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**IT TELECOMMUTER NORMS**

These norms are expectations set for employees in addition to a telecommuting policy. 2 Pages 20-824

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IT Telecommuter Norms

These norms are expectations set by the {Department Name} department for its employees in addition to [ORG] {Department Name} Telecommuting Policy. The employee will be in agreeance with the [ORG] {Department Name} Telecommuting Policy and the norms provided below.

1. The regular recurring telecommuter is expected to have a stable internet connection with enough bandwidth to support their role. Day-to-day interactions with their manager, coworkers, or users may include the use of Skype instant message, voice and video, or other telephony devices, cell or landline phone.
   1. **Telecommunication Expectations**:
      1. Internet service will have enough bandwidth to support skype voice and video calling.
      2. The employee is responsible for cost and maintenance of the internet service.
      3. You will also need to have adequate cell phone coverage.
      4. A company cell phone will be provided by [ORG].
2. Each regular recurring telecommuter is assigned a primary [ORG] work site; the location is a decision of Human Resource and their manager. A regular recurring telecommuter of 3 or more days per week will be required to use a shared cube or office. An exception to this may be made if their primary location is not short on appropriate office space. Role will decide the type of shared space -- Manager or above eligible for a shared office.
   1. **Office and Equipment Expectations**:
      1. [ORG] will provide equipment such as laptop, monitors, docking station, headset for VoIP calling. When remote, the employee is expected to work digitally and no printer will be provided.
      2. Shared offices or cubes at the primary [ORG] location will have a docking station and monitor.
      3. Workplace should be free of excessive distractions.
3. Many IT roles are essential to [ORG]’s business functionality and, consequently, response time is critical. The regular recurring telecommuter is expected to respond to email, phone calls, messages, etc. in a timely fashion. If a major system is down, they must be able to travel to their primary location when requested.
   1. **Response Time Expectations**:
      1. Email need to be responded to by the end of business day.
      2. Phone calls and voicemail should be returned within 2 hours.
      3. Unless prior arrangements have been made, the employee is expected to be working during core business hours. This means the employee will be in their remote office during these hours.
   2. **Performance Expectations:**
      1. If there is a decrease in performance, the employee will not be eligible to continue to telecommute.
      2. Any employee on a PIP (performance improvement plan) will not be eligible to telecommute.
4. For all meetings that have telecommuting employees as attendees, the standard should be that all attendees are virtual, where possible. It should also be the standard that video is used, in addition to audio.
   1. **Meeting Expectations**:
      1. Professional appearance is required when doing video conferencing.
      2. In all cases, if the business need is that an employee attend events (meeting, conferences, summits, team building, etc.) in person the employee must do so. This applies to all employees regardless of their work environment or location.