



**To:** All DWD Staff

**From:** Indiana Department of Workforce Development

**Date:** October 25, 2017

**Subject:** DWD Policy 2017-05  
DWD Employee Telework Policy

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## Purpose

To set forth the general guidelines and requirements for telecommuting by the Indiana Department of Workforce Development's (DWD) staff within the Administrative Offices and Local Offices.

## Rescission

DWD Policy 2003-10, Telework Policy dated October 10, 2003

## References

Governor's Executive Orders 99-07, 03-27 and 05-21 (See 22 Ind. Reg. 3570, 27 Ind. Reg. 997, and 29 Ind. Reg. 323, respectively)

## Content

### Overview

DWD offers telework as an alternative workspace arrangement pursuant to the above-mentioned Executive Orders. Telework may be available on a limited basis to permanent employees, whose job duties do not require them to be in an assigned office or engage in direct face-to-face customer contact. Telework must be pre-approved and follow a verifiable work schedule. Telework may be requested by the employee or designated by the agency.

### Definitions

**Alternative Workspace:** This is the agreed-upon space where the teleworker will work outside of his/her established work station (e.g. teleworker's residence).

**Established Work Station:** This is considered the employee's primary workspace for the purposes of travel in DWD's management software (e.g. DWD Central Office or teleworker's residence).

**Telework Agreement:** An agreement in which employees engage in technology-assisted work conducted outside of an established work station (including working from home).

### *Scope*

This policy governs telework agreements in which an employee requests to work at an alternative workspace one or more days during the work week on a fixed basis. This policy also governs agency-designated telework agreements in which a position is classified as a full-time telework position due to a legitimate business need. This policy does *not* apply to ad hoc requests to work at an alternative workspace, individuals who work at a satellite DWD office on a regular basis, or alternative work schedules.

### *Eligibility/Practices/Responsibility*

#### **General Telework Eligibility**

Telework may be requested by the employee or designated by the agency. Below are the general eligibility requirements for both types of teleworkers:

1. Permanent full-time and part-time employees are eligible to telework.
2. The following employees are prohibited from teleworking:
  - a. an employee whose primary job function requires him or her to be physically at an assigned office; or
  - b. an employee whose primary job function is to interface with external customers.
 DWD management, in its sole discretion, shall determine when employees fit into the categories above.
3. Extenuating circumstances such as unreasonably long commutes, regular regional travel patterns, and departmental constraints such as a lack of office space may also be factored into telework assignments.
4. All teleworkers, while teleworking, must adhere to the State of Indiana's and DWD's policies. This includes, but is not limited to, the States' disciplinary and drug and alcohol policies.
5. Each telework agreement will be cost-justified and subject to benefit tracking and review.

#### **Eligibility for Employee-Requested Telework**

1. Telework is available to employees at the discretion of DWD management staff and is considered a privilege, not a right.
2. Management may consider several factors in determining whether to approve a telework request including, but not limited to, employee performance, discipline history, supervision needs, and work style.
3. The agreement may be terminated by the employee or DWD management at any time.

#### **Eligibility for Agency-Designated Telework**

1. Due to space and monetary restrictions, as well as a legitimate business need, a position that regularly performs field work may be designated by DWD management as a telework position.
2. DWD management must have the approval of the Executive Review Committee in order to designate a position as a telework position. Once approval is obtained, the supervisor of the position must work with Human Resources to designate the position as telework.

3. The established work station of a telework position is the employee's alternative workspace.
4. Current DWD employees who move into and new employees who hire into a position designated as telework must have a signed telework agreement on file.
5. The telework agreement for agency-designated teleworking employees is only revocable by the agency. Any violation of DWD's policies and procedures or decline in performance caused by failure to adhere to telework requirements set forth in this Policy and by the supervisor will result in disciplinary action, up to and including dismissal.

### **Telework Practices**

1. Telework must not hinder the employee's ability to fulfill his or her job duties.
2. Telework must be performed at the agreed-upon alternative workspace and during the agreed-upon hours.
3. The teleworker must be accessible by both phone and e-mail during scheduled work hours.
4. Telework employees may be required to travel within and outside the State to perform work, to locations designated by the supervisor for meetings, in-service trainings, and other job-related events. An employee in a telework position shall attend every training, meeting, or other work assignment at the location required by the employee's supervisor.
5. The teleworker may be required to report to an assigned office location upon management request. The teleworker may be required to change his/her work schedule and spend regular telework days in an assigned office location to meet DWD operational needs.
6. The teleworker must comply with all applicable laws, work rules, state and agency policies and program guidelines.
7. Performance standards will not be adjusted due to participation in telework.
8. The teleworker retains the same rights and benefits as an on-site employee with the same job code.
9. The teleworker may not care for dependents or others, or conduct personal business while on duty during his/her regularly-scheduled telework hours. Telework is not an alternative for child or dependent care. Employees must continue to make arrangements for child and dependent care to accommodate traditional work arrangements. For example, a teleworker may not telework while caring for a sick child and instead must request leave time in order to care for the child.
10. Under no circumstances may a teleworker hold business meetings with clients, partner agencies, professional colleagues, or members of the public at his/her alternative workspace unless specifically approved in advance by DWD management.
11. A decline in performance may be grounds for terminating the telework agreement.

### **Responsibility**

#### *DWD Management (Supervisor) Duties:*

- Ensure that the teleworker's job description is up to date.
- Provide a signed telework agreement that itemizes state equipment and supplies to be used, designate the teleworkers work hours, and locations.
- Provide on-going monitoring and oversight of the teleworker's work performance. Any concerns related to teleworking will be brought to the employee's attention immediately.

- Review the Telework agreement at six (6) months and one (1) year for the first year and annually thereafter.
- Provide a clear understanding of job duties and standards of how work is to be monitored and evaluated.

*Teleworker Duties:*

- Follow all established and applicable workplace rules and regulations.
- Obtain pre-approval for overtime and/or any changes to the agreed-upon work schedule and follow the guidance of the State of Indiana -Hours of Work Policy <http://in.gov/spd/files/Hours-of-Work-and-Overtime-Policy-11-27-16.pdf>
- Use State-owned equipment for business purposes only.
- Take all precautions necessary to secure information in his/her home and prevent unauthorized access to any departmental system from their home.
- Accurately and honestly report hours worked and used leave time for hours not worked.
- Be responsible for any tax implications related to the teleworker's home alternative workspace.

## ***Request and Termination of Telework***

*Initial Telework Request by Employee*

1. The employee will complete the Telework Schedule Request Form and schedule a meeting with his/her direct supervisor.
2. The supervisor and the employee will meet to review the feasibility of telework. If the supervisor determines that telework is appropriate, the employee and supervisor will sign the Telework Agreement, obtain his/her lead team member signature, and then forward the agreement to the DWD Human Resources Director for final approval and signature by the Executive Review Committee. Please note: the agreement is not valid until the signature process is completed.
3. Once the Telework Agreement is approved by the supervisor, lead team member, and the Executive Review Committee, the signed Agreement must be forwarded to the requesting employee's supervisor and DWD Human Resources. The employee may begin to telework pursuant to the Agreement on the first day of the next payroll period after DWD Human Resources has confirmed the receipt of the completed Telework Agreement.
4. The signed original will be included in the employee's personnel file. Signed copies will be placed in the employee's fact file and given to the employee.
5. The teleworker is responsible for coordinating any necessary services such as software installation.

*Termination of Telework Agreement*

DWD reserves the right to terminate an employee's participation in telework at any time. A DWD employee may only terminate an employee-requested telework agreement. A DWD employee cannot terminate an agency-designated telework agreement.

1. The teleworker employee or DWD management may request to terminate the telework agreement, where applicable, with 30 days' notice, unless there are extenuating circumstances

that require an earlier termination of the agreement. Management will assign employee to the office location that serves the operational needs of DWD.

2. Failing to comply with any aspect of the telework policy may result in immediate termination of the telework agreement and may result in other disciplinary action, up to and including dismissal.

## ***Administrative Requirements***

### *Determining the Established Work Station*

If the employee works at his/her alternative workspace on a full-time basis, his/her alternative workspace should be the established work station. If the employee works at his/her alternative workspace on part-time basis, it is up to the discretion of DWD management to determine whether DWD Central Office or the alternative work station should be his/her established work station. DWD management is responsible for assigning the applicable "location code" to the employee based on this determination.

### *Mileage and Travel*

1. The employee's established work station is considered his/her "post station" for the purposes of travel.
2. For purposes of calculating travel, please refer to the Indiana Department of Administration's Employee Travel Policy.

### *Equipment Requirements:*

1. The supervisor shall determine what type of equipment/software is needed to perform the principal work activity. The State is not required to provide equipment/software for the telework location; however, with the approval of the agency, the telework participant may be provided State-owned equipment and software necessary to perform work assignments.
2. The teleworker is responsible for installing and updating the latest virus protection software and for updating detection files on teleworker-owned equipment that is used for teleworking at no cost to the State.
3. If State-owned equipment is used, the teleworker is responsible for making arrangements with the Indiana Office of Technology (IOT) to obtain updates.
4. Any equipment provided by the teleworker will be at no cost to the State and all maintenance will be at the teleworker's expense. The State is not liable for the equipment owned by the teleworker.
5. DWD will provide routine note-taking supplies such as paper, pens, and staplers; however, it will not provide any office furniture. DWD will not compensate or reimburse the teleworker, nor will DWD accept any responsibility for personal equipment or supplies used at the telework site.
6. Staff will contact IOT for resolution in the event of equipment failure. The teleworker will ensure his or her supervisor is aware of these issues.
7. Support of all DWD equipment, such as a DWD-issued laptop computer, will be performed by IOT at the requested location. DWD will not provide any technical support at the telework site.

### *Indiana Office of Technology Requirements*

All teleworkers should:

1. Possess a broadband internet connection, have a state-issued cellphone with hotspot capabilities, or a Verizon MiFi device at their home. This connection should be proven to be reliable. Those without access to a reliable internet connection through the above methods should not consider teleworking. If the teleworker chooses to use their own home WIFI network, they are responsible for connecting to that network. DWD or IOT will not configure components of a home network. DWD will not reimburse for home internet connection.
2. DWD Teleworkers should possess a state-issued laptop configured by the Indiana Office of Technology. These laptops should be of the latest model (HP). Older Dell models should not be used and should be returned to DWD or IOT for replacement.
3. DWD Teleworkers should have a network account in the DWD domain that is configured for VPN access. These accounts can be acquired by request at [DWDAccountControl@dwd.in.gov](mailto:DWDAccountControl@dwd.in.gov) by a member of DWD management.
4. DWD Teleworkers should register to use PhoneFactor two-factor authentication before attempting to use their VPN accounts. They should test the connectivity of the number they provide for two-factor authentication before exiting the site. Any problems with enrolling in PhoneFactor or connectivity should be directed to the IOT Helpdesk. Instructions for the use of PhoneFactor can be found at <https://myshare.in.gov/pages/phonefactor.aspx>.
5. DWD Teleworkers should use the Cisco AnyConnect Secure Mobility Client as provided by IOT. The client should be configured to connect to [vpn.iot.in.gov](https://vpn.iot.in.gov) as directed by IOT. Instructions for using AnyConnect will be provided by DWD Account Control and/or IOT at the time VPN access is granted.
6. DWD Teleworkers should be able to demonstrate the following to their supervisor before being allowed to telework:
  - a. Their ability to connect to a WiFi network via the Indiana Public Wireless network or by using their state-issued cellphone via hotspot or a Verizon MiFi device.
  - b. Their ability to connect to a VPN session with the Cisco AnyConnect Secure Mobility Client and authenticate using PhoneFactor two-factor authentication.
  - c. Their ability to connect to all needed resources (Home and Shared drives) and all needed applications.
7. DWD Teleworkers should report all VPN connectivity issues to the IOT Helpdesk first. DWD Account Control should only be contacted after the IOT helpdesk has determined that VPN connectivity is functioning properly and it is a DWD resource that cannot be contacted.

### *Mail and Shredding Procedures*

1. The teleworker must adhere to DWD policies regarding the retention and disposal of DWD documents and work product. The teleworker must follow procedures set by DWD management for shredding confidential or privileged materials.
2. The teleworker is prohibited from using his/her alternative workplace as the return mailing address on DWD correspondence and mailed items to *external* customers. DWD management will direct employees in telework positions as to the appropriate return address to use for mailed items.

3. The teleworker must follow procedures established by DWD management regarding the receipt of mail.

### ***Security and Equipment***

All confidentiality rules apply equally to the assigned office and the alternative workspace. Confidential records must be logged in and out of the assigned office. Teleworkers must maintain files and work materials containing confidential or privileged information in a designated locked storage area. Violations will result in immediate revocation of the telework option and may result in other disciplinary action, up to and including dismissal. All teleworkers must adhere to the Internet Resource Use Arrangement.

### **Effective Date**

October 25, 2017

### **Ending Date**

Upon rescission.

### **Action**

All DWD units must adhere to this guidance. DWD units may, at the discretion of management, impose additional requirements pertaining to their specific unit, as deemed necessary.

### **Attachments**

- A- Telework Schedule Request Form
- B- Telework Agreement



**TELEWORK SCHEDULE REQUEST  
(Attachment A)**

State Form 56432 (R / 7-18)  
INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

This is a request to the Indiana Department of Workforce Development (DWD) from:

\_\_\_\_\_  
(Teleworker)

I am requesting to telework on a (check one):

- Full-Time Basis (Monday through Friday)  
 Part-Time Basis (Please describe.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please describe reason for requesting telework arrangement:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If my request to telework is granted, my alternative workspace location would be the following:

Address (number and street)
City
State
ZIP Code

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date (month, day, year)

- Approved  
 Denied





**TELEWORK AGREEMENT  
(Attachment B)**

State Form 56433 (12-17)  
INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

Employee Name: \_\_\_\_\_

This document memorializes the telework agreement between the employee, his/her supervisor, the departmental lead team member, and the DWD Executive Review committee.

The employee has completed the following (*check box*):

- The teleworker has read DWD's Telework Policy.
- Submitted the Telework Schedule Request Form to his/her supervisor, where required.  
(*Please attach to this agreement.*)
- Discussed telework feasibility with his/her supervisor  
(*Not applicable to Agency Designated telework.*)
- Obtained the appropriate approval from his her/supervisor to telework.  
(*Not applicable to Agency Designated telework.*)

Duration: This agreement will be evaluated after the first six (6) months and then annually thereafter. The agreement is subject to termination by DWD at any time. If this is an employee-requested telework agreement, the employee may also terminate the agreement at any time.

Equipment: The supervisor and employee have determined what type of equipment/software is needed to perform the principal work activity. The State is not required to provide equipment/software for the home office; however, with the approval of DWD, the teleworker may be provided State-owned equipment and software necessary to perform work assignments.

State-owned equipment (*List equipment / software provided to the teleworker.*):

_____	_____
_____	_____
_____	_____

State-owned equipment may only be used for authorized work activities.

Maintenance of Equipment: Equipment provided by the State must be protected against damage and unauthorized use. State-owned equipment will be serviced and maintained by the State.

Teleworker owned equipment (*List equipment / software provided by teleworker.*):

_____	_____
_____	_____
_____	_____

Equipment provided by the teleworker will be at no cost to the State and will be maintained by the teleworker. The State is not liable for damage to teleworker-owned equipment.

Work Assignments: The teleworker may be required to meet with the supervisor to receive assignments and to review completed work. The teleworker will complete all assigned work according to procedures mutually agreed upon with the supervisor.

Evaluation: The evaluation of the employee's job performance will be based on established standards.

Location:

The following are the working locations, which are agreed to as part of the telework agreement:

Established Work Station:

Established Work Location
Address ( <i>number and street</i> ), City and State

Alternative Workspace:

Alternative Workspace Location
Address ( <i>number and street</i> ), City and State

The teleworker agrees to work at the approved workspaces and not from an unapproved site. Failure to comply with this provision may result in termination of the agreement, and/or other appropriate disciplinary action up to and including termination of employment.

Work hours: Work hours are specified below as part of this agreement:

	Established Work Station	Telework Station
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Lunch		

Mileage: For benefit tracking, the teleworker must provide an approximation of miles to and from the teleworker's established work station to alternate workspace using Rand McNally (<http://maps.randmcnally.com/>).

Mileage (*approximate*): \_\_\_\_\_

On-the-Job injuries: The teleworker is covered by workers' compensation if injured in the course of performing official duties at the telework location. The teleworker must notify his/her supervisor immediately if an injury occurs while performing official work duties. The supervisor shall follow report of injury protocol and contact Human Resources.

Liability: The State will not be liable for damages to the employee's property resulting from participation in the telework program. In signing this document, the teleworker agrees to hold the State harmless against any and all claims, excluding appropriate workers' compensation claims.

The teleworker agrees to participate in the telework program and to follow the applicable guidelines and policies.

I have read and understand this Telework Schedule Request Form, This Telework Agreement, and the telework policy and agree to abide by and operate in accordance with the terms and conditions described in both documents. I agree that the sole purpose of this agreement is to regulate telework and that it constitutes neither an employment contract nor an amendment to any existing contract.

**Employee:** \_\_\_\_\_ Date (*month, day, year*): \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ Date (*month, day, year*): \_\_\_\_\_

**Lead Team Member:**  
\_\_\_\_\_ Date (*month, day, year*): \_\_\_\_\_

**Executive Review Committee:**  
\_\_\_\_\_ Date (*month, day, year*): \_\_\_\_\_