

TECHNICAL ASSISTANCE

Date: 08/15/2023

Contact: dwdhumanresources@dwd.in.gov

Program: Indiana Department of Workforce Development (DWD)

Subject: DWD Technical Assistance 2021-19, Change 2
Remote Work Arrangements

Purpose

The purpose of this Technical Assistance is to outline the process of submission and approval of remote work arrangements for Department of Workforce Development (DWD) employees, consistent with State Personnel Department (SPD) policy on Flexible Work Arrangements.

Change 2 Summary

The following changes have been made to this technical assistance document:

- This document now refers solely to remote work rather than “flexible work,” as DWD has a separate policy discussing alternative work schedules.
- The titles of the DWD Lead Team Members have been updated.
- This document now directly links to the DWD Remote Work Checklist rather than the Active Policy Page. It also explains that DWD uses its own Remote Work Checklist rather than the SPD Remote Work Checklist to account for safeguarding information procedures related to the unemployment insurance (UI) system.
- This document clarifies the process for submitting all required remote work documentation.

Rescission

- DWD Technical Assistance 2021-19, Change 1 *Flexible Work Arrangements*

References

- SPD Policy *Flexible Work Arrangements*
- SPD Policy *Hours of Work*

Definitions

For the purposes of this document, Lead Team Member refers to the head of a division of DWD. The following positions comprise the Lead Team:

- Chief of Staff
- Chief Financial Officer
- Chief Unemployment Insurance Officer
- Chief Workforce Officer
- General Counsel

Content

It is the policy of the state that the performance of duties should be accomplished in the most efficient and responsive manner and with the greatest care in accounting for proper use of public funds. In circumstances where work can be effectively done in locations other than state facilities, SPD policy allows agencies to provide full- and part-time employees with the flexibility to work remotely for up to 15 hours per week (without additional authorization from SPD). This technical assistance document focuses solely on remote work. Employees are encouraged to review DWD's alternative work schedule policy for more information about alternative work schedules.¹

General eligibility for remote work arrangements is outlined in the SPD policy. Requests for remote work schedules must be approved by both the employee's immediate supervisor and appropriate Lead Team member. Remote work arrangements are a privilege and can be terminated by management for any employee at any time. Likewise, employees may elect to voluntarily terminate a remote work arrangement at any time. Employees may be eligible to participate in remote work subject to the needs of the business unit. Under such a circumstance, no more than 15 hours of an employee's schedule may be worked remotely.

An employee's duties, obligations, responsibilities, and conditions of employment are unaffected by a remote work arrangement. All workplace policies and performance standards applicable in Office locations are also applicable in Remote Work Sites. Policy violations or failures to meet standards are subject to appropriate corrective action in the same manner as if the policy or standard were violated in the Office.

All remote work requests require the completion of State Form 56972 (Remote Work Agreement).² This form requires the signature of the employee and the appropriate Lead Team member. Once completed, the form should be collected and sent, as a division or team, to DWD Human Resources (dwdhumanresources@dwd.in.gov), with "Remote Work Agreement" included in the subject line. Remote Work Agreements must be reviewed annually. Requests for remote work are subject to the completion of feasibility and safety checklists prior to the completion of a Remote Work Agreement. Employees, their immediate supervisors, and appropriate Lead Team members can collaborate on these efforts. This includes the completion of State Form 56970 (Remote Work Feasibility Worksheet)³ and the DWD Remote Work Checklist.⁴ To include additional compliance measures for UI employees related to safeguarding information, DWD has created its own Remote Work Checklist. Employees must complete

¹ See DWD's *DWD Employee Alternative Work Schedule Guidance* at <https://www.in.gov/dwd/compliance-policy/policy/active> for additional information.

² <https://forms.in.gov/Download.aspx?id=14623>.

³ <https://forms.in.gov/Download.aspx?id=14619>.

⁴ https://www.in.gov/dwd/files/activepolicies/2021-19_TAC2_Att_A_DWD_Remote_Work_Checklist.docx.

this document rather than the SPD Remote Work Checklist (State Form 56975). Employees must submit the Remote Work Feasibility Worksheet and the DWD Remote Checklist to their managers for approval.

In addition to the items in the feasibility and safety checklists, UI employees must meet the following technical requirements for remote work:

- Broadband internet access which supports, at a minimum, 10 MB/sec download speeds and 5 MB/sec upload speeds as well as QoS protocols.
- Users must be connected directly, via Ethernet connection, to their remote work site router. No WiFi connections for State work can be done without prior approval from DWD IT and DWD leadership.
- The user must have a State-issued laptop or be approved for virtual desktop.
- The user must have VPN access and be registered with Phone Factor.
- The user must be enrolled in Password Reset.
- DWD Leadership or designee may be required to inspect anticipated telework premises prior to the approval of a remote work agreement. If an in-person inspection is not conducted, photographs of the space must be provided of the telework space. A virtual inspection is also permissible via facetime or a similar technology.

DWD IT will not troubleshoot any personal internet issues and will only support VPN connectivity and State-issued workstations. In the event of equipment failure, staff must report to a DWD office or other agreed-upon location for maintenance, repair, or replacement. Staff will contact the DWD Service Desk and their immediate supervisor if equipment fails. Work will be completed out of the agreed location until equipment issues are resolved.

Employees who are remote workers but who need to travel to a DWD office may be eligible for mileage reimbursement. Consistent with the State's travel policy, DWD does not reimburse employee travel to their workstation. If, however, the employee's workstation is their home, an employee may be entitled to mileage reimbursement. Employees are encouraged to review the State Travel Policy for more information.⁵

Employees carrying out remote work must accurately account for their hours worked. When reporting hours through PeopleSoft Time and Labor that were worked remotely, employees must select "REMOTE WORK" from the look up feature for "User Field 5" in addition to reporting the hours as "Regular Work Hours - REG." Additionally, employees may provide a description of the work performed remotely in a comment field in Peoplesoft Time and Labor.

Attachments

Attachment A: DWD Remote Work Checklist Link

Additional Information

Questions regarding this publication should be directed to dwdhumanresources@dwd.in.gov.

⁵ <https://www.in.gov/idoa/state-purchasing/travel-services/>.

Attachment A: DWD Remote Work Checklist Link

Click the link below to access an editable Word version of the DWD Remote Work Checklist:

https://www.in.gov/dwd/files/activepolicies/2021-19_TAC2_Att_A_DWD_Remote_Work_Checklist.docx