

DCSS TELEWORK PROGRAM POLICY FAQ'S

Question	Response
1. Who is eligible to request telework?	All permanent DCSS employees may request telework pursuant to the policy. However, the ability to telework is determined on a case by case basis in accordance with the guidelines set forth in the DCSS Telework Policy and Procedures.
2. Who approves an employee's request for telework?	Telework is reviewed and approved by an employee's immediate supervisor/manager and their Deputy Director. It is a voluntary program requiring mutual agreement between the parties.
3. How many days per week may I telework?	Employees may telework a maximum of one-day per week; Tuesday, Wednesday, or Thursday.
4. What types of telework are available?	There is Casual (temporary and/or episodic basis) and Regular (weekly/monthly) telework. Refer to Types of Telework Schedules in the Telework Program Policy for more information on telework types.
5. How long does telework last?	An approved a Regular telework agreement is good for one year and must be renewed annually. A telework schedule may be terminated based on operational circumstances or performance-based reasons.
6. May I be on Alternate Work Week and Telework?	An employee may have an alternate work week. However, the employee may not telework on weeks in which a regular day off (RDO) occurs.
7. May I telework for dependent care?	No, telework may not be used for dependent care purposes. Refer to the DCSS Telework Policy and Procedures for more information.
8. How do I request telework?	Employees must request telework in writing through their immediate supervisor/manager.
9. What forms must be completed to telework?	Required forms include: <ul style="list-style-type: none"> • Telework Arrangement (ASD 062) • Safety Checklist/Acknowledgement (ASD 063) • Supervisor's Checklist (ASD 065)
10. Who receives a copy of the completed telework forms?	Executed documents are distributed to: <ul style="list-style-type: none"> • Employee • Employee's Immediate Supervisor/Manager • DCSS HRB Telework Coordinator
11. What factors will management consider when reviewing a telework request?	The employee's supervisor/manager and division Deputy Director will review each request on a case by case basis using the Considerations for Selecting Teleworkers outlined in the DCSS Telework Policy and Procedures.
12. Will I be notified if my telework request is denied?	Employees will be notified in accordance with the policy.

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13. What other policies must I comply with when I telework?	Employees must comply with all federal, state and DCSS policies.
14. How do I prepare my home for telework?	Employees must maintain a work area at home that is safe, clean and free from hazards and must also review and complete a Safety Checklist Acknowledgement form.
15. Is my home office subject to inspection?	The Internal Revenue Service (IRS) and DCSS may require an inspection of a home office space to ensure the security of Federal Tax Information (FTI). If warranted employees will be notified in accordance with the policy.
16. What is Confidential information?	Any information classified as confidential in accordance with Information Security Manual (ISM) 5001.
17. How do I handle FTI?	FTI should be treated with the same security at home as in the office. The ISM provides information in various sections on proper handling of FTI. In addition, you may contact the Information Security Office with any questions regarding proper handling of information.
18. Is there a limitation on the types of documentation I may take home for telework?	Documents with confidential information, including FTI, may not be transported in hard copy from DCSS worksite.
19. Who determines the equipment necessary for telework?	The employee and employee's immediate supervisor/manager will collaboratively determine the equipment needed to telework.
20. How do I obtain equipment determined necessary for telework?	Your supervisor or manager will work with you to determine any equipment needs. Technology requests should be submitted through the IT Service Desk.
21. What if I am physically needed in the office on a telework day?	If required, an employee must report to the office on a telework day. Refer to Scheduling Telework in the DCSS Telework Policy and Procedures.
22. How am I to remain accessible on a telework day?	Employees must be available as they would on a normal work day in the office (e.g. phone, email, Skype).
23. Who do I contact if equipment malfunctions?	Contact the IT Service Desk for any technology equipment services.
24. How do I obtain after-hours support?	Support is available from the IT Service Desk during normal business hours. You may submit via email and ServiceNow 24 hours a day.
25. How do I access the internet and drives from home, if necessary?	Once you are setup to work from home, you will have the same access available from your office location.

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26. How do I terminate telework?	Telework is a mutual agreement between DCSS management and employees. Employees or managers looking to terminate telework must follow the guidelines in the Telework Program Policy and notify the HRB Telework Coordinator.
28. How do I return equipment if telework has ended?	Your supervisor should submit a request to the IT Service Desk who will arrange the return of technology equipment.
29. How do I track my employee's work?	You may use the Assignment Log (ASD 067) as a tool for tracking staff work. This is an optional tool, not a requirement.
30. What if my telework location, phone number, equipment, schedule etc. change?	If any of the information on your signed Telework Arrangement changes, such as home address, phone number, etc., you will need to work with your supervisor to complete a new agreement.