



State of Oklahoma
Office of Management and Enterprise Services
Policies and Procedures

Telework Policy

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Date Policy Last Revised: June 1, 2020	
Approved: Dana Webb, as Designee of OMES Director Steven Harpe	Approval Date: April 15, 2021

Purpose

The purpose of this policy is to ensure the Office of Management and Enterprise Services complies with state initiatives encouraging regular and or full-time telework as an alternative to incurring costs for additional office space for state government and to provide the telework option as an added benefit to its workforce. This policy prescribes the duties and responsibilities of both OMES and the employee (Employee) entering into a teleworking arrangement. OMES and regular or full-time telework Employee hereby agree to the provisions and requirements set forth in this Teleworking Policy when Employee enters into a regular or full-time teleworking arrangement. This policy shall lay out the agreement between OMES and Employee. Both Employee and Employee’s supervisor will sign the Telework Acknowledgement attached to this policy and agree to abide by the provisions within the Telework Acknowledgement. Subject to the approval of an employee’s supervisor, any OMES employee may occasionally work from home due to extenuating circumstances. Such work from home arrangement is not intended to be routine and is not intended to be covered by the provisions of this Telework Policy.

Policy

OMES considers telework to be a viable alternative work arrangement in cases where individual job and supervisor characteristics are best suited to such an arrangement. Telework allows an employee to work outside of the traditional on-site work environment for all or part of the regular workweek. Telework may be appropriate for some employees and some positions; however, telework is not an entitlement, is not an agency-wide benefit and may be discontinued at any time at the sole discretion of OMES. Telework may be used as a recruitment and/or retention tool by supervisors when deemed appropriate for a position. OMES, in its sole discretion, will identify certain jobs, job functions and departments where teleworking will be encouraged. The supervisor shall develop the performance reporting metrics to be utilized for employees

in the telework program and ensure that each of his or her employees is meeting the required performance standards.

A telework arrangement is not designed to be a replacement for appropriate dependent care. If dependents are present at the teleworking location during the employee's designated work hours, dependents who require care must be cared for by a third party. The focus of the work hours in the telework location must be on job performance and meeting agency requirements. In order to accomplish this objective, it is recommended that dependents be cared for outside of the telework location. OMES reserves the right to request documentation from each teleworking employee that his or her dependents are receiving care by a third party.

Employees who telework for all or a portion of the work week shall be responsible to remove work hazards and to ensure adequate protection of proprietary, customer and other confidential information accessible from the telework location. Adequate protection shall be determined at the sole discretion of OMES.

Administrative leave shall not be granted to employees that telework or have the ability to telework unless otherwise approved by the appointing authority or on a case-by-case basis.

Telework employees shall continue to adhere to all applicable OMES policies and procedures.

Implementation

OMES/supervisor (employer) responsibilities, duties and rights

OMES shall evaluate the suitability of the telework arrangement for each job position, job function and department. Supervisors in conjunction with division directors shall be responsible for determining which job functions support teleworking by the employees. In the event a job function is identified as supporting telework, the supervisor, in conjunction with the division director, shall determine the teleworking schedule for each employee who performs such job function. Employee acknowledges that even if they are in a job function that supports teleworking, the teleworking schedule shall be set by OMES by and through its supervisors and division directors.

OMES shall develop the productivity performance measures and performance reporting metrics for each job position that has been identified as suitable for telework. Such productivity performance measures shall align with the performance measures of the applicable reporting division or department.

OMES retains the right and sole discretion to discontinue the teleworking arrangement with Employee at anytime. OMES shall make every effort to provide 30 days' notice of such change to Employee. Employee acknowledges there may be instance when less notice or no notice is possible. In the event Employee is failing to meet performance metrics or is having other disciplinary issues, telework may be terminated.

OMES retains the right and sole discretion to modify the teleworking arrangement in any manner in order to meet the business needs of the agency.

OMES, by and through its supervisors and division directors, will determine the appropriate equipment needs, which may include a state-issued laptop, for each job position and job function deemed suitable for telework.

OMES, by and through its supervisors and division directors, shall determine if Employee has a physical permanent workstation at the state offices. OMES shall determine what, if any, schedule Employee must follow in utilizing the physical permanent workstation.

OMES, by and through its supervisors, shall set the work hours of Employee and approve any work week adjustments as needed.

Supervisor shall discuss the requirements of this policy before Employee begins teleworking and during all PMP meetings held. Such discussion shall be documented and maintained in Employee's personnel file.

All OMES property used for the telework arrangement remains the property of OMES. When the telework arrangement is discontinued, all OMES property shall be immediately returned to OMES.

Employee responsibilities, duties and rights

Employee shall comply with the state Information Security policies, procedures and guidelines and applicable data security laws, rules and regulations to ensure the protection of information accessible from any telework location.

Employee shall not attempt to bypass security measures or modify security configuration settings.

Employee shall fully cooperate with any security audit of the telework locations.

Employee shall not use their own personal devices to perform work without the approval of their supervisor.

Employee shall not save state data to their own personal device. If Employee uses their own personal devices to perform work, Employee shall adhere to the [State of Oklahoma Personal Device Standard](#).

Employee shall comply with all OMES policies and procedures governing employee conduct and any applicable laws, rules and regulations.

Employee shall maintain the confidentiality of all state data. Employee shall familiarize themselves with and follow all applicable laws, rules, regulations, policies and internal procedures regarding confidentiality.

Employee shall immediately notify the appropriate supervisor and individual in the event a breach or suspected breach of confidentiality occurs. Such notification is for purposes of OMES responding with required federal notices to individuals whose confidential information may have been exposed.

Employee is required to maintain a safe work space at the telework location. Employee is responsible for inspection and ongoing maintenance to ensure the work space meets the following minimum physical requirements:

1. Safe and hazard free.
2. Adequately ventilated.
3. Reasonably quiet, free of distractions and sufficiently well-lit to allow for reading.
4. Stairs with four or more steps are equipped with handrails.
5. All circuit breakers and/or fuses in the electrical panel are labeled as to intended service.
6. Circuit breakers clearly indicate if they are open or closed positions.
7. All electrical equipment is free of recognized hazards that would cause physical harm.

8. Electrical outlets are three-pronged and grounded.
9. Computer equipment is connected to a surge protector.
10. Aisles, doorways and corners are free of obstructions to permit movement.
11. File cabinets and storage closets are arranged so drawers and doors do not open into walkways.
12. Space is free from excess furniture.
13. Phone lines, electrical cords and extension wires are secured under a desk or alongside baseboard.
14. Floor surfaces are clean, dry, level and free of worn or frayed seams.
15. Carpets are well-secured to the floor, and free of frayed or worn seams.
16. A fire extinguisher is in the workspace or easily accessible.
17. A working smoke detector is detectable from the workspace.
18. Chair casters are secure and/or rungs of the chair are sturdy.

OMES reserves the right to inspect the physical telework location of each teleworking employee. Employee shall be required to make the physical telework location available in the event OMES exercises this right.

Employee is required to complete the [ergonomics assessment and training](#) supplied by the OMES Risk Management team when Employee begins teleworking. Such ergonomics assessment and training shall then be completed annually.

Employee is also required to ensure they can meet the minimum technical requirements in order to adequately perform their job duties from the telework location and maintain the security of state data. Employee shall work with their supervisor and reach out to OMES Information Services in the event issues, questions or concerns regarding meeting the technical requirements occur.

Employee shall not be entitled to reimbursement of any nature if requested to report to a state work location other than the telework location or chooses to travel between telework locations. Employee will remain eligible for reimbursement for travel to other locations in accordance with the State Travel Reimbursement Act.

Employee shall be available to attend meetings, trainings any other events at the state work location on all days Employee is scheduled to work. Teleworking shall not be an excusable absence from such required meetings, trainings or other events.

Employee shall remain responsible for all tax or legal issues arising from an employee's use of a telework location under this policy. Employee should seek tax or legal advice from their tax or legal advisor if they have any questions related to the telework arrangement.

Employee shall acknowledge and agree that the teleworking arrangement is a benefit for Employee but is not to be construed in any way as an entitlement.

The Employee acknowledges and agrees to sign the Telework Acknowledgement Form which binds the employee to all provisions herein.



OMES Legislative and Public Affairs Telework Operating Standards

As stated in the official OMES Telework Policy, telework is not an entitlement nor an agencywide benefit. We, as the LPA division, should lead by example in being a strong, cohesive hybrid telework team. To ensure we are as efficient and effective as possible, below are additional expectations for LPA team members.

- Team communication is vital.
 - Begin the day by signing in on Teams with a hello or good morning.
 - Post a Teams message when you will be away from your computer for break or lunch.
 - End the day with a Teams message.
 - Communicate with your manager and teammates on any change in your telework schedule.
- If you are having any type of technical difficulties, tell your manager and co-workers immediately via phone call or text if Teams or email is not an option. If the technical difficulty is something that must be addressed by Information Services (for example, visiting the Tech Café or getting a loaner laptop), it is your responsibility to get the issue taken care of as quickly as possible. Open a service desk ticket and reach out to the technician assigned or visit the Tech Café ASAP for an expeditious resolution. **Again, it is your responsibility to address any technical difficulties you are having as quickly as possible so that the workflow is not interrupted.** If the issue you are having is internet related, you will need to work in-office until your internet issue is resolved.
- Be prepared to be on camera for any scheduled remote meeting, including staff meetings.
- Attend every scheduled staff meeting. Clear any absences with your manager prior to the meeting.
 - Internal Communications and External Communications meet every Tuesday.
 - Full staff meeting is on Wednesday. Be prepared to be on camera.
 - On the last Wednesday of every month, the full staff meeting is in-person. Each team member will be responsible, in turn, for scheduling a location for the in-person staff meeting.
- If you are scheduled for an in-person meeting on a day you typically telework, you are expected to be in-person office for that meeting.

We want to be as flexible as we can with work scheduling on an as-needed and requested basis. In order for us to do so, communication is KEY.

- During your scheduled work hours, be readily available and responsive to your LPA team members. If you miss an outreach (Teams message, email, text, etc.) from a team member, it is important you respond in a timely manner. For our operating standard purposes, a timely manner is considered to be within 15 minutes.
- If you need a temporary change to your telework schedule (for example, if you are scheduled to be in the office and need to work from home on a particular day), you must communicate with your manager for approval. Once approved, you are responsible and expected to communicate with your co-workers on this change.
- If you are unable to work during your scheduled time, you must communicate this to your manager by text, Teams message, email or phone call. If you are out unexpectedly for more than one day, you must let your manager know before each workday starts that you will be out.

Ours is a deadline-driven division. It is very important that you work closely with your teammates and customers to make sure deadlines are met. If you foresee an issue in meeting a deadline, it is your responsibility to notify the other stakeholders in the project. On more lengthy projects, it is advised to provide a status update to the project stakeholders – don't make the customer reach out to you, but instead be proactive and keep them in the loop.



The undersigned Employee has read, understands and has been provided an opportunity to obtain clarification of the terms of the Telework Policy. The Employee agrees to abide by all terms of the policy and must complete all assigned work according to procedures, guidelines and standards prescribed by OMES and the supervisor(s) of the Employee.

Type of telework schedule requested (select one):

- Full-time telework
- Part-time telework

Employee signature:

Title: _____

Date

Supervisor attests that Employee has open PMP for current evaluation period to include measurable performance criteria and metrics. Supervisor agrees to monitor Employee performance and provide regular feedback and coaching regarding Employee performance.

Supervisor signature:

Title: _____

Date

Human Resources signature:

Title: _____

Date