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1.0 PURPOSE AND SCOPE

The EEP has established internal policies and procedures that identify criteria for jobs designated as telecommutable. This policy identifies criteria for selecting employees who are eligible to telework, and has established:

- EEP policies and procedures by which the State/EEP will pay for email access;
- guidelines for employees who work at “duty stations”;
- defined safety and IT security issues associated with teleworking;
- consistency in the administration of the Telework Program, and
- a means to resolve and clarify issues associated with the Telework Program.

This policy is in accordance with the State’s Telework guidelines.

EEP TELEWORK ADVISORY BOARD MEMBERS:

- EEP Human Resources Manager
- EEP Operations Director
- EEP LAN Manager
- EEP Budget Manager
- EEP Strategic Planning Supervisor
- EEP Analysis and Procedures Supervisor

Definitions:

TELEWORK(TW) A flexible work arrangement in which supervisors approve employees to perform their job duties away from their central workplace or duty station, in accordance with their same performance expectations and other approved or agreed upon terms. Telework does not include work performed at a temporary worksite for a limited duration or an employee who works occasionally from home on a special project. A TW employee works away from duty station, usually at home, 1-3 days a week.

TELEWORKER: An employee who participates in the Telework Program and who performs jobs duties away from the primary duty station.

NON-TELEWORK POSITIONS: Positions identified by the EEP Telework Advisory Committee as ineligible for the Telework Program. Typically, these positions have responsibilities that require that the employee is located at their duty station on a daily basis in order to ensure performance of the day-to-day operations of the Program.

DUTY STATION: The city, town, or other location where the employee's office is located, or the city, town, or location where the employee's work is performed on a permanent basis. The employee's official duty station is to be designated by the agency. Duty Stations are determined by the needs of the agency and not assigned because it is the home or preferred living area of an employee. The home of an employee may be assigned as the official duty station if the agency determines that it is the most

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appropriate location. If an employee’s home or other location is their “duty station” they do not fall under the category of “teleworker.”

REGIONAL OFFICES: DENR has seven main regional offices across the state. DENR Regional Offices include: Asheville, Fayetteville, Mooresville, Raleigh, Washington, Wilmington, and Winston Salem. EEP, in some cases, may arrange for office spaces for EEP employees within DENR Regional offices. When EEP employees have their base office within a DENR Regional Office, the DENR Regional Office is the employee’s duty station.

2.0 POLICY STATEMENT

The EEP will permit staff to Telework when EEP Telework guidelines and procedures are followed. Violations of this policy, work standards, or violations in reporting standards and requirements or abuse of this policy will result in disciplinary actions that may include termination.

Teleworkers and supervisors are required to read, understand, and follow all DENR guidelines for Teleworking. Links to DENR’s Teleworking Policy and Procedure are provided in section 3.0 of this document.

2.1 TELEWORK GUIDELINES FOR EEP TELEWORKERS:

2.1.1 TW request forms are completed by the employee and submitted to and approved by the employee’s immediate supervisor and the EEP Director. Supervisor is responsible for justification to Director, if required.

Supervisory approval to telework is contingent on employees meeting the following standards for selection.

The employee:

- is able to work independently; requires minimal supervision;
- requires minimal face-to-face interaction with co-workers and supervisor while teleworking;
- has a high level of job knowledge and skill;
- is results oriented; comfortable setting priorities and deadlines;
- has demonstrated a high level of performance and productivity;
- has a history of reliability;
- has a full understanding of the operations of the office and the specific requirements of the teleworker job;
- keeps supervisor informed of progress and/or problems;
- knows who can make what decisions;
- and the supervisor have developed high levels of trust;
- functions at very good or above level;
- has a safe and adequate work site free from interruptions.

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2.1.2 The Director has authority to determine which supervisors in the program meet the standards for selection to participate as a TW supervisor. Director approval for supervisors to telework is contingent upon the supervisor meeting the above standards for employees and:

- The supervisor trusts their employees to do their jobs without constant face-to-face supervision;
- The supervisor has a results-oriented management style and has established clear, measurable objectives and desired results for self, employees, and section.
- The supervisor provides employees with timely and constructive feedback; and
- The supervisor facilitates open communication among all members of EPP staff.

2.1.3 The TW benefit will be administered fairly and consistently to all staff members in the office or program;

2.1.4 EEP has established positions in the Administration and Policy and Procedures Sections as non-telework positions.

2.1.5 It is the immediate supervisor's right to disapprove TW requests; this benefit is not a universal employee entitlement. Any telework situation is voluntary for the employee and at the discretion of management and/or employee's supervisor. As a result, TW is not a grievable issue under the State personnel policies. An employee who terminates an agreement cannot be subjected to disciplinary or other adverse personnel action. Supervisor has discretion to "terminate" telework agreement with two weeks notice to employee in writing. Employee also has right to terminate telework agreement with a two weeks written notice to immediate supervisor.

2.1.6 A teleworker's home or other duty station is an extension of the Program workplace and the State's liability for job-related accidents will continue to exist during the teleworker's approved work hours at the designated work location. It is the responsibility of the teleworker to maintain a safe, ergonomically correct home or duty station workplace.

To assist the teleworker in conforming to universal safety standards, and to minimize the state's liability, the teleworker must submit for approval a photograph signed and dated by the teleworker as a "true and representative photograph of the teleworker's work place." The EEP Safety Coordinator may make suggestions after review of photograph.

2.1.7 The State assumes no liability for use of a teleworker's home, personal computer or other equipment regardless of circumstances. Maintenance and repair costs and/or losses incurred in the pursuit of teleworking are the responsibility of the teleworker.

2.1.8 Telework Supervisor is responsible for managing performance of the teleworker and ensuring that contributions and performance are aligned with the Program's goals. Supervisor shall establish measurable performance standards which are results-oriented and which describe quantity and quality of work. This standard applies to all EEP employees.

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2.1.9 Teleworking is not a substitute for dependent care. Having a dependent in the home while teleworking may affect an employee’s ability to work. It is expected that arrangements are made for dependent care during work hours.

2.1.10 Office supplies will be provided by the State and should be obtained during the teleworker’s in-office work period. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. (This standard applies to all EEP employees).

2.1.11 Teleworker must obtain supervisor’s approval prior to working more than 40 hours in a standard work week (comp time).

2.1.12 Supervisor and Teleworker shall establish communication modes and frequency to be used during regular work hours (i.e., phone, email, fax, and other technologies).

2.1.13 EEP Teleworker must have and/or maintain an overall performance rating of “very good” or above in order to retain TW status or be approved for the TW benefit.

2.1.14 The State will not purchase furniture for a teleworker’s home office. Any state owned equipment or surplus furniture removed from state property shall be signed for by the employee and a copy of the document maintained by the HR Office and shared with the IT staff and others as needed. (This standard applies to all EEP employees.)

2.2 Occasional work from home:

Employee and Supervisor may establish an agreement for “occasional” work from home on an as needed basis and employee will obtain supervisory approval. Occasional work from home is not considered Teleworking. Occasional work from home may occur during inclement weather, or when employee has large volumes of data to analyze or read and will be approved on a case-by-case basis. Supervisors will use own discretion. Employees who occasionally work from home will not receive network drive access or other LAN-based services.

2.3 EEP INFORMATION TECHNOLOGY (IT) REQUIREMENTS

2.3.1 If State/EEP pays for a teleworker’s ISP, the employee must go through OITS for DSL for VPN (virtual private network). This will allow for a secured connection and shared drive access.

2.3.2 If employee does not require access to the EEP shared drive, the employee is expected to pay for own email access (e.g., RoadRunner).

2.3.4 Staff working in a satellite office or regional office must ensure that IT staff supporting that office building or employee backs up data as required by DENR.

2.3.5 If an employee’s home is their “duty station,” hard drives must be brought in monthly to the Parker Lincoln building to be backed up by the EEP IT staff.

2.3.6 At no time is an EEP laptop or desktop computer permitted to be connected to a wireless network.

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3.0 REFERENCES

[DENR Teleworking Policy](#)

[DENR Teleworking Procedure](#)

EEP Telework Agreement (Attachment A)

IT documents from the Office of the Governor, State Chief Information Officer, located on the EEP shared drive at: \\archer\dot\shared\Security Policies and Procedures:

- 177 Remote Access Policy, including Mobile Computing and Telecommuting
- Desktop and Laptop Security Standard
- Remote Access Security Standard
- User ID and Password Protection
- Virus Protection Policy and Guidelines

North Carolina Telework Site: <http://teleworking.osp.state.nc.us/>

4.0 AUTHORIZATION



William Gilmore, EEP Director

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ATTACHMENT A

EEP TELEWORK AGREEMENT

EMPLOYEE'S NAME: _____
SECTION: _____
TITLE: _____ **SALARY GRADE:** _____

SUPERVISOR'S NAME: _____
TITLE: _____ **SALARY GRADE:** _____

Prior to completing this agreement, we have read the North Carolina Telework Policy and the EEP Telework Policy and are familiar with its terms and agree to comply in full.

(Supervisor's initials here) _____

(Employee initials here) _____

WORK LOCATION:

Street Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Description of work space at home (a picture of the work space must be attached prior to approval):

TELEWORK WEEKLY SCHEDULE:

The employee will telework _____ days per week according to the following schedule.

DAY	HOURS (NOTE LUNCH HOUR)	WORK LOCATION (PARKER LINCOLN, HOME)
MONDAY		
TUESDAY		
WEDNESDAY		
THURSDAY		
FRIDAY		

WORK ASSIGNMENTS:

The following are typical assignments to be worked on or duties to be performed by the employee at the work location with expected delivery dates where applicable. (Attach additional sheet if needed)

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EVALUATION CRITERIA:

Work performance will be evaluated in the following ways: (Attach additional sheet if needed)

- _____
- _____
- _____
- _____

EQUIPMENT AND SOFTWARE:

The following equipment will be used by the employee at the work site:

EQUIPMENT (serial #'s of state owned equipment to be provided)

PROVIDER

(S=State Owned, E-Employee Owned)

- 1) _____
- 2) _____
- 3) _____
- 4) _____

The following software will be used by the employee at the work site:

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Employee shows agreement by initialing the following:

- I may continue to use my own email provider understanding that the state will not reimburse me for this service. _____.
(Access to the EEP shared drive is still available with a VPN client installed by EEP IT. Teleworker is not permitted to install their own VPN client.)
- If State/EEP pays for my ISP, I agree to go through OITS for DSL for VPN to ensure I have a secured connection for shared drive access. _____
- I agree to ensure that my computer has the most recent "Virus Protection" software by working with EEP ITS Staff. _____
- I agree to have my laptop BIOS password enabled and setup by EEP ITS Staff. _____
- I agree to have State Data on USB drives, encrypted by EEP ITS Staff _____

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- I understand that I may not have an EEP laptop or desktop computer connected to a wireless network. _____
- I agree to promptly return all State/EEP owned furniture, computers, printers, and other equipment to EEP within 2 business days of termination of telework agreement.

- I agree to obtain all office supplies during my scheduled days in the office. _____
- I agree to read and respond to emails while working from home _____ times a day and will respond to phone messages _____ times a day. _____
- I agree to maintain a safe home work environment. _____
- I agree to bring in State provided computer/equipment into the Parker Lincoln monthly for repairs and routine maintenance such as backups and security checkups by EEP IT Staff. EEP ITS staff will be provided with at least one weeks notice of a machine coming in for maintenance. _____
- I agree that I am responsible for repair of “personal equipment used to telework. _____

CERTIFICATIONS:

I HAVE REVIEWED THE ABOVE INFORMATION WITH _____
PRIOR TO HIS/HER PARTICIPATION IN THE TELEWORK PROGRAM.

Supervisor's Signature

Date

I understand that this telework agreement is not an employment contract and may not be constructed as such. I certify that I have read, understood, and agreed to comply with the terms of the EEP Telework Policy and specific terms of this agreement.

Employee's Signature

Date

Director's Signature

Date