



Policy Title	Flexible Work Arrangements
Effective Date	July 29, 2024
Supersedes	Policy dated March 7, 2022
Approval	 Matthew A. Brown State Personnel Director
References	IC 4-15-2.2 Financial Management Circulars IDOA Policy on Travel & Work Stations State Personnel Department Standardized Policies Information Technology Resources User Policy (ITR User Policy) IOT Policies: Remote Work, Remote Access Technology, Mobile Device, and Mobile Device with BYOD Agency Policies

PURPOSE

To establish eligibility requirements, procedures, and recommendations for Remote Work and Alternative Work Schedules. This policy is intended to further governmental efficiency and responsiveness without sacrificing accountability and the inherent benefits of in-person collaboration.

SCOPE

This policy shall apply to all agencies in the executive branch of state government who employ individuals in the State Civil Service and all employees in the State Civil Service whose work may be performed somewhere other than state facilities. The parameters and procedures in this policy supersede all agency policies, parameters, and procedures.

POLICY STATEMENT

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. This means Indiana’s citizens are most often better served through onsite work.

In circumstances where work can be effectively accomplished in locations other than state facilities, this policy authorizes agencies to evaluate and permit, without additional authorization, the regular use of up to 15 hours of Remote Work per work week in most weeks.

Where operations allow, agencies may establish Alternative Work Schedules for employees consistent with the Hours of Work policy.



Agencies authorizing Remote Work must consider the purpose of this policy, the needs of the agency, the essential functions of the jobs authorized for Remote Work, and the abilities of affected employees to perform assigned duties in alternate locations.

DEFINITIONS

Alternative Work Schedule: A work schedule that deviates from the standard 7.5 hours of work per day for ten days per pay period.

Office: The state work site location where the employee's work is normally performed, or the off-site location where the employee has been assigned to fulfill their job functions.

PS/ESS: PeopleSoft Employee Self Service

PS/MSS: PeopleSoft Manager Self Service

Remote Work Site: A mutually agreed upon remote location where the employee will work.

Remote Work: Performance on specified days/hours via authorized technology in a remote location of work usually performed by the employee in an assigned Office. This does not include work performed at sites where the employee is assigned to conduct inspections, audits, examinations, reviews, investigations, or similar activities nor the related report writing and coordination or scheduling of duties if employee is not regularly required to perform those duties in an assigned Office.

Remote Work Agreements: An arrangement, as documented through entries in the PS/ESS – Remote Work tile, identifying the Remote Work responsibilities of both an employee and management.

ELIGIBILITY

No employee may perform Remote Work or work an Alternative Work Schedule unless their Appointing Authority (or designee) has determined that such work will:

1. Improve or maintain service delivery;
2. Improve or maintain availability to the public or customers;
3. Allow for employee work and productivity to be measured and appraised in the same way, or better, as it would be if the employee were in the Office each day or working a standard schedule;
4. Have no negative impact on other departments, functions, or staff;
5. Improve or maintain employee productivity and satisfaction; and
6. Contribute to hiring and retention of productive and engaged staff.

An employee may be eligible for Remote Work if their performance, as determined by their manager, is satisfactory, they are able to work independently, and their work may be effectively performed and supervised remotely.

Employees who have not yet demonstrated, or who are not currently demonstrating, satisfactory performance of their job functions are not eligible for Remote Work.

Unless approved by INSPD as a business necessity exception, Remote Work must be performed within the geographical boundaries of Indiana unless traveling for official functions. More information regarding IOT's approval process for international travel is located below in the section, *Equipment and Supplies*.

PROCEDURES FOR DETERMINING REMOTE WORK ELIGIBILITY

Agency Approval of Remote Work

Appointing Authorities (or designees) may authorize an employee to work remotely up to 15 hours per work week if eligible for Remote Work during full work weeks.

1. Prior to performing Remote Work, an employee and their manager may collaborate to determine the feasibility of Remote Work, the readiness of the employee to work remotely, and the safety of the proposed Remote Work Site.
2. If an employee's manager, having collaborated with the employee, believes the employee is eligible for Remote Work, and the proposed Remote Work Site is suitable for Remote Work, they may seek approval from the agency's Appointing Authority (or designee).
3. If the agency's Appointing Authority (or designee) agrees that Remote Work is suitable, the eligible employee and their manager must submit and approve a request submitted in PS/ESS – Remote Worker.
4. Additionally, the manager shall outline clear and quantifiable work productivity standards that directly correlate to the employee's role, responsibilities, and annual goal plan to ensure the agency can measure the effectiveness of Remote Work.
5. Managers are responsible for maintaining all documents and forms required by this policy and must send all Remote Work Agreements to their human resources department to be included in the employee's personnel file or upload supporting documentation to the PS/ESS – Remote Worker screens.
6. Remote Work Agreements must be reviewed no less than annually and in conjunction with performance appraisals.

Requests to work remotely more than 15 hours per work week will not be approved barring a unique operational or business need of the agency. In the rare case an Appointing Authority determines the business needs of the agency necessitate the authorization of an employee or department to regularly work more than 15 hours per week from a Remote Work Site, an Appointing Authority must submit a request for additional authorization to the State Personnel Department via email: EmployeeRelations@spd.IN.gov. Without express approval from the State Personnel Department, an employee may not be approved to work remotely more than 15 hours per week.

Duration of all Remote Work Agreements is confined within a single calendar year.

1. Requests with End Dates beyond the calendar year of the Start Date will be automatically rejected by PeopleSoft. New requests and approvals must be submitted in PS/ESS annually.



2. Accommodations under the ADA should be regularly monitored for continuing effectiveness. Annually, on or after January 1, that review requires a new request and approval for remote work; however, the original approval notice for the employee's accommodation request exception shall be attached.
3. Business Exception requests must be resubmitted and reviewed by INSPD on an annual basis. Employees shall attach an updated approval notice for the business exception each calendar year.

RESPONSIBILITIES

Employees are responsible for:

- Submitting requests for Remote Work through PS/ESS--Remote Worker tile;
- Adhering to the terms of the Remote Work Agreement and this policy;
- Performing assigned work in accordance with standards whether work is performed at an Office or Remote Work Site;
- Cooperating with any INSPD or agency investigation into Remote Work usage, effectiveness, and appropriateness; and
- Documenting Remote Work as prescribed by the manager and required in the timekeeping system.

Managers are responsible for:

- Approving appropriate requests for Remote Work on the prescribed form or electronic procedure;
- Enforcing adherence to the terms of the Remote Work Agreement and this policy;
- Monitoring assigned work for meeting standards whether work is performed at an Office or Remote Work Site;
- Taking appropriate action when assigned work or conduct does not meet agency standards;
- Cooperating with any INSPD or agency investigation into Remote Work usage, effectiveness, and appropriateness; and
- Enforcing documentation of Remote Work as required by agency standards and in the timekeeping system.

INSPD-assigned Human Resources Directors or their staff are responsible for:

- Participating in determinations of any exceptions to this policy as required by INSPD;
- Submitting requests for Remote Work on behalf of employees who do not have access to the PS/ESS-Remote Worker functionality but have received approval to work remotely for an accommodation and/or business need of the agency;
- Working with INSPD Employee Relations to, randomly and for good cause, audit and investigate Remote Work usage, effectiveness, and appropriateness; and
- Providing guidance related to this policy.

Agency Leadership is responsible for:

- Determining which work is appropriate for remote performance; and
- Adhering to this policy and enforcing the policy guidelines and requirements within their respective agency.



GUIDELINES AND OTHER REQUIREMENTS

Employee And Manager Participation

1. Remote Work is a privilege. A manager may terminate authorization for Remote Work for any employee at any time.
2. Employees authorized to use Remote Work Site(s) may request to cease using such Remote Work Site(s) at any time; however, should the needs of the agency require work in Remote Work Site(s), affected employees may be required to perform assigned duties at a Remote Work Site.
3. 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.
4. Corrective action, including discipline, may be taken for failing to comply with the provisions of the Remote Work Agreement.
5. Corrective action, including discipline, may be taken against a manager for failing to comply with the responsibilities and requirements of this policy, or for otherwise failing to adequately monitor employees' Remote Work.

Employment

1. The employee's duties, obligations, responsibilities, and conditions of employment with the State will be unaffected by Remote Work. Remote Work Agreements shall not be construed to alter the employment relationship.
2. Authorized business expenses must be submitted in accordance with the State's reimbursement policies.
3. The manner in which employees and managers account for work performed remotely must allow for a reasonable accounting of an employee's time and productivity. Both the employee and their manager are responsible for implementing practices and tools to account for activity and performance. The State provides many tools to do this, including but not limited to Remote Work Logs, Outlook Calendars, SuccessFactors Continuous Performance Management, PeopleSoft Time and Labor, and UKG Timekeeping.
4. Employees authorized to work at a Remote Work Site must accurately account for their hours worked.
 - When reporting hours through PeopleSoft Time and Labor that were worked remotely, employees must select "REMOTWORK" from the look up feature for "Rule Element 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.
 - When reporting hours through UKG Timekeeping that were worked remotely, employees must select the Transfer column on the timecard in a row, search for Labor Category, "Rule Element 5", and select "REMOTWORK".



Schedules

1. Employees must notify their manager immediately of any situation that interferes with their ability to perform their job duties at the Remote Work Site and, while unable to perform Remote Work, must utilize the appropriate accrued leave in accordance with applicable leave policies and procedures.
2. To the extent possible, and considering available Office space, agency divisions/departments are encouraged to establish standard, weekly in-person workdays in which all team members report to their Office. When there is an assigned departmental in-office workday, employees of that department must utilize the appropriate accrued leave in accordance with the applicable leave policies and procedures if unable to report to the Office on the established in-person workday.
3. Managers may agree to allow employees to occasionally deviate from hours and/or schedules as set forth in their Remote Work Agreement. In making such a determination, the manager must consider the employee's productivity and schedule, as well as the business of the agency and the needs of the agency's clients, customers, and stakeholders. However, such deviation should not be made solely because an employee's scheduled Remote Work day falls on a State holiday.
4. Employees shall be available during working hours by email, phone, and other communication methods established by their manager.
5. Employees shall be available for online meetings, conference calls, trainings, and other required activities as directed by their manager.
6. Where network bandwidth may accommodate it, employees should enable their computer's camera during all online meetings, trainings, and other virtual activities.
7. Employees appearing on camera while performing Remote Work should adhere to their Office's dress and appearance standards and use appropriate, authorized background effects.
8. If business conditions require the employee's presence at a state Office, the employee is to report, even if this occurs during normally scheduled Remote Work Site hours.
9. Except for participating in online meetings and calls, employees are prohibited from conducting meetings with clients, customers, or other employees in the employee's home.

Equipment and Supplies

1. In determining whether an employee is authorized to work from a Remote Work Site, the employee must demonstrate to the employee's manager that the location is a suitable replacement for the state-provided location. Management is responsible for determining whether the proposed Remote Work location is suitable.
2. At a minimum, a Remote Work Site must be safe and must have reliable internet access, a State-issued computer (or a personal computer utilizing IOT-approved security technology), and a phone line (either a state-issued cellular phone, a personal cellular phone compliant with IOT policies, or a landline).
3. Agency equipment provided to an employee shall remain the property of the State and shall be returned to the agency upon the termination of an employee's participation in the remote work program.



4. The use of equipment, software, data, and supplies is limited to use by authorized persons and for authorized purposes related to state business only.
5. Employees shall be responsible for the security of all data, documents or information used for state business purposes at a Remote Work Site and in transit to and from the Remote Work Site. Employees shall apply appropriate security measures and comply with confidentiality standards for each type of information regardless the media on which the information is contained.
6. Employees shall be responsible for the security of all items furnished by the state.
7. Employees shall report any malfunction in technology or lost or stolen equipment.
8. Employees shall report any lost or stolen data, documents, or information on whatever media to the agency's designated official for such reports.
9. Employees shall ensure all software and hardware meet Indiana Office of Technology (IOT) standards for access to state backbone, including use of VPN (virtual private network), and that all security procedures and virus/malware protection updates are performed regularly.
10. In the rare case an Appointing Authority determines the business needs of the agency necessitate the authorization of an employee to Remote Work from another state, that Appointing Authority must submit a request for additional authorization to the State Personnel Department via email to EmployeeRelations@spd.IN.gov. Without express approval from the State Personnel Department, an employee may not be approved to work remotely outside the geographic boundaries of Indiana.
11. Employees are prohibited from taking or accessing any State of Indiana devices or networks while out of the United States without express, written permission from INSPD and IOT. Requests to IOT should be submitted via email to IOT_Security@iot.in.gov, using the subject line "International Travel" and attaching documentation of the agency's authorization, prior to the employee's departure so that IOT can work with employee to determine the best way to allow performance of required duties while abroad. Device may be disabled and unusable if employee fails to make appropriate arrangements with IOT in advance of departure.

Injuries While Performing Remote Work

1. The agency, employee, and manager shall follow the state's policies for [reporting workplace injuries](#) if an employee is injured while working at the Remote Work Site.
2. The agency is not liable for damages to an employee's personal or real property while the employee is working at the Remote Work Site, except to the extent required under Indiana law.

Child/Dependent Care/Personal Business

1. Remote work is not a substitute for child or dependent care.
2. Employees approved for Remote Work must continue to arrange for child or dependent care to the same extent as if they were working at the Office.
3. Employees must refrain from conducting personal business while working for the state at the Remote Work Site.



FORMS AND RESOURCES

[56971 Remote Work Readiness Assessment](#)

[56970 Remote Work Feasibility Worksheet](#)

[56972 Remote Work Agreement](#)

[56975 Remote Work Safety Checklist](#)

[56974 Remote Work Log](#)

[56973 Cancellation of Remote Work Agreement](#)

-----END-----