



DEPARTMENT OF ADMINISTRATIVE SERVICES  
INTERNAL POLICIES AND PROCEDURES

## 250 Telework

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**Effective:** June 13, 2014  
**Revised:** October 1, 2019  
**Reviewed:**

**References:** [DAS Policy 100 Working Conditions](#); [DAS Policy 110 Employee Code of Conduct](#); [5 CFR § 551.422 - Time spent traveling](#); [5 CFR § 550.112 - Computation of overtime work](#); [Rule R895-7 Acceptable Use of Information Technology Resources](#); and [Form F250A, Telework Program Acknowledgement Form](#)

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### **Purpose:**

The purpose of this policy is to outline the various types of telework arrangements as well as the requirements for each arrangement. Telework arrangements utilize mobile technologies, flexible work schedules, and multi-user workstations to maximize efficiency of work processes while reducing costs associated with office space. This policy is designed to provide the structure needed for effective implementation and operation of mobility.

This policy rescinds and replaces all telework, telecommuting, or mobile work policies implemented prior to the date of this policy.

Not every employee will be eligible to participate in the telework program; therefore, many employees will continue to report to their regularly assigned physical building. This policy addresses three specific telework arrangements:

1. Work from Home
2. Mobile Work
3. Free Address

### **Definitions:**

1. "Executive Director's Office" (EDO) means the Department of Administrative Services Executive Director's Office
2. "Free-address location" means a desk space without an assigned user
3. "Home base office" means the business location that serves as the employee's assigned administrative center
4. "Learning Management System" (LMS) means the state system used by DAS to present and track online training
5. "Utah Performance Management" (UPM) means the system used by the Department of Human Resources to track employee performance



## **Policy:**

### **Work from Home**

This telework arrangement provides a qualified employee the opportunity to work at a place other than the employee's regularly assigned office location, usually the employee's residence. An employee's alternate work location must be approved by the employee's supervisor. The employee must have a dedicated, private workspace in the alternate location. Employees approved to participate in the DAS teleworking program must work from their alternate location a minimum of three days per week. On the days the employee is not scheduled to work from home, the employee will report to a free address location made available for teleworkers at the employee's home base office.

### **Mobile Work**

This telework arrangement provides flexibility of schedules for an employee whose responsibilities require the employee to be away from the office for much or all of the regular workday due to community interaction. A mobile worker shall not be assigned a permanent office, but shall instead utilize a free address option when reporting to the home base office.

### **Free Address Workstations**

Free address workstations are designed primarily for Mobile Workers and Work from Home employees when these employees are physically present in the office. These DAS employees may utilize unassigned, non-permanent workstations on an as-needed basis. Other employees, particularly supervisors and managers may choose and are encouraged to utilize free address space in order to get out of their offices and be more accessible to their employees. DAS may require employees to reserve the free address workspace in advance, or the workspaces may be used on a first-come, first serve basis depending upon usage patterns.

### **Eligibility for Employee Participation in Telework**

DAS should consider telework for all possible job classifications that would lead to efficiencies and effectiveness in daily operations. However, not all jobs may be appropriate for telework arrangements. Additionally, some employees may not be successful in a telework environment. Ultimately, the success of the employee and the delivery of quality services are the paramount priorities when considering an employee for telework.

A DAS employee approved for telework must meet the following requirements prior to approval:

1. The nature of the work performed by the employee is conducive and secure for telework arrangements;
2. Service to customers is unaffected by a telework agreement; no communication, service, or availability shall be postponed due to employee's daily work location;
3. Office space assigned to a teleworking employee is relinquished upon start of an agreement;
4. The employee's team/manager has an established culture of regular technology-assisted communication;



5. The employee has meaningful performance measures submitted to and approved by EDO and documented in the employee's UPM;
6. The employee has a current signed telework agreement uploaded to the employee's UPM; and
7. The employee has completed the AWS Training in the learning management system.

An employee is **not** eligible to participate in telework if:

1. The employee is subject to official discipline for performance or conduct, including a performance improvement plan, written warnings, suspension, demotion, or recommendation for termination;
2. The employee has a documented violation of the Employee Code of Conduct ([DAS Policy 110](#));
3. The employee has demonstrated diminished individual or organizational performance;
4. The employee has violated the terms of a Telework Program Agreement within the past six months;
5. The employee's position involves the direct handling of secure material (daily or on a frequent basis), which the division/office determines is inappropriate for telework;
6. The employee does not have adequate home internet service; or
7. The employee's position requires daily, or on a defined consistent basis, onsite work activities that cannot be handled remotely or at an alternative worksite.

### **Managers and Directors**

If an employee who wishes to telework is a manager or director, the following additional requirements must be met:

1. The majority of subordinates must be participating in telework;
2. Processes that can be securely converted to paperless have been converted; and
3. The teleworking agreement has been approved by the EDO.

Managers and directors participating in the teleworking program will continue to be held accountable for mentoring, coaching, communicating, training, and developing team members. If the telework arrangement interferes with the execution of any management responsibilities, the manager/director may be required to discontinue the teleworking arrangement.

### **Supervisor Responsibilities**

The supervisor of an employee utilizing a telework arrangement has certain responsibilities. The supervisor shall:

1. Set forth appropriate measures to protect confidential information;
2. Ensure that customer service is not adversely affected by the telework arrangement;



3. Establish a consistent working schedule with the employee; this schedule is an established schedule and does not change based on holidays, personal appointments, or personal preference.
4. Meet with employee and define his or her responsibilities as part of a UPM;
5. Report baseline performance measurements before the employee begins a telework arrangement and create measurable and definable ongoing performance metrics which are submitted monthly to EDO or designee and reported in UPM;
6. Communicate any performance concerns in a timely manner and instigate discipline where appropriate;
7. Maintain frequent and effective individual and team communication with telework employees;
8. Inform employees of any reservation requirements for Free Address space;
9. Ensure there is not a hardship or burden placed on other employees (additional work, etc.);
10. Maintain responsibility and accountability for treating all telework and non-telework employees similarly in acts involving managerial discretion, including distribution of assignments among employees in the work unit, use of appropriate tracking and communication tools, performance management, both informal and formal feedback, performance coaching, learning and development, reassignment, promotions, retention, and discipline;
11. Provide advance notice, if practicable, to telework employees regarding requests to report to the home base office location (notice is not required and does not absolve an employee's responsibility to be physically present upon request);
12. Complete telework training for supervisors; and
13. Review requirements with employees and sign an annual Employee's Telework Program Acknowledgement Form.

### **Employee's responsibilities when utilizing a telework arrangement**

An employee utilizing a telework arrangement has certain responsibilities. The employee shall:

1. Maintain or exceed established performance standards;
2. Ensure alternative worksite is appropriate and provides the professional work environment, connectivity, technology, resource access, and security consistent with the work in which the employee is engaged;
3. Procure and provide internet service necessary to efficiently accomplish work tasks at the employee's expense;
4. Maintain agreed upon work schedule which adheres to DAS appropriate working hours policy (DAS Policy 100, Working Conditions) with any derivation pre-approved by supervisor and documented in the employee's UPM;
5. Maintain flexibility and responsiveness to the needs of the supervisor, work team, and agency (communication and collaboration);
6. Report to the regularly assigned office location, pursuant to division/office needs, for all or part of a workday during which the employee would otherwise be engaged in a telework arrangement;



7. Report work time in accordance with established Department of Human Resource Management (DHRM) time and attendance policies; overtime hours shall not be worked without preauthorization;
8. Restrict telework days to those days agreed to in the telework agreement. Employee shall not “shuffle” telework days based on holidays, occurrence of in-office requirements, appointments, etc.
9. Comply with DHRM and Department of Administrative Services (DAS) rules and practices pertaining to requesting and obtaining approval for leave, overtime, or any change to the employee’s agreed-upon work schedule outlined in the Employee’s Telework Program Acknowledgement Form.
10. Maintain effective and prompt communication with supervisors, team members, and customers;
11. Maintain and leave a clean workspace at all times when using in office free address work locations;
12. Properly maintain and protect confidential information and following data security procedures at all times;
13. Use a shared workspace only as long as needed;
14. Maintain a high level of customer service at all times;
15. Complete telework training for employees; and
16. Sign an annual Telework Program Acknowledgement Form and make sure it is loaded into UPM.

Participation in a telework arrangement is based on an employee’s job responsibilities as determined by the division/office. If an employee’s productivity decreases or other performance/conduct issues arise, the supervisor shall treat the telework employee no differently than an employee working in the regularly assigned office location. This means that coaching and counseling shall take place and, if necessary, the supervisor take disciplinary action as appropriate.

Employees who participate in a telework arrangement are considered to be in an official duty status during the employee’s designated work schedule. Teleworking employees are prohibited from providing dependent or adult care while working from home.

Commute time to the home base work location on days when an employee is not scheduled for telework, but is scheduled to work from a state office building instead are not considered compensable time. If the employee is teleworking from home (or alternate approved telework location) and scheduled or asked to come into the office during the workday, this travel time is considered compensable time under 5 CFR 551.422 and 550.112(j)(2).

The supervisor retains the authority to disapprove an employee’s selection of a particular alternative worksite arrangement if, in the supervisor’s judgment, the worksite is not business appropriate, fails to provide a working environment compliant with this Policy, or both.



An employee who participate in a telework agreement shall be treated no differently than an employee working at an in-office location. Each employee, whether a teleworker or an office-based employee should be held to similar standards and performance metrics for their particular jobs. Recognition and/or discipline should be administered according to standards that apply to all.

### **Equipment**

An employee who has entered into a telework agreement shall use a state-issued laptop both at the alternate work location and in the office. Any additional equipment the employee feels is necessary is provided at the employees' expense unless approved by the division director and the EDO.

Ergonomic equipment will only be provided for home use to employees who provide a doctor's note stating that telework is necessary and detailing the ergonomic equipment required for the employee to safely complete his/her work tasks. Otherwise, ergonomic equipment provided by the State is only authorized for in-office use.

### **Training**

An employee who wishes to enter into a telework arrangement shall complete Alternate Workspace training for employees prior to the effective date of the telework arrangement. A supervisor who has one or more employees utilizing a telework arrangement shall attend or complete the telework training for supervisors prior to the effective date of the telework arrangement. Record of training completion shall be maintained in the LMS and shall be the official record.

### **Acceptable Use Policy and Information Technology**

A telework employee using State-owned hardware, software, cell phones, email, and other forms of State-owned communication media shall comply with the State's Acceptable Use Policy ([Rule R895-7](#)), code of Conduct ([DAS Policy 110](#)) and other State and Federal laws, rules, and policies.

An employee has the responsibility to safeguard government property and is responsible for the care, security, and effective utilization of such property, including computers, tablets, phones, and related equipment used to perform official duties. An employee may be financially responsible for the property if it is lost, stolen, damaged, or destroyed as a result of negligence, improper or willful actions.

### **Instances of Inclement Weather**

If State offices are ordered to be closed, employees including those in a telework arrangement who were regularly scheduled to be at the designated office location that is being closed may be granted discretionary leave with pay. However, if an employee is participating in a telework



arrangement and is scheduled to work at home the day the office is closed, the employee is required to work remotely that day or take annual leave.

In instances where the employee is unsure of the appropriate course of action, the employee shall seek guidance from the employee's supervisor or division/office director.

**Adherence to Policy**

Adherence to this policy is required. Deviation from this policy by employee or supervisor may result in disciplinary action including the withdrawal of teleworking privileges, written warning, suspension, and/or termination for the employee, the supervisor, and the Director.