

Telewrok			
	Questions	Answers	OPM URL
1	What is the difference between eligibility and participation in terms of telework?	Eligibility relates to the individual employee. Participation relates to the duties of the position, without regard to who the incumbent may be. You may be eligible to participate in telework, but for various reasons, your first line supervisor may decide that you are not be allowed to participate in telework.	
2	What makes me ineligible for telework?	There are four reasons for you not being eligible for telework.	http://www.opm.gov/faqs/topic/telework/
		a. If you have been officially disciplined for being absent without permission for more than 5 days in any calendar year	http://www.opm.gov/faqs/topic/telework/
		b. If you have been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties is eligible to telework.	http://www.opm.gov/faqs/topic/telework/
		c. If you have been disciplined for a conduct issue (other than 2a and 2b).	http://www.opm.gov/faqs/topic/telework/
		d. If you are not performing at a fully successful performance level.	http://www.opm.gov/faqs/topic/telework/
5	How long does the period of ineligibility last?	The period of ineligibility depends on the type of action taken against you:	http://www.doi.gov/telework/factsheets.cfm

		a, For conduct issues (2a, b, c):	http://www.doi.gov/telework/factsheets.cfm
		(1). If a non-permanent document is in your file, the prohibition from teleworking exists until the document is removed.	http://www.doi.gov/telework/factsheets.cfm
		(2). If a permanent document is in your file, the prohibition is two years from the date of the event that caused the document to be created. At the end of that two year period, the supervisor, after consultation with the servicing Human Resource Officer, may allow you to telework or continue the prohibition until a future date.	http://www.doi.gov/telework/factsheets.cfm
		b. For a performance issue (2d), the period of ineligibility lasts until you performance reaches the fully successful level.	http://www.doi.gov/telework/factsheets.cfm
6	Why would an eligible employee not be allowed to telework?	The answer depends on the type of telework you are asking about. There are three categories of telework in the Department: core (which means you telework on regular, scheduled basis for a certain number of days every pay period); situational (which means you telework when you have special project but not on a scheduled basis); and emergency or continuity of operations (COOP) (this includes inclement weather, natural disasters, situations when a government facility might be unusable (e.g. fire damage) or similar situations).	http://www.doi.gov/telework/factsheets.cfm

		<p>No eligible employee should be excluded from participating in emergency telework. Even mission essential or mission critical employees who are expected to come to work no matter what, can be allowed to telework in emergent situation. Let's take the example of a boiler plant operator who cannot get to the duty location because the roads are impassible and the distance too great to walk. This employee can be permitted to telework if that person can perform some function related to the job. In our example, this person might be able to update operating instructions, training aids or complete required annual training or complete an online course related to the job while teleworking. By not permitting this employee to telework, the employee might be required to take leave and the required updates to operating instructions or training would still not be done.</p>	http://www.doi.gov/telework/factsheets.cfm
		<p>Very few employees should be excluded from participating in situational telework. While the opportunity might be very limited for some employees, very few could not benefit from situational telework. Let's go back to our boiler plant operator. This person has to maintain operating instructions and take training. Some or all of those things could be done in a telework situation.</p>	http://www.doi.gov/telework/factsheets.cfm
		<p>For core telework, there are a number of situations that might preclude you from teleworking. All of these situations relate to the duties outlined in your position description and include:</p>	http://www.doi.gov/telework/factsheets.cfm

		a. You have to deal with classified information.	http://www.doi.gov/telework/factsheets.cfm
		b. You are required to meet the public in your job. For example, park rangers, law enforcement officers and teachers have duties that require them to deal with the public on regular basis. It's important to note that while these positions may not be suitable for core telework, they are likely to be, as with the boiler plant operator, suitable for situational and emergency telework.	http://www.doi.gov/telework/factsheets.cfm
		c. You deal with sensitive information (such as personally identifiable information or proprietary) which cannot be properly safeguarded if you telework. Just because you deal with PII or similar information does not, in and of itself mean, that your position is not suitable for telework. The key here is that the appropriate safeguards are not available. If the safeguards are available, then the position would meet the requirements for core telework.	http://www.doi.gov/telework/factsheets.cfm
		Some positions appear to be unsuitable for core telework if you only look at the surface layer. Here are some examples.	http://www.doi.gov/telework/factsheets.cfm
		a. Secretary, program assistant, receptionist and other similar clerical personnel. With a closer look at how to share the duties among coworkers (other secretaries, program assistants, receptionist), it may be that telework can be arranged. We have many examples of how phones can easily be answered from home when that is a major part of your job; so phone	http://www.doi.gov/telework/factsheets.cfm

		answering duties should not be a limitation to telework. And as with our boiler operator, situational and emergency telework may be very appropriate.	
		b. Help Desk Staff: If you are a help desk employee and you have to go to where your customer is located, then telework may not be suitable. However, if work can be rearranged so that you handle calls and make work assignments while teleworking and someone else goes to the customer, telework can be very appropriate as you and your coworkers rotate onsite and remote duties.	http://www.doi.gov/telework/factsheets.cfm
		c. Park rangers and law enforcement personnel. Both of these groups of individuals have training to complete and reports to write. While the duties of these two professions may not be suitable for core telework, they are suitable for situational or emergency telework.	http://www.doi.gov/telework/factsheets.cfm
		Our point here is that with some creativity, teamwork and flexibility, almost everyone can telework at least now and then.	http://www.doi.gov/telework/factsheets.cfm
		And the bottom line is this - DOI assumes that everyone eligible will be permitted to telework at least situationally and under emergency conditions. To prohibit eligible employees from all types of telework, your supervisor must have a legitimate business reason.	http://www.doi.gov/telework/factsheets.cfm
7	What are my responsibilities when I telework?	When you telework you have all the same responsibilities as when you work in a government office.	http://www.opm.gov/faqs/topic/telework/

		Because we have a myriad of rules and policies that guide us in our jobs, we can't cover them all in a fact sheet and we can't get into details about the ones we are going to highlight. You should also review other fact sheets that address some of these issues in more detail.	http://www.opm.gov/faqs/topic/telework/
		Records Management: Be sure to protect government records from theft, damage, etc. For example, don't leave them on your home desk where your family members have access.	http://www.opm.gov/faqs/topic/telework/
		Privacy: All the rules about protecting sensitive data apply to your telework location. For example, your family members may not be given access to sensitive data and you need to properly secure documents and electronic files so that family members and guests do not have access to this information.	http://www.opm.gov/faqs/topic/telework/
		Injuries: If you are injured while teleworking, you must notify your supervisor as soon as possible and you must complete the required reports. You may be required to allow a safety inspector access to your telework site. If you are asked to allow an inspector into your home, you will be given 24 hours notice.	http://www.opm.gov/faqs/topic/telework/
		Safety: You are responsible for maintaining safe work area for teleworking.	http://www.opm.gov/faqs/topic/telework/
		Tour of Duty: You must record your time in your time and attendance system accurately including reflecting the fact you teleworked. In addition, you may not work overtime or take comp time without prior approval of your supervisor.	http://www.opm.gov/faqs/topic/telework/

		Protect Government Property (computers, etc.): You must take appropriate steps to ensure that government property is secure and protected. For example, do not allow your family to use a government issued device.	http://www.opm.gov/faqs/topic/telework/
		Be Respectful of Your CoWorkers: You should be prepared to telework. Do not depend on your coworkers in the office to retrieve papers and reports and do not ask them copy, fax or otherwise provide clerical support to you unless that is their job.	http://www.opm.gov/faqs/topic/telework/
		Communicate: When you sign your telework agreement, you and your supervisor should decide how you are going to communicate while teleworking. For example, will you forward your calls from your office phone? Will you retrieve voice mail every X minutes? You must be accessible to your supervisor, co-workers and customers. This means you will likely have to provide your home phone number to your supervisor unless you have your office phone on forward. You and your supervisor should also agree on how you handle email. However, it is not appropriate for your supervisor to require you to email him/her every X minutes just to demonstrate you are available.	http://www.opm.gov/faqs/topic/telework/
9	What policy governs the issue of including teleworkers in office meetings?	The law requires that employees who telework and employees who do not telework be treated the same in terms of performance, appraisals, awards and work assignments. The Department interprets this requirement as prohibiting purposefully excluding teleworking employees from participating in staff meetings and other official office meetings.	http://www.doi.gov/telework/factsheets.cfm

10	As a supervisor, what are my obligations to ensure employees who are teleworking participate in office meetings?	Barring unforeseen circumstances (such as a fire, tornado, etc.), ensure teleworkers can dial-in (audio) to participate in meetings.	http://www.opm.gov/faqs/topic/telework/?cid=351d6006-27b5-4ad0-8350-66e53fcc7474
		Where video teleconferencing is possible, we recommend that employees be allowed to participate via VTC.	http://www.opm.gov/faqs/topic/telework/?cid=351d6006-27b5-4ad0-8350-66e53fcc7475
		For routine meetings, such as weekly staff meetings or project reviews, employees should not be required to forgo a scheduled telework day just to participate in the meeting.	http://www.opm.gov/faqs/topic/telework/?cid=351d6006-27b5-4ad0-8350-66e53fcc7476
		For special meetings, such as all-hands meetings, official recognition ceremonies, etc., employees who are scheduled to telework on the day of the meeting, should be notified as far in advance as possible if you wish to require them to attend the meeting.	http://www.opm.gov/faqs/topic/telework/?cid=351d6006-27b5-4ad0-8350-66e53fcc7477
		Employees who are scheduled for telework should not be required to forgo the telework day when an optional event (e.g. office party) is being held. It is appropriate to encourage all employees to participate in a special, social event.	http://www.opm.gov/faqs/topic/telework/?cid=351d6006-27b5-4ad0-8350-66e53fcc7478

11	Does management have a duty to bargain (negotiate) over telework?	Telework is a condition of employment and a working condition. Therefore, in the majority of cases management would have to fulfill its labor-management obligation to bargain over the creation of or changes to its telework policy.	http://www.opm.gov/faq/topic/telework/?cid=3c1817f3-b2d1-4e78-a140-44bca43c2df6
12	How do existing collective bargaining agreements (CBA) between DOI and labor organizations impact telework policy?	Where an existing CBA contains provisions which conflict with DOI/Bureau policy, the CBA takes precedence over such policy. However, the overall DOI/Bureau policy would not be impacted and would apply to all employees not covered under the CBA.	http://www.opm.gov/faq/topic/telework/?cid=3c1817f3-b2d1-4e78-a140-44bca43c2df6
13	What happens when the Department's policy and the collective bargaining agreement are not consistent?	Our goal is to have a standard DOI-wide approach to telework; however, this is still subject to negotiated agreements with the labor organizations representing DOI employees. If there is inconsistency, follow the negotiated agreement language.	http://www.opm.gov/faq/topic/telework/?cid=3c1817f3-b2d1-4e78-a140-44bca43c2df6
14	As a supervisor, how do I manage the performance of my teleworkers?	In general, managing performance of your teleworkers is no different than managing the performance of your non-teleworkers. In fact, the law requires you to treat all employees equally when it comes to performance management, awards, work assignments, etc.	http://www.doi.gov/telework/factsheets.cfm
15	If I can't see my employees, how do I know they are working?	First, we want to assure you that throughout DOI, supervisors routinely do not see their employees on a daily or even weekly basis and have learned how to successfully manage their "virtual" workforce. So it can be done!	http://www.doi.gov/telework/factsheets.cfm

		<p>Examples of our virtual workforce include: ONRR - the senior official is located in the Main Interior Building. All of his employees - including his secretary, are located in other buildings around the country. OSM - Almost all of the the Office of Surface Mining auditors have their home as their official duty station. There supervisor can be hundreds of miles away and may not see the auditor for weeks or months. USGS, BLM, BOR, FWS, NPS and others with regional headquarters - regional leaders are located in one place and their organization may be dispersed over several states. In USGS, regional executives supervisor center directors in many state. They may see each other monthly or quarterly. And similar situations exist in other bureaus. In the Solicitor's Office, the workforce is spread across the United States with supervisor hundreds or thousands of miles away. Your bureau or office, if not mentioned so far, is likely managing a virtual workforce somewhere in your organization - so just ask around to find experienced supervisors who can assist you.</p>	http://www.doi.gov/telework/factsheets.cfm
		<p>You will know if your employees are working if they produce work products. We all know there are employees who come to the office and sit at their desk and don't get their work done...so how does it help if you can see them? The issue is not about where they work, it's about what your employees produce.</p>	http://www.doi.gov/telework/factsheets.cfm
			http://www.doi.gov/telework/factsheets.cfm

16	How do I set realistic work goals?	This is one of those great questions without an equally great answer. That's because every work situation is different, position descriptions differ, labor agreements differ and some aspects are personality driven. The real answer to his question is when you sign a performance plan for your employee! So our suggestions are about how to establish a realistic performance plan.	http://www.doi.gov/telework/factsheets.cfm
		Start with the position description, identify key duties and decide what you expect the person to do for each.	http://www.doi.gov/telework/factsheets.cfm
		Then establish how well and how many "Xs" you expect the employee to complete in a year and then break that down by the week or month. We know that sometimes this is easier said than done. Consider measuring training, process improvement, cost savings, time savings, etc. If you are not sure what to measure, talk to your human resources officer - they can help you.	http://www.doi.gov/telework/factsheets.cfm
		We recommend you do not break the work into daily "quotas". For a host of reasons beyond the control of the employee, they may not be able to make a target for one day but can easily make a weekly target as they manage the ebb and flow of the work cycles.	http://www.doi.gov/telework/factsheets.cfm
17	Can I require teleworkers to provide a report on their work accomplished?	You can do this only if you require non-teleworkers to do the same. See Fact Sheet 12-3, Special Reports for Teleworkers.	http://www.doi.gov/telework/factsheets.cfm
18	Can I require employees to put their government phone on call forward to their telework site?	Yes. Be sure you comply with any labor agreement.	http://www.doi.gov/telework/factsheets.cfm

19	Can I require employees to call me or email me throughout the day to see if they are working?	You can do this only if you require non-teleworkers to do the same. We highly discourage you from this approach. Taking this approach demonstrates a lack of respect and trust in your employees and will lead to morale problems.	http://www.doi.gov/telework/factsheets.cfm
20	What criteria must be met to prohibit an employee from teleworking?	Please read Fact Sheet 12-1-Eligibility and Participation. We also want to let you know that you may not prohibit telework based on the following criteria:	http://www.doi.gov/telework/factsheets.cfm
		Rank: An individual cannot be prohibited from teleworking simply because of their rank (GS15, SES, etc.). Prohibitions must be based on the duties of the position.	http://www.doi.gov/telework/factsheets.cfm
		Role: The fact that an employee is a supervisor cannot be used to prohibit the employee from teleworking. Prohibitions must be based on the duties of the position.	http://www.doi.gov/telework/factsheets.cfm
		Geography or Level of Organizational Assignment: You may not prohibit an employee from teleworking because the work at a certain level of the organization (HQ, regional HQ, etc.) or because they work in a certain community. Prohibitions must be based on the duties of the position.	http://www.doi.gov/telework/factsheets.cfm
		Students, probationary, term, temp, intermittent employees: Categorical prohibitions may not be established based on the employee's appointment status. Prohibitions must be based on the duties of the position.	http://www.doi.gov/telework/factsheets.cfm
21	What are my responsibilities in regard to telework for a contract employee that is in my organization?	You may not authorize or prohibit a contractor from teleworking. Contract employees are governed by their company's telework policy, not by the DOI policy unless their contract with DOI specifies otherwise.	http://www.doi.gov/telework/factsheets.cfm

		If you have any questions or issues with a contract employee, contact your contracting officer or contracting officer representative.	http://www.doi.gov/telework/factsheets.cfm
22	May I use my own computer, printer, etc. when I telework?	DOI prefers that employees use government owned equipment for teleworking. However, the use of personally owned equipment (POE) is permissible when certain conditions are met.	http://www.doi.gov/telework/factsheets.cfm
23	What conditions are required for use POE?	The answer to this question depends on several things.	http://www.doi.gov/telework/factsheets.cfm
		For printers and other non-storage device peripherals, you can use your POE and there are no special conditions that apply.	http://www.doi.gov/telework/factsheets.cfm
		For storage devices including USB drives, CD, DVD and other similar external storage devices:	http://www.doi.gov/telework/factsheets.cfm
		a. You can use your POE without encryption so long as there is no sensitive data on your device. Sensitive data includes: protected health information, personally identifiable information, proprietary information, non-public information or any document that includes an employee's social security number.	http://www.doi.gov/telework/factsheets.cfm
		b. You can use your POE only if it has government-approved encryption security for sensitive information.	http://www.doi.gov/telework/factsheets.cfm
		For your personal computer, you may use this device but you must:	http://www.doi.gov/telework/factsheets.cfm
		a. Not process any sensitive information on your computer without the proper encryption software on your computer.	http://www.doi.gov/telework/factsheets.cfm

		b. Keep all government information separate from your personal information. This means on a separate drive or in a separate folder.	http://www.doi.gov/telework/factsheets.cfm
		For email using DOI's web mail system, you may use your POE so long as you do not download any documents to your POE unless your POE is properly encrypted.	http://www.doi.gov/telework/factsheets.cfm
24	What are the penalties for violating this policy?	The penalties for violating privacy and security policies are the same for teleworkers and non teleworkers and are decided on a case-by-case basis.	http://www.doi.gov/telework/factsheets.cfm
25	Where do I go to get answers to other questions about POE?	Contact your bureau or office information security officer.	http://www.doi.gov/telework/factsheets.cfm
26	Why is privacy a special concern for teleworkers?	When you take government records to a telework site, such as your home, you have in your possession official government records which require preservation and safeguarding under federal law. The safeguards that are in place in a government facility or on government computers may not be available at your home or at a telework center. The Privacy Act expressly requires that PII be secured to protect the confidential, integrity and availability of the data. So you need to understand your responsibilities under the Privacy Act and other federal statutes and regulations to protect the privacy sensitive records in your possession.	http://www.doi.gov/telework/factsheets.cfm
27	What do you mean by Personally Identifiable Information?	Personally Identifiable Information (PII) refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. Not all PII is	http://www.doi.gov/telework/factsheets.cfm

		sensitive – for example, your name, official title, official address, phone number and email address are not sensitive.	
		Examples of PII that are sensitive include full or truncated Social Security numbers, dates of birth, addresses, phone numbers, email addresses, credit card numbers, financial information, mother's maiden name, biometric identifiers, medical information, passport number, driver's license number, and performance ratings. You should also consider context as non-sensitive PII can become sensitive when combined with other information. For example, a list of names of employees within your office as opposed to a list of names of employees with poor performance evaluations.	http://www.doi.gov/telework/factsheets.cfm
			http://www.doi.gov/telework/factsheets.cfm
28	What do you mean by Privacy Act records?	Privacy Act records are records about individuals that are contained in a Privacy Act system of records managed by a Federal agency. You and your supervisor must coordinate with Bureau/Office Privacy Act Officers to determine whether records contained in a Privacy Act system of records may be used for telework. Examples of Privacy Act systems of records managed by the Department include:	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> DOI-16, DOI Learn 	http://www.doi.gov/telework/factsheets.cfm

		<ul style="list-style-type: none"> DOI-45, Personnel Security Files 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> DOI-85, Payroll, Attendance, Retirement, and Leave Records 	http://www.doi.gov/telework/factsheets.cfm
29	How do I obtain approval to work with Privacy Act records?	You must obtain approval from your supervisor to work with Privacy Act records from a telework location. You and your supervisor must ensure that adequate safeguards are in place to protect the records for unauthorized disclosure. Although the decision to allow the use of Privacy Act records for telework is delegated to individual supervisors, you are directly responsible for protecting the sensitive privacy data in your custody and may be held responsible for any unauthorized disclosure of that data.	http://www.doi.gov/telework/factsheets.cfm
		Telework employees are not authorized to maintain a Privacy Act system of records at their home or alternate workplace. Failure to ensure the protection of sensitive information at the alternate workplace may result in termination of the Telework Agreement and disciplinary action.	http://www.doi.gov/telework/factsheets.cfm
30	How do I properly safeguard sensitive privacy data?	You must take steps to ensure that records subject to the Privacy Act and sensitive PII are not disclosed to anyone except to those who are authorized access to such information. Hard copy records and media containing privacy or other sensitive data must be physically secured at all times. You must work with your supervisor to ensure the physical, technical and administrative safeguards are in place protect the data.	http://www.doi.gov/telework/factsheets.cfm

		<ul style="list-style-type: none"> Computers, portable media, and other devices that store PII must be encrypted 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Encrypt PII during electronic transmission, transportation and storage 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Use strong passwords and do not choose options that allow your computer to remember passwords, and do not share your passwords with anyone 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Mark or label files, file cabinets, mobile storage media, etc. with the DOI Privacy Act Notice 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Physically secure PII in locked file cabinets, drawers, desks, or other secure containers 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Limit access to records or media that contain PII, and ensure data is handled, stored and safeguarded at all times to protect against loss or unauthorized disclosure 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Prevent “shoulder surfing” and lock your screen when you step away from the computer 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> Do not leave PII unattended on a desk, printer, copier or fax machine 	http://www.doi.gov/telework/factsheets.cfm
		<ul style="list-style-type: none"> When portable media is no longer required for storage of sensitive data, the storage device must be returned to DOI and the sensitive data degaussed or overwritten in accordance with DOI IT security policy 	http://www.doi.gov/telework/factsheets.cfm

		<ul style="list-style-type: none"> · Immediately report any loss or unauthorized disclosure of PII to your supervisor 	http://www.doi.gov/telework/factsheets.cfm
31	What do I do when I leave DOI?	<p>Upon your departure from DOI, you must return or electronically transmit all records back to your supervisor at your official duty station to be incorporated into your bureau/office's official recordkeeping system. If your official duty station is your home office or federal telework center, you must return or electronically transmit all records to your designated supervisor. Any records subject to the Privacy Act must be returned to the official location for the system of records under the control of the Department or bureau/office system manager. You must return all computer equipment and portable media to DOI to be degaussed or overwritten in accordance with DOI IT security policy.</p>	http://www.doi.gov/telework/factsheets.cfm
32	Other than understanding safeguards, what else should I know?	<p>While you have possession of government records, whether you are teleworking or on official travel, you must ensure they stay in your custody. You must safeguard all information, including sensitive data, removed from your official duty station and information created at your alternative workplace in accordance with the Federal Records Act, Privacy Act, FOIA, other Federal laws, regulations, and current DOI policies.</p>	http://www.doi.gov/telework/factsheets.cfm

33	What do you mean when you say that the records must stay in my custody?	When we say records "must stay in your custody" we mean that you must secure the records under your control and cannot leave them exposed or unattended without proper safeguards. For example, you should never give government records to a non-government employee or a contractor who has no authority to handle the records. This means your friends and family members should not handle government records, so don't leave them on your home desk where your family can view or access them.	http://www.doi.gov/telework/factsheets.cfm
		Also, when you travel with government records, be sure to secure them if they are not in your immediate possession. For example, if you are staying in a hotel room and go to dinner, be sure you secure records so that hotel personnel with access to your room cannot handle the records.	http://www.doi.gov/telework/factsheets.cfm
35	What are the penalties for not safeguarding Privacy Act records?	If you knowingly and willfully make an unauthorized disclosure of records subject to the Privacy Act, or you willfully maintain a system of records without meeting the notice requirements, you may be subject to a misdemeanor and fined up to \$5,000 (5 U.S.C. 552a; 383 DM 9). You may also be subject to disciplinary action in accordance with 370 DM 752.	http://www.doi.gov/telework/factsheets.cfm
36	Who can I contact for information on protecting privacy?	Your Bureau/Office Privacy Act Officer will assist you with any privacy issues while teleworking. A list of Bureau/Office Privacy Act Officers is available at http://www.doi.gov/ocio/privacy/doi_privacy_act_officers.htm .	http://www.doi.gov/telework/factsheets.cfm
37	Can telework be used to accommodate an employee with a covered medical condition?	Yes. The Office of Personnel Management and DOI support the use of telework for employees who request reasonable accommodation due to a medical	http://www.doi.gov/telework/factsheets.cfm

		condition.	
38	Is telework an appropriate accommodation for a permanent, qualified medical condition?	Yes. However, even if telework is a reasonable accommodation on a temporary basis, not all positions are suitable for permanent telework. Supervisors, in conjunction with their bureau Disability Program Manager and human resources specialist, should evaluate the duties of the employee's position, the employee's ability to perform the work with or without an accommodation, and the applicability to telework.	http://www.doi.gov/telework/factsheets.cfm
		Remember that if the employee becomes a full time teleworker, their official duty station may change along with pay and benefits. Supervisors, working with their human resource specialist must ensure employees are fully aware of how a change to their official duty station will impact the employee.	http://www.doi.gov/telework/factsheets.cfm
39	If an employee is pregnant and requests telework during the period of pregnancy, should I process the request as a reasonable accommodation?	We highly recommend you handle these requests under the DOI reasonable accommodation policy, 373 Departmental Manual 15, Reasonable Accommodation for Individuals with Disabilities. This will protect you and your employee. You may also consult your bureau Disability Program Manager or human resources specialist for guidance.	http://www.doi.gov/telework/factsheets.cfm
40	Does the DOI Telework Handbook set policy for teleworking as a reasonable accommodation?	The Handbook establishes policy for teleworking. If you decide to use telework as an accommodation, the policy in the Handbook applies. Reasonable accommodation is covered by 373 Departmental Manual 15 and that's the policy that you follow when	http://www.doi.gov/telework/factsheets.cfm

		considering a request for reasonable accommodation.	
41	What is the relationship between records management and teleworking?	Telework employees working from an approved alternate worksite have the same responsibility for managing records generated or received in the course of their work as if they are working at their official duty station.	http://www.doi.gov/telework/factsheets.cfm
42	What are Federal records?	Federal records are all books, papers, maps, photographs, machine readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of data in them (44 U.S.C 3301).	http://www.doi.gov/telework/factsheets.cfm
43	What laws and regulations must I follow for managing records while at a telework site?	You must maintain, store, and preserve all Federal records created or received during the course of official business no matter where you work, in accordance with requirements of the Federal Records Act, the Freedom of Information Act, the Privacy Act, the Federal Information Security Management Act of 2002, bureau/office records management policy, bureau/ office records retention schedules, judicial orders and Congressional direction.	http://www.doi.gov/telework/factsheets.cfm

44	What are my records management responsibilities at a telework site?	As a DOI employee, you have three general obligations regarding Federal records.	http://www.doi.gov/telework/factsheets.cfm
		1. Create records needed to do business for the bureau/office, record decisions and actions taken, and document activities for which they are responsible;	http://www.doi.gov/telework/factsheets.cfm
		2. Properly manage records so that information can be found when needed. Employees must set up directories and files, and file materials regularly and carefully in a manner that allows them to be safely stored and efficiently retrieved when necessary; and	http://www.doi.gov/telework/factsheets.cfm
		3. Carry out the disposition of records under their control in accordance with bureau/office records schedules and Federal regulations.	http://www.doi.gov/telework/factsheets.cfm
		You must consider and follow bureau-specific policies for managing records that contain personally identifiable information, controlled unclassified information or other sensitive data.	http://www.doi.gov/telework/factsheets.cfm
45	Do my records management responsibilities change at a telework site?	No. Your records management responsibilities do not change at a telework site. These responsibilities apply to both Federal records and non-records (e.g., reference copies).	http://www.doi.gov/telework/factsheets.cfm
46	Can I take original records from my official duty station to my telework site?	Yes, you may take original records to your telework site provided you have your supervisor's approval and you take the necessary precautions to safeguard the records in your custody. Whenever possible, you should work with copies of records.	http://www.doi.gov/telework/factsheets.cfm

47	How do I manage records that were created or received while teleworking?	You should set up directories and files in a manner that allows records to be safely stored and efficiently retrieved when necessary. You are also responsible for ensuring all records created or received while teleworking remain in your custody at all times, and that the proper safeguards are in place to protect records. Unauthorized individuals (e.g., non-government employees, family members, etc.) are not permitted to handle agency records.	http://www.doi.gov/telework/factsheets.cfm
		You must return or electronically transmit all records back to your official duty station and incorporate those records into your bureau/office's official recordkeeping system. Contact your Bureau/Office Records Officer for assistance on records schedules and file plans.	http://www.doi.gov/telework/factsheets.cfm
48	When I leave the Department, am I required to return records that were created or received while teleworking?	Yes. You must return all agency records upon your departure.	http://www.doi.gov/telework/factsheets.cfm
		You and your supervisor must ensure that all agency records are protected and returned to the Department upon your departure from DOI, including retrieval of records from personally owned equipment.	http://www.doi.gov/telework/factsheets.cfm
49	What are the requirements for managing litigation responsive documents and information?	You must preserve documents that are responsive to ongoing or foreseeable litigation in their original format, and in the original location whenever possible.	http://www.doi.gov/telework/factsheets.cfm

		If you keep these documents on your personally-owned device (computer, smart phone, etc.), that device may be subject to discovery in litigation, or in the course of an investigation by the Office of the Inspector General, or other administrative investigation or proceeding. As a result, you may be required to provide access to your personally owned device for the purpose of searching for and collecting litigation-related data.	http://www.doi.gov/telework/factsheets.cfm
50	What are my responsibilities for reporting records that have been lost, destroyed or removed?	Federal agencies are required to prevent the unlawful or accidental defacing, alteration or destruction of records, and agency records may not be removed from the legal custody of the agency. As a Federal employee, you must ensure that all agency records in your custody are protected and returned to the Department. You must immediately notify your supervisor and Bureau Records Officer of any loss, destruction or removal of agency records from your custody. Your Bureau Records Officer is required to report the loss or destruction to the National Archives and Records Administration.	http://www.doi.gov/telework/factsheets.cfm
51	What are the penalties for the unlawful or accidental removal, alteration or destruction of Federal records?	Penalties for the unlawful or accidental removal, defacing, alteration or destruction of Federal records may include a fine, imprisonment, or both (18 U.S.C. 641 and 2071).	http://www.doi.gov/telework/factsheets.cfm
52	Who can I contact for information on records management related to teleworking?	Your Bureau/Office Records Officer will assist you with the management of your records while teleworking. A list of bureau/office Records Officers is available at http://www.doi.gov/ocio/records/people/recon.htm .	http://www.doi.gov/telework/factsheets.cfm

53	What type of workload reports can I require from teleworkers?	The law requires that employees who telework and employees who do not telework be treated the same in terms of performance, appraisals, awards and work assignments. The Department interprets this requirement as prohibiting reports from employees as way to document what work they have performed when they telework.	http://www.doi.gov/telework/factsheets.cfm
		As a supervisor, you may require reports from employees to document the work they perform so long as the report is required equally when employees telework and when they don't and so long as you require the report from non-teleworkers. The "equal treatment" principle is what applies - be sure you treat your teleworkers and non-teleworkers the same.	http://www.doi.gov/telework/factsheets.cfm
54	What type of time and attendance reports can I require from teleworkers?	Employees are required to document work periods whether or not they telework. DOI's automated time and attendance system have special codes for annotating telework periods.	http://www.doi.gov/telework/factsheets.cfm
		As a supervisor you must ensure your employees accurately record their work periods, including telework periods.	http://www.doi.gov/telework/factsheets.cfm
		Time and attendance reports are used by the Department and the Office of Personnel Management to assess telework participation rates; so accurate reporting is essential.	http://www.doi.gov/telework/factsheets.cfm
55	What is a telework agreement?	The law requires an agreement be signed between the employee and organization prior to telework commencing. This agreement is commonly called a Telework Agreement.	http://www.opm.gov/faqs/topic/telework/index.aspx?page=1

56	Where do I find a telework agreement?	DOI has prescribed a form for telework agreements, Form DI 3457. The form is available at http://www.doi.gov/archive/nbc/formsmgt/fm_forms.html . Only this form can be used for telework agreements except when a different form is required under a labor agreement. It is DOI's desire that all agreements be accomplished using Form DI 3457 so that the department can accurately report information to the Office of Personnel Management who uses that information to report to the Congress.	http://www.doi.gov/archive/nbc/formsmgt/forms/DI_3457.pdf
57	What is the process to get a signed telework agreement?	You should fill out the Form DI 3457 and electronically send it your supervisor.	http://www.doi.gov/telework/factsheets.cfm
58	Who approves the agreement?	The Department's policy is that only the first line supervisor can approve an agreement.	http://www.doi.gov/telework/factsheets.cfm
59	What if my supervisor denies my request for telework?	Denials are document on DI Form 3700, Denial or Termination of a Telework Agreement. This form is available at http://www.doi.gov/archive/nbc/formsmgt/fm_forms.html . You may appeal to your second line supervisor whose decision is final. Procedures are outlined in the DOI Telework Handbook, paragraph 28. Bargaining unit employees should follow the procedures outlined in their labor agreement.	http://www.doi.gov/telework/factsheets.cfm

60	Who can terminate an agreement already in place?	You can or your supervisor can. If your supervisor terminates the agreement, then you must be given sufficient notice (typically two weeks) to ensure you make arrangements to get to and from your work place. If your supervisor terminates the agreement, you will be provided a reason in writing for the termination. You may appeal a termination to your second line supervisor whose decision is final. Procedures are outlined in the DOI Telework Handbook, paragraph 28. Bargaining unit employees should follow the procedures outlined in their labor agreement.	http://www.doi.gov/telework/factsheets.cfm
61	If my supervisor needs me to come to the office for meeting, is that the same as terminating an agreement?	No. Your supervisor has the right to cancel a scheduled telework day due to office staffing levels, unexpected workload, the need for your presence at a meeting or other official reasons. When your supervisor exercises this option, it does not terminate your agreement, it simply alters the provisions of the agreement for that day.	http://www.doi.gov/telework/factsheets.cfm
62	Can a terminated or denied agreement be approved at some future date?	Yes. When the circumstances end that resulted in the agreement being terminated or denied, you can reapply for telework.	http://www.doi.gov/telework/factsheets.cfm
63	What is included in the agreement?	In addition to your name and other work information, you must provide the address of your telework location and you must agree to certain terms. These terms are outlined in the agreement and are explained in more detail in the DOI Handbook, Chart 1.	http://www.doi.gov/telework/factsheets.cfm
64	Can the agreement be modified?	The Form DI 3457 cannot be changed (except as a result of a labor agreement). You may modify information contained in the form that pertains to you by completing a new agreement. For	http://www.doi.gov/telework/factsheets.cfm

		example, if your telework location changes, you would reapply for telework.	
65	Do agreements have to be renewed?	Agreements must be renewed when the employee receives a new supervisor. Some bureaus and offices require renewal of agreements on a periodic basis. Check with your supervisor to see if your bureau or office is one of the organizations that requires periodic renewal.	http://www.doi.gov/telework/factsheets.cfm
66	Why is it important that I record my telework in our time and attendance system?	Information about telework is reported to the Office of Personnel Management and the Congress. Bureau, Office and Department leaders make decisions about telework, staffing and space based on telework information in our time and attendance systems, so we need to have accurate information.	http://www.doi.gov/telework/factsheets.cfm
67	How do I record my time in Quicktime or WebTA (BOR staff only)?	Check with your timekeeper or review the Time and Attendance telework fact sheet at www.doi.gov/telework	http://www.doi.gov/telework/factsheets.cfm
68	What type of training do I need to complete to be allowed to telework?	There are two training courses that you must complete prior to signing a telework agreement. The agreement is required by law before you can telework, and that includes teleworking in emergencies.	http://www.doi.gov/telework/factsheets.cfm
		The first course provides you general information about telework. The course is titled Telework 101 for Employees.	http://www.doi.gov/telework/factsheets.cfm
		The second course is the annual mandatory privacy and security training (this training is required of all employees, whether or not they telework and is called Federal Information System Security Awareness Training Course (FISSA).	http://www.doi.gov/telework/factsheets.cfm

69	I am a supervisor of a teleworker. Do I need training?	Yes, you are required to complete two courses: Telework 101 for Managers and the annual privacy and security training. We highly recommend that you also take Telework 101 for Employees.	http://www.doi.gov/telework/factsheets.cfm
70	How often do I have to take the training?	Telework 101 for Employees and Telework 101 for Managers are only required one time unless your bureau or office requires refresher training. All employees must take the privacy and security training every year.	http://www.doi.gov/telework/factsheets.cfm
71	If I want to take the courses, where do I find them?	All courses are available through DOI Learn. After you log in, just do a search by course title or subject.	http://www.doi.gov/telework/factsheets.cfm
72	Can I be required to take other training by my bureau or office?	Yes, bureaus and offices may require you to take additional training on telework. Check with your bureau or office telework coordinator.	http://www.doi.gov/telework/factsheets.cfm