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**TELECOMMUTING PROGRAM STANDARD**

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**TELECOMMUTING PROGRAM STANDARD**

The objective of the IS Telecommuting Program is to permit staff, whose roles allow, to perform work away from their regular work location as well as to ensure that [ORG]’ Information Technology devices are accessible and manageable in case of emergency. This standard applies to all telecommuting personnel, including those that telecommute on a set schedule and those that need to telecommute infrequently. This standard can be used for guidance for employees and managers in defining other alternative work arrangements as well.

Description

[ORG] employees telecommute or “telework” when they fulfill the responsibilities of their job at a site other than an [ORG] property location. [ORG] considers telecommuting to be a viable work option that can be implemented at the discretion of the Department or Company. Telecommuting, when appropriately applied, may benefit both the organization and the employee. Though telecommuting might be a viable option for many eligible employees, it is not a right; it is an option that can be modified or revoked by Department Management or the CIO. In order to telecommute regularly, both the employee and Department shall complete a written Telecommuting Request, which details the parameters and requirements of utilizing remote work privileges and lists the employees telecommuting schedule. The arrangement must be deemed to provide not only a benefit to the employee, but also to [ORG] operations and service delivery. Employees may request approval from management for “one-off” telecommuting. In any event, an employee must receive express permission from management prior to any telecommuting work.

**Employees whose work cannot be adequately performed away from their regular work location are not eligible to telecommute. Further, for a variety of operational reasons, telecommuting may not be made available to all employees, including those, whose work can be performed away from the regular work location.**

Considerations

* Telecommuting is a cooperative arrangement that is only executed if it is mutually beneficial to [ORG] and the employee. It is not an entitlement, can be ended at any time, and is based on:
* The needs of the job, department, organization, and employee (in certain circumstances)
* The employee’s past and present performance
* The business benefit to the organization as deemed by management, in its approval of the Telecommuting Agreement
  + Not all positions or work assignments may be appropriate for telecommuting. No employee is entitled or guaranteed the opportunity to telework.
  + Telecommuting is a toll allowing for flexibility in work options. Clearly defined tasks and deliverables typically characterize jobs suitable for telework.
  + Telecommuting may be considered as part of an employee’s reasonable accommodation as defined by the Americans with Disabilities Act (ADA), depending upon business needs.

Benefits

Potential Employer Benefits:

* Increases employee commitment, engagement, morale, and productivity
* Reduces absenteeism
* Enhances recruitment and retention
* Potential to reduce facilities costs

Potential Employee Benefits:

* Enhances work-life balance
* Improves morale
* Saves commuting time and expenses
* Increased productivity

Potential Community and Environmental Benefits:

* Reduces rush hour commutes, thereby positively impacting congestion and accident rates
* Reduces carbon footprint, infrastructure wear and tear, and fuel consumption
* Improves air quality and energy conservation
* Expanded hours of operation and service delivery capabilities

Wages and Employee Benefits

* Telecommuting does not change the terms and conditions of employment, as a [ORG] employee
* An employee’s salary, job responsibilities, benefits, and insurance do not change, as a result of telecommuting
* State Worker’s Compensation Laws and any applicable [ORG] policies and procedures governing such matters shall apply to telecommuters

Scheduling

* The work schedule for telecommuters will depend upon the type of work performed, the needs of the department, and the employee’s individual situation (if applicable). Some employees may still be expected to report for work at [ORG]’ physical work locations, as needed.
* Department management must agree to and approve individual schedules for on-site and off-site work hours.
* Customers, vendors, other departments, and other staff should not be adversely affected by an employee’s telecommuting schedule. If telecommuting privileges are abused or otherwise negatively impact department operations, [ORG] retains the right to amend or end the agreement.

Accessibility

* + Telecommuters are expected to be as accessible as their on-site counterparts during the agreed upon scheduled work hours, and reachable through electronic means, regardless of work location.
  + Departmental, company, customer, and vendor meetings should not be adversely impacted, due to the employee’s telework schedule.
  + Telecommuters are expected to attend on-site company and departmental meetings, including those meetings related to the employee’s individual work performance and any meetings requested by the Human Resources Department.

Work Location

* + Telecommuters must have a designated workspace that is appropriately maintained by the employee and is ergonomically sound.
  + The telecommuting employee will be responsible for absorbing any costs related to the set-up of the designated workspace.
  + Tax implications, if applicable, of home-based telecommuting workspaces are the sole responsibility of the employee, and are not transferrable to [ORG].

Equipment and Security

* + Telecommuters working off-site shall take all precautions necessary to protect [ORG] equipment, intellectual property, and proprietary information. The telecommuting employee is responsible for securing and safely maintaining information, documents, and equipment off-site, in the remote working location, and in route to a different remote location or any [ORG] worksite.
  + The telecommuting employee maintains responsibility for preventing unauthorized access or damage to any [ORG] system, equipment or information at all times.
  + [ORG] shall provide the telecommuting employee with the required supplies and tools, as necessary for the successful execution of assigned duties. [ORG]-owned equipment that is provided for telework use remains the sole property of [ORG]. Because equipment needs for telework can vary the responsibility for providing and supporting the equipment will be detailed in the Telecommuting Agreement Form.
  + Any equipment used for [ORG]-related work must conform to the policies, procedures, expectations, and standards for employee conduct and performance, as well as to the security, technical support and maintenance of [ORG] operations.
  + In the case of employee-owned or [ORG]-owned equipment malfunction, the telecommuting employee must notify Department management immediately or as soon as reasonably possible. If the malfunction severely restricts or impedes the employee’s ability to adequately perform work, the employee may be temporarily re-assigned or moved to an appropriate work location.
  + The Telecommuting Request may be in effect on a limited or occasional basis, subject to the review and decision of the Department or Company, as deemed necessary and effective.
  + Department Management (or its designee) may authorize teleworking as a means to accomplish business objectives. Authorizations for telecommuting shall be approved in a manner that protects [ORG] and its employees to the maximum extent possible.

Documentation and Review

* + Regular Telecommuters and their respective supervisors shall jointly sign a Telecommuting Request, which can be terminated at any time at the discretion of [ORG], the employee’s Department or by the employee performing the telework. The Employee Telecommuting Request does not constitute a contract of employment, and the telecommuter is subject to all employee work, performance, and behavior rules set forth by [ORG]’ Employee handbook.
  + A Copy of [ORG] Telecommuting Policy shall be provided to the telecommuting employee, as well as a signed copy of the Telecommuting Request Form.

Contacts

Questions about the Telecommuting Program should be directed to your Department’s Human Resource Business Partner or to your Department Management.

For employees whose work can be performed from a remote location, the following requirements must be met in order to be considered for a telecommuting authorization:

* If you are requesting a regular telecommuting schedule, you must submit a written request to the department’s Director or your immediate supervisor. Occasional requests to telecommute should be forwarded individually to department management on an as needed basis, for approval.
* You must receive advance authorization for telecommuting from your immediate supervisor, Department Director or CIO before starting any telework.
* You must have high speed internet access from the remote location and the ability to connect to [ORG] network via VPN, DMVPN, VDI or some other sanctioned method of connection.
* You must have the client software for Cisco Jabber or another IS sanctioned communication application installed on your laptop.
* You must be logged in and reachable through Jabber or other approved messaging client. If you need to step away, your messaging status should be changed appropriately (meeting, lunch, break, etc.).
* Due to limitations with the telephony system, 911 calls cannot be placed using a telephony application installed on a [ORG] computer (Jabber, etc.). Therefore the users of these phones must agree not to place 911 calls from these applications and must use a personal phone to place emergency calls.
* You must be available to come into the office within 1 hour when called upon.
* You must be available for conference calls and meeting via phone or Webex.
* You must ensure that any company information is stored only on company property that no [ORG] devices will be accessed by unauthorized individuals, including friends and family.
* You must physically protect all [ORG]-owned devices, any devices storing [ORG] data, and any devices connecting to [ORG] network remotely. Work from a secure location and do not leave devices unattended.
* You must physically protect any sensitive or confidential information on paper or displayed on your computer screen.
* You must immediately report if your device is lost, stolen, tampered, or you suspect any suspicious activity on your device.
* If you take a day off during the week, you will not be able to telecommute that week, unless specifically authorized by management.
* If the work week contains a holiday, you will not be able to telecommute that week, unless specifically authorized by management.
* Available recurring telecommuting days are Tuesday, Wednesday, or Thursday.
* Telecommuting privileges can be revoked or amended, at any time for any reason, by the CIO or a designee.

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[NAME], VP & CIO Date