

## **DoIT TELEWORK PROCEDURE**

**Purpose:** The purpose of this procedure is to establish a common and uniform process for the Department of Information Technology (DoIT) regarding the management of telework.

**Procedure:** The option to telework is a balance between job assignment, employee performance, and management style. Each element shall be considered during the evaluation of a request to telework.

### **Job Assignment**

Telework is only feasible for those tasks within a job assignment which are amenable in whole or in part to being performed away from the official headquarters. Managers and supervisors, in conjunction with their Division Director, will establish criteria that identify which job assignments are eligible for telework.

### **Selection**

Any DoIT employee working in a job assignment that has been identified as eligible for telework may request to use the telework work option. The opportunity to use the telework option is subject to the approval of the employee's manager or supervisor.

Selection of employees shall not be arbitrary nor based on seniority, but shall be based on specified work criteria established by supervisors, managers and/or Division Directors. Such selection criteria may include reasonable accommodation provisions for permanently and temporarily disabled employees.

In the event a request for participation in the telework program is denied, employees shall be notified in writing of the reason for the denial. Decisions to disapprove an employee's request for teleworking are made at the discretion of appropriate supervisor, manager and/or Division Director.

A Telework Request and Agreement Form (TRAF) shall be completed and placed in the employee's personnel file setting forth the terms and conditions which will be observed by both the teleworker and his or her manager.

### **Scheduling**

The operational needs of DoIT take precedence over employee telework days. A teleworker must forego teleworking if needed in the office on a regularly scheduled telework day. Whenever feasible, the

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teleworker should be advised no later than close of business of the prior day to the intended telework day.

A teleworker shall be as available for contact as if the employee were working in the official headquarters. While working away from the official headquarters, employees are expected to maintain telephone and/or electronic contact even if away from their "desk." Answering machines and call forwarding services may be used in addition to DoIT's voicemail services.

As with any work schedule, temporary telework assignments or changes in work schedules may be made at the supervisor or manager's discretion to meet business needs or to accommodate an employee's request.

**Accountability:** This procedure shall be followed by all DoIT staff as outlined in the following roles and responsibilities.

### **Chief Information Officer (CIO)**

It is the responsibility of the Chief Information Officer (CIO) to:

- a. Implement DoIT's Telework Policy.
- b. Encourage directors, managers and supervisors to use employee telework as a means for fulfilling DoIT goals and objectives, when appropriate.

The CIO may delegate authority for approval, implementation, and administration of the telework policy to the Directors and Bureau Chiefs.

### **Division Directors and Bureau Chiefs**

It is the responsibility of Division Directors and Bureau Chiefs to:

- a. Coordinate the management of DoIT Telework Policy in their Division or Bureau, including compliance with policies, procedures, and guidelines.
- b. Track the participation in the Telework Policy for their division/unit.
- c. Track and account for any state property used in the Telework Policy

Division Directors may delegate authority for approval, implementation and administration to their supervisors.

### **Managers and Supervisors**

It is the responsibility of managers and supervisors to:

- a. Determine if a telework request from an employee will

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- contribute to DoIT's objectives, while maintaining or improving efficiency, productivity, service, or public benefit.
- b. Oversee the day-to-day performance of those employees, just as with other employees under their supervision.
  - c. Ensure teleworkers are adhering to the terms and conditions of the Telework Policy.
  - d. Verify the employee's work is performed in accordance with DoIT policies, in particular:
    1. Home and office systems run anti-virus software, which is updated regularly;
    2. Backup copies of all important files are maintained at the official headquarters;
    3. Software being used for State business shall be licensed copies; and
    4. Sensitive and/or confidential files are handled in a manner consistent with the departmental and all applicable agency policies and procedures.

### **Human Resource Administrator**

It is the responsibility of the Human Resources Administrator to:

- a. Facilitate the request and approval process.
- b. Ensure compliance with the policy

### **Employees**

It is the responsibility of employees who enter into a telework agreement to:

- a. Adhere to the DoIT Telework Policy and Computer Use Agreement
- b. Ensure that work is performed in accordance with DoIT policies regarding security, backup, sensitivity and confidentiality of all computer files.
- c. Submit and receive approval of the Telework Request Form prior to teleworking.

### **References:**

- DoIT Telework Policy
- DoIT Telework Request and Agreement
- 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