

DoIT TELEWORK POLICY**PURPOSE**

The purpose of this document is to establish the policy for the use of telework in the Department of Information Technology (DoIT). Telework will allow DoIT to service the IT needs of state agencies while attracting and retaining a diverse and talented work force, improving employee productivity, serving as a means of disaster and pandemic preparedness, encouraging traffic mitigation, energy conservation and pollution reduction, and potentially reducing costs.

DEFINITION

“Telework” refers to an employee voluntarily and routinely working one or more days each work week at a home or off-site location instead of commuting to a principal or assigned worksite or official headquarters. DoIT supports telework as an alternative work arrangement and allows supervisors to implement telework arrangements where appropriate and effective. Telework is an arrangement between a supervisor and an individual employee. A supervisor has no authority to require an employee to participate in telework; an employee has no automatic right to telework.

“Official Headquarters” refers to the physical location of DoIT work unit/section to which the employee is assigned.

“Home or off-site location” means that telework is conducted from an employee’s home or other location geographically convenient to the employee.

“Principal or assigned worksite” means the assigned DoIT office location where the employee would be required to work if they did not telework. This location may or may not be centrally located.

“Routinely” requires that telework occur on a regular schedule as authorized by DoIT and agreed to by the employee.

“Voluntary” means an employee has chosen to request a telework arrangement. A review process determines eligibility and grants approval on an individual employee basis in consideration of employee responsibilities, office coverage and potential additional costs.

“Telework Request and Agreement Form (TRAF)” is an agreement between the employer and employee that details the justification and assignment summary of an employee’s work away from his or her central workplace. Work agreements are required for all teleworking arrangements.

“Work Schedule” means the employee’s standard work hours whether working from home, off-site location or at their official headquarters.

“Designated Work Area” means a work area within the home or off-site location to be used during teleworking hours.

POLICY

Telework is a working arrangement, mutually agreed upon by the employee and the employing office, whereby the employee works at an alternative work site on specified days and/or for specified hours. Full-time telework is not permitted.

It is the policy of the Department of Information Technology (DoIT) to provide a work environment that will allow for the maximum productivity, efficiency, safety and well being of staff.

DoIT TELEWORK POLICY

AUTHORITY

ARTICLE XLVII

OFFICE OF INFORMATION TECHNOLOGY

47.1. The Labor Management Committee of the Office of Technology shall develop a telecommuting policy acceptable to both the employer and the Association. Implementation of the telecommuting policy shall be at the sole discretion of the Employer.

EMPLOYEE RIGHTS AND LABOR RELATIONS

Employees eligible for telework must be employed on a full-time and permanent basis.

The implementation of the telework work option shall not be construed as replacing or altering guidelines within the Collective Bargaining Agreement or the Administrative Rules of the Division of Personnel.

Each TRAF must be reviewed by the employee and the employee's manager after thirty (30) days in the first year it is in effect. It must then be discussed and renewed annually on 30 June or whenever there is a major job change (such as a promotion, return from extended leave or whenever the teleworker changes positions). Because the telework option was selected as a feasible work option based on a combination of job characteristics, employee characteristics, and supervisor characteristics a change in any one of these elements requires a review of the telework arrangement.

Section supervisors and Division Directors are encouraged to continue teleworking agreements in the event of changes in management staff.

HOURS OF WORK

The total number of hours that employees are expected to work will not change, regardless of work location.

DoIT must ensure that procedures are in place to document the work hours of employees who telework, in particular ensuring compliance with the Fair Labor Standards Act.

Telework is not intended to serve as a substitute for child or adult care.

USE OF LEAVE

Telework is not intended to be used in place of sick leave, Family and Medical Leave, Workers' Compensation leave, or other types of leave. However, DoIT may determine whether or not it is appropriate to offer telework as an opportunity for partial or full return to work based on agency need and the criteria normally applied to decisions regarding the approval of telework.

ATTENDANCE AT MEETINGS

Supervisors may require employees to report to a central workplace as needed for work-related meetings or other events or may meet with employee in the alternate work location as needed to discuss work progress or other work related issues.

In the event that a meeting conflicts with a routinely scheduled telework day, the manager and/or supervisor may investigate the business impact of permitting changing the agreed telework day.

EQUIPMENT AND SOFTWARE

Teleworking shall comply with all state computer use policies explicitly referenced in this policy as well as all statutes, regulation, policies and procedures that would apply when working at the official headquarters.

DoIT TELEWORK POLICY

Telework does not necessarily require employees to have equipment such as computers and fax machines in their home office. Any decision to purchase or loan equipment to support telework is the responsibility of the Division Director or his/her designee.

In the event of equipment malfunction, the teleworker must notify his or her supervisor of the malfunction immediately or when the employee becomes aware of the malfunction.

Depending upon assigned duties, the teleworker may be required to report to the official headquarters until the equipment is usable and/or return DoIT-owned equipment to the official headquarters for troubleshooting and/or servicing.

CONFIDENTIAL AND SENSITIVE INFORMATION

Teleworking shall comply with all security, privacy and data management policies explicitly referenced in this policy as well as all statutes, regulation, policies and procedures that would apply when working at the official headquarters.

SAFETY

The teleworking employee must maintain safe conditions and practice the same safety habits in the designated home or off-site location as they would in the official headquarters.

WORK RELATED INJURIES

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 occurs at the official headquarters. Employees must notify their supervisor immediately and complete all necessary appropriate documents regarding the injury.

ACCOUNTABILITY

It is the responsibility of each DoIT Division Director or Bureau Chief to enforce this policy. Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

SUSPENSION OF POLICY

DoIT may suspend the telework policy at its discretion. DoIT shall give employees 60 days advance notice if a decision is made to terminate or suspend the telework policy.

REFERENCES

- State of NH Administrative Rules of the Division of Personnel
- Remote Access Policy, Request Procedure and Request Form
- Computer Use Agreement
- Mobile Device Security Policy
- Wireless Communications Policy
- Wireless Network Configuration Standards
- IT Standards Exception Policy
- Data Storage and Release Policy
- Personally Owned Device Policy