

TELEWORK PROGRAM



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FOREWORD

Appropriately planned and managed, teleworking is a work option that can benefit managers, employees, and customers. Teleworking is also an important means by which we can help reduce air pollution, traffic and parking congestion, and demand for office space.

A good telework program facilitates temporary limited duty, increases the State's ability to respond to emergencies, amplifies effective use of new technologies within State service, and improves employee morale resulting in improved performance.

The Department of Child Support Services' (DCSS) Telework Program Policy and state [Telework and Remote Access Security Standard](#) documents will help reduce some of the confusion and misunderstanding about telework. It also provides a detailed guide for executive staff, managers and supervisors implementing telework within their workgroups.

BENEFITS

DCSS expects the following benefits through the use of telework:

- Improved employee performance and morale.
- Optimum use of office facilities.
- Reduced absenteeism.
- Improved employee health and wellness.
- Increased work options for employees on temporary limited duty.
- Improved air quality and reduced traffic and parking congestion.
- Enhanced working experience and opportunities for those with mobility restrictions.
- Effective continuation of business as part of a disaster recovery or emergency plan.

AUTHORITY

The DCSS Telework Program Policy exists under the following statues, statewide guidelines and Department of General Services (DGS) responsibilities:

[Government Code §§ 14200-14203](#) authorize every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option.

The term telecommute is replaced by telework in this document, except when directly citing current law. See the glossary of terms directly following this Policy.

POLICY

DCSS encourages the use of telework as a management work option when achieved through a bilateral voluntary arrangement between DCSS management and employee. In accordance with DCSS Policy:

- Both parties must agree that the arrangement is mutually beneficial.
- The telework arrangement can be terminated by either or both parties when no longer mutually beneficial.
- Telework means working one or more days away from the main office, either at home or at an alternative worksite.
- Home-based – working in a space specifically set aside as an office in an employee’s residence. This arrangement is based on a voluntary arrangement.
- Telecenter-based – working in an office near the employee’s home to which the employee regularly reports to work. This arrangement may not be on a voluntary basis.
- Mixed-use – includes the use of a combination of the main or central offices, telecenters and home offices.

This Policy recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program.

TELEWORK ARRANGEMENT

Completing the Telework Arrangement Form (ASD 062) verifies that all essential components of a telework arrangement have been addressed prior to the actual start of teleworking. The Telework Arrangement Package must be completed, signed and turned in to the Telework Coordinator. The Telework Arrangement Package consists of:

- The Telework Arrangement Form (ASD 062);
- The Safety Checklist/Acknowledgement Form (ASD 063); and
- The Supervisor’s Checklist (ASD 065).

The required signatures indicate that the teleworker and supervisor have read and understand DCSS’ Telework Program Policy, and the state Telework and Remote Access Security Standard.

TELEWORK AND REMOTE ACCESS SECURITY STANDARD

DCSS is required to ensure that its Telework Program is implemented in accordance with all applicable laws, policies, and standards including those governing the protection of state information assets.

Statewide information security policies, standards, procedures, and guidelines are issued by the Office of Information Security (OIS). Policies issued by OIS are found in the [State Administrative Manual \(SAM\) §§ 5300 through 5399](#). Corresponding standards, procedures and guidelines are found on the Department of Technology website at <https://cdt.ca.gov/security/>.

The California Department of Technology Telework and Remote Access Security Standard is available at:

- https://cdt.ca.gov/wp-content/uploads/2018/01/SIMM-5360A_2018-1018.pdf.
(Formerly SIMM 66A)

AUTHORITY

The following statute authorizes the OIS to issue statewide policies, standards, procedures and guidelines and requires every state agency, department, and office to comply with the information security and privacy policies, standards, and procedures issued by the OIS:

- [Government Code § 11549.3 \(b\)](#)

DCSS Information Security Policies can be found at:

- [Information Security Manual](#)
- [Information Security Office: Program Management](#)
- [Internet and E-Mail Use](#)
- [Securing Confidential Information](#)

Internal Revenue Service Publication 1075 requires Child Support Enforcement agencies comply with security policies, and may be found at:

- [IRS Publication 1075](#)

DEPARTMENT

DCSS is responsible for the implementation of the Telework Program and encourages the use of the telework option where work conditions warrant. DCSS will ensure that:

- Employee compensation benefits, work status, and work responsibilities will not change due to participation in the Telework Program.

- The amount of time the teleworker is expected to work per pay period will not change.
- Managers and employees will familiarize themselves with the Telework Program policy and procedures contained in this document, information security and Telework and Remote Access Security Standard prior to the commencement of approved telework arrangement.
- State information assets are secure and confidential, and personal and sensitive information is protected.
- DCSS evaluates its telework program in cooperation with DGS' criteria for evaluating telework programs.

EXECUTIVE STAFF

Executive staff is responsible for encouraging managers and supervisors to use telework where work conditions permit.

MANAGEMENT STAFF

DCSS management staff (e.g., Division, Branch and Unit Managers) is responsible for administration of the Telework Program within respective areas of responsibility. These responsibilities include:

- Budgeting the necessary resources, if applicable.
- Ensuring managers, supervisors, and teleworkers have read and understand the DCSS Telework Program Policy and state Telework and Remote Access Security Standard.
- Ensuring compliance with all applicable policies, procedures, and guidelines.

MANAGERS AND SUPERVISORS

DCSS encourages managers and supervisors to support the use of the telework option.

Managers and supervisors are responsible for:

- Reading and understanding the contents and requirements of this Telework Program Policy document in addition to the state Telework and Remote Access Security Standard.
- Identifying job tasks suitable for telework.
- Determining if teleworking staff will contribute to program objectives, while maintaining or improving efficiency, productivity, and customer service.
- Determining that telework arrangements are mutually beneficial prior to submitting to the next higher level of approval if required.

- Approving each Telework Arrangement Package (direct supervisors or equivalent, and division Deputy Directors).
- Overseeing the day-to-day performance of teleworking employees, as they would on-site employees, including communicating general office updates and related information to teleworkers.
- Ensuring teleworking employees indicate the hours they have teleworked in accordance with DCSS established policy and procedures.
- Approval of the teleworker's use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
- Providing teleworkers with specific, measurable, and attainable assignments, just as they would non-teleworking employees.
 - Supervisors must define, in writing, work tasks, corresponding deadlines, and the expected work performance. These expectations shall be reviewed with the Teleworker at least quarterly.
- Ensuring employees who remain in the main office are not negatively impacted by handling the teleworker's regular assignments (answering telephone calls, dispensing information, etc.).
- Providing employee training in the use of equipment and software as required for teleworkers to function effectively and independently.
- Ensuring all software installed for the telework option will be in accordance with the software copyright laws and be compatible with DCSS Information Security Policies, software standards and state Telework and Remote Access Security Standard.
- Ensuring compliance with DCSS Information Security Policies and state Telework and Remote Access Security Standard to protect DCSS assets when accessing, storing, or transporting DCSS information.
- Reporting security incidents immediately when they occur.

HUMAN RESOURCES BRANCH

DCSS Human Resources Branch (HRB) will:

- Instruct Attendance Clerks how to have teleworkers record their time teleworking.
- Designate a Telework Coordinator (TC).

TELEWORK COORDINATOR

The TC will be responsible for the day to day coordination and management of the DCSS Telework Program, including compliance with policies, procedures, and guidelines and may provide training on telework as needed. The coordinator will represent management of DCSS with respect to teleworkers, other agencies and the public. Additional responsibilities may include:

- Serving as a telework resource for all employees.
- Retaining copies of teleworking employees' signed Telework Arrangement package for the duration of the telework assignment.
- Monitor and evaluate the operation of the DCSS Telework Program.
- Maintain and update DCSS Telework Program Policy and procedures, as needed.
- Representing DCSS on the statewide Telework Advisory Group led by DGS.

INFORMATION TECHNOLOGY (IT)

DCSS IT Service Desk is responsible for:

- Ensuring that employee-owned computing hardware and software are compatible for telework (Refer to the state Telework and Remote Access Security Standard).
- Communicating to managers and supervisors that state data is only to be saved/stored on encrypted state equipment or DCSS Net.
- Facilitating the reuse and transfer of State-owned IT equipment meeting departmental standards.
- Ensuring routine maintenance and repair of DCSS IT assets used by teleworkers.

EMPLOYEES

Employees interested in becoming teleworkers are responsible for:

- Understanding the requirements contained in the DCSS Telework Program Policy and state Telework and Remote Access Security Standard.
- Submitting a request to telework to their supervisor.
- Working with their supervisor to develop mutually acceptable telework arrangement.
 - *See the Telework Arrangement Form (ASD 062).*

When a telework arrangement is approved, employees are responsible for:

- Abiding by the provisions set forth in the DCSS Telework Program Policy, state Information Security Policies and state Telework and Remote Access Security Standard.
- Establishing and maintaining a work area that is clean, safe, and free from hazards.
 - Employees working at home must complete the Safety Checklist and/or Acknowledgement, ASD 063, and certify its accuracy on an annual basis.*
- Maintaining state and/or personally owned equipment, devices, and services associated with achieving a safe, secure and healthful telework environment as identified in the Telework and Remote Access Security Standard.
- Reporting security incidents immediately to their supervisor.

- Repairing and/or replacing any damaged, lost, or stolen state-owned equipment assigned to the teleworker, if the damage, loss or theft is determined by management to be due to gross negligence on the part of the employee.

Procedures for reporting lost, stolen, or destroyed property or equipment are provided in the State Administrative Manual, in Sections 5350 through 5350.4 and 8643.

- Complying with all applicable policies, standards, procedures, and guidelines.
- Complying with tax laws.

DCSS is not responsible for substantiating an employee's claim of tax deductions for operating an office in the employee's home. An employee should seek advice from a tax advisor concerning in-home office deductions.

ELIGIBILITY

It is DCSS' discretion to determine which employees are eligible to participate in the Telework Program.

DENIAL OF TELEWORK

Denial of an employee's telework request is subject to the employee's Bargaining Unit MOU provisions:

- If applicable, when telework requests are denied, the reason shall be provided in writing. A copy of the written denial shall be forwarded to DCSS' Labor Relations Office.
- Questions regarding Bargaining Unit MOUs and telework should be directed to the DCSS Labor Relations Officer.
- Other personnel questions should be directed to DCSS HRB.

EMPLOYEE TELEWORKER RIGHTS

Employee rights provided in the employee's collective bargaining agreement between the State and the employee unions are neither enhanced nor abridged by participating in a telework program:

- Employee-teleworkers retain the right to grieve in accordance with the provisions of their collective bargaining agreements.
- Employee-teleworkers retain the right to meet with their representative (e.g. job steward) in accordance with the provisions of their collective bargaining agreement.

SCHEDULING TELEWORK

Managers and supervisors will follow these scheduling guidelines:

- Mutually establish a telework schedule prior to starting the telework arrangement with the teleworker.
- Schedule telework consistent with requirements of the worker's work week group and/or provisions of the collective bargaining agreement.
- Review teleworkers requests for flextime or alternate work week schedules as part of DCSS policy and if applicable, the employee's bargaining unit MOU.
- A teleworker must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.
- Teleworkers must be accessible via telephone, answering machine, voicemail, pager, or e-mail, just as they are at the main office.
- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

TYPES OF TELEWORK SCHEDULES

DCSS provides for two telework schedules, Casual and Regular. Both schedules are approved for up to one year and must be renewed annually. A telework arrangement is considered terminated if not renewed every year.

Casual – Employees may be allowed to telework on a temporary and/or episodic basis as duty assignment permits.

Circumstances which may be appropriate for temporary telework include, but are not limited to the following:

- Special project work requiring extended uninterrupted time.
- During convalescence from injury or illness. *
- During the last few weeks of pregnancy and/or following the birth of a child.
- While all reasonable commute routes are blocked (i.e., major construction, storm, disaster).
- If the primary worksite is inaccessible or not habitable.

Regular – Regular telework is an established schedule per week or month. Supervisors and/or managers must approve any change in the agreed upon schedule. Teleworkers will need to complete a new Telework Arrangement Form (ASD 062) for any changes.

- The supervisor and teleworker must take steps to prevent the teleworker from becoming isolated from the main office staff; therefore, in-home office telecommuters may be required to spend a minimum of one day per week in the main office, except under unusual conditions.
- Full-time teleworking (100% of teleworker's hours) is permissible when necessary to accommodate medical restrictions or physical disabilities, recruit and retain highly skilled expertise or is contingent on the needs of the job. *

Note:

- Teleworking is not to be used for dependent care purposes.

*An employee may request a reasonable accommodation in accordance with the DCSS policy and procedures.

ENDING PARTICIPATION

DCSS Telework Program is a bilateral voluntary arrangement between DCSS and the telework employee that can be discontinued by either management or employee/teleworker.

Employee/Teleworker - The employee may terminate participation in the Telework Program, without cause, at any time, for any reason, by written notice to his or her supervisor:

- When feasible, the employee shall provide such notice at least 30 calendar days in advance of terminating participation.

Management – Management may terminate an individual employee’s participation in the Telework Program at any time, including these reasons and provisions:

- For changed circumstances, operational needs, or performance-based reasons, providing 30 calendar days prior written notice with an explanation given to the teleworker.
- For cause. A telework arrangement may be immediately terminated and does not require advance written notice.
- Management may not terminate an employee’s participation in the Telework Program based on reprisal or retaliation.
- Management must notify the Telework Coordinator when an employee’s Telework Arrangement is terminated.
- When an employee’s participation in the Telework Program is terminated, the employee must begin working at the main office as soon as possible, but no later than 30 calendar days after being notified.

TELEWORK PROGRAM – TECHNOLOGY, EQUIPMENT AND WORK PROCESSES

Technology and Equipment Needs Overview

Before allowing a telework arrangement, the manager and/or supervisor and employee will determine the equipment needed for telework on a case-by-case basis. The types of technology services (internet services), access to state IT infrastructure and equipment that will be necessary to support the proposed telework arrangement must be identified.

Not all teleworkers need to perform functions or tasks that require computer equipment or service nor does telework necessarily entitle the teleworker to state-owned assets such

as: computer, software, printer, fax machine, furniture, telephone, or a business telephone line nor does it entitle the employee authorization to use personally-owned equipment.

Managers and/or supervisors must:

- Carefully weigh the costs and benefits of a telework arrangement, particularly ones that will require additional departmental expense for services or equipment (e.g. the purchase of new computer equipment or cable trenching to allow for a business telephone line).
- Work with DCSS Information Security Officer, IT and Business Services Offices to assess telework technology hardware and software needs and to provide the necessary services, equipment and supplies to teleworkers.
- Ensure that the telework infrastructure, including computing equipment at the agency that hosts telework connection and the computing equipment used by the teleworker to connect, is installed, maintained and updated in accordance with state information security policies, standards, and procedures.

The acquisition and furnishing of services, equipment and supplies shall be in accordance with all state laws, policies, standards and procedures including, but not limited to, the State Telework and Remote Access Security Standard and Public Contract Code.

Office Supplies

DCSS will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained through the teleworker's supervisor.

Restricted Use

The employee acknowledges that the use of any DCSS provided equipment, software, data, and supplies is limited to authorized teleworker use and only for purposes related to DCSS business, or as allowed by law or under MOU provisions.

Property Control

Managers and/or supervisors must properly account for DCSS telework property by ensuring the following steps are taken:

- Tag all DCSS equipment with a property/asset identification number for property inventory and control purposes.
- Maintain a record of all property, by teleworker and tag number, purchased and/or issued to teleworkers for telework purposes.

- Maintain a record of services used by teleworker (i.e. telephone line(s), service provider, internet connection, service identification number, etc.) that were acquired and/or installed at the teleworker's home.

Return of Equipment

DCSS requires a telework employee to return all department-owned equipment, software, data, and supplies when:

- An employee decides to end telework participation.
- DCSS deems the employee's job no longer qualifies for telework, telework equipment, and/or related services.
- The employee terminates employment with DCSS.
- DCSS terminates the employee.

Upon notification that the Telework Arrangement will end or notification of employee separation, the supervisor will review and compare the equipment and services checklist, provided on the Telework Arrangement form, to ensure the equipment is returned. The supervisor will report via [Service Now](#) that telework services are terminated and to arrange the return of the issued telework equipment.

Note: For equipment requiring removal by DCSS, such as a business telephone line, the approving manager will determine when it will be removed, or its use discontinued, with a minimum notice to the employee of two working days.

Changing Workstation Location

Once a telework arrangement is approved and implemented, the teleworker's supervisor must pre-approve any changes involving relocation of installed equipment or services owned or acquired by DCSS. If information on the approved Telework Arrangement changes, (address, phone number, telework dates/times), the teleworker will need to complete a new Telework Arrangement Form (ASD 062) to be approved by the supervisor and division Deputy Director and submitted to the Telework Coordinator.

Equipment Malfunction

If equipment malfunctions, the teleworker must notify his or her supervisor immediately:

- The supervisor will determine if equipment down time warrants the teleworker to report to the main office.
- The teleworker is responsible for returning the malfunctioning equipment to the main office for repair.

- DCSS IT Help Desk will provide telephone service and assistance to teleworkers for state-owned equipment and services.
- DCSS IT Help Desk support is available during normal business hours. If the teleworker experiences equipment malfunctions, they may submit a request via email at: ITServiceDesk@dcss.ca.gov or a [Service Now](#) request, 24 hours a day.
- IMPORTANT: DCSS will not provide any at home service. When necessary, the telework employee is responsible for returning state owned equipment to DCSS for maintenance and repairs.

Employee Provided Equipment

Only state-owned computing equipment may be used to connect to state IT infrastructure at the network-level unless the following conditions are met:

- Written authorization is provided by DCSS management.
- An exception in accordance with an authorized process has been approved.
- The teleworker's computing equipment and software complies with the state Telework and Remote Access Security Standard. The state Telework and Remote Access Security Standard is published on the Office of Information Security website at:

https://cdt.ca.gov/wp-content/uploads/2018/01/SIMM-5360A_2018-1018.pdf

When an exception has been approved, the following applies:

- Employee's personally owned equipment maintenance and repairs remain the responsibility of the employee.
- DCSS does not assume any liability for loss, theft, damage, or wear of employee's personally owned equipment as a result of telework-related activity.

NOTE: Employees who use their personal computing equipment for work purposes subject their hard drive, software, and/or any other type of electronic storage media, to the possibility of subpoena or lack of privacy through legal action taken against, or by, the State (Electronic Communication Privacy Act).

Work Products

DCSS owns any software, products, or data created as a result of work-related activities.

Reimbursable or Shared Costs

DCSS will reimburse teleworkers for business expenses necessary for performing work assignments:

- Supervisors must pre-approve in writing all such reimbursements.

- Reimbursements will be made via normal purchase and/or reimbursement procedures.

Note: DCSS will not be liable for telework expenses not identified in the employee's telework arrangement, including, but not limited to, any investment in furniture, equipment or services for the designated workspace in the teleworker's home office.

Additional points:

- Teleworkers using their own residential telephone for business-related calls may be reimbursed for those expenses. The teleworker should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures.
- On a case-by-case basis, the supervisor will decide whether any telework expenses not specifically covered in this Policy are reimbursable.

Work Environment

DCSS provides the opportunity to participate in a home telework program with the understanding that it is the responsibility of the employee to maintain a safe and productive work environment:

- Telework should not be used for dependent care (i.e., any individuals requiring constant supervision including: infants, toddlers, preschoolers, school aged children, adults, and elderly adults) purposes. Dependent care arrangements must be made for agreed-upon work hours.
- Personal disruptions, such as non-business phone calls and visitors, should be kept to a minimum.
- The Telework Arrangement Form (ASD 062) shall identify work hours and the work area.
- DCSS employees should treat the work area as an official State office work area during work hours.

Please review Safety Checklist/Acknowledgement (ASD 063).

Authorized Expenses

DCSS Chief Financial Officer must follow regular DCSS procedures to authorize expenditures for office equipment, software office supplies, communication devices, and office services needed by teleworkers in their home offices:

- Computer hardware and software purchases must be processed through the procurement process.
- Existing procedures require that all invoiced goods have an authorized purchase order in place before purchasing.

- All department provided furniture, calculators, and computer equipment must be tagged as DCSS property before placement or installation at the teleworker's home office.
- Managers should use existing equipment and supply items available through their division, branch, or office whenever possible.

Main Office Days

DCSS expects telework employees to work at the main office on their non-telework day(s) unless alternate arrangements have been approved by DCSS.

Managers and supervisors are responsible for ensuring that on employee's regular non-telework days:

- Telework employees have adequate office space available to them.

Space efficiencies can be accomplished by temporarily assigning teleworkers space of absent employees, providing reserved office space in a shared environment, or providing reduced space. In all such cases, managers and supervisors will meet health and safety requirements for work environments.

Teleworker's in-office files, related equipment, and telephone lines are available to them.

Health and Safety

DCSS expects teleworkers to maintain the same safe working environment at the telework site as they would have at the main office:

- Employees who telework must have a fire extinguisher and smoke detector in the home.
- Teleworkers shall have pre-established evacuation plans and first aid supplies.
- In-home offices shall be clean and free of obstructions and hazards.
- Resources on how to set up an ergonomic workstation are available on the California Department of Human Resources website at:
<http://www.calhr.ca.gov/Documents/computer-users-guide-to-an-ergonomic-workstation.pdf>.

IMPORTANT: Failure to maintain a safe work environment, in accordance with this Policy, is cause for discontinuing employee participation in the Telework Program. Review Safety Checklist/Acknowledgement (ASD 063) and Setting Up A Home Office (ASD 064).

Safety Certification

Teleworkers are responsible for self-certifying that the in-home office complies with identified safety requirements by completing and signing the Safety Checklist/Acknowledgement (ASD 063). Management retains the right to make inquiries as to the status of the in-home office work environment.

Work-Related Injury

If a teleworking employee incurs a work-related injury, worker's compensation laws and rules apply just as they would if such an injury occurred at the main office.

Employees must notify their supervisors immediately and complete all necessary documents regarding the injury.

Information Security

Security of information assets is of primary concern and importance to DCSS. Information security policies, standards and procedures serve to protect the availability, integrity and confidentiality of information assets. These policies, standards and procedures also serve to protect the agency, as well as its citizens and employees. For example, use of an improperly configured computer or wireless network computer may lead to unauthorized access, viruses and other forms of malicious code that may compromise the availability of computers and lead to data integrity and confidentiality issues. The loss or theft of a telework computer that is not encrypted and password protected may lead to data loss and confidentiality issues. The use of a personally owned asset, when permitted, may expose the employee to privacy-related issues, such as all personal information, as well as work information, stored on the personally-owned device may become subject to disclosure under subpoena or legal action taken against the state. Therefore, it is essential that those engaged in telework arrangements are aware and understand the following:

- Teleworkers, like all DCSS employees, must adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security.
- Teleworkers shall apply the state policies, standards and procedures including the state Telework and Remote Access Security Standard, to all DCSS information assets, DCSS equipment, software, and information used within the Telework Program.
- DCSS sensitive, confidential data that contains Federal Tax Information (FTI), except for equipment as provided on the Telework Arrangement (ASD 062), cannot be transported to the telework location. This includes paper files and hard copies that include FTI.
- The State reserves the right to monitor and log, without notice, all telework activity, including E-mail and Internet activities. Teleworkers, as with non-teleworking

employees, should have no expectation of privacy in the use of computer related resources.

- DCSS may require an inspection of a home office space to ensure the security of FTI. If warranted, employees will be notified.

Whenever a teleworker is unclear about the requirements of an information security policy, standard or procedure he/she should consult with their supervisor and DCSS Information Security Officer.

GLOSSARY OF TERMS

The following definitions can assist you in participating in the Telework program. Not all terms provided here appear in this Policy.

Main Office: The DCSS location to which an employee is assigned.

Telecenter: An office near the employees' homes to which they regularly or casually report to work. The building is usually owned or leased by one or more agencies.

Dependent Care: Caregiving for infants, toddlers, preschoolers, school-aged children, adults and elderly adults who require constant supervision. Prohibited in DCSS Telework.

Gross Negligence: The deliberate inattention and failure to exercise the care that a prudent person usually exercises and the reckless disregard of the consequences affecting the life or property of another.

Home Office: An area designated within the employee's home for the purpose of performing DCSS work.

Information Assets: All categories of information (confidential, personal, sensitive, or public), all forms of information assets (paper or electronic), information technology facilities, equipment and software owned or leased by state agencies. (See SAM Section 4989.1, Definitions; *Condensed*)

Remote Access: The connection of an information asset (computing equipment, etc.) from an off-site location to an information asset on state IT infrastructure.

Telecommute: See Telework

Teleconferencing: Holding a conference among people remote from one another by means of telecommunication devices (e.g. telephones or computer terminals).

Telework: An arrangement in which an employee regularly performs officially assigned duties at home or other work sites geographically convenient to the residence of the employee.

Telework Schedules:

Casual: A *casual* or *limited* telework arrangement to accommodate: 1) convalescence from an injury or illness, 2) a recovering family member in need of limited in-home assistance, 3) the last weeks of pregnancy, and/or following childbirth, 4) an inaccessible main office, 5) blocked commute routes (i.e., major road construction, storm, or a disaster) 6) special project work requiring an extended period of non-interruptible time.

Regular: An established telework schedule of days per week or month that centers on the needs of DCSS.

Teleworker: An employee that teleworks.