

MANAGEMENT PERFORMANCEHUB

Indiana Management Performance Hub

Employee Handbook

October 2018

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PREFACE

The State of Indiana Employee Handbook is published by the State Personnel Department (INSPD). It contains the basic personnel policies *that apply to all state employees*. This includes the State's at-will employment, Americans with Disabilities Act, anti-discrimination/harassment, attendance and punctuality, compensation, complaint procedures, disciplinary action, leaves of absence, and personal conduct policies. The State of Indiana Employee Handbook can be found online at <http://www.in.gov/spd/2732.htm>. The Indiana Management Performance Hub ("MPH") encourages you to become familiar with it.

This document – the MPH Employee Handbook – is to be read in conjunction with the State of Indiana Employee Handbook. It is intended to act as a supplement. It contains personnel information *specific to MPH employees*. In short, both this handbook and the State of Indiana Employee Handbook apply to MPH employees.

The MPH Employee Handbook is not a contract of employment. It does not create any contractual obligations between MPH and MPH employees, nor does it modify the State's at-will employment policy in any way.

MPH VALUES

Be good to each other. Be good to our partners.

MPH values our people, our partners, exceptional customer service and results. Our team members strive to be collaborative, agile and innovative problem solvers. They are relentlessly curious and ask tough questions to ensure the best outcomes. Team members understand that data's value comes only from understanding it and the ways it can be leveraged. They treat each other and those they serve with mutual respect and transparency.

As MPH is trusted with large sets of sensitive data, every team member is expected to approach their professional and personal lives with integrity. Without trust from the public and our partners, MPH loses credibility and influence in solving challenges facing Hoosiers.

MPH has high expectations for team members, but also holds those members in high regard. The agency shows value to team members by providing competitive benefits, flexibility and diversity, work-life balance, career progression and professional development.

MPH-SPECIFIC POLICIES

CUSTOMER SERVICE

MPH supports the State of Indiana and its agencies by empowering them to leverage data in innovative ways and providing consultation on data privacy. MPH employees should be courteous, attentive and responsive when interacting with other state employees, partners or constituents. This begins by keeping customers informed and letting them know that their concerns are being addressed. Responding to emails and voice mails in a timely fashion – even if it is to just acknowledge them – is a good first step. Always act as if the partners that we serve have another choice, because one day they might. And remember that customer service is not about being right or wrong. It's about how you react and handle the problem.

To ensure great customer service from MPH even when you are unavailable, please make sure to mark time out of office in your Outlook calendar, utilize Out of Office email messages and identify a secondary point of contact in these messages including name and email address. These steps are intended to prevent meetings from being scheduled during times when employees cannot attend and to provide quick, knowledgeable service when issues need immediate attention.

PERSONAL CONDUCT

MPH expects its employees to maintain a high standard of personal conduct. Indiana citizens pay our salaries, and the agencies that we serve – our “customers” – trust us with elevated rights and access to their data. So you should consider how your actions could be perceived before you act – no matter whether you are at work or off duty – and you should be responsible and professional at all times. You may be subject to discipline, up to and including dismissal, for accessing information *while you are on the job* that you are not authorized to access, for instance. Further, you may be subject to discipline, up to and including dismissal and/or infraction, for disclosing information classified as confidential by Indiana law. Similarly, you may be subject to discipline if you commit a crime *while you are off duty*. These are just two examples, of course. If you have questions or concerns regarding personal conduct – and whether or not it meets MPH's standards –consult with your manager or MPH's Human Resources Director.

DRESS CODE

MPH values the individuality of its employees and expects them to represent the agency in a professional and respectful manner, whether that is in speech, action or attire. Employees should consider their meeting schedules and event obligations when choosing daily attire.

CODE OF ETHICS

Indiana citizens pay the taxes which permit state agencies like MPH to perform the work that we do. They trust us to act ethically and to spend their tax monies wisely. The State's Ethics Code, found on the Inspector General's website, details these expectations. Employees should review, understand and comply with this code.

It establishes that state employees must not engage in conduct that amounts to a conflict of interest or that could be perceived by the public as amounting to a conflict of interest. No state agency – including MPH – can afford to have the public assume that its employees are receiving gifts from vendors in exchange for business favors. The Ethics Code also prohibits state employees from taking certain types of second jobs or “moonlighting.” An MPH employee cannot accept a second job with a private software company that MPH contracts with, for instance, because of the possibility for a conflict of interest or the perception of one.

If you have questions or concerns about the State’s Ethics Code, consult your manager or the MPH’s Ethics Officer.

WORK HOURS

MPH values teamwork, collaboration, mutual respect and frequent communication. To foster this culture, employees are expected to be present in the office on a regular basis to actively participate in achieving agency goals and demonstrate accountability to projects and team members.

Although much of the work that we do must be performed on site during core business hours, some of it can be performed from home or during non-standard hours. As a result, MPH employees may be allowed to intermittently telecommute or flex time at the discretion of their managers when business needs allow. When making these decisions, managers must consider first and foremost MPH’s culture and the impact to operations. If an employee’s work product while flexing time or telecommuting impacts this culture or project completion, the privilege may be denied.

MPH also understands that employees may need to work different hours or from home unexpectedly on occasion, so employees may be permitted to telecommute or flex time on an *ad hoc* basis, within reason. When possible, employees should seek approval from managers at least one day in advance.

Who is eligible for flex time/telecommuting?

In order to be eligible for flex time/telecommuting as a non-managerial employee, you must work a set weekly schedule, have received no discipline in the preceding six months, and have received a “meets expectations” rating or better during your last performance review. Additionally, you typically must work on site at your state work station at least four days during a week in which you telecommute.

Flex time/telecommuting is a privilege, not a right.

Please keep in mind that flex time and telecommuting are not the norm and that simply because you are eligible for flex time and telecommuting does not mean that they will be approved by your manager. These are privileges that are extended at the discretion of your manager if MPH’s business needs permit. They are not appropriate for all positions within MPH, and the fact that one of your co-workers has been approved for them does not necessarily mean that you will be too. They are also not appropriate for all employees, as work product suffers for some when working away from their assigned work stations.

Also remember that your flex time or telecommuting privileges can be suspended or discontinued at any time, for any reason. For example, your manager might decide to temporarily suspend them – with little advance notice – if some sort of work emergency occurs, for example. Or they might be suspended for a longer period of time if they are incompatible with a particular project that you are working on. The manager may discontinue them altogether if it is determined that your productivity will improve if you work at your state work station.

In addition, most MPH employees are not eligible for compensatory time or overtime pay. If you have questions about this, please contact MPH's HR Director.

PERSONAL DELIVERIES

MPH will not accept personal deliveries on behalf of MPH employees. Please do not have personal items shipped to the office. Exceptions must be pre-approved.

MOBILE DEVICES

MPH employees who have been authorized by their managers to use their personal mobile phones to conduct state business may be reimbursed for a portion of their monthly mobile bill. For more information regarding reimbursement, please contact MPH's controller. Employees who use their personal mobile phones to conduct state business will be required to secure their devices with appropriate passwords and to otherwise abide by the State's security policy which can be found at http://www.in.gov/MPH/files/Mobile_Device_Tablets_Policy_ITP_07_04.pdf.

Some MPH employees are eligible for state-issued mobile phones and tablets. MPH employees who receive such devices must use a password to protect the information that is contained on them. In the event that you lose your device or it is stolen, you must notify the MPH Helpdesk immediately at (317) 234-4357. MPH employees are prohibited from downloading music or software to their State-issued devices without authorization from their manager.

HELPFUL LINKS

IOT

- Security (IRUA) – <http://www.in.gov/IOT/IRUA.htm>

State Personnel Department

- State Personnel Website – <http://www.in.gov/spd/>
- SPD State of Indiana Employee Handbook – <http://www.in.gov/spd/2732.htm>
- Standardized Policies – <http://www.in.gov/spd/2396.htm>
- PeopleSoft – <https://hr.gmis.in.gov/psp/hrprd/?cmd=login&languageCd=ENG&>

Inspector General

- Ethics Code – <http://www.in.gov/ig/2336.htm>