




Policy Title	Remote Work
Effective Date	July 1, 2025
Supersedes	Flexible Work Arrangements Policy dated July 29, 2024
Approval	 Matthew A. Brown State Personnel Director
References	EO 25-16 IC 4-15-2.2 Financial Management Circulars I DOA 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 limited Remote Work. This policy emphasizes the inherent benefits of in-person collaboration while furthering governmental efficiency and responsiveness without sacrificing accountability.

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.

Authorization for Remote Work must be limited to operational needs that can be best served by offsite work. Agencies authorizing Remote Work must consider the purpose of this policy, the needs of the agency, including worksite space constraints, the essential functions of the jobs authorized for Remote Work, and the abilities of affected employees to perform assigned duties in alternate locations either full-time or on an ad hoc basis.

DEFINITIONS

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: Work performed by employees whose assigned workstation is their home address for operations accomplished without an assigned office location if the Agency Head and Cabinet Secretary find that operational outcomes support the practice or on a limited, ad hoc basis due to unusual or nonrecurring circumstances._

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

The work location for all Cabinet Secretaries and Agency Heads should be the Indianapolis Government Center Campus absent approval from the Governor's Office to work from a satellite state office.

Work that has traditionally been performed in an assigned office location shall be performed in an assigned office location. However, operations shifted to fully remote locations for efficiency or effectiveness, such as call centers, may continue to allow those operations to function remotely if the Agency Head and Cabinet Secretary find that operational outcomes support the practice, and key metrics are being met or exceeded.

Ad hoc Remote Work must be performed within the geographical boundaries of Indiana unless traveling for official functions or expressly authorized by the Agency Head and Cabinet Secretary. More information regarding IOT's approval process for international travel is located below in the Equipment and Supplies section.

An exception to this policy may be considered in an interactive discussion to determine whether reasonable accommodation is available that enables an employee to perform the essential functions of the job in accordance with the Americans with Disabilities Act or Pregnant Workers Fairness Act.

Remote Work Agreements for hybrid schedules in existence on June 30, 2025, which are not an authorized exception as a reasonable accommodation, are rescinded. Employees shall work full-time in an assigned office, facility, or field location and not from a remote location unless the Agency Head has determined remote work is required either full-time or on an ad hoc basis to accomplish specific operational objectives, in accordance with these guidelines:

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; and
5. Improve or maintain employee productivity and satisfaction.

Documentation of Remote Work Authorization

Full-time Remote Work Agreements must be entered into PS /ESS and approved in PS/MSS prior to an employee performing work in a remote location. The duration of all Remote Work Agreements is confined within a single calendar year; therefore, agreements must be reviewed and renewed each January. Job Aids for Submitting and Approving Remote Work Agreements are located in SuccessFactors/JAM > PeopleSoft 9.2 > PeopleSoft 9.2 Resources > Remote Work Agreement.

Application of Policies and Performance Standards

All workplace policies and performance standards applicable in Office locations are also applicable in Remote Work Sites and during Alternative Work Schedules. 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.

- Corrective action, including discipline, may be taken for failing to comply with the provisions of the Remote Work Agreement.
- 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 during Remote Work.

The employees' duties, obligations, responsibilities, and conditions of employment with the State will be unaffected by Remote Work. The Remote Work Agreement shall not be construed to alter the employment relationship.

Authorized business expenses must be submitted in accordance with the State's reimbursement policies.

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.

- 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".
- Employees shall be available during working hours by email, phone, and other communication methods established by their manager.

- Employees shall be available for online meetings, conference calls, training sessions, and other required activities as directed by their manager.
- Where network bandwidth may accommodate it, employees should enable their computer's camera during all online meetings, trainings, and other virtual activities.
- Employees appearing on camera while performing Remote Work should adhere to their Office's dress and appearance standards and use appropriate, authorized background effects.
- 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

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.

- 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 (that is, a state-issued cellular phone, a personal cellular phone compliant with IOT policies, or a landline).

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 and shall apply appropriate security measures and comply with confidentiality standards for each type of information regardless of the media on which the information is contained. Employees shall report any lost or stolen data, documents, or information on whatever media to the agency's designated official for such reports.

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.

- The use of equipment, software, data, and supplies is limited to use by authorized persons and for authorized purposes related to state business only.
- Employees shall be responsible for the security of all items furnished by the state.
- Employees shall report any malfunction in technology or lost or stolen equipment.
- 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.
- 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 IOT through the ASM Portal tile for International Travel with 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

- 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.

- 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

- Remote work is not a substitute for child or dependent care. 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.
- Employees must refrain from conducting personal business while working for the state at the Remote Work Site.

RESPONSIBILITIES

Employees are responsible for:

- Submitting requests for full-time Remote Work through PS/ESS;
- Accurately reporting work hours and leave time in the assigned timekeeping system; and
- Performing assigned work in accordance with standards;

Managers are responsible for:

- Approving appropriate requests through PS/MSS;
- Verifying the accuracy of work hours and leave time reported in the assigned timekeeping system; and
- Monitoring assigned work to ensure it meets standards and taking appropriate corrective or disciplinary action when work or behavior fails to meet standards.

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

- Participating in determinations for exceptions to this policy due to a need for reasonable accommodations, including participation in interactive discussions in accordance with the ADA (Americans with Disabilities Act) or PWFA (Pregnant Worker Fairness Act); and
- Providing guidance related to this policy.

Agency Heads and Cabinet Secretaries are responsible for:

- Determining which work is appropriate for remote performance.

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