UNITED STATES
DEPARTMENT OF THE INTERIOR

TELEWORK HANDBOOK
(370 DM 226)

OFFICE OF THE SECRETARY
Washington, D.C. 20240

FOREWORD

The Telework Handbook supplements the requirements prescribed by 370 DM 226 and establishes Department-wide policies and procedures for the proper implementation of all Federal laws, Executive Orders, regulations and policies related to telework. Questions regarding the contents of the Handbook may be directed to the Departmental Telework Program Manager or to the bureau or office Telework Coordinator.

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1. Purpose:

1.1. The Department of the Interior (DOI) Telework Handbook supplements the 370 DM 226, the DOI Telework Program and sets policy for DOI Bureaus and Offices (collectively referred to as Bureaus throughout this Handbook). Bureaus may consult the Office of Personnel Management's, ***"Guide to Telework in the Federal Government,"*** in conjunction with this Handbook at: http://www.telework.gov/policies_and_procedures/telework_guide/index.aspx. (If the above link is not working, please consult your servicing Human Resources Office (HRO) for assistance).

1.2. Bureau supplements shall be consistent with the policy and intent of the Telework Handbook and 370 DM 226.

1.3. The goals of the Department's telework program are:

- Provide supervisors with maximum flexibility to respond to changing work conditions;
- Conserve nature, energy and natural resources;
- Reduce greenhouse gas emissions;
- Reduce the DOI space footprint;
- Increase workforce efficiency;
- Improve operations during emergencies, natural disasters and inclement weather;
- Improve employee satisfaction and quality of work-life balance;
- Enhance recruiting and retention efforts.

1.4. DOI recognizes the value of telework comes in many forms.

- Telework is an innovative management tool that provides employees with the opportunity to perform their duties at alternative worksites during an agreed portion of their workweek.

- Telework allows employees to balance work and home life.

- Telework reduces transit subsidy costs for bureau/offices, and the DOI as a whole.

- Employees who telework are often more productive and generate better quality work due to the quiet environment where interruptions are minimized.

- Supervisors report improved employee loyalty and commitment from teleworkers.

- Supervisors often report an increase in quality of work and cooperation from the teleworker in ensuring that office coverage is maintained. In short, employees want to perpetuate the benefit they have been afforded.

- Teleworkers avoid difficult commutes to high-density urban areas reducing employee stress levels, which contribute to better employee health.

- Telework can reduce traffic congestion, emissions, and infrastructure impact in urban areas, thereby improving the environment.

- Telework is an important tool for supervisors to attract and retain high quality employees.

- Telework provides an opportunity to test the capabilities contained in Continuity of Operations Plans (COOP) on an on-going, day-to-day basis.

- Technological advances enable supervisors to support the disabled employee with equipment that accommodates the individual's impairment, as well as permits flexibility in the location of the worksite.

- Employees who are injured, recuperating, and/or physically limited may be able to work at home and complete work assignments while minimizing time away from the job.

- Telework has been linked to reducing absenteeism, reducing training dollars by reducing employee turnover, as well as reducing parking and workspace issues in the office and associated long-term real estate costs.

- A robust routine telework program helps ensure a successful telework program during a pandemic or emergency situation.

- When combined with hoteling, telework results in tangible space savings by reducing the need for permanent, assigned workstations for all employees. Hoteling allows employees to schedule, and share work space (at either their telework site or at their permanent work location). By sharing space, facility-related costs are reduced.

- Teleworking allows supervisors to better manage the workforce.

2. General Parameters

2.1. Telework, as defined by OPM, is a work arrangement in which an employee performs officially assigned duties at home or at other work sites geographically convenient to the residence of the employee. The work agreement is formalized by a document signed by both the employee and first line supervisor commonly called the telework agreement.

2.2. DOI encourages a robust telework program in which all eligible employees may be authorized to telework.

2.2.1. Except as noted in paragraphs 2.2.2-2.2.4., DOI presumes that every position is suitable for at least situational Telework.

2.2.2. Positions associated with law enforcement occupations may be limited to situational or emergency telework only.

2.2.3. Positions whose only duties are performed in the field may be limited to emergency Telework.

2.2.4. Supervisors of positions designated as emergency essential may permit employees to Telework in emergency situations on a case-by-case basis.

2.3. Every eligible employee should have a signed telework agreement for at least emergency situations within 60 days of employment with DOI. Telework agreements do not expire but should be renewed when the employee is assigned to a new supervisor.

2.4. Telework is not an employee entitlement, and participation in telework shall be approved by the employee's supervisor.

2.5. Where bureau policy prohibitions are established in this handbook, they apply equally to supervisors in any level of the organization. For example, if the bureau is prohibited from setting a policy regarding an issue, so are supervisors.

2.6. DOI policies that govern the federal workplace apply equally to telework locations. That is, policies are about our work, not where the work is accomplished. For example, records management, privacy and security policies apply to government records no matter where they are located.

2.7. There are three types of telework:

2.7.1. Core: employees telework on a scheduled basis every pay period.

2.7.2. Situational: employees telework without a set telework schedule.

2.7.3. Emergency: employees telework during emergencies only. This includes inclement weather, natural disasters, continuity of government, and similar situations.

3. Eligibility and Participation

3.1. The term *eligibility* is related to the individual employee. The term *suitable for participation* is related to the position, not the person.

3.2. Based on the 2010 Telework Act, with the exception of three categories of employees, all federal workers (including supervisors of any rank) are eligible to telework. The three exceptions are employees who have:

3.2.1. been officially disciplined for being absent without permission for more than five days in any calendar year; or

3.2.2. been officially disciplined for violations of subpart G of the Standards of Ethical Conduct of Employees of the Executive branch for reviewing, downloading or exchanging pornography, including child pornography on a federal computer or while performing Federal Government duties, or

3.2.3. less than a satisfactory performance rating at any time during the rating period and have been formally notified. (5 CFR 432).

3.3. DOI also considers employees with conduct issues under 370 DM 752 (5 CFR 752) as ineligible for telework providing documentation exists demonstrating the employee's conduct issue.

3.4. The period of ineligibility for telework (paragraphs 3.2 and 3.3) depends on the type of action taken against the employee:

3.4.1. If a non-permanent document is in the individual's e-OPF, the prohibition from teleworking exists until the document is removed.

3.4.2. If a permanent document is in the individual's e-OPF, the prohibition for telework is two years from the effective date of the document. At the end of that two year period, the supervisor, after consultation with the servicing Human Resource Officer, may allow the employee to telework or continue the prohibition until a future date.

3.5. *Everyone else is eligible for telework*. Bureaus shall not supplement eligibility criteria.

3.6. Being eligible does not mean the supervisor will automatically approve <u>participation</u> in telework.

3.7. The decision to exclude an eligible employee from participation in telework resides with the first line supervisor and shall be based on the duties of the employee's position, business needs or based on the employee's failure to fulfill their responsibilities outlined in paragraph 7.4 (for this last reason, paragraph 3.11 applies). That is, an eligible employee may not be excluded from Telework based on a general category to which the employee belongs (e.g. supervisor, non-supervisor, student, term, temporary, intermittent, probationary, and rank of employee, job series, job title or any other label).

3.8. Bureaus shall not establish any policy that limits eligible employees from teleworking once the employee has been in their assigned position for 60 calendar days. However, if an employee fails to fulfill their responsibilities outlined in paragraph 7.4, individual supervisors may use their discretion to disallow the employee to Telework.

3.9. It is the first line supervisor's decision as to the number of days that an employee may telework and is made on an individual basis (see paragraph 12.2). Bureaus and more senior supervisors shall not establish any policy (formal, informal, written, verbal, implied or explicit) that infringes on the first line supervisor's decision making authority or is inconsistent with any applicable collective bargaining agreement.

3.10. Employees shall be notified in writing of their eligibility and what type of telework the position is suitable for within 60 calendar days of starting a new job. This requirement includes employees new to DOI or transfers within the DOI or bureau.

3.11. Employees who failed to fulfill the responsibilities outlined in paragraph 7.4 may have their telework arrangements canceled by their first line supervisor. The employee may be permitted to resume telework (with a signed agreement), when the supervisor determines sufficient trust exists that the employee will fulfill their responsibilities. No specific time frame is established for this non-telework period, but supervisors should not extend this period indefinitely. Supervisors must comply with any applicable collective bargaining agreement.

4. Vacancy Announcements and Position Descriptions: Every new job announcement (no matter how it is advertised) and every new or revised position description shall include a statement that reflects whether the position is suitable for telework.

4.1. For positions suitable for telework, use the following language: "(Bureau) has determined that the duties of this position are suitable for telework and the selectee may be allowed to telework with supervisor approval."

4.2. For positions not suitable for core or situational telework, use "(Bureau) has determined that the duties of this position are suitable for telework only during an emergency or natural disaster."

4.3. For positions that mandate telework, use: "(Bureau) has determined that telework is required for this position and thus a condition of employment. The selectee is expected to telework ___ days a week. Selectees must be eligible to telework under the 2010 Telework Act."

Vacancy announcements shall include criteria that would eliminate employees ineligible to telework during the selection process.

5. Training: Prior to signing a telework agreement, both the supervisor and employee shall complete the following training:

5.1. Privacy and Security Training which can be found through DOI Learn at http://www.doi.gov/doilearn/index.cfm.

5.2. Telework Training (which are free courses offered through the Office of Personnel Management) can be found through DOI Learn at http://www.doi.gov/doilearn/index.cfm. Search the catalog for "Telework." Employees, including supervisors, shall use the DOI Learn portal to complete this training. This is a one-time requirement - once taken, it does not need to be repeated for the purpose of telework. This includes employees who transfer to DOI from another federal agency and who can demonstrate course completion by providing a copy of a course certificate or completion record from their former agency's learning management systems. DOI Learn data stewards should record the course completion in DOI Learn.

5.3. Bureaus may arrange for training other than the free OPM training. Appendix 8 provides guidance. Any alternate training must be recorded in DOI Learn.

6. Reserved

7. Responsibilities

7.1. Bureau Telework Coordinators. Each bureau shall designate a telework coordinator who acts as the key contact for policy and program questions. The telework bureau coordinator:

7.1.1. should be of sufficient position and grade as to allow him or her access to senior bureau officials and to speak with authority on the subject of telework.

7.1.2. is responsible for record keeping, collecting telework data and submitting the data to the OHR in order to meet the reporting requirements for the overall telework program.

7.1.3. provides assistance and guidance to employees regarding telework.

7.1.4. is a member of the DOI Telework Coordinator Working Group and is expected to attend meetings and be an active participant of that group.

7.2. Bureau HROs are responsible:

7.2.1. in conjunction with supervisors, for identifying eligible and ineligible employees using Department criteria and ensuring supervisors make appropriate notifications as required by this Handbook.

7. 2.2. to ensure that new employees are notified of their eligibility to telework and whether or not the duties of the position are suitable for telework as outlined in this Handbook.

7.2.3. to ensure that vacancy announcements contain appropriate telework language as outlined in this Handbook.

7.2.4. to ensure that employee selection criteria for positions where telework is mandatory include criteria that would eliminate ineligible employees from being selected.

7.3. Supervisors:

7.3.1. establish clearly defined performance standards and use existing quality and quantity standards to evaluate work performance of a teleworker. Managing the teleworker remains the same as for employees in the traditional worksite in that performance is measured by results but is accomplished without daily, direct observation.

7 3.2. shall treat teleworkers the same as non-teleworking employees with regard to work assignments, awards and recognition, development opportunities, promotions, and shall treat employees equitably and fairly when implementing telework in their organization.

7.3.3. evaluate teleworkers consistent with the DOI performance management system found in 370 DM 430. The supervisor should ensure that work assignments are conducive to telework and measurable (e.g., assignments can be completed utilizing equipment available to employee at alternate work site).

7.3.4. shall not require teleworkers to complete reports that are designed to prove the employee accomplished specific work while teleworking unless the same reports are required by non-teleworkers.

7.3.5. are expected to actively support telework and work though minor problems or obstacles that may occur.

7.3.6. maintain contact with their bureau telework coordinator to ensure policy and procedures are properly applied and are aware of the full range of support and resources available.

7.3.7. in conjunction with their servicing HRO are responsible for identifying eligible and ineligible employees and making appropriate notifications as required by this Handbook.

7.3.8. in conjunction with their servicing HRO, determine whether or not the duties of a position are suitable for any type of telework. After an initial determination, this determination shall be made each time the position description is modified.

7.3.9. are expected to be cognizant of opportunities to achieve savings by monitoring and coordinating teleworker schedules to share space. Supervisors shall be proactive in pairing employees in the same location with opposite schedules (one employee present when another is not) in order to optimize the use of reduced space.

7. 3.10. ensure that they and employees use only the Department's Electronic Forms System (EFS) to manage, approve and store telework agreements. Paper copies are not maintained outside the EFS.

7.3.11. ensure employees protect and security records and information as established in DOI policies.

7. 3.12. must report information as required by the bureau telework coordinator.

7.4. Employees are responsible for:

7.4.1. Demonstrating self-motivation, independence, and dependability in accomplishing work assignments.

7.4.2. Working effectively in an isolated environment.

7.4.3. Having good time management skills.

7.4.4. Satisfying alternative worksite requirements, including availability of necessary equipment; privacy and minimal personal interruptions; security of sensitive, non-classified data; and confidentiality of Privacy Act information.

7.4.5. Communicating well with the supervisor, co-workers, and customers, enabling a relatively seamless transition from site to site.

7.4.6. Ensuring there is no diminishment of employee performance or agency requirements.

7.4.7. Assessing their needs in order to be as productive as possible while working remotely by addressing the following issues:

- What files or other documents will I need to take with me when I leave my regular workplace the day before teleworking?

- What equipment will I need to take with me?

- Do I have the required property passes, if applicable, to remove equipment from the official duty station?
- Have I forwarded my office telephone or changed my telephone greeting to receive calls at my telework site?
- What other steps should I take before I leave my office?
- In the case of emergency telework, what should I have available at all times at my home office to be functional without coming to the duty site to retrieve materials?

7.4.8. Properly coding their time and attendance record to reflect hours teleworked.

7.4.9. Conforming to office requirements for shared space at the employee's official duty location.

8. Reserved

9.0. Annual Telework Exercise

9.1. Bureaus and offices shall conduct an annual telework exercise to test the organization's ability to support organization-wide emergency Telework. This exercise should be integrated with emergency/continuity of operations exercises.

9.2. Lessons learned from the exercise shall be shared with the DOI Emergency Services Office and the HRO.

10. Home-based Telework

10.1. Employees approved to Telework are allowed to work at home in a space where the employee can perform official work duties.

10.2. Working from home requires the employee to understand that:

10.2.1. He/she shall ensure dependent care requirements are addressed so arrangements are in place and do not impede the employee's ability to work (Telework is not a substitute for dependent care).

10.2.2. Work-at-home telework may increase the employee's home utility costs. The Department assumes no responsibility for any operational costs associated with the employee's home residence, including home maintenance, insurance, or utilities.

10.2.3. He/she may incur additional expenses that may not be reimbursed such as internet provider and telecommunication costs.

10.2.4. The employee is expected to use his or her time performing official duties as if the employee is working in the traditional office setting.

10.2.5. He/she shall:

10.2.5.1. Maintain a safe alternative workplace in their home that complies with Federal Occupational Safety and Health Administration (OSHA) standards found at: http://www.osha.gov/SLTC/etools/computerworkstations/wkstation_enviro.html (If the link is unavailable, contact your servicing HRO for the latest guidance.)

10.2.5.2. Immediately report to the employee's supervisor any job-related incident that results in or has the potential to cause injury, illness, or property damage, and complete all required forms.

10.2.5.3. Keep personal disruptions (e.g., non-business telephone calls and visitors) to a minimum during duty hours.

10.2.6. Teleworkers shall have a designated workspace for performance of their work-at-home duties. Requirements will vary depending on the nature of the work and the equipment needed to perform the work. At a minimum, an employee shall be able to easily communicate by telephone. The ability to send, receive and respond to electronic mail is highly desired.

10.2.7. The supervisor may inspect the home office for compliance with safety requirements when deemed appropriate using the checklist in Appendix 1. A supervisor may deny an employee the opportunity to participate or may rescind a Telework Agreement based on safety problems in the home. Inspections will be by appointment only and with at least 24 hours notice. Inspections shall take place during the teleworker's normal tour of duty.

10.2.8. Employees whose official duty station is their home shall record time worked at home as telework (see Appendix 2). If the employee travels to his/her DOI organization's office that time worked is also recorded as telework. The only time not recorded as telework is when the employee is on official travel performing their job away from home or away from their DOI organization. For example, auditors or inspectors who are conducting an inspection would not record their time as telework while conducting the inspection.

10.2.9. They may use consumable supplies obtained from their DOI office while teleworking. Examples include: paper, pens, and paper clips.

11. Hoteling

11.1. Hoteling is a method of supporting unassigned seating in an office environment. Hoteling is *reservation-based* unassigned seating. Hoteling refers to "shared"

workstations, which consist of a work surface, computer, and telephone, and are for use by employees who are working temporarily or part time in a specific place and/or on a specific project or who work in an environment where employees have flexible hours. Hoteling space is generally located within an existing office environment, so that users have access to other equipment such as copiers, printers, and fax machines. Hoteling space also provides employees with access to necessary work materials and equipment.

11.2. Employees whose official duty station is their home shall use hoteling when in the government office.

11.3. Employees, who have telework agreements for core telework for five or more days per pay period, are expected to use hoteling when in the government office. If there is a business reason for providing a dedicated work space, such as privacy needs of the position or the inability to reduce space costs by the use of hoteling, the supervisor must document the reasons for the decision and maintain that documentation.

11.4. Employees who core telework three or more days per pay period should not be assigned a private (single person) work space If there is a business reason for providing a dedicated work space, such as privacy needs of the position or the inability to reduce space costs by the use of hoteling, the supervisor must document the reasons for the decision and maintain that documentation.

11.5. Hotel spaces shall be properly equipped and supplied to ensure employees can accomplish work assignments.

12. Telework Tour of Duty

12.1. Telework is compatible with standard, flexible, or compressed schedules, depending upon the Alternate Work Schedule (AWS) agreement between the employee and the supervisor.

12.1.1. Employees working an AWS schedule will follow the rules and procedures laid out in the AWS agreement.

12.1.2. Bureaus and supervisors may not establish any policy that prohibits combining telework with an AWS nor may a telework agreement be denied or canceled because the employee is working an AWS or vice versa.

12.2. The supervisor and the employee may select the telework day(s) together, though the supervisor has the final decision. Core telework schedules may not be for more than eight days in a pay period. Core telework schedules for nine or more days result in the employee's official duty location changing to their "telework" site. See Appendix 6 for more information.

12.3. The Telework Enhancement Act of 2010 requires a signed telework agreement to be in place before employees are allowed to telework including core, situational or emergency/COOP telework.

12.4. Supervisors may require teleworkers to report to the employee's parent organization's location on scheduled telework days, based on operational requirements.

13. Official Duty Station

13.1. Certain location-based pay entitlements (such as locality payments, special rate supplements, and non-foreign area cost-of-living allowances) are based on the location of the employee's official worksite associated with the employee's position of record. The official worksite generally is the location where the employee regularly performs his or her duties. If the employee's work involves recurring travel or the employee's work location varies on a recurring basis, the official worksite is the location where the work activities of the employee's position of record are based, as determined by the employing bureau/office, subject to the requirement that the official worksite shall be in a locality pay area in which the employee regularly performs work.

13.2. Bureaus shall document an employee's official worksite on the employee's Notification of Personnel Action (Standard Form 50 or equivalent). (See "Duty Station" blocks 38 and 39 of the Standard Form 50 showing the City/Town, County, and State in which the official worksite is located.)

13.3. Detailed guidance is in Appendix 6.

14. Time and Attendance Certification. Supervisors shall certify employee time and attendance to ensure that employees are paid only for work performed and that absences from scheduled tours of duty are accounted for correctly by the employee. (See Appendix 2 for information about time and attendance).

15. Fair Labor Standards Act (FLSA). Title 29 U.S.C. Chapter 8 governs overtime and applies to telework. Non-exempt teleworkers who work in excess of the hours approved by their supervisor should be counseled, and if the behavior continues, their Telework Agreement should be cancelled and management will consult with their servicing HRO regarding appropriate action to address this misconduct.

16. Labor-Management Relations. Federal employee unions have a right to negotiate on programs that affect bargaining unit employees' conditions of employment. This right extends to telework; each bureau shall ensure that they fulfill all bargaining obligations prior to implementing or changing their telework programs.

17. Administrative Leave and Emergency Dismissals

17.1. The regulations governing administrative leave, dismissals, and closings remain

unchanged for telework. The ability to conduct work, whether at home, in the office, or at a telework center determines when an employee may be excused from duty. For example, if the employee is working at home and the main office closes for reasons that do not impact the teleworker, the teleworker will continue working at home.

17.2. When an employee is unable to telework at their telework site, the supervisor may require the employee to report for work at the traditional worksite; grant administrative leave; offer the teleworker the option to take annual leave, earned compensatory time off or earned credit hours under flexible work schedules. Refer to the DOI leave policy for guidance.

18. Emergency Closures

18.1. If the teleworker's parent organization closes due to emergencies or inclement weather and the employee is teleworking and they have the ability to continue to do so, they are required to continue to work their scheduled tour of duty.

18.2. On a case-by-case basis, a bureau may excuse a teleworker from duty during an emergency if any of these circumstances exist: the emergency adversely affects the telework site, the teleworker is unable to access the alternative telework center, the teleworker faces a personal hardship during the emergency (the inability of telework center teleworkers to get to the centers, etc.) that prevent him or her from working successfully, or the teleworker's duties are such that he or she cannot continue to work without contact with the regular worksite. If the teleworker cannot find child care because of the emergency, the supervisor may approve annual leave.

18.3. Employees with telework agreements can be required to work during emergency closures even if that day is not a regular telework day or a day with specific approval for situational telework. If the day is not a regular scheduled work day, the employee must be offered overtime.

18.4. DOI employees that work in the Washington, DC Metro area follow the OPM guidelines found in the "Washington, DC, Area Dismissal and Closure Procedures Handbook." The Handbook is found at: http://www.opm.gov/oca/compmemo/dismissal.pdf. (If the link is unavailable, contact your servicing HRO for the latest guidance).

18.5. Employees who work outside the DC Metro area shall consult the "Excused Absences in Emergency Situations," Personnel Bulletin for more information. The document can be found at: http://www.doi.gov/hrm/guidance/PB%2010-05.pdf. (If the link is unavailable, contact your servicing HRO for the latest guidance).

18.6. Also see paragraph 25.3.

19. Ethics and Standards of Conduct. Teleworkers are bound by all federal policies regarding ethics, standards of conduct and use of government equipment and associated penalties.

20. Reserved

21. Accommodating Employees with Disabilities.

21.1. Telework may be used to allow employees to recuperate from a work or non-work related medical condition or to provide reasonable accommodation for employees with disabilities. This includes employees who have partially recovered from work-related or other injuries/illnesses and who can perform work on a full or part-time basis from an alternative workplace. When appropriate, employees with disabilities may be allowed to telework as a reasonable accommodation. For more information on reasonable accommodation, refer to 373 DM 15 and Section 501 of Rehabilitation Act of 1973 as amended (29 U.S.C. 791) at http://www.eeoc.gov/laws/statutes/rehab.cfm (If the link is unavailable, contact your servicing Equal Employment Opportunity Office (EEO) for the latest guidance or your servicing HRO).

21.2. Bureaus and supervisors may not establish any policy that restricts the use of telework as a reasonable accommodation tool.

21.3. Any request for, denial of, or termination from telework as a reasonable accommodation for an employee with a disability, shall be processed according to DOI policy on Reasonable Accommodation for Individuals with Disability which is available at http://www.doi.gov/pmb/eeo/directives/department-manual.cfm or contact your servicing HRO or EEO office.

22. Safety

22.1. Occupational Safety and Health Administration (OSHA) regulations govern Federal employee workplace safety. The designated home office work area is the only area in the employee's residence that is subject to the Government's potential exposure to liability. The employee shall complete a self-certification safety checklist (Appendix 1) to certify that the work area is safe in accordance with OSHA standards. Management may deny an employee the opportunity to participate in telework or may rescind a Telework Agreement based on safety problems in the home office. With advance notice of at least 24 hours, the supervisor or designee has the right to inspect the alternative workplace before the telework arrangement begins and at periodic intervals during the telework arrangement to ensure that the proposed workplace is safe and fully functional.

22.2. Employees shall immediately report any work-related accident occurring at the telework site and provide the supervisor with all relevant medical documentation related to the accident. It may be necessary for a bureau/office representative to access the home office to investigate the report.

23. Job-Related Injuries

23.1. Teleworking employees are covered by the Federal Employees' Compensation Act (FECA), and may qualify for continuation of pay or workers' compensation for an on-the-job injury or occupational illness. The Office of Personnel Management's bulletin on this subject is available at http://www.opm.gov/wrkfam/wlgroup/telework/fecabull.htm (If the link is unavailable, contact your servicing HRO for the latest guidance).

23.2. The supervisor's signature on the request for compensation attests only to what the supervisor can reasonably know as to whether the event occurred at a conventional work site or at an alternative work site (e.g., home or a telework center) during official duty.

23.3. Employees, in all situations, are responsible for informing their immediate supervisors of an injury at the earliest time possible. They shall also provide details to the Department of Labor when filing a claim and input any such claim into the Safety Management Information System (SMIS) at http://www.doi.gov/safetynet/information/managers/smis.html.

23.4. Telework can be used to put injured employees back to work and off the compensation rolls. Bureaus are required to continuously view which employees currently on the compensation rolls might be able to perform some portion of their work at home (see paragraph 21) Accommodations of special equipment or restructuring assignments may enable an employee to resume work and terminate workers' compensation.

24. Travel Including Vicinity Travel

24.1. Travel provisions apply to employees who telework in the same manner as they apply to the official duty station as outlined in the Federal Travel Regulations and any applicable DOI supplement.

24.2. When an employee's official duty station is the employee's home or a location outside of the local commuting area where their organization is located, the employee's bureau is responsible for all work-related travel time and costs (including when the employee is required to travel to their parent organization) except for the employee's normal commuting time from home to their work site. Examples include: 1) employee works at a government office in their home town. The time to and from work is official travel, 2) employees who work at home do not have any commute time.

25. Continuity of Operations (COOP)

25.1. Telework is an integral part of helping the Federal Government preserve its essential functionality during continuity of operation events, public health emergencies,

severe weather situations, and other emergency situations where employees may not be able to work from their normal worksite. Teleworkers and their managers/supervisors shall discuss the implications of an unexpected emergency at the time they enter into a telework agreement and ensure that employees are knowledgeable about their roles and responsibilities during COOP operations and other emergency situation to include: when and how to report their individual telework status to their supervisor or bureau human resources representative; and how to continue receiving work assignments from their supervisor, if necessary.

25.2. In circumstances where the primary workplace is closed due to a COOP situation, the policies in paragraph 18 apply.

25.3. Teleworkers identified on emergency response teams (COOP teams, incident management teams, etc.) may be restricted from participation in telework when their team is activated.

26. Contractors and Telework

26.1. The Federal Acquisition Regulations addresses Telework and contractors in FAR 7.108. For additional information, please refer to that section.

26.2. Non-personal services contractors: Unless you specify where the work is to be done under a non-personal services contract, the contractor, not the government, establishes telework policies for contract employees.

26.3. Personal services contractors: Specify in your statement of work (or similar requirements document) whether or not contractor employees may telework. If you permit telework, be sure to establish parameters for telework in your requirements document.

27. Telework Agreement and Denial Form

27.1. The law requires a signed telework agreement be executed prior to the employee beginning telework. This includes: core, situational, and emergency telework.

27.2. Before a telework agreement can be signed, the employee and supervisor shall complete the required training as outlined in paragraph 5.

27.3. The agreement is a binding document that lays out the expectations of the employee and supervisor within Department policies and consistent with any applicable, collective bargaining agreements.

27.4. Only the Form DI 3457 may be used for a telework agreement. This form may be found at http://www.doi.gov/archive/nbc/formsmgt/fm_forms.html and is a PDF, Fill and

Save form. (If the link is unavailable, contact your servicing HRO for the latest guidance).

27.5. Bureaus and offices may not alter, supplement, or modify the agreement of DI 3457 without approval from the Department's Telework Management Officer.

27.6. Only DI Form 3700 may used to deny or terminate a telework agreement. This form may be found at http://www.doi.gov/archive/nbc/formsmgt/fm_forms.html and is a PDF, Fill and Save form. (If the link is unavailable, contact your servicing HRO for the latest guidance).

28. Processing Requests for Telework, Denials and Termination of Telework Agreements.

28.1. Employees begin the process for obtaining approval to telework by completing Form DI-3457, U.S Department of the Interior Telework Agreement.

28.2. Employees email the electronically signed and completed form to their first line supervisor.

28.3. First line supervisors are responsible for completing the Form DI-3457 within 10 working days of receipt.

28.3.1. After electronic signature, the form is emailed to the employee. This is the employee's official notification as to whether or not the supervisor has approved or disapproved the request.

28.3.2. If the first line supervisor disapproves the request, the employee may appeal to the second line supervisor by emailing the DI 3457 to the second line supervisor.

28.3.3. The second line supervisor electronically signs the form and forwards it back to the employee and first line supervisor. This is the employee's official notification as to whether or not the second line supervisor has approved or disapproved the request.

28.3.4. The second line supervisor's decision is final.

28.4. Employees whose first line supervisor is a Bureau Director, Assistant Secretary or equivalent, may not appeal their supervisor's decision.

28.5. When a supervisor denies or terminates a telework agreement, the supervisor shall complete Form DI 3700. Form DI 3700 is sent electronically to the employee and if the denial is upheld by the second line supervisor, a copy is also sent to the first line supervisor.

28.6. Human Resource officials may require a copy of DI Form 3457 or DI Form 3700 be emailed to the human resource office (responsibility for doing so is assigned to the approving/disapproving official and not the employee).

28.7. Telework requests may be denied and agreements may be terminated at any time by the first line supervisor. Denial or termination decisions by the supervisor shall be based on business needs, conduct or performance, and not personal reasons. If staffing issues lead to inadequate coverage in the office, the telework agreement may be rescinded. Denials must be provided in a timely manner to employees. Timekeepers should be notified of the termination.

28.8. Employees may elect to cancel a telework agreement for situational or core telework at any time except when telework is a condition of employment.

28.9. Bargaining unit employees may file a grievance about the denial or termination of a telework agreement through the negotiated grievance procedure if there is a collective bargaining provision to that effect. Employees that are not in a bargaining unit may file a grievance under the provisions of the administrative grievance procedures which can be found in 370 DM 771.

Chart 1 - Telework Agreement Form Walk-Through

The form can be found at: http://www.doi.gov/nbc/formsmgt/forms/DI_3457.pdf

DI 3457 may not be supplemented or modified.

1. Participation

Employee agrees to work at the bureau/office approved alternative workplace indicated below (see No. 3) and to follow all applicable policies and procedures. Employee recognizes the telework arrangement is not an employee entitlement but an additional method the bureau/office may approve to accomplish work.

2. Salary and Benefits

The employee understands his/her salary and benefits remain the same as those at his/her official duty station.

3. Duty Station and Alternative Workplace

The employee understands that his/her official duty station remains _____ and that all pay, leave, and travel entitlements are based on the official duty station.

The employee's approved alternative workplace is:
Address:
Phone Number:
Fax Number:
Cell Phone Number:
Alternate E-mail Address:
(Personal E-mail Address)
GSA Telework Center Location:

4. Official Duties

Unless otherwise instructed, employee agrees to perform official duties only at the official duty station or Bureau/Office-approved alternative workplace. Employee agrees not to conduct personal business (e.g., caring for dependents or making home repairs) while in official duty status at the alternative workplace. The Supervisor may choose to attach a general list of duties expected to be performed at the general work site.

5. Tour of Duty Trial

Employee and First-Line Supervisor agree to try the telework arrangement for no more than ____ months unless unforeseeable difficulties require earlier cancellation.

6. Days of Work

Core: Employee agrees to telework the days indicated on the table during the pay period.

Situational: If telework is situational (medical telework may be considered situational) the approving bureau/office shall follow its applicable procedures for approval of specific days/hours at the alternative workplace.

7. Time and Attendance
The bureau/office agrees to ensure the teleworking employee's timekeeper has a copy of the employee's work schedule. The supervisor agrees to certify biweekly the time and attendance for hours worked at the alternative workplace in the same manner as if the employee reported for duty at the official duty station. The employee will be required to self-certify time and attendance in a format determined by the supervisor.

8. Changes to Telework
Employees who telework shall be available to work at the official duty station on their telework day(s), normally with a one-day notice, when management makes a determination their presence is required. The teleworkers may request to telework on an alternative day when they are required to report to the official duty station.

Requests by the employee to change his/her scheduled telework day in a particular week or biweekly pay period shall be submitted in advance and approved by management.

A permanent change in the telework arrangement requires a new Telework Agreement.

9. Leave
Employee agrees to follow established office procedures for requesting and obtaining approval of leave.

10. Overtime
Employee may work overtime for pay only when overtime is scheduled and approved in advance by his/her supervisor. Employee understands there is no compensation for unauthorized overtime work. Administrative or disciplinary action may result if the employee performs unauthorized overtime work.

11. Equipment/Supplies
The bureau/office will assess the equipment needed for the employee to accomplish his/her job and determine whether such equipment needs to be supplied to the employee or whether employee-owned equipment can be used. The bureau/office agrees to service and maintain any GOE issued to the telework employee, provide the employee with all necessary office supplies, and reimburse the employee for business-related long distance phone calls.

Employee agrees to protect any Government-owned equipment, use the equipment only for official purposes, report any malfunctions in Government-owned equipment to the supervisor, and to bring such equipment to the official duty station for maintenance and/or repairs if necessary.

12. Security: The policy in Appendix 3 applies.

13. Records Management: The policy in Appendix 3 applies.

14. Work Area and Liability
If the alternative workplace is the teleworking employee's home, he/she agrees to designate one area in the home as the official work or office area for performance of official duties. The employee understands the home office is an area set aside for work, and telework shall not be treated as an opportunity to conduct personal business.

The designated home office work area is the only area in the employee's home subject to the Government's potential exposure to liability. The employee shall complete a self-certification safety checklist to certify the work area is safe in accordance with Federal Occupational Safety and Health Administration (OSHA) standards.
The employee understands the Government will not be liable for damages to an employee's personal or real property while the employee is working at the approved alternative workplace, except to the extent the Government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

15. Workplace Inspection
The employee agrees to grant bureau/office representatives access to the alternative workplace during the employee's normal working hours with prior notice of at least 24 hours to ensure proper maintenance of Government-owned property and conformance with safety standards, as necessary.

16. Alternative Workplace Costs
The employee understands the Government will not be responsible for any operating costs associated with the employee using his/her home as an alternative workplace such as home maintenance, insurance, or utilities. The employee understands he/she does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Government, as provided for by statute and regulations (e.g., work-related long distance phone calls).

17. Safety and Workers' Compensation
The Employee understands he/she is covered by the Federal Employees' Compensation Act (FECA) for injuries and work-related illnesses sustained while performing official Government duties at the official duty station or the alternative workplace. The employee agrees to notify the supervisor immediately of unsafe and/or unhealthful conditions and practices at the alternative workplace and personal conditions (physical or mental) that adversely affect his or her ability to perform work in a safe and healthful manner.

The employee agrees to report to his/her supervisor immediately any job-related incident that results in or has the potential to cause injury, illness, or property damage and to complete any required forms. The supervisor accepts the responsibility to investigate the incident immediately and to complete and submit a safety report to the bureau/office safety supervisor. Where internet access is available, the supervisor will enter the report of the incident in the Department's Safety Management Information System (SMIS) at the Web address http://www.smis.doi.gov.

If the link is unavailable, contact your servicing Human Resource Office for the latest guidance.

18. Work Assignments/Performance Standards
Teleworking will seldom require major changes in position descriptions or performance standards. The employee agrees to satisfactorily complete all assigned work in accordance with procedures, guidelines, standards, and elements in the employee performance plan issued by the supervisor.

The employee understands a decline in performance to less than fully successful may be grounds for canceling the alternative workplace arrangement. The bureau/office agrees to ensure the employee is properly notified of job-related training, conferences, workshops, office meetings, etc. as needed.

19. Standards of Conduct
While working at the alternative workplace, the employee agrees he/she continues to be bound by all conduct and ethics statutes, regulations and policies that would apply while working at the official duty station.

20. Disciplinary Actions
Nothing in this agreement precludes the bureau/office from taking any appropriate disciplinary or adverse action against employees for any conduct issues including issues associated with telework such as failure to comply with terms and conditions of the Telework Agreement as well as other misconduct or abuse.

21. Termination of Telework Agreement
The employee understands he/she may voluntarily terminate participation in the telework program at any time with the approval of their supervisor except when telework is a condition of employment. The employee also understands the bureau/office—following applicable administrative or negotiated procedures—may suspend the Telework Agreement and the supervisor may require the employee to resume working at the official duty station.

Suspension of a Telework Agreement could be for such circumstances as the following:

- The arrangement no longer meets the Bureau/Office's needs.
- The employee does not conform to the terms of the teleworking agreement (e.g., performance standards are not met or conduct is unacceptable).
- Costs of the Agreement become impractical.
- Reassignment causes a change in workload.

- Office vacancies/coverage issues warrant employee's presence at the official duty station.

22. COOP Requirements
The supervisor specifies in the telework agreement employee expectations during a COOP crisis. Situational teleworkers are expected to maintain sufficient proficiency to effectively telework during COOP or other emergencies. Mission critical (emergency essential) personnel serving on COOP or their emergency response teams may be restricted from participation in telework when their teams are activated.

23. Pandemic/Emergency Closure Requirements
The supervisor identifies and communicates what the employee's expectations will be in the event of a pandemic, emergency closure (including weather related closures).

Appendix 1: U.S. Department of the Interior Work-At- Home Telework Safety Checklist Employee Certification

The following checklist is designed to assess the overall safety of the alternative workplace. Each telework employee should read and complete this self-certification safety checklist. Upon completion, the checklist should be signed and dated by the participating employee and returned to his/her immediate supervisor. Both the supervisor and employee should retain a copy of this certification for their records.

Employee Name		Title	
Supervisor's Name			
Home Address		City and State	Zip Code
Telephone (Home)	Telephone (Work)	Telephone (Cell)	
Series and Grade:			
Describe worksite in home:			
I believe the Safety Checklist below is accurate and my home is a reasonably safe place to work. Employee Signature and Date:			
Supervisor Signature and Date			

LIST OF ITEMS/CONDITIONS TO INSPECT – Check Yes, No, or Not Applicable (N/A) as appropriate	YES	NO	N/A
1. Is the workspace free of asbestos-containing materials?			
2. If asbestos-containing material is present, is it undamaged and in good condition?			
3. To the extent it can be determined, is the work area free of indoor air quality problems?			
4. Is the space free of noise hazards?			
5. Are temperature, noise levels, and lighting adequate for your normal level of job performance?			
6. Is all electrical equipment free of recognized hazards that would cause			

physical harm (e.g., frayed wires, bare conductors, loose wires, flexible wires running through walls or doorways, exposed wires fixed to the ceiling, missing ground prongs on plugs, etc.)?			
7. Will the building's electrical system permit the grounding of electrical equipment?			
9. Are file cabinets and storage closets arranged so drawers and doors do not open into hallways or exit ways?			
10. Are the phone lines, electrical cords, and surge protectors secured under a desk or alongside a baseboard?			
11. Is there a smoke detector in or near the work area?			
12. Is adequate ventilation present for the desired occupancy?			
13. Do chairs have any loose casters or wheels?			
14. Are the rungs and legs of chairs sturdy?			
15. Is the office space neat, clean, and free of excessive amounts of combustibles?			
NOTE: Employees are responsible for informing their supervisor of any significant change to work area or space. Safe work guidelines can be found at http://www.osha.gov/SLTC/etools/computerworkstations/index.html. If this link is unavailable, contact your servicing Human Resource Office for the latest guidance.			

Appendix 2: Telework Time and Attendance

A2.1. This Appendix applies to Quicktime users. Employees who use other time and attendance systems shall comply with the requirements of this Appendix as modified by their bureau's time and attendance instructions. Bureau of Reclamation employees can find instructions for E-TAS on the BOR website at http://intra.usbr.gov/applications/etas/index.html

A2.2. I f you have not previously recorded Telework hours, be sure to verify with your human resource office that you are coded in FPPS for Telework. You must have a signed Telework agreement in place to record Telework hours.

A2.3. After entering your time in the **Week 1** and **Week 2 Tabs**, select the **Other Hours Tab.**

- Enter **010 regular hour code** in the **Hrs** block
- Put the cursor in the accounting block, select "Look-Up", and double click your assigned accounting code
- Enter the number of telework hours for the appropriate day of the week
- Tab over to **TI** block (far right side)
- Select "Look-Up" and choose the appropriate type of Telework
- Click "Save" when you are done.

A2.4. Contact your time keeper if you need further instructions.

Example of Telework Entry

Quicktime - Windows Internet Explorer

https nbc.gov

File Edit View Favorites Tools Help Convert Select

Favorites Quicktime

Page Safety Tools

BENTLEY DELANA J.

MAIN MENU

- Pay Periods
- Select Role
- Employee Profile
  - Activate Employee
- Unassigned Employee
- Assign Alt CERT
- Accounts
- Office ID
- Create Amendments
- Payroll
- Sign In/Out
- Group Validate
- Group Val-Amend
- Leave Request
- Reports
- List Alternates
- Exit

Send Message
About T&A
Helpdesk

Sign In/Out | Week 1 | Week 2

Other Hours Week 1

FINDLEY ELLEN K.

Current Pay Period: 2011 - 6
02/27/2011 - 03/12/2011

SAVE

Week 1	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Regular		08:00	08:15	09:15	08:15	06:45	
Unapproved Hours							
Available Hours		04:00	03:45	02:45	03:45	05:15	
Extra Hours							
Excess Other Hours							

LookUp

Cost Stru 5030DDR11IA003382

Select	Hrs	Account Number	Key	Sun 02/27	Mon 02/28	Tue 03/01	Wed 03/02	Thu 03/03	Fri 03/04	Sat 03/05	TI	S	E
●	010	LOOKUP ACT &KEY CODE HERE	033								F		
●													
●													
●													
●													

Local intranet 100%

start Quicktime - Windows ... Foster, Alvin - Calend... FW: quicktime - Mess... My Documents New Microsoft Office ...

Appendix 3 – Information Management and Information Technology Policy as it Relates to Telework

Information Assurance is about protecting the security of our sensitive information and information systems. Information assurance policies for teleworkers are no different than for employees working in government facilities. The following list serves as a reminder of your responsibilities to safeguard sensitive information and government furnished equipment while teleworking.

Computer Hardware

Employees are responsible for safeguarding Government Furnished Equipment (GFE) at their telework site. GFE is maintained by the Government and must be brought to the Government facility for maintenance. Failure to safeguard GFE may result in liability for damage or loss.

- Get your supervisor's approval before moving GFE, including computers and other telecommunications equipment, from Department facilities for telework use.
- Ensure the safe transfer of computers, printers, external back-up devices, and other data processing equipment from the office to the home residence and back.
- Ensure that adequate security measures are in place to protect the GFE from being damaged, stolen, or accessed by unauthorized individuals, including other members of your family.
- Keep all GFE (including laptops, blackberry, iPad, etc.) secure at all times and out of sight or in a completely secure location when not in use.
- Contact your bureau/office IT help desk if you wish to connect a printer or other hardware to your GFE.

Information Security

- Comply with all relevant Federal laws, regulations and policies regarding IT security.
- Contact your respective Bureau/Office helpdesk to determine what IT solutions, processes or procedures are in place to support accessing and securing DOI's sensitive data during your telework activities.
- Use DOI provided encryption software or hardware to protect Privacy Act data, PII, proprietary data, or other agency sensitive data on GFE, including mobile media, laptops, flash drives, CDs, and other equipment/devices. Contact your IT helpdesk with any questions regarding encryption solutions.
- Portable media (e.g., CDs, DVDs, thumb drives) used to transport or store sensitive information must be encrypted and contain appropriate markings to ensure the confidentiality of the data, and must be safeguarded at all times to protect against loss and unauthorized disclosure.

- Mobile media no longer required for storage of sensitive data must be returned to DOI and the sensitive data degaussed or overwritten in accordance with DOI policy. Contact your bureau/office IT helpdesk for assistance with these activities.
- Contact your bureau/office IT helpdesk if you believe your GFE is infected with a virus or other malware.
- Contact the DOI Computer Incident and Report Center (CIRC) if you receive SPAM messages while teleworking - doicirc@ios.doi.gov; 703-648-5655.
- Do not add unauthorized software to DOI provided GFE. Examples of unauthorized software include bulletin board software or peer-to peer file sharing software.
- Use the Department's Virtual Private Network (VPN) solution to access DOI network resources while teleworking. Contact your bureau/office IT helpdesk with any questions regarding use of the DOI VPN.
- Do not misuse GFE issued to you. Examples of computer misuse include viewing or downloading pornography, gambling on the internet, conducting private commercial business activities or profit-making ventures.
- Do not compromise or release sensitive agency information, including personally identifiable information (PII), to unauthorized individuals.

Reporting the Loss of GFE or Personally Identifiable Information

Contact DOI CIRC (doicirc@ios.doi.gov; 703-648-5655) and your supervisor immediately if:

- Your GFE is lost or stolen, if there is a security breach, or if you suspect a loss of data. In addition to reporting the loss of the equipment itself, you must report the loss of the information that was on the equipment, and the significance of that lost information.
- There is a suspected or confirmed loss, theft or compromise of Privacy Act data, PII or other sensitive data.

Using Personally-Owned Equipment (POE)

If you would like to use POE (e.g., flash drives, mobile telephones, laptops, etc.,) to perform official work, check with your bureau/office IT helpdesk. If the bureau or office permits the use of POE, the IT helpdesk staff will provide instructions and restrictions regarding such use. When authorized to use POE, you must comply with the following requirements:

- Work-related data generated on personally owned devices is the property of the Federal government and subject to the requirements of the Federal Information Security Management Act, Privacy Act, Federal Records Act, Freedom of Information Act, and other related laws and regulations.
- Work-related data that resides on personally owned devices may be subject to discovery in litigation, or in the course of an investigation by the Office of Inspector

General, or other administrative investigation or proceeding. As a result, employees may be required to produce or provide access to personally owned devices for the purpose of searching for and collecting that data.

- Work-related data must be segregated from personal data in a separate folder or folders on personally owned devices or saved to a secure flash drive rather than the hard drive of the employee's personal device. However, even with those precautions employees' personally owned devices may still be subject to search.
- Data protected by the Privacy Act and personally identifiable information subject to the Office of Management and Budget (OMB) and DOI policies may not be stored on personally owned devices without adequate safeguards. Bureaus/offices that allow employees to use Privacy Act data or personally identifiable information when teleworking must ensure that all physical, administrative and technical safeguards are in place to protect the confidentiality of the records, such as encryption for electronic data and locking file cabinets for hard copies.
- Don't download attachments containing sensitive information (including PII) from DOI web-based e-mail solutions (Lotus Domino Web Access (DWA - formerly iNotes) or Outlook Web Access (OWA)) to non-GFE equipment in accordance with instructions/restrictions provided by your IT help desk staff.

Federal Records

Federal agencies are required to prevent the unlawful or accidental defacing, alteration or destruction of records. As a Federal employee, you are responsible for managing and appropriately securing records generated in the course of your work, regardless of location. You should work with copies of records when practicable; however, the decision as to what documents may be removed for telework is up to your supervisor. Supervisors should use the risk assessment tool in Appendix 7 to determine whether agency records should be removed from the government facility. Contact your bureau records officer for guidance about whether documents are Federal records.

Agency records may not be removed from the legal custody of the agency. That does not mean records cannot be taken to a telework site; that means if you take a record to a telework location, you are responsible for keeping that record in your custody and taking steps to ensure the record is properly safeguarded. Managing and appropriately securing records means employees must:

- Maintain and preserve Federal records created or received during the course of official bureau/office business while at a telework site in accordance with the requirements of the Federal Records Act, the Privacy Act, the Freedom of Information Act, bureau/office records management policy, bureau/ office records retention schedules, judicial orders and Congressional direction. Be sure you properly preserve records subject to any legal hold or foreseeable litigation. Records subject to a legal hold or possible litigation should be maintained at the original location and in original format.

- Maintain custody and control of agency records at all times and return them to the official duty station when they are no longer needed for conducting telework, to be incorporated into the bureau/office's official recordkeeping system. This applies to both records taken to and created at the telework site, and to both electronic and hard copy records.
- Use or store records in environmental conditions that do not adversely affect the records to protect them against the alteration, defacing or accidental destruction.
- Not remove original records that are fragile, brittle, or are in poor condition from a Government facility as this may result in further damage or accidental destruction of the records.
- Immediately report any loss or destruction of agency records to your supervisor and bureau Records Officer.
- Departing employees may not retain records subject to the Federal Records Act or the Privacy Act, or records that contain sensitive data upon separation from the agency. All agency records must be returned to the custody of the Department of the Interior. However, copies of non-sensitive work-related data may be retained with the express approval of the employee's supervisor.

Privacy Sensitive Data

Supervisors must assess privacy risks and determine whether the records contained in a Privacy Act system of records may be used for telework. When it is permissible to use Privacy Act records while mobile or for telework, supervisors must ensure appropriate physical, administrative, and technical safeguards are in place to protect the security and confidentiality of such records in accordance with the provisions of the Privacy Act of 1974, 5 U.S.C. 552a and DOI Privacy Act regulations, 43 CFR 2.45-2.79. Contact your bureau/office Privacy Officer or Chief Information Security Officer if you are unsure about whether or not data should be considered sensitive.

- Records containing Privacy Act data or sensitive personally identifiable information (PII) may not be removed without the express approval of the supervisor, and only after all appropriate safeguards have been addressed including the protection of the records during transportation and storage.
- Remote access to Privacy Act or sensitive PII may be permitted provided that the security controls for such access are adequate to protect the data in accordance with all applicable laws, regulations, and policies.
- Privacy Act data and sensitive PII must be encrypted during transmission and storage.
- You may not transmit Privacy Act records or sensitive PII to personal email accounts as such transmissions over un-trusted systems places the data at risk of interception, unauthorized disclosure and exploitation.
- You must safeguard Privacy Act data and sensitive PII to protect against unauthorized disclosure. Hard copy records and media containing privacy sensitive data must be physically secured at all times to ensure the confidentiality of the

records. Do not leave them exposed or unattended. Bureaus may provide employees with a locking cabinet to maintain records.

- Privacy Act records must be returned to the official location for the system of records under the control of the Department or bureau/office system manager when they are no longer needed for telework. Failure to ensure the protection of sensitive information may result in termination of the Telework Agreement and disciplinary action.

Appendix 4 - Bureau Emergency Operations and Telework Checklist

Purpose: Provide a checklist that will ensure telework is fully integrated into emergency plans to comply with the 2010 Telework Act.

1. Is the IT infrastructure in place to allow large numbers of employees to telework simultaneously?

   a. Has an annual exercise been conducted, organization-wide that tests telework capability independently or as part of COOP or other emergency exercises?

   b. Do exercises demonstrate how telework supports the organization's ability to perform essential functions within 12 hours after the emergency event?

   c. Have problem areas identified during exercises been corrected?

2. At least annually, have designated emergency (i.e. mission critical, mission essential, COOP) employees been notified of their designation in writing?

   a. Does the notification include the requirement that these employees report to work or remain at work (or work from home or report to an alternate site) when government operations are disrupted?

   b. Do these employees have current signed telework agreements (for at least ad-hoc telework) in place?

   c. Do these employees understand that even without a telework agreement in place, they may be ordered to telework during emergency situations?

   d. Do these employees have the necessary equipment (computer, printer, fax, and phone) and tools (broadband, ISP service) to telework successfully?

   e. Have these employees been trained in alternate communications tools?

3. Have supervisors of employees who telework received telework and emergency operations training?

4. Have employees who telework received telework and emergency operations training?

5. Has equipment, technology and technical support necessary to support telework been tested?

   a. Have problem areas identified during the test been corrected?

6. Has the organization designated the location of the employee's reporting office prior to the emergency as the official work site (including telework locations) for location-based pay entitlements?

Appendix 5 - Telework HCAAF Program Checklist

Bureau

References:

- Public Law 106-346, section 359. "Department of Transportation and Related Agencies Appropriations, 2001."
- Public Law 105-277, Section 630. "1999 Omnibus Consolidated and Emergency Supplemental Appropriations Act."
- 40. U.S.C. 587 (c) (2) "Telecommuting and other alternative workplace arrangements."
- Public Law 111-292. "Telework Enhancement Act of 2010."

Y/N/NA	Review Item	Comments
	1. Does the bureau have a supplement to the DOI Telework Guide?	
	2. Is there an established business process for notifying new employee's of their eligibility and participation in telework?	
	3. Is information on telework provided to new employees during orientation?	
	4. Is executive leadership aware of the telework program, policies and participation status within the bureau?	
	5. Is there an established business process for collecting accurate telework information to support the DOI and OPM reporting requirement?	
	6. Has the bureau director appointed a telework coordinator?	
	7. Do all eligible and participating employees have a signed telework agreement?	
	8. Do non-participating, but eligible employees have a signed telework agreement for use in COOP and inclement weather conditions?	
	9. Does the COOP plan including a requirement for COOP members to have signed telework agreements?	

Additional Issues or Concerns

Y/N/NA	Review Item	Comments

Reviewer:_____ **Date:** _____

Appendix 6 - Official Duty Station

A6.1. This appendix provides information on determining an employee's official duty station as it relates to telework.

A6.2. The official worksite for an employee covered by a telework agreement is the location of the regular worksite for the employee's position (i.e., the place where the employee would normally work absent a telework agreement), as long as the employee is scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis.

A6.3. In the case of a telework employee whose work location varies on a recurring basis, the employee need not report at least twice each biweekly pay period to the regular worksite established by the bureau/office as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the employee's regular worksite. For example, if a telework employee with a varying work location works at least twice each biweekly pay period on a regular and recurring basis in the same locality pay area in which the established official worksite is located, the employee need not report at least twice each biweekly pay period to that official worksite to maintain entitlement to the locality payment for that area.

A6.4. The official worksite for an employee who is not scheduled to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is the location of the work site (i.e., home, telework center, or other alternative worksite), except in certain temporary situations, as explained below. (NOTE: This is not a telework arrangement and no telework agreement is required.)

A6.5. In certain temporary situations, a bureau/office may designate the location of the regular worksite as the official worksite of an employee who teleworks on a regular basis at an alternative worksite, even though the employee is not able to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite. The intent of this exception is to address certain situations where the employee is retaining a residence in the commuting area for the regular worksite but is temporarily unable to report to the regular worksite for reasons beyond the employee's control.

A6.6. The fact that an employee may receive lesser pay or benefits if the official worksite is changed to the telework location is not a basis or justification for using this temporary exception. A key consideration is the need to preserve equity between the telework employee and non-telework employees who are working in the same area as the telework location. Also, the temporary exception should generally be used only in cases where the employee is expected to stop teleworking and return to work at the regular worksite in the near future, or the employee is expected to continue teleworking but will be able to report to the regular worksite at least twice each biweekly pay period

on a regular and recurring basis in the near future. Examples of appropriate temporary situations include:

A6.6.1. Recovery from an injury or medical condition;

A6.6.2. Emergency situations may prevent an employee from regularly commuting to the regular official worksite. Examples may include: Continuity of Operations events, public health emergencies, severe weather or other emergency situations where employees may not be able to work from their normal worksite. For instance, in the aftermath of a hurricane or flood, an employee may be forced to temporarily relocate, making commuting to the regular worksite twice each biweekly pay period on a regular and recurring basis not possible. If the employing bureau/equivalent office sets up telework arrangements for the employee, a temporary exception to the twice-a-pay-period requirement would be appropriate;

A6.6.3. In extended period of approved absence from work (e.g. paid leave);

A6.6.4. A period during which the employee is in temporary duty travel status away from the official worksite; or

A6.6.5. A period when an employee is temporarily detailed to work at a location other than a location covered by a telework agreement.

A6.7. An exception is not appropriate in all situations. For example, the bureau/office should designate the employee's telework site as the official duty station in situations such as the following:

A6.7.1. An employee is hired under a temporary or time-limited appointment and is authorized to telework, but the employee is never scheduled to work at, or report at least twice each biweekly pay period to, the regular worksite (or expected to do so in the near future); or

A6.7.2. An employee changes his or her place of residence to a distant location where commuting at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is not possible (i.e., the employee no longer has a residence in the commuting area for the regular worksite and thus cannot reasonably be viewed as being part of the local labor market for the regular worksite).

Appendix 7 - Risk Assessment For Removing Agency Records From A Government Facility

This risk assessment tool is designed to assist supervisors in determining whether or not to allow removal of agency records from a government facility, and includes original documents, record copies subject to the Federal Records Act, documents that contain Privacy Act data, PII, or proprietary data, and documents subject to litigation holds.

This checklist does not mandate an outcome; however, any response that indicates a higher risk requires careful consideration. Supervisors should use their best judgment when making decisions to allow records to be removed from a government facility to prevent any loss, damage, alteration or destruction of agency records.

A "Yes" response to any of the following indicates a higher risk:

Does the document have fiscal, legal or historical value?

Does the document have permanent value?

Is the document subject to a legal hold or foreseeable litigation?

Is the document an original document?

Is the document fragile, brittle, or in poor condition that may result in further damage or accidental destruction?

Does the document contain sensitive data that would require special handling and additional safeguards?

Does the document require a special records move plan if moved to the alternate worksite?

A "No" response to any of the following indicates a higher risk:

Has the employee demonstrated the ability to properly safeguard the document from theft, loss, destruction or compromise at the offsite location?

Has the employee demonstrated the ability to properly safeguard the document from theft, loss, destruction or compromise while in transit?

Has the employee demonstrated that he/she will maintain custody and control of the document at all times and will return the document to the government facility?

Has the employee demonstrated an understanding of the requirements of the Federal Records Act, the Privacy Act, the Freedom of Information Act, and bureau/office records management policy?

Appendix 8 - Telework Training Objectives

Telework training course content must meet the minimum requirements outlined in this document. There are two categories of telework training: training that supplements the online OPM provided training at Telework.Gov and training that is designed to replace the OPM provided training. All training must be recorded in DOI Learn.

OPM's Training Objectives

- For all employees:
  - Describe the potential benefits of telework.
  - Explain telework principles and procedures.
- For non-supervisors
  - Identify your potential strengths and weaknesses as a teleworker.
  - Know the factors to consider when setting up a place to work at home.
  - Describe the necessary tools to successfully telework.
- For Supervisors
  - Identify employee work habits and job tasks that are suitable for telework.
  - Explain the tools needed for effective management of teleworkers.

Training Designed to Supplement OPM's On-Line Courses

Supplemental training provided within DOI must meet the following objectives:

- Know that the DOI policies on Telework are outlined in a DM chapter and an accompanying handbook and where to find those documents. Understand these policies and how to apply them to the work environment.
- Understand that:
  - training is required prior to engaging in any type of Telework and that the required training is for both the employee and supervisor.
  - in addition to Telework training, teleworkers must complete the annual FISSA training.
  - all training is provided through DOI Learn.
- Explain the process for completing a Telework agreement and where to find the Telework agreement form.

- Understand that teleworkers can be required to come to the office even on a scheduled Telework day when the mission so requires.

- Understand DOI policies related to records management, privacy, and information security in a Telework environment.

- How to report an on the job injury acquired while teleworking.

For supervisors, the training must also include:

- An understanding of how to use tools to effectively manage Teleworkers

- An understanding that teleworkers and non-teleworkers must be treated the same in terms of performance management, awards, promotions, etc. and that in DOI, teleworkers may not be required to complete reports on the work they do while teleworking unless non-teleworkers are required to do the same.

- Identify concerns that supervisors have regarding the management of teleworkers and provide strategies for supervisors to overcome key concerns to managing teleworkers.

Training Designed to Replace OPM's On-Line Courses

Training designed to replace OPM's on-course must meet all of the OPM and DOI objectives listed above.