the employee while teleworking.

- Telework does not necessarily entitle the employee to be assigned department-owned equipment such as: computer, software, printer, fax machine, furniture, telephone, or a business telephone line.

Office Chiefs should carefully weigh the benefit of telework at a home based office, particularly one that requires the additional departmental expense for services or equipment (e.g., the purchase of new computer equipment or cable trenching to allow for a business telephone line).

- Not all teleworkers need to be performing functions or tasks that require computer equipment or service.

*For example, some teleworkers may be able to perform their job functions outfitted merely with paper and pencils.*

In determining the equipment needed for telework:

- The OTC, supervisor and employee will determine the equipment needed for telework on a case-by-case basis.

*If the supervisor and OTC determine that the employee should have DGS equipment in his or her residence, the equipment will be provided with the appropriate Office Chief's approval.*

*Current DGS IT standards can be reviewed at:*

<http://itsd.dgs.ca.gov>

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### Home safety equipment

Employees must meet all safety requirements in the home-office environment, which include having the following:

- Fire extinguisher
- Smoke detector

*Review "Safety Checklist/Acknowledgement" and "Setting Up A Home Office" (Attachments B and C).*

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

### DGS provided equipment

When DGS supplies equipment for teleworking:

- DGS is responsible for the selection, repair, and maintenance of department-owned equipment.

*Managers and OTCs will first consider State-owned IT and office equipment for re-use in in-home offices.*

- Department-owned equipment will have the standard configuration supported at DGS.

*Technical support, including troubleshooting and maintenance, is available for this equipment through the OTC and OTR.*

***IMPORTANT: DGS will not provide any at-home service. The teleworking employee must return DGS-owned equipment to DGS for repairs.***

- The employee will designate an appropriate workspace within the home for placement and installation of any department provided equipment.
- The employee is responsible for setting-up DGS-supplied equipment.
- All DGS Owned Business Telephone Lines shall be coordinated and/or approved through the BSO office.

### Office supplies

DGS will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained through the teleworker's supervisor.

### DGS property control

Supervisors must ensure the following steps are completed for telework property:

1. Report to their OTC any DGS-provided equipment purchased and/or permanently assigned for telework.
2. Tag the equipment as DGS property for property inventory and control purposes.

### Restricted use

The employee acknowledges that the use of any DGS provided equipment, software, data, and supplies is limited to authorized persons and only for purposes related to DGS business, or as allowed by law or under MOU provisions.

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

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### Return of equipment

DGS requires a teleworking employee to return all department-owned equipment, software, data, and supplies in the event that:

- An employee decides to stop teleworking.
- DGS deems the employee's job no longer qualifies for telework, telework equipment, and/or related services.
- The employee terminates employment with DGS.
- DGS terminates the employee.

The manager or supervisor will review and compare the equipment checklist, provided on the Telework Arrangement, against returned equipment.

*Note: For equipment requiring removal by DGS, such as a business telephone line, the approving manager will determine when it will be removed, or its use discontinued, with a minimum notice to the employee of two working days.*

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### Changing workstation location

Once a telework agreement is approved and implemented, the teleworker's supervisor must pre-approve any changes in a home workstation involving relocation of installed equipment owned by DGS, such as a business telephone line.

- If a teleworker is moving the workstation to a new residence and has an existing DGS-owned business telephone line in his or her current residence, his or her manager must ensure the telephone line is disconnected before a new occupant moves into the existing residence.
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### Equipment malfunction

If equipment malfunctions, the teleworker must notify his or her supervisor immediately.

- The supervisor will determine if required repairs will warrant that the teleworker report to the main office until the equipment is again usable.
  - The teleworker is responsible for delivering the malfunctioning equipment to the main office for repair.
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### Employee provided equipment

Teleworkers may use employee-owned personal computer equipment and software, provided the equipment and software is:

- Compatible with departmental equipment and software, which includes having an approved anti-virus program.
- Capable of supporting the teleworker's needs.

*NOTE: Employees who use their personal computing equipment for work purposes subject their hard drive, software, and/or any other type of electronic storage media, to the possibility of subpoena or lack of privacy through legal action taken against, or by, the State (Electronic Communication Privacy Act).*

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

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<b>Compatible employee software and anti-virus</b>	<p>DGS management may authorize telework using employee-owned computer equipment <i>only</i> when the employee has DGS compatible software and a DGS approved anti-virus program running on his or her computer.</p> <ul style="list-style-type: none"><li>▪ The employee shall be responsible for having the necessary levels of anti-virus protection on employee owned-computer equipment before telework is allowed. The OTC can determine this. Additionally, teleworkers must maintain the latest version of the anti-virus program on their computers.</li><li>▪ DGS will not provide any software or technical support for employee-owned computer equipment, because of the virtual nature of the connection to DGS, other than helpdesk support for the following:<ul style="list-style-type: none"><li>▶ Procedures for connecting to the DGS web.</li><li>▶ Information regarding current software anti-virus standards.</li></ul></li></ul>
<b>Liability for employee equipment</b>	<p>DGS does not assume any liability for loss, damage, or wear of employee-owned equipment as a result of telework-related activity.</p> <ul style="list-style-type: none"><li>▪ Employee-owned equipment maintenance and repairs remain the responsibility of the employee.</li></ul>
<b>Work Products</b>	<p>DGS owns any software, products, or data created as a result of work-related activities.</p>
<b>Reimbursable/shared Costs</b>	<p>DGS will reimburse teleworkers for business expenses necessary for performing work assignments.</p> <ul style="list-style-type: none"><li>▪ Supervisors must pre-approve all such reimbursements.</li><li>▪ Reimbursements will be made via normal departmental purchase and/or reimbursement procedures.</li></ul> <p><i>Note: DGS will not be liable for telework expense not identified in the employee's Telework Arrangement, including, but not limited to, any investment in furniture or equipment for the designated workspace in the teleworker's home office.</i></p> <p>Additional points:</p> <ul style="list-style-type: none"><li>▶ Supervisors will review usage charges for a home dedicated voice or data line and if approved, the Purchasing Officer will make payment.</li><li>▶ Teleworkers using their own residential telephone for business-related calls may be reimbursed for those expenses.<p style="margin-left: 40px;"><i>The teleworker should submit a Travel Expense Claim along with a copy of the billing, as per the department's travel expense claim procedure.</i></p></li><li>▶ On a case-by-case basis, the employee and supervisor will decide whether any telework expenses not specifically covered in this policy are reimbursable.</li></ul>

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

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### Authorized expenses

Office Chiefs must follow regular DGS procedures to authorize expenditures for office equipment, software office supplies, communication devices, and office services needed by teleworkers in their home offices.

- Computer hardware and software purchases must be processed through the regular IT acquisition process. All home office purchases must be processed through the office's purchasing officer.
- Existing procedures require that all invoiced goods have an authorized purchase order in place prior to the goods being provided.
- All department-provided furniture, calculators, and computer equipment must be tagged as DGS property before placement or installation at the teleworker's home office.
- Managers should use existing equipment and supply items available through their division, branch, or office whenever possible.

*Managers should use State-owned property for the home office whenever feasible. Contact the OTC, OTR, and/or State-owned Property to determine suitable equipment availability.*

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### Work environment

DGS provides the opportunity to participate in a home telework program with the understanding that it is the responsibility of the employee to maintain a safe and productive work environment.

- *Telework should not be used for dependent care (i.e., any individuals requiring constant supervision including: infants, toddlers, preschoolers, school-aged children, adults, and elderly adults) purposes. Dependent care arrangements must be made for agreed-upon work hours.*
- Personal disruptions, such as non-business phone calls and visitors, should be kept to a minimum.
- The Telework Arrangement shall identify work hours and the work area.
- All non-DGS employees should treat the work area as an official State office work area during work hours.

*Please review "Work Environment Criteria" and "Setting Up An In-home Office" in Attachments D and F.*

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

### Main office days

DGS expects telework employees to work at the main office on their non-telework days.

Managers and supervisors are responsible for ensuring that on employee's regular non-telework days:

- Telework employees have adequate office space available to them.  
*Space efficiencies can be accomplished by temporarily assigning teleworkers space of absent employees, providing reserved office space in a shared environment, or providing reduced space. In all such cases, managers and supervisors will meet health and safety requirements for work environments.*
- Teleworker's in-office files, related equipment, and telephone lines are available to them.

### Health and safety

DGS expects teleworkers to maintain the same safe working environment at the telework site as they would have at the main office.

***IMPORTANT: Failure to maintain a safe work environment, in accordance with this policy, is cause for discontinuing employee participation in the Telework Program.***

- Employees who telework must have fire protection equipment in the home.  
*Fire protection equipment requirements and guidelines can be reviewed in "Setting Up A Home Office" (see Attachment F).*
- Teleworkers shall have pre-established evacuation plans and first aid supplies, as provided in the "Safety Checklist/Acknowledgement" (see Attachment B).
- In-home offices shall be clean and free of obstructions and hazards.  
*In addition to reviewing the guidelines "Setting Up An In-home Office," (Attachment F), see the Department of Personnel Administration's "Computer User's Handbook" located on its website (www.dpa.ca.gov).*

### Self-certification

Teleworkers are responsible for self-certifying that the in-home office complies with identified safety requirements by completing and signing the "Safety Checklist/Acknowledgement" in Attachment B.

- Management retains the right to:
  - ▶ Make inquiries as to the status of the in-home office work environment.
  - ▶ Visit the in-home office work environment quarterly.  
*Such visits shall be made during work hours, and by prior arrangement with 48-hour notification from the supervisor, except in the case of an emergency.*

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## DGS TELEWORK PROGRAM – EQUIPMENT AND WORK PROCESSES (Continued)

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### Work-related injury

If a teleworking employee incurs a work-related injury, 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.*

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### Information security

Security of confidential information is of primary concern and importance to DGS.

- DGS expects teleworkers, like all DGS employees, to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security. These requirements are specified in the following State manuals, and can be found on the DGS Intranet:

**DGS Information Security Policies and Procedures Manual**

**DGS Manual**

**DGS Administration Orders**

**State Administrative Manual/Management Memos**

- All DGS information assets (DGS equipment, software, and confidential information) used within the Telework Program are subject to these security policies.

***Important: Any potential breach of DGS information security must be reported immediately by the teleworker to their supervisor and to the DGS Information Security Officer (ISO) at 916-376-3940***

- The state reserves the right to monitor and log, without notice, all network activity, including E-mail and Internet activities. Teleworkers, as with non-teleworking employees, should have no expectation of privacy in the use of computer related resources.
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**Security responsibilities**

Teleworker's responsibilities for information security include:

- Using DGS information assets only for authorized purposes.
- Backing-up critical DGS information on a regular basis to ensure the information can be recovered if the primary source becomes damaged or is destroyed.
- Using password security protection ("logon" protection) on all systems containing confidential DGS information and keeping those passwords secure.
- Using the latest virus protection software on telework systems used to prepare information for subsequent use on DGS systems.

*OTR Call Center staff can indicate the latest virus software version. If a teleworker is using DGS-owned equipment offsite, OTR will provide the software.*

- Returning all material containing confidential information (paper documents, mobile media) to DGS for proper handling or disposal, if necessary.
- Adhering to copyright law; do not copy or share any DGS-owned software used by teleworkers.

*This includes removing all such software from the home computer and returning any software media to the DGS when no longer teleworking for DGS.*

- Ensuring confidential information is not disclosed to an unauthorized person.
- Notifying the Information Security Officer of any suspected or actual security violation at 916-376-3940 .

*Teleworkers must understand that adherence to these policies is an essential requirement of the Telework Program. DGS may terminate an employee's participation in the Telework Program and/or possibly pursue adverse action for failing to comply with these provisions.*

*A complete listing of Information Security policies, procedures, and requirements can be found on the DGS Intranet.*

*If you have questions regarding any Information Security policies, procedures, or requirements, contact the DGS Information Security Office.*

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## DGS TELEWORK PROGRAM – MANAGING TELEWORK

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<b>Eligibility</b>	Only DGS permanent civil service employees are eligible to participate in the Telework Program. This includes probationary employees and limited-term employees that have previously attained permanent status.
<b>Voluntary participation</b>	Employee telework participation is voluntary and subject to prior approval by both the employee's immediate supervisor and the Office Chief or his or her designee. DGS will not unreasonably deny approval to employees.
<b>Initial request</b>	Interested employees should first inform their supervisor (manager) of their interest to telework, either verbally, via e-mail, or in writing.
<b>Mutually beneficial</b>	Telework is achieved through a bilateral voluntary arrangement between DGS management and employee: <ul style="list-style-type: none"><li>• Both parties must agree that the arrangement is beneficial to them.</li><li>• Either party can conclude the arrangement when they believe it is no longer beneficial to them.</li></ul>
<b>Meeting</b>	The supervisor will arrange a meeting with the employee to discuss and determine the feasibility of their telework request within 10 working days of receiving notice of interest to telework from an employee. <p><i>Supervisors should consider employees for the telework option using the criteria provided in Attachment E: Considerations for Selecting Teleworkers.</i></p>
<b>Telework request package</b>	Once the employee and supervisor have reviewed <i>Attachment E: Considerations for Selecting Teleworkers</i> , and agree that Telework will work for their work situation, an employee begins implementing the telework option by completing the first two items of a <b>Telework Request Package</b> . This package includes the following: <ol style="list-style-type: none"><li>1. Telework Arrangement (Attachment A).</li><li>2. Safety Checklist/Acknowledgement (Attachment B).</li><li>3. Supervisor Checklist (<i>completed by the supervisor</i> – Attachment C).</li></ol> This package sets forth the terms and conditions observed by both the telework employee and his or her supervisor. <p><i>The supervisor and employee will review and discuss the employee's telework arrangement annually. Discussion of renewing the arrangement can occur at that time. The teleworker must follow the original application process for renewal.</i></p>

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## DGS TELEWORK PROGRAM – MANAGING TELEWORK (Continued)

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**Office  
Chief  
approval**

The Telework Request Package must have Office Chief approval before telework can occur. The Office Chief will make a determination to approve or deny the request within ten (10) working days from receipt of a completed Telework Request package.

*Once approved, the teleworker's OTC will retain a copy of the Telework Request Package for the duration of the telework assignment.*

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**Denial  
of  
telework**

In the event DGS denies an employee's request to telework, the denial is subject to the employee's Bargaining Unit MOU provisions.

*Questions regarding Bargaining Unit MOUs and telework should be directed to the DGS Labor Relations Manager at 916-376-5384.*

*Other personnel questions should be directed to the office's or branch's assigned Personnel Specialist.*

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**Program  
evaluation**

As a participant in the DGS telework program, a teleworker may be required to participate in studies or respond to surveys evaluating telework.

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**Selecting  
telework  
positions**

DGS managers and supervisors can select telework as a feasible employee work-option based on a combination of points:

- Teleworkable job characteristics.
- Satisfactory employee performance history, work habits, and ability to meet deadlines.
- Departmental cost vs. benefit.

A change in any one of these elements requires a review of the feasibility of telework.

*Review "Considerations for Selecting Teleworkers" in Attachment E, for information on identifying potential telework positions and viable telework employees.*

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## DGS TELEWORK PROGRAM – MANAGING TELEWORK (Continued)

### Scheduling telework

DGS managers and supervisors will consider the following in scheduling teleworkers:

- Managers and/or supervisors will establish the specific telework schedule prior to starting the telework arrangement.
- The telework employee and the supervisor must mutually agree to telework days scheduled in advance.
- Managers and supervisors should generally not allow telework for only a portion of a workday.

*This will not normally reduce vehicle trips or air pollution unless it is part of a larger strategy to reduce peak congestion or encourage ride sharing.*

- Employee's telework schedules must be consistent with requirements of the worker's work week group and/or provisions of the collective bargaining agreement.
- Teleworking is not a replacement for either flextime or compressed work schedules (i.e., 4/40 and 9/80).
- Teleworkers may request flextime or compressed work schedules as part of departmental policy and/or the employee's bargaining unit MOU.
- A teleworker must forgo telework if needed in the office on a regularly scheduled telework day.

*The employee is only to be called into the office on regular telework days when necessary to meet operational needs. The manager should provide reasonable notice whenever possible, but the employee may be required to report to the office without advance notice.*

- While working away from the main office, teleworkers need to be accessible via telephone, answering machine, voicemail, pager, or e-mail, just as they are at the main office.

*Supervisors are encouraged to allow for flexibility in accessing a telework employee.*

- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

### Tracking telework

Teleworkers will indicate time spent teleworking on their Project Accounting and Leave (PAL) time sheets.

- Employees will contact their designated Attendance Clerk or Timekeeper if uncertain how to record this time.

*Continued*

**Types of telework schedules**

DGS provides for two teleworking schedules:

- **Temporary** – DGS employees may be allowed to telework on a temporary basis as their duty assignment permits. Circumstances which may be appropriate for temporary telework include, but are not limited to, the following:
  - ▶ If special project work requires an extended period of uninterrupted time.
  - ▶ During convalescence from injury or illness.
  - ▶ During the last few weeks of pregnancy, and following the birth of a child.
  - ▶ While all reasonable commute routes are blocked (i.e., major construction, storm, disaster).
  - ▶ If the primary worksite is inaccessible, or not habitable.

Note:

- ▶ Teleworking *is not* to be used for dependent care purposes.
  - ▶ If the request to telework is medical in nature, a doctor or other licensed practitioner must provide written verification and any limitations which must be considered.
- **Regular** – Regular telework is an established schedule of days per week or month. Supervisors and Office Chiefs must approve any change in the agreed upon schedule, and when permanent, document and append it to the Telework Arrangement.
    - ▶ The supervisor and teleworker must take steps to prevent the teleworker from becoming isolated from the main office staff. Therefore, in-home office telecommuters should spend a minimum of one day per week in the main office, except under unusual conditions.
    - ▶ Full-time teleworking (100% of teleworker’s hours) is only permissible when necessary to accommodate medical restrictions or physical disabilities, and is contingent on the needs of the job.

**Employee rights**

None of the employee rights provided in the employee’s collective bargaining agreement between the State and the employee unions are either enhanced or abridged by participation in a telework program.

- Employees retain the right to grieve in accordance with the provisions of their collective bargaining agreements.
- Employees retain the right to meet with their representative (e.g., job steward) in accordance with the provisions of their collective bargaining agreement.

*Employee meetings with job stewards will normally take place at an employee’s main office, or the job steward’s area of primary responsibility.*

Continued

## DGS TELEWORK PROGRAM – MANAGING TELEWORK (Continued)

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### Ending participation

The DGS telework program is a bilateral voluntary arrangement between DGS and the telework employee, and can be discontinued at either party's request.

- **Employee Initiated**—The employee may terminate participation in the DGS Telework Program, without cause, at any time, for any reason, on written or verbal notice to his or her supervisor.

- ▶ The employee shall provide such notice at least 30 calendar days in advance of terminating participation, when feasible.

*Employee will return to the main office within one workday of his or her telework program termination date, unless a mutually acceptable alternative is prearranged with his or her supervisor.*

- **Management Initiated** – DGS management may terminate an individual employee's participation in the Telework Program at any time, with explanation, for the following reasons:

- ▶ For changed circumstances, operational needs, or performance-based reasons, providing 30 calendar days prior written explanation to the affected DGS teleworker.

*Should an employee's participation in the Telework Program be terminated, the employee must begin working at the main office as soon as possible, but no later than 30 calendar days after being notified.*

- ▶ For cause. Under this circumstance, an employee's termination from Telework may be immediate and does *not* require advance written notice.

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### Telework arrangement

Completion of the Telework Arrangement verifies that all essential components of a telework arrangement with an employee have been reviewed and included prior to the actual start of teleworking. The **required signatures** indicate that the **teleworker and supervisor** have **read and understand the Telework Program Policies and Procedures**.

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# TELEWORK PARTICIPATION

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## *FORMS AND INFORMATION*



*The following Telework forms, checklists, and considerations are attachments to the DGS Telework Policy and are required for participation in DGS Telework.*

## ATTACHMENTS

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- Required -	Telework Arrangement – Attachment A
- Required -	Safety Checklist/Acknowledgement – Attachment B
- Required -	Supervisor’s Checklist – Attachment C
<i>Informational</i>	Work Environment Criteria – Attachment D
<i>Informational</i>	Considerations for Selecting Teleworkers – Attachment E
<i>Informational</i>	Setting Up An In-home Office – Attachment F
<i>Informational</i>	Glossary of Terms – Attachment G
<i>Informational</i>	Department Telework Contacts – Attachment H

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**DGS TELEWORK PROGRAM – Telework Arrangement**

**ATTACHMENT A**

**REQUIRED**

**Teleworker Name:** \_\_\_\_\_

**Office/Branch:** \_\_\_\_\_

Telework Location:

Main Office: \_\_\_\_\_  
Location (Street Address)

\_\_\_\_\_  
(Street Address) (City) (Apt#)

\_\_\_\_\_  
(City)

\_\_\_\_\_  
(Telephone) (E-mail)

\_\_\_\_\_  
(Supervisor/Manager Name)

This is my residence

This is a State telework center or satellite office

\_\_\_\_\_  
(Supervisor/Manager Telephone)

Other location (identify) \_\_\_\_\_

\_\_\_\_\_  
(Supervisor/Manager E-mail)

**Telework Schedule:** (Check One)  Temporary  Regular

Permission is required for each telework day. Check regular work days & note start and finish of work hours.						
<input type="checkbox"/> <u>Weekly basis:</u> <input type="checkbox"/> <u>Monthly basis:</u>					(Indicate work dates and hours here, if not covered in table)	
Days	M <input type="checkbox"/>	Tu <input type="checkbox"/>	W <input type="checkbox"/>	Th <input type="checkbox"/>		F <input type="checkbox"/>
Hours: (start)						
To: (finish)	_____	_____	_____	_____	_____	

**State Assets to be Used at Remote Work Site:**

Description	I.D. Number
<b>State Information Systems to be accessed from remote work location (if any):</b>	

*I have read, understand, and acknowledge the DGS Telework Policy and Procedures. I also understand that my use of any personal computing equipment for DGS Telework may result in a lack of privacy relating to those items. I have completed and certified the Safety Checklist/Acknowledgement. I have met with my supervisor and discussed my role in, the conditions under which I remain, and the termination process of teleworking at DGS.*

**Signed:** (Teleworker Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

(Manager/Supervisor Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

(Office Chief Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

**ATTACHMENT A** **REQUIRED**

*Both the manager/supervisor and teleworker understand that telework is a bilateral voluntary option and can be discontinued at either party's request with no adverse repercussions.*

- Supervisors must approve in advance the use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
- The employee is only to be called into the office on regular telework days when necessary to meet operational needs. The manager should provide reasonable notice whenever possible. The employee, however, may be required to report to the office without advance notice.

---

*The Department will pay for the following expenses related to telework:*

- ▶ Charges for business related telephone calls.
- ▶ Authorized business expenses.
- ▶ Maintenance and repairs to DGS owned equipment.

*The teleworker must return department-owned equipment to DGS for maintenance and repair.*

Teleworkers will submit claims on a Travel Expense Claim along with receipts, bills or other verification of expenses.

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*The Department will not pay for the following expenses:*

- ▶ Maintenance or repairs of privately owned equipment.
- ▶ Utility costs associated with the use of the computer or occupation of the home.
- ▶ Equipment supplies (these should be requisitioned through the main office).
- ▶ Travel expenses associated with commuting to the main office, other than authorized transit subsidies.

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*Additionally:*

- Teleworkers must be available by phone or e-mail during their designated work hours.
- Telework is not a substitute for dependent care, and teleworkers must make regular dependent care arrangements.
- The teleworker has read and understands the DGS telework policy and agrees to abide by this policy.
- The teleworker will carry out the steps required for information security, and has familiarized him/herself with DGS information security requirements and procedures. The teleworker agrees to consult with his/her supervisor and ISO when security matters are at issue.

*This arrangement expires in one year and must be renewed to continue participation in the DGS telework program.*

Initials: Teleworker \_\_\_\_\_ (Date) \_\_\_\_\_ Manager/Supervisor \_\_\_\_\_ (Date) \_\_\_\_\_

## DGS TELEWORK PROGRAM – Safety Checklist/Acknowledgement

### ATTACHMENT B

### REQUIRED

The following checklist must be completed for any in-home telework site and reviewed quarterly. All items must be evaluated by the employee as being satisfactory, and shall be installed and maintained in accordance with guidelines in "Setting Up An In-home Office," Attachment F.

#### I. Electrical

Yes No

- |   |                          |                          |
|---|--------------------------|--------------------------|
| A. All electrical outlets in the work area are permanent in nature and properly grounded.   | <input type="checkbox"/> | <input type="checkbox"/> |
| B. There is an adequate number of electrical outlets to support equipment in the work area.                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Electrical cords are not frayed or otherwise damaged.  | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Extension cords are not being used as a permanent source of electricity.   | <input type="checkbox"/> | <input type="checkbox"/> |
| E. Electrical equipment and tools are properly maintained.  | <input type="checkbox"/> | <input type="checkbox"/> |
| F. Computers, peripheral equipment, and fax machines are connected to surge protectors to guard against damage from power surges. | <input type="checkbox"/> | <input type="checkbox"/> |

#### II. Fire Protection

Yes No

- |   |                          |                          |
|---|--------------------------|--------------------------|
| A. Smoke Detector   |                          |                          |
| 1. There is a smoke detector placed in a location near the work area and any equipment used to support teleworking.               | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Underwriter's Laboratory (UL) and/or the State Fire Marshall approve the smoke detector, and it has a function test mechanism. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Smoke detector(s) have been tested at the time of installation and will continue to be tested on a monthly basis.              | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Fire Extinguisher  |                          |                          |
| 1. A 2A10BC fire extinguisher is required.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The fire extinguisher is fully charged.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The fire extinguisher is within 10 feet of the electronic teleworking equipment and easily accessible to the teleworker.       | <input type="checkbox"/> | <input type="checkbox"/> |

#### III. Emergency Procedures

Yes No

- |  |                          |                          |
|--|--------------------------|--------------------------|
| A. There is an evacuation plan.  | <input type="checkbox"/> | <input type="checkbox"/> |
| B. There is more than one way out of the work area (e.g., doors/ windows). | <input type="checkbox"/> | <input type="checkbox"/> |
| C. A first aid kit is on site.   | <input type="checkbox"/> | <input type="checkbox"/> |

#### IV. Environment

Yes No

- |   |                          |                          |
|---|--------------------------|--------------------------|
| A. The work area is free of tripping hazards and is uncluttered.                | <input type="checkbox"/> | <input type="checkbox"/> |
| B. All equipment is adequately supported and free from the danger of falling.   | <input type="checkbox"/> | <input type="checkbox"/> |
| C. The work area has adequate lighting.   | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Potentially hazardous chemicals are not stored in, or around, the work area. | <input type="checkbox"/> | <input type="checkbox"/> |

*Continued*

**ATTACHMENT B****REQUIRED****V. Work Station Arrangement**

(Check here  if you will NOT be using computer equipment and skip to Section VI.)

**A. Positioning When Seated****Yes No**

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Are your forearms and wrists parallel to the floor and upper arms resting at your sides when positioned at the keyboard or work surface?                             | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Are your thighs parallel to the floor?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are your feet supported?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is there at least 2 inches of clearance between your thighs and the working surface?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Is there space, approximately the size of a fist, between the edge of the seatpan and the back of your knees?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is the top of the monitor at a comfortable height ( <i>i.e. no tilting of the head back or downward</i> )?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Is the monitor screen at a comfortable distance from your eyes when in use ( <i>i.e. you don't have to lean forward or backward to see the text on the screen</i> )? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Does your head and neck rest in a neutral position ( <i>i.e. facing forward, chin slightly down, shoulders relaxed</i> )?  | <input type="checkbox"/> | <input type="checkbox"/> |

**B. Chair Adjustment****Yes No**

- |  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| 1. Is the height of the chair adjusted to allow you to sit in a neutral position ( <i>see your safety officer for a definition of this position</i> )? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is the backrest of your chair supporting the curve of your lower back so that your spine is slightly arched?  | <input type="checkbox"/> | <input type="checkbox"/> |

**C. Foot Support****Yes No**

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Are your feet comfortably on the floor or a footrest?  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. If a footrest is used, does it allow you to sit in a correct neutral position at your work station? ( <i>skip to D if a footrest is not used</i> ) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is the footrest non-restrictive to allow for leg movement and easily removable?  | <input type="checkbox"/> | <input type="checkbox"/> |

**D. Video Display Terminal (VDT) Screen/ Monitor****Yes No**

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Is your monitor placed to avoid glare caused by light sources?                         | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is your screen angle and/or brightness and contrast controls adjusted to reduce glare? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Is your screen clean and free from dust and smudges?                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is your screen adjusted for good image contrast and brightness?                        | <input type="checkbox"/> | <input type="checkbox"/> |

*Continued*

**ATTACHMENT B**

**REQUIRED**

**V. Work Station Arrangement (Continued)**

E. Workspace Arrangement	Yes	No
1. Are materials and equipment accessed and/or used frequently typically positioned/placed within 16" of reach (comfort zone)?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are materials and equipment accessed and/or used less frequently typically positioned/placed within 16" to 24" of reach (secondary zone)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are frequently used materials/equipment positioned so harmful postures and motions are eliminated?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are documents placed in the same visual plane as the screen face to reduce back and forth neck motions?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the telephone placed within proper reach on side opposite from the writing hand (i.e., on the left side if right handed)?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are most of your reaching motions below shoulder height and/or above knee height?	<input type="checkbox"/>	<input type="checkbox"/>

**Caution: "No" responses to any questions may indicate a potential problem with your in-home workspace arrangement. Management may deny or rescind telework based on home safety or suspected hazards.**

**VI. Acknowledgement**

Since the State is ultimately responsible for insuring that employees have a safe work environment under Cal-OSHA (C.L.C. Section 6401.7(a)2 ), DGS may require a quarterly safety inspection of a teleworker's home office space. If warranted, DGS will provide 48 hour notice to the employee, except in the case of an emergency.

Also in accordance with Cal-OSHA requirements, acknowledgement of home office safety will be required on a quarterly basis. This acknowledgement is for:

1st Quarter of 20\_\_     2<sup>nd</sup> Quarter of 20\_\_     3<sup>rd</sup> Quarter of 20\_\_     4<sup>th</sup> Quarter of 20\_\_

I, \_\_\_\_\_ (print name) certify that my home office meets all the above requirements in the Safety Checklist/Acknowledgement.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date



**DGS TELEWORK PROGRAM – Supervisor’s Checklist**

**ATTACHMENT C**

**REQUIRED**

Teleworker Name: \_\_\_\_\_ Office/Branch: \_\_\_\_\_

Date: \_\_\_\_\_

Teleworker’s Telephone at Telework site: \_\_\_\_\_

Teleworker’s Schedule:     Temporary                       Regular

**All of the following items must be checked off as completed before the employee begins teleworking:**

- You and the employee have read the DGS Telework Program Policy and Procedures including Attachments D, E, and F.
- You have documented DGS issued telework equipment. The employee has received, and clearly understands, the requirements for care of DGS equipment.
- You have discussed performance expectations with employee, and employee clearly understands them, including arranging vacations and time off.
- If using employee provided computing equipment and software, you have conferred with the OTC, and determined compatibility with DGS IT standards.
- You have discussed the conditions and procedure for terminating telework with the employee prior to telework.
- The employee is not using telework for dependent care.
- You and the employee have read and signed the Telework Arrangement.
- The employee is familiar with information provided in the *DGS information Security Policies and Procedures Manual*.
- You have discussed workspace arrangements with employee. The employee has provided adequate and safe office space, in accordance with the DGS Telework Policy and Procedures.
- Employee telework phone or e-mail contact procedures have been clearly defined, and appropriate unit staff and receptionist have received instructions.
- You have contacted the Office Telework Coordinator when you provide information technology equipment and/or services.
- You and the employee have read and signed the Safety Checklist/Acknowledgement prior to participation in telework.
- You have retained a copy of the signed Telework Arrangement, Safety Checklist/Acknowledgement and Supervisor Checklist for the duration of the employee's telework.

Print Supervisor's Name: \_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_ Date \_\_\_\_\_

**The following items must be completed when the employee ends teleworking:**

- Employee has returned all equipment listed in the Telework Arrangement in working condition.
- ITSD has been noticed to terminate any remote access specific to the Telework Arrangement.

Supervisor’s Signature: \_\_\_\_\_ Date \_\_\_\_\_



## DGS TELEWORK PROGRAM – Work Environment Criteria

### ATTACHMENT D

DGS offers the opportunity to participate in a telework program with the understanding that the teleworker is responsible for:

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1. Establishing and maintaining an acceptable office environment, as outlined in Attachment F, “Setting Up An In-home Office,” of the DGS Telework Program Policy and Procedures.

Potential locations for this office:

- Home Based: working in a space specifically set aside as an office (whether temporarily or permanently) in an employee’s residence.
  - Telecenter: working in an office near the employee’s residence established specifically for teleworking.
  - Satellite Work Center: working in a DGS-owned or leased facility not assigned to the employee’s main office.
- 

2. Designating a work area that allows work to take place in an office setting.

- The equipment necessary to perform work must be in the designated area.

*This equipment can range from a working surface (desk or table), paper, pencil, to a residential telephone line, computer, printer, fax, and dedicated telephone line, depending on defined telework tasks.*

---

3. Arranging household responsibilities to avoid interference with work time, if working at home.

- The teleworker must have dependent care arrangements to ensure a productive work environment.
  - Telework is not intended to be a substitute for day or dependent care.
  - Use of any leave credits to attend to family or home matters during in-home office hours must be pre-approved by the teleworker’s supervisor.
- 

4. Being available to the supervisor or manager during telework hours, either by telephone or e-mail.
- 

5. Ensuring his or her telework office is a safe place to work, regardless of whether it is home-based, a telecenter or a satellite work center.

- We outline safety requirements in Attachment B, “Safety Checklist/ Acknowledgement,” and Attachment F, “Setting up an In-home Office,” of the DGS Telework Program Policy and Procedures.
-

## DGS TELEWORK PROGRAM – Considerations for Selecting Teleworkers

### ATTACHMENT E

Many DGS jobs contain tasks suitable for teleworking. Tasks that can be successfully managed in telework programs are those where the employee works independently handling information, including writing, reading, analyzing, telephoning, computer work and data entry.

The following considerations should be explored:

<b>Permanent status</b>	Has the employee requesting telework attained permanent status? Probationary employees or those on a limited-term appointment are also eligible if they have prior permanent status.
<b>Job knowledge</b>	Does the employee have the necessary knowledge to perform the required job tasks away from the office, or require input from others in the main office?
<b>Public/ agency contacts</b>	What portion of the employee's job is devoted to face-to-face contact with other agencies, the public or internal staff? Are there alternatives to needing this contact? Can this contact be structured to allow for communication via phone or computer, and if not, can it be redirected to the employee's planned non-teleworking days?
<b>Reference material</b>	What portion of the employee's job requires the use of reference materials or resources located in the main office? Are these resources portable and able to be temporarily removed without interfering with the job performance of co-workers? Or are these resources available off-site through other means such as the Internet or a local library?
<b>Use of computers</b>	Will the employee's computer resources and software meet DGS IT standards and allow for required productivity? Are there remote access hardware limitations? Does the Office have available resources to supply the employee with computing equipment?
<b>Special equipment</b>	What portion of the employee's job relies on access to photocopiers, fax capabilities or other specialized equipment? Can access needs be met on non-telework days or can these needs be serviced by a facility near the employee's telework office?
<b>Information security</b>	What portion of the employee's job uses confidential information? Can the integrity of this information be secured in accordance with information security policies if taken or accessed off-site?
<b>Task scheduling</b>	Can a variety of tasks, that do not require information or equipment from the main office, be grouped and scheduled as telework? Can staff meetings and conferences be grouped and scheduled for non-telework days or accommodated with teleconferencing?
<b>Travel</b>	Does the employees' job involve fieldwork? Can trips begin or end at the employee's telework office rather than at the main office? Can associated paperwork be done away from the main office?
<b>Employee characteristics</b>	Is the employee reliable, responsible, self-directed and able to work independently in performing his or her work duties? Has the employee demonstrated the ability to establish priorities and manage his or her time? Does the employee require close supervision?

**ATTACHMENT F**

In setting up a home office, select a location that is safe, efficient, and comfortable. Observe “travel patterns” in and around the work area and avoid high traffic areas.

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**The main considerations in designing an in-home office are:**

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<b>Desk</b>	<p>Your desk should be sturdy and able to handle the weight of any peripheral equipment (computers, printers, faxes machines, and telephones).</p> <ul style="list-style-type: none"><li>▪ Conventional desks are typically 29 inches high.</li><li>▪ Computing surfaces are usually 26 inches high.</li></ul>
<b>Chair</b>	<p>Your seat should be adjustable, including the headrest.</p> <ul style="list-style-type: none"><li>▪ Height of top of seat to floor should be between 15 and 25 inches.</li><li>▪ Back tilt on chair/lumbar support should be 15 degrees.</li></ul>
<b>Lighting</b>	<p>Your work lighting should be directed toward the side or behind the line of vision.</p> <ul style="list-style-type: none"><li>▪ Bright light sources can bounce off working surfaces and diminish the sense of contrast.</li><li>▪ Northern daylight is optimal for both the office and operating a computer.</li></ul>
<b>Electricity</b>	<p>You should have enough electrical outlets in the room to avoid overloading any circuits. If necessary consult your local power utility.</p> <ol style="list-style-type: none"><li>1. To avoid tripping hazard, cover interconnecting cables or place them out of the way.</li><li>2. Use a surge protector/master switch to connect electronic equipment, such as computers, monitors, printers, and fax machines.</li><li>3. Position equipment close to electrical outlets.</li><li>4. Make sure electrical outlets are grounded.</li></ol>
<b>Noise</b>	<p>You should avoid or keep distracting sounds to a minimum, such as the television or outside traffic or lawn mower sounds.</p> <ul style="list-style-type: none"><li>▪ Diffuse unavoidable noise by shutting a door or using a room divider.</li><li>▪ Use soft background music to keep productivity up and reduce boredom.</li><li>▪ Note: no noise can be just as stressful as too much noise.</li></ul>
<b>Protecting data and equipment</b>	<p>You must prevent costly computer breakdowns and the loss of crucial data by following these computer safeguards:</p> <ol style="list-style-type: none"><li>1. Position Equipment away from direct sunlight or heat sources.</li><li>2. Place equipment on well-ventilated surfaces and provide for sufficient air space around them.</li><li>3. Dust office space regularly.</li><li>4. Do not eat or drink near valuable equipment.</li><li>5. Never place food or beverages on your computer equipment, even temporarily.</li><li>6. Do not touch unprotected floppy diskette or compact disk (CD) surfaces, set heavy objects on them, or expose them to heat, dirt, smoke or moisture.</li><li>7. Keep all magnets, telephones, fluorescent lamps and electric motors away from computer equipment, floppy diskettes, and portable storage devices.</li></ol>
<b>Safety</b>	<p>Review the “Safety Checklist/Acknowledgement,” Attachment B.</p>

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## ATTACHMENT G

The following definitions can assist you in participating in the Telework program. Not all terms provided here appear in this policy.

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**Main Office:** the DGS location to which an employee is assigned.

**Dependent Care:** care giving for infants, toddlers, preschoolers, school-aged children, adults and elderly adults who require constant supervision. Prohibited in DGS Telework.

**Gross Negligence:** the deliberate inattention and failure to exercise the care that a prudent person usually exercises and the reckless disregard of the consequences affecting the life or property of another.

**Home Office:** an area designated within the employee's home for the purpose of performing DGS work.

**LAN (Local Area Network):** a group of computers and peripheral equipment (such as printers and scanners) connected by a communications link that enables a network device to interact with any other device on the network.

**Remote Access:** the connection of a personal or DGS computer from an off-site location to a DGS LAN. The OTC and OTR staff will determine the method of access.

**Security Protection Password:** a means for preventing unauthorized access to the DGS LAN during Logon.

**Telecommuting:** to work away from the main office by the use of an electronic linkup with a main office. Term is used interchangeably with telework.

**Teleconferencing:** holding a conference among people remote from one another by means of telecommunication devices (e.g. telephones or computer terminals).

**Telework:** an off-site arrangement permitting employees to work in or near their homes, or an alternate worksite, for all or part of their work schedule. Telework is an umbrella concept encompassing the terms *telecommuting*, *teleconferencing*, and *videoconferencing*, and is related to *alternative officing* and the *virtual office*.

### Telework Schedules:

- **Temporary:** a *temporary* or *limited* telework arrangement to accommodate: 1) convalescence from an injury or illness, 2) a recovering family member in need of limited in-home assistance, 3) the last weeks of pregnancy, and/or following childbirth, 4) an inaccessible main office, 5) blocked commute routes (i.e., major road construction, storm, or a disaster) 6) special project work requiring an extended period of non-interruptible time.

- **Regular:** an established telework schedule of days per week or month that centers on the needs of DGS.

**Teleworker:** an employee that teleworks.

**Videoconferencing:** a conference among people at remote locations by means of transmitted audio and video signals.

**Virtual Office:** a technology based option for working away from the main office.

**Virtual Connection:** a web-based computer connection to remote computing resources.

**ATTACHMENT H**

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This is a list of department contacts and resources for Telework at DGS:

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**CONTACTS:**

**OTR Call Center**

- Helpdesk computer assistance – 916-375-HELP (4357)
  - Email: OTRCallCenter@dgs.ca.gov

**Information Security**

- DGS Information Security Officer (ISO) – 916-376-3940
  - Email: InfoSecurity@dgs.ca.gov

**Office of Human Resources**

- Labor Relations Manager – 916-376-5384

**Office of Risk and Insurance Management**

- Safety Officer – 916-376-5287

**Business Service Office - Telecommunications**

- BSO Telecommunications Coordinator - 916-376-5329
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**RESOURCES:**

**Computer Users Handbook - Department of Personnel Administration**

- <http://www.dpa.ca.gov/benefits/health/workcomp/pubs/CompUsersHndbk/dpahandb.pdf>

**State Administrative Manual and Management Memos**

- <http://www.osp.dgs.ca.gov/On-Line+Publications/SAM+Management+Memos.htm>
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